

Re: WMP11 installation ok but doesn't run

Source:

<http://www.tech-archive.net/Archive/Media/microsoft.public.windowsmedia.player/2006-10/msg00452.html>

- *From:* Smerdis <Smerdis@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sat, 14 Oct 2006 10:00:01 -0700
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Thanks for the attention and quick reply zachd, I have some answers and ofcourse even more questions !

Only after sending my former post did I stumble upon the quote from your FAQ (sorry for that as I had read other parts of the FAQ already) and wondered if indeed this diagnosis would be the case and how to find out.

"This error specifically means that your machine has had an abnormally large number of QFEs installed to it.." :

I downloaded and executed the program qfecheck.exe (Q282784_WXP_SP1_x86_ENU.exe). It returned Current Service Pack Level: SP2, listed 91 Hotfixes 'Current on system', no errors found.

Is 91 too much or are Hotfixes not the only QFE's, what is your opinion on this?

"..which can cause the system catalog service to stop accepting (registering) further Microsoft installs." :

Among the listed items by gfecheck.exe is Wudf01000 (which is part of the WMP11 install) and the newly installed IE7.

As I come to understand the problem is not the installing of programs or hotfixes in itself but more their acceptance (registering) by the System Catalog service.

Then how could Internet Explorer 7 RC1 install successful and run correct or doesn't it invoke the System Catalog service ?

"..WMP actually validates this and thus lets you know about this system condition." :

If WMP11 validates this and mentions the issue when being run (by way of the error message) then why doesn't it say so in the wmsetup.log in the first place ?

On your Reply :

"Why did you feel the need to run System File Checker?" :

The error message in Computer Management states 'faulting module ntdll.dll'. As to make sure the set of System Files and/or System File Validation cache wasn't corrupted, I decided to run System File Checker.

Re: WMP11 installation ok but doesn't run

"..the issue you're running into is typically symptomatic of your System File Validation cache becoming overrun/corrupted." :
Is there any other way to get this confirmed ?

"This is an OS-level corruption issue that typically requires at least an OS reinstall and more typically a format." :
Do you really mean a format of the hard disc and the complete reinstall of the OS implying a reinstall of all programs ?(Notice the sweat forming on my forehead!)

I know this is a true longlist of questions but I'm trying to learn from this. Also I feel a bit hesitant about the great reinstall and would love a smart way around.

Many thanks in advance, Smerdis.

"zachd [MSFT]" wrote:

Why did you feel the need to run System File Checker? I ask with much curiosity, since the issue you're running into is typically symptomatic of your System File Validation cache becoming overrun/corrupted. This isn't something that installing/reinstalling/uninstalling WMP would likely be able to fix. This is an OS-level corruption issue that typically requires at least an OS reinstall and more typically a format.

From my FAQ:

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This error specifically means that your machine has had an abnormally large number of QFEs installed to it, which can cause the system catalog service to stop accepting (registering) further Microsoft installs. You should be able to solve this through a reinstall of Windows. Reinstalling WMP will actually likely NOT solve this, as the catalogs for WMP will likely not be able to be installed. This is not noticeable usually, but WMP actually validates this and thus lets you know about this system condition.

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Windows Media Development Team (speaking for myself only)
See <http://zachd.com/pss/pss.html> for some helpful WMP info.
This posting is provided "AS IS" with no warranties, and confers no rights.

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"Smerdis" <Smerdis@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:D408290A-5D46-41C1-B442-C178EBE690C5@xxxxxxxxxxxxxxxxxxxx>

Some months ago I installed WMP11-enu (american-english) and it worked fine until last week. Yesterday I rolled back to WMP10 (works fine, no errors), deleted the library, uninstalled all other players, performed System File

Re: WMP11 installation ok but doesn't run

Checker with original Windows XP Home CD (non SP1,SP2), had Windows Update web site do its job (to make sure XP is fully SP2 again) and upgraded to Internet Explorer 7 RC1. I downloaded the newest version of WMP11–enu and then disabled Norton AntiVirus (part of Norton Systemworks 2006 premium) and Windows Defender before the install.

After installing WMP11 successfully I tried to run the player but it gave the error message :
'Windows Media Player is not installed properly and must be reinstalled. Do you want to install the player from the Microsoft Web site ?'
In Computer Management it lists the error as follows :
'Faulting application wmp11.exe, version 11.0.5705.5043, faulting module ntdll.dll, version 5.1.2600.2180, fault address 0x00018fea. Fault bucket 322555262.'

wmsetup.log reports all modules installed with success, all 'Result 0x0', not a single 'error' entry. It also reports a correctly working internet connection. The only extraordinary thing is the 'WMC Logging at level: '4'.

OS is NT. OSVer is 5.1.2600.0.2945', which in previous installs said level :
'5'. I'm logged in as System Administrator. Also this 'OSVer is 5.1.2600.0.2945' differs from 'faulting module ntdll.dll, version 5.1.2600.2180' in the last four digits.

I do not have Windows Media Center installed. In what way (other than online services being unavailable : Service data gathering returned 0x80004005) is this WMP11 only for U.S. customers as the Microsoft web site says ? I tried installing the dutch version (my location) as well but it gave the same problem. Now I'm back at the american–english version.

What could be the cause of WMP11 not running ? Thanks in advance, Smerdis.