

## Re: DVD-ROM and CD-RW not working after upgrade

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With that many problems, I would recommend just saving all of your data that you want to keep and doing a clean install of Windows XP. Just boot off your XP CD, choose to format NTFS (Quick), and install Windows XP over again.

This requires that you reinstall all of your applications and reload all of your data, but it would be worth it after all the trouble you are going to go through to figure this out on a system that may have more problems to deal with even after you fix this one.

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Nathan McNulty  
Tony wrote:  
> I will re-post, as well as answer this question, with  
> other questions, as I have contacted Microsoft and I can  
> suggest a resolution. I will re-post and update, no later  
> than AUG 30 2004 7:45PM PST.  
>  
>>-----Original Message-----  
>>I installed Windows XP Home Edition Upgrade over Win98  
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> 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)

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>>on secondary IDE cable. Oh, and by the way I have a WD
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> 80
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>>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'
>>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
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>>will ONLY read the CD when I first install the DVD-ROM
>>(I'll explain), but not after subsequent reboots. After
>
> a
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>>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
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>>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?  
>>.  
>>
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