

Re: I lost MediaPlayer after upgrading to MP11, please help

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Source:

<http://www.tech-archive.net/Archive/Media/microsoft.public.windowsmedia.player/2007-02/msg00831.html>

- *From:* "Neil Smith [MVP Digital Media]" <neil@xxxxxxxxxxx>
 - *Date:* Sat, 17 Feb 2007 19:21:35 GMT
-

I'm not sure what you are describing is what Zach said (if that makes sense ?). He said to delete the registry key by doing Start -> Run then typing in

regedit

After than . browsing down the tree in the registry to remove this :
HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\Uninstall\Windows Media Player

It's intended that you edit the registry, then after that step, re-try installing WMP11 (or 10 I suppose)

HTH

Cheers - Neil

On Sat, 17 Feb 2007 05:58:08 -0600, "FireBrick" <w9ol.nospam@xxxxxxxxxxx> wrote:

Correct, no amount of 'remove' will remove the listing for the Media Player or the Media Format 11 runtime.

It goes through the process, but they don't clear the screen and remain in the listings.

"zachd [MSFT]" <zachd@xx> wrote in message news:ecDFZkjUHHA.4828@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

To be clear: you could not delete the key, or deleting it had no effect?

Speaking for myself only.

Re: I lost MediaPlayer after upgrading to MP11, please help

See <http://zachd.com/pss/pss.html> for some helpful WMP info.
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--

"FireBrick" <w9ol.nospam@xxxxxxxxxxxx> wrote in message
news:%23OzDSIjUHHA.4404@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

I tried Zack, MANY MANY TIMES. It won't go away.
I run the option for the Add/Remove, it goes through the
process but it
stays...
Like a bad relative.

"zachd [MSFT]"
<zachd@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in
message
news:%23CqmbhUHHA.3592@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

That should be pretty straight-forward:
HKLM\Software\Microsoft\Windows\CurrentVersion\Uninstall\Windows
Media
Player
wasn't able to be deleted. If you delete this
yourself, then things
should work OK.

--

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"FireBrick" <w9ol.nospam@xxxxxxxxxxxx>
wrote in message
news:e%23ZW0bcUHHA.3980@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

one last request for help.
I've tried your suggestions
Maybe you can figure this
out from the file: I'm open
to 'step by step'
instructions

[2007/02/16 06:14:47
3408.2]

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```
#-007 Deleting registry key
HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\Windows
Media
Player
#E033 Error 5: Access is
denied.
#E065 Parsing DelReg
section [Del.Reg.Setup] in
"d:\2e9a21e9eaa24a29b51ae59bc1493f\update\update.inf"
failed. Error 5:
Access is denied.
#E064 Parsing install
section
[ProductInstall.GlobalRegistryChanges.Install]
in
"d:\2e9a21e9eaa24a29b51ae59bc1493f\update\update.inf"
failed. Error 5:
Access is denied.
#-007 Deleting registry key
HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\Windows
Media
Player
#E033 Error 5: Access is
denied.
#E065 Parsing DelReg
section [Del.Reg.Setup] in
"d:\2e9a21e9eaa24a29b51ae59bc1493f\update\update.inf"
failed. Error 5:
Access is denied.
#E064 Parsing install
section
[ProductInstall.GlobalRegistryChanges.Install]
in
"d:\2e9a21e9eaa24a29b51ae59bc1493f\update\update.inf"
failed. Error 5:
Access is denied.
[2007/02/16 06:15:42
3476.1]
#-007 Deleting registry key
HKLM\Software\Microsoft\Windows\CurrentVersion\Uninstall\Windows
Media
Player
#E033 Error 5: Access is
denied.
#E065 Parsing DelReg
section [Reg.Blocking.Del]
in
"C:\WINDOWS\$NtUninstallwmp11$\spuninst\spuninst.inf"
failed. Error 5:
Access is denied.
#E064 Parsing install
```

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section
[GlobalRegistryChanges] in
"C:\WINDOWS\\$NtUninstallwmp11\$\spuninst\spuninst.inf"
failed. Error 5:
Access is denied.

"zachd [MSFT]"
<zachd@xx>
wrote in message
news:OFoqMxNTHHA.1208@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

0x80070005
is Error:
Access
Denied,
probably
centered
around
WMPPlayer.OCX
access , as
per--
<http://zachd.com/pss/pss.html#setup11>
, which
should
cover how
to fix this.

--
Speaking
for myself
only.
See
<http://zachd.com/pss/pss.html>
for some

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helpful
WMP info.
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"FireBrick"
<w9ol.nospam@xxxxxxxxxxx>
wrote in
message
news:OrwNEwLTHHA.5060@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

```
=====Installing
component
'WMFDist11Setup'.
Starting
process
'C:\DOCUME~1\Bill\LOCALS~1\Temp\IXP000.TMP\wmfd
/quiet
/norestart
/er'.
Starting
process
'C:\WINDOWS\system32\drmupgds.exe'.
ERROR:
Process
'C:\WINDOWS\system32\drmupgds.exe'
failed.
Error:
'0x80070002'.
ERROR:
DRM
licence
migration
failed.
Setup
will
not
fail
because
of
this
issue.
Package
install
```

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complete.
Last
result
0x80070005.
ERROR:
Package
'WMFDist11Setup'.
Result:
0x80070005.

=====Installing
component
'WMP11Setup'.
Starting
process
'C:\DOCUME~1\Bill\LOCALS~1\Temp\IXP000.TMP\wmp11\WMP11Setup.exe'
/quiet
/norestart
'/er'.
Package
install
complete.
Last
result
0x80070005.
ERROR:
Package
'WMP11Setup'.
Result:
0x80070005.

I
get
a
message
saying
it
can't
install
as
an
update
is
in
progress
but
there
is
no
update

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running
according
to
task
manager.

--

"zachd
[MSFT]"
<zachd@xx>

wrote
in
message
news:%23%23RJv2HTHHA.1000@xx

In
the
file
c:\windows\wmsetup.log
,
what
lines
contain
"ERROR:"?

If
you
run
wmplayer.exe,
what
happens?

--
Speaking
for
myself
only.
See
<http://zachd.com/pss/pss.html>
for
some
helpful

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WMP

info.

This

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--

"FireBrick"

<w9ol.nospam@xxxxxxxxxxxx>

wrote

in

message

news:OZB319GTHHA.1000@xxxxxxxxxxxxxxxxxxxxxxxx

was

installing

MP11,

it

failed,

and

now

MP10

is

gone

also

I

see

MP11

listed

in

the

Remove

part

of

Control

Panel

It

says

it's

removing

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it...but
it
remains
listed.

I
can't
get
rid
of
the
MP11
listing
and
I
can't
reinstall
MP10
or
MP11.

The
only
message

I
get
is
that
the
installation
failed.

Restore
points
do
not
work
as
it
tells
me
that
I
can't
restore
to
a
previous
restore
point.

Everything

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else
on
my
computer
is
working
properly.
I
just
can't
install,
play,
any
version
of
MediaPlayer.

So
how
do
I
remove
any
traces,
of
MP10
or
11
and
get
a
working
copy
back
on
my
computer?

--

You
need
a
Lifestyle
change
if:
You
can
spit

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without
opening
your
mouth.

Bill
H.
in
Chicagoland
webcams
at
<http://76.16.160.118:8080>
weather
at
<http://hhweather.webhop.org>

Digital Media MVP : 2004–2007
<http://mvp.support.microsoft.com/mvpfaqs>