

# RE: Windows Media Player 10 no longer working

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  - *Date:* Mon, 17 Apr 2006 20:17:01 -0700
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Big – I saw the same exact symptoms. Did you do what I did and double check via SAFE mode and then reinstall with your anti-virus/firewall disabled? Worked like a charm for me. You may want to reinstall while in safe mode if you can. Then, restart in normal mode and check.

Phil

"bigbnky" wrote:

I'm having a similar issue.

Faulting application wmplayer.exe, version 10.0.0.3802, faulting module shdocvw.dll, version 6.0.2900.2877, fault address 0x00017cae.

Fault bucket 282991389

I've tried just about everything. I've done virus scans, checked for spy/malware, check disks, defrags, tried replacing/re-registering shdocvw.dll, tried rolling back, same problem everytime. I can't get it to work. Get this, under a different profile, WMP works. How come? Each access is hitting the same .exe, correct? Please help.

Thanks.

"phil" wrote:

FIXED...at least for now.

Restarted the computer in SAFE mode. Media Player 10 worked. So, I went to Control Panel – Add/Remove Programs – made sure "Show Updates" was checked and rolled back Media Player 10. It rolled it back to 9 for me.

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I restarted in normal mode...everything looked okay.

Then, after reading that the Anti-virus software may have something to do with it, I disabled NIS 2005 and reinstalled.

WORKS!!! Good luck and post your results.

"tyler" wrote:

DAMN! OK, I take that back. The Problem has just reoccured. O'well time to do some more research.

"tyler" wrote:

FIXED!!

Just as an additional note: I was also having problem with a MS Money plugin for Excel.

The problem was a specific file from windows update.  
Windows Malicious Software Removal Tool  
– March 2006 (KB890830)

I Ghosted my system back to before the problem, and did every windows update EXCEPT (KB890830). So far everything is running as it should.

So happy!  
–tyler

I have this helps out some one eles.  
"tyler" wrote:

I have been using windows media player since is was first available for download with out a single problem. Now all of a sudden WMP10 will no

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longer  
open.

As soon as you run a media  
file (audio or video) wmp  
pops up with a error  
message.

Error Signature:  
AppName: wmplayer.exe  
AppVer: 10.0.0.3646  
ModName: shdocvw.dll  
ModVer: 6.0.2900.2805  
Offset: 00017cae

This problem is only related  
to WMP10 & 9. Windows  
media player 6.4 works  
fine. Viewing media  
through IE works fine. All  
other video applications  
work  
fine on my PC. So its not a  
codec related issue.

I cant figure this one out.

Im 99.9% sure that its not  
virus related.

Things i have tried,  
Uninstall WMP10 and  
revert back to WMP9. =  
same problem.  
reinstalled WMP10. = same  
problem.

This one kills me.  
Since the problem started  
last thursday, march 30th i  
decided to reload my  
puter from a Ghost image  
that i created from the  
begining of march. After the  
the installation of my  
system drive everything  
worked. But to day the  
problem  
came back.

The only other thing that i

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can think of is that maybe  
im getting some sort  
of conflict with a spicific  
update, from Windows  
Update.

i dont know.  
has anyone been though this  
before?

thanks  
-tyler