

major drivers problem

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.hardware/2004-02/3919.html>

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Go to the microsoft knowledge database and get article #314060. I had the same problem and it fixed it for me. If you can't find the article, search on "code 19" That's how I found it. It's just a line in your registry, not a hardware problem. Once you take the line out, they work fine.

Liz

>-----Original Message-----
>recently for what seems no reason my cd/dvd and cd drive
>have stopped working and dont even show up in my
>computer. i investigated and found that some of the .sys
>files are not signed and seem to be not working. this is
>the exact message the computer shows me:
>
>Windows cannot start this hardware device because its
>configuration information (in the registry) is
incomplete
>or damaged. (Code 19)
>
>Click Troubleshoot to start the troubleshooter for this
>device.
>(thats the same message that shows for both drives)
>
>obviously i have not attempted to install drivers from a
>cd lol. can anyone give me any help????
>.
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