

microsoft.public.windowsxp.hardware: RE: CD-RW drag and drop still not working

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**From:** A, (*anonymous\_at\_discussions.microsoft.com*)

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Hi, I also had a problem I could not solve on my own.  
My cd writer was not recognized by XP home edition.  
I posted my problem on Windows XP Hardware newsgroup, got one reply, but I didn't know how to implement the reply. In desperation I poked around my computer until I stumbled on Help and Support. I asked for support and in less then 24 hours they e-mailed a detailed step-by-step procedure, which solved my problem. Since my knowledge of computers is marginal, at best, it was important for me that the procedure was very detailed and did not assume that I know anything about computers.

Your problem is different then mine, but if you would like to get support to solve your problem, left click on:

Start>Control Panel>Help and Support (on left panel)>>Get support (on right panel)>Get help from (on left panel)>>Ask support professional for help (on right panel), then answer a series of questions.

All the best, Adam