

Re: WMP 7.1 won't play MP3's after KB941569 is installed. :-(

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Source:

<http://www.tech-archive.net/Archive/Media/microsoft.public.windowsmedia.player/2008-01/msg00183.html>

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 - *Date:* Thu, 03 Jan 2008 23:30:11 GMT
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OK I've got W2K SP4 and WMP7 here, so I'll try out the update over the weekend and let you know the result – currently it's not installed as I tend to lag a few days and let other people find nasty surprises ;-)

What programs do you have installed which **will** play the file – Winamp, VLC, Quicktime, iTunes etc ?

Cheers – Neil

On Thu, 3 Jan 2008 12:13:01 -0800, NC <NC@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

After installing the December critical update #MS07-068 (KB941569), I was no longer able to play known good MP3 files using Windows Media Player 7.1 on my pc running Windows 2000 Professional, Service Pack 4. Instead, the following error message would appear: "Windows Media Player cannot play the selected file because it is either damaged or corrupt. Please select a different file." Clicking the "Details" button produced the following text: "No more information is available

There is no more information available for this error at this time. Check Web Help (English version), which may have more updated information on this error." Web Help was not that helpful, either (unfortunately).

If I were to immediately uninstall the KB941569 update, the MP3 files would again play successfully. (!) This issue can be replicated on other similarly configured computers (W2KSP4 running WMP7.1).

One computer had had other programs installed since its KB941569 update, and a message was received when trying the Add/Remove Programs applet that those programs might not work properly if the KB941569 update were to be uninstalled.

Upgrading to Windows Media Player 9 and then patching **its** inherent vulnerabilities is another possible solution, but I would still like the programmer of the KB941569 update for WMP 7.1 to fix this error-producing code with a revised version that would allow MP3's to be played successfully

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in WMP 7.1.

Can someone out there please help in this regard? Thanks in advance.

Digital Media MVP : 2004–2008

<http://mvp.support.microsoft.com/mvpfaq>