

CD-ROM/DVD-ROM/CD-RW Drive problems

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From: Tony (*anonymous_at_discussions.microsoft.com*)

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Posted beneath this following scenario, there will be a resolution, as suggested by Microsoft, then more posts relating to the scenario.

SCENARIO: DVD-ROM/CD-ROM/CD-ReWRITE DRIVE NOT WORKING EITHER AFTER AN UPGRADE TO WINDOWS XP FROM A PREVIOUS OPERATING SYSTEM, DEVICE NOT WORKING AFTER AN UPGRADE TO WINDOWS XP SERVICE PACK 2, AND/OR DEVICE NOT WORKING AFTER A HARDWARE OR SYSTEM CHANGE.

If: Your device stopped working after an upgrade from (Windows 9x, Windows ME, Windows 2000)OR after a hardware or system change

Then: You may need to check for compatibility and conflicts with other hardware devices, or the Operating System. To check compatibility for the operating system, browse to <http://www.microsoft.com/hcl>.

If: Your device stopped working after an upgrade to SP2

Then: Check for an updated driver at your device manufacturer website.

-----PAST POSTINGS ON THE ISSUE-----

WRITTEN BY: RANDY AUG 30 2004 7:35PM PST.

I installed Windows XP Home Edition Upgrade over Win98 SE August 20th. When I had Win98 on my system, I had a generic 36X CD-ROM jumpered master and a Plexwriter 8/4/32A CD-RW jumpered slave on my secondary IDE. The 36X CD-ROM was failing (lots of re-reads on installed CDs), and I was going to replace it with an Artec 16X DVD-ROM I bought after the WinXP upgrade. The WinXP upgrade went great, but because the 36X CD-ROM was failing, I used the Plexwriter CD-RW for the CD install. I then replaced the 36X CD-ROM with the Artec 16X DVD-ROM (jumpered master) on secondary IDE cable. Oh, and by the way I have a WD 80 GB HD jumpered master and WD 40 GB HD jumpered slave on the primary IDE buss. My bios detects all drives correctly (Albatron KX600 pro w/Athlon 2600+), and all detections for IDE in bios set to either 'enabled'

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and/or 'auto'.

Windows XP also detects drives correctly (device manager) with 'device enabled' and 'no conflicts'. They are identified by drive letter (my computer) correctly, with drive I: as 'DVD-ROM', and drive J: as 'CD-ROM' (hard drive's partitioned C thru H). This is where the problem starts: If I stick in ANY type of CD into the DVD-ROM, it will ONLY read the CD when I first install the DVD-ROM (I'll explain), but not after subsequent reboots. After a reboot, the DVD-ROM will accept a CD, but will no longer read it at all. Clicking on the DVD-ROM drive icon will generate a 'Please insert a disk in drive I: (even though I have a good one inserted) and trying to explore that drive will either generate the sam 'insert' message, or a blank display. When I remove the CD, the DVD-ROM icon in my computer now changes to CD-ROM icon (from DVD-ROM icon). The Plexwriter CD-RW reads fine, unless I move (and jumper) the drive to the master on the secondary IDE buss. Now I know what you're thinking, either bad secondary IDE or corrupted drivers, but I've removed and installed VIA bussmaster drivers, and even swapped the hard drive IDE cable over to that secondary, and both HDs work fine. I've actually done a lot of drive swapping around (paying attention to jumpers, even trying cable select), used other IDE cables, and even bought an SiII PCI Ultra DMA controller card to try. The results are that my bios detects all drives, the controller card detects all drives connected to it, and whenever I move the DVD-ROM to another IDE location, it works ONLY ON THAT INITIAL INSTALL; the next computer boot-up and it no longer reads ANY disks. I put the 'suspect' DVD-ROM in my daughter's computer as a slave on the secondary IDE channel, and it works fine...I put it back in this computer, shoved in a Win98 startup floppy (with CD support), and both the DVD-ROM and CD-RW read inserted CD's fine...what can I try next? I also have SP2 installed...is there a software fix?

WRITTEN BY: RANDY (AUG 29 2004 4:08AM PDT)

I have a remarkably similar problem in that I just installed an Artec 16x DVD-ROM drive with a Plexwriter 8/4/32A CD-RW already in use. My bios detects both drives fine as does Windows XP, but the DVD-ROM only worked at first install; and after that (even though detected) will not read ANY disks. Windows XP reports 'no device conflicts' and 'This device is working properly', but that is not true with the DVD-ROM (the CD-RW reads disks fine).

I've tried multiple primary and secondary IDE connection and jumper configurations with the same results; I even went out and bought a PCI Ultra ATA IDE controller card, put only the DVD-ROM over to it, and it WORKED! Unfortunately, it only worked the first time (as before), and after the next computer boot up, again can no longer read ANY disks. Both drives reported fine by Win XP w/no conflicts. HERE'S THE KICKER: IF I DISABLE THE CD-RW IN WINDOWS DEVICE MANAGER, THE DVD-ROM STARTS WORKING FINE! All my drivers are up to date. It appears there is some sort of conflict between the drives, but it is beyond me to figure out how to get both them to work at the same time. I've tried all possible separations on the IDE

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cables (and the PCI card), but that only results in one or the other device stopping working. Please, can someone help me get both drives working at the same time?

WRITTEN BY: TONY (AUG 28 2004 3:50PM PDT)

>-----Original Message-----

>I accidentally posted in General, but anyways, my HP CD Writer won't work, won't even read any kind of a cd. >However, it does show in My Computer, Windows Explorer, >and Device Manager (as working properly). When I put in >the driver CD (in another CD Drive) the driver says that >the Hp CD Writer that I have is not IDE compatible, but >at boot up, when PC detects IDE hware, it detects the CD >Writer. And another thing, That second drive is a DVD >drive. Works fine, but where can I get a compatible DVD >decoder. Like power dvd or something. It is a toshiba I >think. Thanks in advance for suggestions.

>

>Tony

WRITTEN BY: HARRY R AUG 30 2004 3:45PM PST.

OK, I am in a similar boat. I have two CD's. One is a DVD reader which seems to work OK. The other is a Digital Pacific DVD Writer I purchased in 1/04. Everything seems to indicate it is working properly. When I open "My Computer" the drive is indicated as a DVD-RW Drive and the Type as a "CD Drive". When I insert a blank CD-R the name changes to simply "CD Drive". Nero Express indicates the CD is ok but will not burn a CD. I have installed SP2. HELP!!