

RE: WMP10 Find Album Info Library Wrong

Source:

<http://www.tech-archive.net/Archive/Media/microsoft.public.windowsmedia/2007-06/msg00208.html>

- *From:* Parmenides320 <Parmenides320@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 27 Jun 2007 22:28:08 -0700
-

Finally was able to log onto my mother's computer again. Ran the downloaded installation file twice. Didn't say anything different the second time then it did the first time but the second time did take a bit longer than the first. But it's still doing the same thing. Click on Find Album Info and the white page with blue letters still comes up.

"Mike Poz [MSFT]" wrote:

Yes, the one you downloaded last week should be fine, yes, run it twice, and no, you don't need to uninstall WMP 10 before that.

—

Thanks!
Mike Poz [MSFT]

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"Parmenides320" wrote:

I have the file I downloaded from Microsoft last week. I am assuming that is what you mean by the "install package." So I run that twice, correct? Do I need to uninstall WMP10 first?

"Mike Poz [MSFT]" wrote:

I know that it shouldn't be this difficult, believe me. And it frustrates me that this doesn't work for you.

If you have the WMP 10 install package on the system, I need you to run it *twice*. The first time does a check and only updates files and registry settings, the second time will offer the option to do a

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complete reinstall.

Don't ask me, the setup guys designed it this way. I just know that the second time you should get that "complete install" option dialog.

--

Thanks!
Mike Poz [MSFT]

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"Parmenides320" wrote:

Mike, Mike, Mike, Mike, Mike. It shouldn't be this hard. You should just install the software and it works, right? (I'm the Computer Service Manager where I work. It never does seem to be that easy. 9 times out of 10, yes, but then you get to that one computer and...)

No, that didn't work. Not only did it not work, now she can't rip songs to MP3 format (my preference, not hers). Only options now are Windows Media Audio, Windows Media Audio (Variable Bit Rate) and Windows Media Audio Lossless. Oh yes, I did double-check all the other settings previously suggested.

Any "start from scratch" suggestions? Want to log on to her computer and look at everything yourself? (Only half joking.)

"Mike Poz [MSFT]" wrote:

Okay, so we're going to try something new here.

Media Player has the ability to "self-repair" when it finds that it's

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registry keys are no longer present. This means that we can perform a "lobotomy" on the Media Player registry keys and WMP will go "hmmm... okay, let me fix myself".

How comfortable are you with working in the Windows Registry? I'm asking because in all honesty I can't come up with any reason why the Find Album Info web wizard won't show.

If you're comfortable following my directions, here's what to do.

1. Make sure Media Player is not running.
2. Click "Start -> Run" type in "regedit" and press enter.

You'll get a two pane view, on the left will be a tree view (little + symbols on the left mean there are sub branches) and on the right an item view.

3. In the left pane click the + to expand the following

path:

HKEY_CURRENT_USER\Software\Microsoft\MediaPlayer,

clicking on the

"MediaPlayer" node when you've expanded to it.

4. Look at the status bar at the bottom of the Registry Editor window, you should see "My

Computer\HKEY_CURRENT_USER\Software\Microsoft\MediaPlayer".

5. Now press the Delete key with the MediaPlayer node selected. You will

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be prompted with an "are you sure" type confirmation dialog. Answer yes.

6. Press the left arrow key on your keyboard to collapse all the nodes until you end up with the five base nodes under My Computer showing again.

7. Now in the left pane click the + to expand the following path:

HKEY_LOCAL_MACHINE\Software\Microsoft\MediaPlayer, clicking on the "MediaPlayer" node when you've expanded to it.

8. Delete this node as well, making sure that the status bar reads "My

Computer\HKEY_LOCAL_MACHINE\Software\Microsoft\MediaPlayer" before you actually press the Delete key.

9. Close the Registry Editor.

10. Launch Media Player.

You'll have to go through the First User Experience again, but when you have, if everything else is correct, this should have Media Player be set to a "default clean install" state.

Now what happens when you try to use Find Album Info?

--

Thanks!
Mike Poz [MSFT]

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"Parmenides320" wrote:

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(Sorry.
Worked
pretty late
past couple
of nights
and couldn't
access
mom's
computer
when I got
home.)

Anyway, as
I wrote
earlier,
across the
top are the
drop-down
menus
(File,
View, Play,
Tools,
Help).
Below that
is a wide
"band" of
"tabs" (Now
Playing,
Library,
Rip, Burn,
Sync,
Guide). I
clicked on
Guide and
was taken
to
windowsmedia.com
No
welcome;
it's the same
page you go
to if you
type the
address in
the address
bar.

