

Re: DVDs won't play.

Source:

<http://www.tech-archive.net/Archive/Media/microsoft.public.windowsmedia.player/2007-12/msg00844.html>

- *From:* Adam <Adam@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 27 Dec 2007 00:24:00 -0800
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I'm not using any cable to connect the monitor to the pc. I'm on a laptop. I'm quite certain that the problem has NOTHING to do with hardware as all of these things worked fine two weeks ago before I had to re-format my hard drive and re-install everything on my laptop because of a system hang that I couldn't fix. Moreover. ALL of these things (playing DVDs, playing ALL .mpg files, etc.) work just fine using other software (Intervideo DVD, quicktime player, divx player, and Realplayer). The problem is clearly with Windows Media Player.

"zachd [MSFT]" wrote:

Oftentimes vendors will have updates available on their web site that aren't available on Windows Update yet, as there's a process they need to go through to get them up there.

What connection cable type are you using to connect the PC to the monitor?

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Speaking for myself only.

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

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"Adam" <Adam@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:D179D408-785D-4872-B42B-947B7530AA75@xxxxxxxxxxxxxxxxxxxx

I'm on an HP Pavilion laptop with Intel Graphics accelerator Media card. I tried to do a windows update and search for hardware updates but none was available. Besides, the DVDs play fine in Intervideo's native DVD player that

I have installed so I have a hard time believing the video card could be the problem. It's the same video card with the same drivers that was installed before I did the PC Recovery and everything worked fine.

"Dale" wrote:

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Did you try updating the driver for your video card?

Dale

"Adam" wrote:

I recently had to do a PC recovery as a result of a system hang. When I got everything up and running, I found that Media Player would no longer play many .mpg files and gave the following error message when attempting to play DVDs in Media Player: "Windows Media Player cannot play this DVD because there is a problem with digital copy protection between your DVD drive, decoder, and video card. Try installing an updated driver for your video card."

I downloaded the Intervideo DVD XPack, which is supposed to make it possible to play DVDs in Media Player. However, I still get the same error message when attempting to play DVDs. I know there is nothing wrong with the hardware or the codecs because DVDs play fine in the Intervideo DVD player and .mpg files that won't play in Media Player will play just fine in RealPlayer and Quicktime player. I am also now unable to convert tv tuner recordings from .mpg format to .wmv to be played on my Creative Zen using the Creative video converter included with the Zen. This also

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was not a problem before the
PC
Recovery. What is wrong with Media Player
and how do I fix it?