



# C800C0008 error

Published By Marc Liron - Microsoft MVP In Digital Media

## Finding a solution for the 800C0008 error

[For new XP users and beyond!](#)  
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This error code, generated by Windows Media Player, is one that I receive a lot of requests for help on.... Fortunately it is one of the easiest to solve!

When site visitors email informing me they get the following error message on their screen:

**You've encountered error message 800C0008 while using Windows Media Player**

It is normally associated with a request for help that goes something like....

*"I can't view my .wmv file in Hotmail"*

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*"I was sent this when I tried to open a file from my e-mail."*

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*"Hi...trying to open an email attachment and am getting the error 800C0008"*

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*"800C0008 error message occurred in windows media player when I tried to open a file from email. What does it mean?"*

## Some of the main causes for the 800c0008 error..



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This error is "normally" generated by Windows Media Player when there is some kind of authentication issue.

[Windows File Protection](#)

[Computer Workstation Ergonomics](#)

If you encounter this error, and the cause/resolution is **NOT** here, please let me know using my [contact page](#). I can not personally answer every email **BUT** I will research the issue and post a solution on this page :-)

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## COMMON ERRORS

[C00D11CD](#)

### Resolution Suggestion One:

[0x800A138F](#)

**# Right Click on the file link and select "Open In New Window".**

[0x8007007E](#)

A simple solution but one that works in many circumstances!

[800C0008](#)

[0x800B0004](#)

### Resolution Suggestion Two:

[wmpdxm-dll](#)

**# Right Click on the file link and select "Save Target As" then save the file to your hard drive. After that try and play back the file from your computers hard disk.**

[wmp-dll](#)

[rstrui entry point](#)

## DIGITAL MEDIA

This method is the preferred option if you are trying to play content that has been sent to you in an email.

[Codec SVCD](#)

[Divx & WMP](#)

For example... receiving an email, with a video attachment, into your Hotmail account is a VERY common reason for generating the windows media player error 800C0008. Essentially it is never a good idea to try and play any media file from within an email.

[Windows XP Codecs](#)

You should ALWAYS try to save the file to your computers hard drive!

### Website Feed:

[XML RSS Feed](#)

### Resolution Suggestion Three:

**# You may need to turn off the Media Bar.... To disable Internet Explorer's (version 6) Media Bar click the Media button on the main Toolbar, then click "Media Options" in the new pane that opens. Now select "settings", and then uncheck "Play web media in the bar". ..**

Not sure What RSS is? Find out [more here](#).

Unfortunately, IE6 has it's own player for the Media Bar. To get around the 800C0008 error being generated you need to turn the Media Bar off. To disable Internet Explorer's (version 6) Media Bar click the Media button on the main Toolbar, then click "Media Options" in the new pane that opens. Now select "settings", and then uncheck "Play

web media in the bar".

There is no need to restart your machine as this will take effect immediately. ONLY use this method if the first two have NOT worked for you...

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### Resolution Suggestion - Corporate networks:

If you are trying to access content whilst on a corporate network then you might get this error message generated due to a firewall/proxy issue.

Ways around this are:

- 1) Try and access the content at home, you are not likely to have such tight restrictions on your Internet connection at home...
- 2) If the file is **.mpg** and **.mpeg** and is being sent to you via a web based account like Hotmail or Yahoo. Ask the sender to rename the file(s) with the extension **.mpj** Then save the file to your computers hard drive. This often works as many corporate firewalls do not block this file type.

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### Let Me Know!

**NB - I am collecting as many 800C0008 error's as possible to improve this article! If you are getting the error please can you tell me:**

- What OS and Service Pack..
- What Version of WMP
- What you are doing to cause the problem
- What you have done to try and resolve the problem
- A URL of the link to any Internet content that causes the problem

**Please note that I can NOT reply to every email, BUT I will use you information to try and post more solutions here on this site!**

**(Remember to send as much info as possible!)**

[Contact Page](#)

### Other related articles on this site:

The **TWO** most commonly used AVI codec's in use today (by the Internet community) are **DivX** and **XVID**.

If you are needing one of these as your missing codec for Windows Media Player, then please refer to these separate articles:

For **DivX** go to:

[www.updatexp.com/divx-codec-for-windows-media-player.html](http://www.updatexp.com/divx-codec-for-windows-media-player.html)

For **XVID** go to:

[www.updatexp.com/xvid-windows-media-player-codec.html](http://www.updatexp.com/xvid-windows-media-player-codec.html)

## The InterVideo DVD Pack

The DVD XPack **instantly** adds DVD playback to Windows Media Player XP and **Windows Media Player 9**. It installs the same theatre-quality video and audio decoders proven by over **45 million** users of WinDVD - the world's leading software DVD player. (Windows XP Only)

You can also get the **special** XP pack that they offer at an amazingly low price and make Windows Medial Player into an **MP3** ripper!

It's fast and **Microsoft** approved too...the [InterVideo DVD & MP3 XPack](#)

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Thanks for reading this article on the 800C0008 error code. You may want to check out the new article on troubleshooting Windows Media Player Error Messages:

<http://www.microsoft.com/windows/windowsmedia/9series/player/playererrors.aspx>

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**Kind Regards**

**Marc Liron MVP**

**Windows Digital Media**

<http://www.updatexp.com>

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**Charlie - Carmel, Indiana US**

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### FREE RSS Feeds!

I have TWO Windows XP websites and BOTH have RSS feeds.

Windows XP - UpdateXP.com:

<http://www.updatexp.com/support-files/updatexp.xml>

Windows XP - Ramblings of an XP Junkie:

<http://www.ramblingsofanxpjunkie.com/ramblings/index.rdf>

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**NB - I am currently changing to a "new look" for this website, some pages may still be in the old style**

The views on this website are my own and **NOT that of Microsoft!**

I am not responsible for the content of any sites linked to.

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**This page was last updated 3rd August 2004**

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