

Re: Error Message: C00D11D1

Source:

<http://www.tech-archive.net/Archive/Media/microsoft.public.windowsmedia.player/2004-07/4441.html>

From: Kent McPherson (*bigk_at_kentmcpherson.com*)

Date: 07/20/04

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Why is the answer to this error always reinstall the video and sound drivers even though they work in other applications? Is there a better explanation of this problem? This is very much like the usual Help Desk response that says "Have you tried rebooting?"

"Chris Lanier [MVP]" <cal2002a@hotmail.NOSPAM.com> wrote in message news:eeHSsYITEHA.2704@TK2MSFTNGP10.phx.gbl...

> *Please try and find help by only posting once.*

>

> *Error C00D11D1 or "Cannot play the file because there might be a problem with the sound or video device, such as a sound or video card." means just what the error text says. There is a problem with the sound or video device*

> *or maybe even both.*

>

> *What you will want to do is reinstall the drivers for both of them. Even if*

> *the sound or video works in another application or in part of WMP you will still want to do it.*

>

> *If you need help locating where to get the latest drivers for your sound card and/or video card try the following. Your Device Manager in Windows "should" supply the information assume the sound card and/or video card has*

> *been detected. To access the Device Manager right click on My Computer and*

> *select the Device Manager tab. In Windows XP goto the Hardware Tab and select Device Manager.*

>

> *If you don't know how to access the Device Manager or it doesn't show your card, than the easiest thing to do is download a free utility like Belarc Advisor (<http://tinyurl.com/5w6o>). Run the installer then it will open a webpage for you. Under Multimedia it will tell you the sound card or "Audio*

> *Controller" you have in your PC. Just above that you will see Display.*

The

> *"Display Adapter" is your video card. So again, get the name and version*

> *then you can download the drivers from the maker of the card.*
>
> --
> *Chris Lanier*
> *Microsoft MVP – Digital Media*
> ---
> *"Ken" <Ken@discussions.microsoft.com> wrote in message*
> *news:8174DCE7-4E3E-4319-80FE-E9A1ED0D7FA9@microsoft.com...*
> *> You've encountered error message C00D11D1 while using Windows Media*
> *Player. You might be able to find a solution for this error by using one*
of
> *the following support resources:*
> >
> >
> *> I can't open any files anymore in my Windows Media Player and I even*
> *reinstalled it and installed some codecs.*
> >
> *> Can someone help me?*
> >
> *> Thanks in advance*
> >
>
>