

RE: C00D11B1 error code problem

Source:

<http://www.tech-archive.net/Archive/Media/microsoft.public.windowsmedia.player/2007-06/msg00684.html>

- *From:* Mike Poz [MSFT] <MikePozMSFT@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sun, 24 Jun 2007 15:08:07 -0700
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When trying to help resolve issues, the first step is to always try what appears to be the apparant issue.

I would like you to remember that software is extremely complex, and so it's not always going to be a piece of cake to fix things. Sometimes the real issue can be hidden by an apparant cause.

If you had clicked the Technical Details link on the error webpage, it talks about there possibly being a DRM related issue. That's why I asked you if you had gone to re-acquire the licenses in the last paragraph of my last response.

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Thanks!
Mike Poz [MSFT]

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"v2ski" wrote:

I did get the problem fixed. The error has nothing to do with the sound card. It is a drm (digital rights management) problem. I can't believe Microsoft has everyone chasing around for the wrong solutions. I found a program called resetdrm.exe off a Netflix webpage. I ran the program, reset my drm files, and reacquired my drm files and everything works fine.

"Mike Poz [MSFT]" wrote:

Hi,

According to this page for that error message:

<http://www.microsoft.com/windows/windowsmedia/player/webhelp/default.aspx?&mpver=11.0.5358>.

Initially it advises that your sound card may not have the *latest* driver.

RE: C00D11B1 error code problem

Not all driver versions are equal. Just because you get normal audio from the computer, doesn't mean the drivers can handle protected content. Therefore I suggest going to the sound card/chipset manufacturer's website and getting the very latest available that are digitally signed. Not all drivers are signed and so protected content may not play.

One other question: When your computer crashed and you had to "re-install everything" you did go get new licenses from the content provider, right? If your drive was formatted and you copied the purchased content back to the system after reinstalling, you still need to re-acquire the the usage rights licenses from the online store to play them.

To do that, you need to log back into the store and look for the "restore licenses" instructions on their support website.

Thanks!
Mike Poz [MSFT]

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"v2ski" wrote:

Oh yeah, I'm on XP not Vista

"v2ski" wrote:

My computer crashed and i had to reinstall everything. Now whenever I play protected material (unprotected music and videos all play fine) I get an error C00D11B1, in addition, I can no longer make any purchases for new music from urge. I don't have anything Samsung on my computer, I have uninstalled and reinstalled wmp 11 four times, and i know the error has nothing to do with the sound card because I hear sound from my speakers just fine. So what is the problem and is Microsoft doing anything to fix the problem?