

Re: Vista version Media Player 11 won't start up.

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Source:

<http://www.tech-archive.net/Archive/Media/microsoft.public.windowsmedia.player/2007-09/msg00493.html>

- *From:* nmdawes <nmdawes@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 25 Sep 2007 13:42:01 -0700
-

I have this problem and have had it before, the last time i rebuilt my laptop, I refuse to do it this time

Some interesting things i have learned though

This problem is directly linked to IE7, websites that i buy music from do not load properly and always have an error or if they do load then i cant play any of the samples.

If i use another browser same problem

If you turn off the access control ,then media player works fine as it does also if you run it as an administrator – never understood this one as my account is an admin so why have this feature – also the websites as described above work fine

I have also created another account on my machine and media player works fine from this account.

All this points to a problem with profile. I find it frustrating to have to right click to run as admin every time i want to run media player. If i turn access control off permanently then this affects some of my other programs as although i am still logged in as me the other programs think I am another user and all personal data or settings are not recognised

It is not possible to reinstall IE7 or Vista media player so this is a stalemate situation

Microsoft need to know this is a common problem and issue a fix its been going on too long

"pugwashtizzie" wrote:

In further correspondence with Microsoft who, incidentally, have been very helpful and attentive (should be for software that cost me nearly £200!), I have received the following email:

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"Thank you for your reply. In this case I can only suggest running an in-place installation of Windows Vista on your computer. To do so please start Windows Vista from your hard drive and insert the Windows Vista DVD after booting. Now please run the Windows Vista setup again from within Windows Vista. This will repair all applications including Media Player and Media Center by replacing the damaged files. It might be possible that you need to install a device driver again if you have installed the drivers for your hardware manually but normally all installed application will not be harmed by this additional installation."

I was under the impression that running Windows Vista setup again would wipe out the previous installation completely but obviously I was wrong. I just wish that in the Vista Help section they would mention this option. Maybe they have but I cannot see it.

I have not tried the above because before receiving the information, I took the drastic step of having a second drive installed and clean installing XP on one drive and clean installing Vista on the other (apparently must be done in this order, i.e XP first and Vista second). In other words, starting all over again!

"MC360" wrote:

On Feb 28, 4:55 pm, pugwashtizzie
<pugwashtiz...@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

Have finally received an email reply from Microsoft as follows:

"I am not sure what causes the problem with Windows Media Player but at the moment there is no update available for the Media Player of Windows Vista and the Media Player designed for Windows XP cannot be installed on Windows Vista. Because the Media Player is part of the basic installation there is also no option to remove it from Control Panel > Programs or to run a stand alone reinstallation of the Media Player.

I think the easiest way to solve your problem is using System Restore to restore your system to a date where Windows Media Player was still working without problems. To do so please go to Start-menu > Search-bar > type in RESTORE and press Enter on your keyboard. This will open the System Restore

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program where you can select a restore point after clicking on Next. Please select a date before the 24th February to get the system repaired. If you have installed additional applications after the 24th February it will be necessary to reinstall the software of course."

For some peculiar reason I have no Restore Points before Windows Media stopped working so it seems that I am going to have to reinstall Vista whci I consider ridiculous.

Incidentally, before I received the above email reply I spoke to Microsoft (India?) who were unable to provide a solution and promised to phone me back. They didn't.

"pugwashtizzie" wrote:

Have got exactly the same problem as you have though my Media Center also does not work and I am running Windows Vista Home Premium version. As I bought the full version (costing nearly £200 !!!) I have the right to contact Microsoft by email for free. They claim a reply in 24 hours but I have been waiting 72 and I have heard nothing.

"markymar...@xxxxxxxxxxxx" wrote:

I'm running Windows Vista Ultimate. I've had the system for about 2 weeks now. Media Player 11 has just stopped working. If I try to open up an music file, nothing happens. I can click all day on any media file and Media Player 11 will not fire up.

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Apple iTunes however will play my mp3 files (until it locks up/ freezes), pretty much useless for anything else at the moment, including syncing up the 4 iPods in the house. My feelings on this....this is the experience Apple intentionally wants new Vista users to have, at least till they decide to release the glitch free Vista compatible version of iTunes.

Getting back to Media Player 11,I thought maybe I should un-install it but when I go to the add/remove programs option screen, Media Player isnt even on the list, Vista wont allow me to remove Media Player 11.

I tried to download and install it from Microsoft in hopes that it would give me an option to repair or re-install it but all I could find was an XP version. When I tried to install it , Vista would give me a pop up message telling me that my system currently has the most up to date version, then it automatically ended the installation.

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I'm not going to re-install
Vista just to fix this, I
should have
better options and more
control, but I don't
obviously.

Overall I still like the cool
new features of Vista and
hope a
Microsoft Guru will have a
fix for me soon. I love my
mp3s' & Im
getting grouchy without my
Media Player 11.

Well I did a RESTORE and I guess you could say it solved my Media
Player 11 along with the Media Center issues that came with it but
caused new ones. Now I have to install a bunch of other software all
over again. My issues started after the installation of Sony Sound
Forge 8 and Sony Acid Pro 6d. Lets try this again.