

## RE: Another DRM problem

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*Source:*

<http://www.tech-archive.net/Archive/Media/microsoft.public.windowsmedia.player/2007-04/msg00805.html>

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- *From:* brianT <[brianT@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:brianT@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Sat, 28 Apr 2007 01:38:00 -0700
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Can anyone suggest what I can do. I've tried everything save re-installing the os, which I don't really want to do as I only have the recovery disks.

Brian

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BrianT

"Mike Poz [MSFT]" wrote:

Just to be sure that you have all the updates, there's a Media Center roll-up package that is required for WMP 11 to work correctly.

Please make sure that it's installed, you can get it from here:  
<http://support.microsoft.com/?kbid=925766>

If it turns out you do need this package, please revisit the DRM Upgrade link I provided previously. Hopefully this will resolve the issue.

If all is still not working after that, we'll investigate further.

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Thanks!

Mike Poz [MSFT]

"brianT" wrote:

Thanks Mike Poz

It is when I click on the "Upgrade" link that I get the "Windows media player cannot play the file....." message.

4oD opens in its own window without the address bar but the overview page is;

<http://www.channel4.com/4od/>

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...but I think the problem lies with my inability to upgrade media player.  
I am running XP media centre sp2 with all of the updates installed if that makes any difference.

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BrianT

"Mike Poz [MSFT]" wrote:

Brian,

Very likely, if you need to update your DRM on Windows,  
all you really need  
to do is visit this website:  
<http://drmlicense.one.microsoft.com/Indivsite/en/indivit.asp>

If that doesn't work for you, please provide an URL to the  
station website  
that you're talking about. A specific content URL would be  
most helpful.

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Thanks!  
Mike Poz [MSFT]

"brianT" wrote:

I have installed MP 11 in an attempt to get  
Channel 4's 4oD working.  
When I try to download or play a program it  
says that it needs to update  
DRM, ok so far.  
Problem is that when I click ok I get an error  
message saying "Windows media  
player cannot play the file. If the file is  
located on the internet, connect  
to the internet. If the file is on a removable  
storage card, insert the  
storage card."  
I have tried updating straight from the  
microsoft site with the same result  
and also renaming the DRM folder in the  
default folder.  
I have also tried after disabling anti-virus  
and firewall with the same  
problem.

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Can anyone offer any help?

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BrianT