



When trying to play a DVD using Windows Media Player with CinePlayer plugin, Windows Media Player crashes with an unspecified error, or explains that a DVD decoder is not installed.

Follow the instructions below to guide you on how to resolve this issue.

- Make sure the user has DirectX 9.0c installed. If it is not installed, download DirectX from the link below and reinstall the decoder pack.

<http://www.microsoft.com/en-us/download/details.aspx?id=34429>

- Go to Start -> Control Panel -> CinePlayer DVD Decoder Options (if you don't see it, click on Switch to Classic View at the left) -> Video tab, uncheck the box for Enable Video Mixing Renderer (VMR) Support and click on Apply then OK.