

Windows Media Player Error

You receive an "Error number 80004005" error message when you try to copy an audio CD or add a playlist to Windows Media Player. Or the error [AOL Companion Script Engine \(80004005\)](#). Info from_ Microsoft KB

SYMPTOMS

In Microsoft Windows Media Player 7 and Microsoft Windows Media Player 9, you receive the following error message:

You have encountered an error, Error number 80004005 sorry no more help is available. Unspecified Error

You receive this error when you perform one of the following procedures:

You try to add a playlist to Media Player.

You try to copy an audio CD by clicking **Copy Music**.

You try to copy an audio CD by clicking **Copy from CD**

CAUSE

This error occurs when the following files that are used by Windows Media Player are damaged or corrupted:

wmplibrary_v_0_12.db

wmplibrary_v_0_12.LRD

RESOLUTION

To resolve this problem, you must delete the two files listed in the Cause section. Then you must restart Windows Media Player. Starting Windows Media Player will re-create the two files. To delete the files, follow these steps:

1. Quit Windows Media Player.
2. Right-click **Start**, and then click **Explore**.
3. On the **Tools** menu, click **Folder Options**.
4. Click the **View** tab.
5. Click to clear the **Hide protected operating system files (Recommended)** check box.
6. Click **Show Hidden files and folders**, and then click **OK**.
7. Locate the C:\Documents and Settings\All Users\Application Data\Microsoft\Media Index folder
8. Delete the following files: wmplibrary_v_0_12.db and wmplibrary_v_0_12.LRD
9. Start Windows Media Player

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