

# Re: dvd problems

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.basics/2008-04/msg00576.html>

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- *From:* "Gerry" <[gerry@xxxxxxxxxx](mailto:gerry@xxxxxxxxxx)>
  - *Date:* Thu, 24 Apr 2008 14:30:52 +0100
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Olorin

The OP has a 64 bit operating system. Is it a 64 bit program or a DVD? I could not work whether it is a relevant issue. Perhaps you know?

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Regards.

Gerry

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FCA

Stourport, England

Enquire, plan and execute

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Olórin wrote:

"Max de Winter" <[MaxdeWinter@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:MaxdeWinter@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message [news:1B1C235A-AAD9-4F28-96B9-35B353B9CF40@xxxxxxxxxxxxxxxxxxxx](mailto:news:1B1C235A-AAD9-4F28-96B9-35B353B9CF40@xxxxxxxxxxxxxxxxxxxx)

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Max de Winter

Thanks for ideas. I cannot see the files on disc because when I enter the disc in the drive it locks the computer ie can not get no further with any commands. I have tried it on a friends computer and it reads it there. Yes my drive reads dvd films but not this chess program. yes it a dvd player and its obvious to put the dvd in the right way round. I have consulted chessbase and they do not know. Maybe I have an incorrect installation somewhere.

"Olórin" wrote:

Re: dvd problems

"Max de Winter"

<MaxdeWinter@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message

news:FC9F0F7A-F198-42C1-A50E-F1E536008A86@xxxxxxxxxxxxxxxxxxxx

I place a DVD chess program into the D Drive and the disc just keeps spinning round. The computer looks as though it is reading it but does not install it.

Any ideas anybody.

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Max de Winter

Can you see the files on the disc through Windows Explorer? The disc might not play automatically, or your autoplay might have got turned off.

Have you another computer with a DVD drive you can try the disc in to see if it can be read there?

Can your drive read other data DVDs okay?

You could try gently cleaning the surface of the disc.

Silly questions, but worth asking (don't be insulted, I've seen people do both these):-

- your drive IS a DVD drive, not just a CD drive...?
- you HAVE put the disc in the right way round?

It locks the computer? Are there any other symptoms you haven't yet mentioned?

If this is the same chess game that you're also posting about under "Runtime Error" in the microsoft.public.windowsexp.newusers group, then it might have been worth amalgamating the two sets of problems into one post. There you're talking about getting a runtime error when you try to "open them" (install them or play them?).

## Re: dvd problems

How does the surface of the disc look, free from grease, scratches?

Maybe the manufacturer will swap your disc for a replacement new one.

I think if it were me, I'd try copying the files from disc on to a friend's computer, burn my own copy from there and see if that works.

And yes, to most people it *\*is\** obvious which way up to put a disc in – but you'd be surprised. I've found that it's always worth checking what I think is obvious; it can save a load of time if it's not so obvious to other people.