

Re: Error Message: C00D11D1

Source:

<http://www.tech-archive.net/Archive/Media/microsoft.public.windowsmedia.player/2004-07/4444.html>

From: Chris Lanier [MVP] (cal2002a_at_hotmail.NOSPAM.com)

Date: 07/20/04

Date: Tue, 20 Jul 2004 16:41:24 -0500

Are you saying it doesn't work, or you want some random answer about what to do? Are you saying all applications work the same? If there is a problem with you sound or video device what would you like the answer to be? Buy a new one?

You sound like you are knowledgeable, what should my reply be?

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NOTE: Replies are to help benefit others in helping you and reproducing issues, not necessarily for me to get back to you.

"Kent McPherson" <bigk@kentmcperson.com> wrote in message news:u3\$EXBqbEHA.2944@TK2MSFTNGP11.phx.gbl...

> 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:eeHSsYlTEHA.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

microsoft.public.windowsmedia.player: Re: Error Message: C00D11D1

> > "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
> > >
> >
> >
>
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