



## Re: Multiple Windows 2000 and hardware problems

> drive. I managed to get it to recognize my DVD drive by doing a series of  
> cold boots and re-setting the boot sequence in the BIOS. However, in the  
> midst of this process, I got a message saying that my ?SYSTEMcd? file was  
> missing, and that I would need to restore it from the original Windows  
> installation CD. Since at that time, my computer was not recognizing my  
> DVD drive, I could not restore the file. After I was able to restore my  
> DVD drive, I hoped that re-installing Windows would fix this problem.  
>  
> My BIOS is now set as follows:  
> – Primary Drive 0 is ?Hard Drive? set to ?Auto?  
> – Secondary Drive 0 is ?CD-ROM Reader? (Samsung CD-RW/DVD SM-308B) set to  
> ?Auto?  
> When I reboot, I get a message saying ?Primary Hard drive 1 not found;  
> Secondary drive 1 not found?, although I never got this message prior to  
> this set of problems. After getting this message, I just press F1, and  
> Windows continues to load.  
>  
> After I re-installed Windows, only a few shortcuts appeared on my desktop,  
> and when I clicked on ?Start? then ?Programs?, I saw that only a few  
> programs appeared. When I go into Windows Explorer, I see that all my  
> original programs and documents are still there, but I can only access  
> them through Windows Explorer. Is there any simple way to restore  
> everything to the way it was before, or do I have to create shortcuts on  
> the desktop for each program I want to access there? Also, do I have to  
> add each program individually to my ?Start Folder? in order to access them  
> in the way to which I am accustomed?  
>  
> My modem will not function now, and I do not seem to be able to get the  
> computer to recognize it. Running the ?Add New Hardware? application does  
> not find any new hardware.  
>  
> On top of all that, I am not able to do a warm boot from the ?Start ?  
> Shutdown? function. When I click on ?Start ? Shutdown?, the screen  
> freezes, and nothing happens.  
>  
> I apologize for this long list of problems. I have always thought Windows  
> 2000 was not subject to any of the horror stories I keep hearing about  
> Windows XP, and maybe this has nothing to do with Windows, but it seems to  
> be at least partially related. I hope that you can help me, and I thank  
> you in advance for your time.  
>  
> Colleen  
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### • *References:*

- ◆ *Multiple Windows 2000 and hardware problems*

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◇ *From:* Colleen

- Prev by Date: [\*\*Re: Multiple Windows 2000 and hardware problems\*\*](#)
- Next by Date: [\*\*RE: Multiple Windows 2000 and hardware problems\*\*](#)
- Previous by thread: [\*\*Re: Multiple Windows 2000 and hardware problems\*\*](#)
- Next by thread: [\*\*RE: Multiple Windows 2000 and hardware problems\*\*](#)
- Index(es):
  - ◆ [\*\*Date\*\*](#)
  - ◆ [\*\*Thread\*\*](#)