

Unable to Play ANY Videos from MSN Video Webpage

Source: <http://www.tech-archive.net/Archive/Media/microsoft.public.windowsmedia/2004-11/0062.html>

From: Bill Helbron (jw.helbron_at_verizon.net)

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Let me pose this problem once more, this time "with feeling"!! As I reported to this newsgroup back in September, I have been unable to play any videos from my startup news page <<http://video.msn.com/video/p.htm>>, However, I can play ANY video directly from WMP9 or from QuickTime 6.5.1. I get NO error messages; I just click on "Play", but nothing loads in the play window! I've contacted the MSN Video Help via email and they have advised me to check a number of items which I have done but am still unable to play ANY video file from the above news website. The following is a summary of what was suggested and my responses, but I never heard back.

1. When you are trying to view a video on the MSN Video Web site and if it does not play, then the reason could be you may be using Real Player as the default media player ...

I am not using Real Player as the default media player; in fact, it has been deleted from my computer, but I still can't play MSN Videos.

2. If Windows Media Player 9.0 is not installed on your computer ...
WMP 9.00.00.3128 is currently installed on my computer.

3. Select Windows Media Video (.wmv) file, and then click OK
.wmv was already selected.

4. Check that you have enabled the following:

– Download signed ActiveX controls

.../Security Settings: Download signed ActiveX controls set to "Enable"

.../Security Settings: Download unsigned ActiveX controls set to "Disable"

– ActiveX scripting

.../Security Settings: Script ActiveX controls not marked as safe set to "Enable"

.../Security Settings: Script ActiveX controls not marked safe for scripting set to "Enable"

Cookies

Could not find any settings in this section for "Cookies"!

5. If you are running Norton Firewall...

I'm not using Norton Internet Security (NIS) firewall. The only thing I use is

microsoft.public.windowsmedia: Unable to Play ANY Videos from MSN Video Webpage

Norton Anti-Virus 2003. The Script Blocking feature is currently enabled, but I tried to play MSN Video with it disabled, and still could not play any videos.

6. Regarding your second question for the difficulty that you are facing with Flash Player

Still unresolved, but I was able to play Internet news videos several months ago but CST175579383ID said that I should have Macromedia Flash 7 installed. Why does this program need to be installed anyway? As far as the "JavaScript must be enabled in Internet Explorer". I'm not sure that this has been done.

7. In order to help us help you better please let us know the following:

1. Has it ever worked?

Yes.

2. Is this a problem with one video or all video?

All videos from <http://video.msn.com/video/p.htm> or the Video Media Center of http://my.verizon.net/1_C7ZUDZ0MLHRHR_resaz3_vzn.dsl/my.htm?ran=13894&ran=7491

As mentioned before, I can play all videos from WMP9 when loaded separately.

3. Did you install any new software like a Firewall or Proxy server?

No.

4. Are you a Broadband user?

Yes, Verizon DSL.

5. What is your BB connection speed --

<http://tech.msn.com/products/speedtest.armx>

675.5 kbps

6. Does WMP work outside the MSN Video player service? Can they open this URL within the standalone WMP

http://g.msn.com/OVD0/02/26?csid=ads&sd=&m=ad_intel_MBR_37_300.asf

See answer to 2. above. Not sure I understand intent of the above referenced site. When I select that site, a "Windows Media Player Error Message Help" screen opens. As mentioned previously, I do not get any error message!

7. What version of WMP are you using? Try to install WMP 9.

9.00.00.3128

8. What version of Windows are you using?

98SE.

Can someone please resolve this problem? Thanks!