

Re: Can't Transfer WMA file (e-audiobook) to Sansa e250R

Source:

<http://www.tech-archive.net/Archive/Media/microsoft.public.windowsmedia.player/2008-06/msg00368.html>

- *From:* Tina <Tina@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sun, 29 Jun 2008 17:55:25 -0700
-

Did that work for you? I have had the same problem and this didn't fix it.
Thanks!

"Kimberly" wrote:

I haven't tried that yet. I'm am pretty much as "novice" as one can get with these things. I'll give the firmware update for the mp3 player and see what happens.

"zachd [MSFT]" wrote:

Yeah, that error means that the device isn't functioning properly as far as the player can tell. Did you check for any possible firmware update for the device... ?

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Speaking for myself only.

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

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"Kimberly" <Kimberly@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:2BF310C0-15B0-4D35-AD2C-2C47F1F9777C@xxxxxxxxxxxxxxxxxxxx

I've been trying over and over again to transfer an e-audiobook to my Sansa e250R mp3 player. I downloaded it from our local library and I can play it on my computer without problem but when I try syncing it to my mp3 player I get the following error message:

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An error occurred while attempting to transfer "Surprised by Joy-Part01.wma".

Error details: Unable to transfer the selected title because
[Insert3]
returned 0xC00D2772

I deleted some files from my mp3 in the event it was a space problem. I tried transferring only one part of the audiobook but the same error message continues to come up. According to my library web site, my mp3 model is a compatible device so that's not the issue.

I can play the book through my Windows Media Player and thought that perhaps while the book was in the Now Playing section of the Media Player that I might be able to select it and Sync it to my mp3. That didn't work either. When I dragged the first chapter to my mp3 player and clicked on Start Sync I got a red "x" dot next to the part I tried adding. When I clicked on the red "x" I got the following message:

It is not possible to obtain device's certificate. Please contact the device manufacturer for a firmware update or for other steps to resolve this problem.

I then clicked on "Web Help" to get more details on this error message. This is what I got:

This error might have been triggered by an error in another program or component of Windows.

This is why I'm hoping somebody here can help me narrow down the problem.

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I also tried syncing my mp3 using Best Buy Digital Music Store. Again, I could play the e-audiobook from there over my computer but couldn't get the book transferred to the mp3 player.

Here are some of the particulars:

- * Trying to transfer an e-audiobook to my Sansa e250
- * OverDrive Media Console version 3.0 (software downloaded from library's web site)
- * Windows Media Player 11
- * Operating system: Windows XP

If anyone can offer any help it would be greatly appreciated!
This is
sooooo
frustrating!!