

# DVD multi drive malfunctioning.

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<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2005-04/msg16383.html>

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  - *Date:* Thu, 28 Apr 2005 07:37:27 -0700
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I have a Gateway 901 Media Center Computer.

Here s the issue: Sometimes the DVD Multi drive will not spin-up a DVD disk. It just blinks and clicks. Sometimes during this Locked period it will read Audio CD s, and CD-ROMS. When I launch any of the 3 DVD applications and look at the disk drive they all report there is no disk or that it can not be read. Same results trying to access the disk using Explorer. The drive just will not Spin-up Eventually all disk reading ability is lost.

Here s what I ve tried:

1. Through drive properties made sure autoplay was set to launch my DVD application when DVD content was loaded in the drive. Results – No Change.
2. Opened Hardware Device Manager and removed the drive and then restarted the computer. It found the new hardware and installed the software. Results – No Change.
3. Decided to try loading another 3rd party DVD encoder (NVIDIA) Results – No Change.
4. Gave up and decided to contact Gateway Tech Support Chat. This is where it gets interesting. I always manually connect my Dial-up through network connections before launching IE. Once the connection was made I click IE and nothing. Just an hour glass that disappeared after a few seconds. Clicked again. Same thing. While waiting installed an Audio CD to see if it would play. It did spin but no application launched to play it. After a few mins. ejected the CD and there was a funny pause after the spin-down. Suddenly everything came back. IE launched for each click (2 windows) and the Drive will now play all media types.

This is the second time this has happened. Once when I first got the computer and decided to connect to chat with Tech Support. Same exact thing Click on IE. no IE. Installed a disk and no reading. Ejected the disk and funny pause and everything unlocks

Any of you and a clue about how I can keep this from happening

System info:

Gateway 910 HSN Media Center 2004 with Windows XP and Service pack 2

DVD multi drive malfunctioning.

901 Motherboard with Integrated Audio R0

Motherboard chip set Intel 865G Chipset, consisting of: Intel 82865G GMCH / Intel 82801EB ICH5 / 4-Mb FWH

DVD Drive HLDS (Hitachi-LG Data Storage) GSA-4040B

Thanks for your time.

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• ***Follow-Ups:***

- ◆ ***Re: DVD multi drive malfunctioning.***

◇ *From:* Lil' Dave

- ◆ ***RE: DVD multi drive malfunctioning.***

◇ *From:* Computer\_Doc\_1®

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