I click on
the Rip tab
(you called
it a "pane",

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didn't you?)
and was
taken
to
(according
to the title
bar)
windowsmedia.com
only –
nothing. It's
one of
those white
pages with
blue words,
the first of
which are

This
program
cannot
display the
webpage.

Most likely
causes...

Any other
suggestions?

(Did I
mention
that I really
appreciate
you

"Mike Poz
[MSFT]"
wrote:

Guide
==
Media
Guide.

--
Thanks!
Mike
Poz
[MSFT]

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"Parmenides320"
wrote:

the
drop
down
menu
is
across
the
top...file,view,etc
below
that
are
"shaded
tabs"
now
playing
/library/rip/burn/sync/guide
I
see
nothing
that
says
Media
guide
or
Media
any
suggestions.

"Mike
Poz
[MSFT]"

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wrote:

Try
clicking
the
Media
button
across
the
top,
can
your
mom
see
the
Media
Guide
information
in
Media
Player?
If
the
first
page
she
sees
is
a
"welcome..."
page,
then
click
the
sync
pane
and
then
the
Media
button
again
to
get
to
the
Media
Guide.

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Thanks!
Mike
Poz
[MSFT]

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"Parmenides320"
wrote:

Just
looked
at
something
that
may
be
worth
mentioning.
I
have
WMP10
v.
10.00.00.4036
and
mom
has
v.
10.00.00.3802.

"Mike
Poz
[MSFT]"
wrote:

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Okay,
so
we
know
that
the
web
site
isn't
blocked
to
her
computer.
WMP
cannot
be
redirected
to
another
metadata
service,
so
the
only
reason
why
she
doesn't
get
an
information
is
because
WMP
is
probably
being
blocked
some
how.

Let's
look
at
options
settings
then.
The
first
one
is

on
the
General
tab.
There's
a
checkbox
for
"Connect
to
the
Internet
(overrides
other
commands)".
This
is
a
setting
in
WMP
that
will
ignore
an
other
setting
in
WMP
with
the
exception
of
a
system
policy
and
an
IE
security
setting.

Please
check
that
box.
Does
Find
Album
Info
(FAI)

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work
for
her
now?

There
are
some
other
settings,
on
the
Library
options
tab
there's
a
Retrieve
additional
information
from
the
internet.

Is
that
checked?
If
not
does
checking
it
help
FAI
work?

What
about
the
Privacy
options
tab?
In
the
top
section
there
are
two
checkboxes,
Display
media

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information
from
the
Internet
(Default
is
checked,
please
make
sure
it
is)
and
Update
music
files
by
retrieving
media
info
from
the
internet.
This
is
tied
to
the
Library
options
noted
above,
if
it's
checked
here,
it
should
be
checked
there
too.

If
all
these
are
set
correctly,
what
about

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firewalls?
Is
WMP
authorized
as
an
exception
in
the
firewall
that
may
be
installed
on
her
computer
or
is
it
blocked?

--
Thanks!
Mike
Poz
[MSFT]

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"Parmenides320"
wrote:

Yes,
she
can.

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"Mike
Poz
[MSFT]"
wrote:

Can
she
browse
to
the
<http://www.x>
website?

Thanks!
Mike
Poz
[MSFT]

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"Parmenides
wrote:

I
was
atten
to
talk
my
moth
throu
rippi
a
CD
tonig

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and
final
reali
her
com
had
upda
her
Med
Play
to
11.
I
HAT
11.
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the
opti
like
"Fin
Albu
Info
and
"Sea
for
Med
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to
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miss
Any
I
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unin
WM
dow
WM
and
insta
it.
Now
whe
she
click
on
"Fin
Albu
Info
it
goes

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to
wind
and
finds
noth
-
not
ever
a
web
I
have
WM
and
whe
I
click
on
"Fin
Albu
Info
it
goes
to
meta
and
finds
som
-
a
web
ANI
albu
info.
It
seen
WM
is
look
in
the
wron
plac
on
my
mot
com
I
have
sear
ever

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–
micro
various
search
engine
ever
for
ever
com
of
using
on
wrong
web
not
meta
NOT
meta
and
have
found
nothing
to
tell
me
how
to
point
her
WM
"in
the
right
direction
Any
suggestions