

Re: DVD Rom problem –help needed

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.hardware/2005-04/msg02141.html>

- *From:* "Peter" <Peter@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 29 Apr 2005 11:02:02 -0700
-

Hi,

Below is the link for the download of firmware for your samsung DVD Combo drive.

Please download the Bin file and exe file and save it to a specific folder.

Please print out the instruction for how to update the firmware. You must strictly follow the instructions.

<http://www.samsungodd.com/eng/LiveUpdate/FWDownload/FWDownload.asp?FunctionValue=view&no=200&Search>

Copy of instructions from samsung:

Global distribution

Product COMBO Model SM-332B F/W Ver. T406

Content

*caution

Samsung is not responsible for problems during the firmware upgrade. When you encounter problems during the upgrade, please contact a Samsung Service Center.

If your drive is still in warranty please contact your retailer first.

The newest firmware T406 of SM-332B

Applied model : EXPORT

Improvement: Progress of disk cognitive faculty

Caution:

When you upgrade your firmware, please check the "Buyer" on your label of drive.

If you upgrade wrong firmware, you will have a problem in operating.

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ex) SM-332B/** 63BT123456 F/W=T403(**=Buyer)

How to upgrade firmware.

Download the attached "Bin file(firmware)" and "Sfdnwin.exe file(download program)" into a temporary folder.

When you run "Sfdnwin.exe", Pop-up window will appear. you can see your ROM-drive(s) in the Pop-up window.

Then choose the drive whose firmware you want to upgrade.

ex)Drive:SAMSUNG CD-R/RW SM-332B/T403

You will see three icons on the top from left.

If you click the first icon from left, you can see "Investigation window" then open

the firmware file that you already downloaded to the temporary folder.

You will see the message" Ready" after finding the firmware file that you want.

Then click the middle icon on the top of left. Then your firmware will be upgraded automatically.

When you finish upgrading firmware , reboot your pc automatically.

Sfdnwin.exe : A program which can make your drive download our firmware(s) in Windows.(It's for only Windows)

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If you upgrade wrong firmware, you will have a problem in operating.

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Sfdnwin.exe : A program which can make your drive download our firmware(s) in Windows.(It's for only Windows)

Pls reply to NG if you still have problems.

—

Peter

"muffler53" wrote:

- > Thanks for the help Peter. Unfortunately I amnot too technically minded and
- > some of the stuff on the links would be a wee bit beyond me.
- > I did manage to find a printed copy of the system profiler from a couple of
- > years ago.
- > The DVD/CD-RoM is a Samsung CDRW/DVD SM-332B
- >
- > In the short term is it safe to use the PC or should I delete the sfdnwin.exe
- > file and any ideas as to what to do at start up. Should I press F1 or F2
- >
- > "Peter" wrote:
- >
- >> Hi,
- >>
- >> Where have you linked to download the bin file?
- >>
- >> Do you know the model of your DVD rom?
- >>
- >> Below are some links for help:
- >> <http://www.samsungodd.com/eng/LiveUpdate/FAQ/Faq.asp>

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> > <http://www.samsungodd.com/eng/Liveupdate/fwvercheck/fwvercheck.asp>
> > <http://www.samsungodd.com/eng/LiveUpdate/QNA/QNA.asp>
> > <http://www.samsungodd.com/eng/LiveUpdate/Firmware/Firmware.asp>
> > <http://www.samsungodd.com/eng/Helper/Helper.asp?Functionvalue=list&ProductCode=HDR>
> >
> > Pls read the trouble shoot for DVD rom first and then try to use the live
> > update features.
> >
> > Below is the message from samsung "Contact Us"
> >
> >
> > Thank you for using the Samsung ODD products.
> > Do you have any problems of Samsung ODD products?
> > Please refer to Troubleshooting or FAQs.
> > It will provide various solutions about your problems.
> >
> > Do you need the newest firmware of Samsung ODD products?
> > Please download and install the Firmware Auto LiveUpdate Program
> > to solve your problems simply.
> > It will upgrade the newest firmware of your model automatically.
> >
> > Do not you solve the problems of ODD products yet?
> > If you select your product below and send e–mail to us, we will reply
> > to you quickly and accurately.
> >
> >
> > CD–ROM DRIVE (SC–xxxx, SH–xxxx)
> > CD–RW DRIVE (SW–xxxx)
> > DVD–ROM DRIVE (SD–xxxx)
> > COMBO DRIVE (SM–xxxx) : CD–R/RW, DVD ROM
> >
> > DVD–Writer DRIVE (SR–xxxx, MR–xxxx) : CD–R/RW, DVD–R/RW ROM
> > Slim Drive
> >
> >
> >
> > If you want to inquire about other products or general items related to
> > Samsung Electronics, please click [Others].
> >
> > Thank you.
> >
> > < Notice >
> > This e–mail service is for general customers support.
> > In case of employees in service center of Samsung Electronics or
> > distributors(buyers) concerned with Samsung Electronics, please use
> > the business contact point of Samsung Electronics ODD Division.
> >
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> >
> >

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>> Hope it helps.
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>> --
>> Peter
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>> "muffler53" wrote:
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>>>
>>>
>>> "Rich Barry" wrote:
>>>
>>>> Take a look here You might have hosed the Virtual Driver.
>>>> <http://club.cdfreaks.com/showthread.php?t=99446>
>>>>
>>>>
>>>> Thanks for the link RB. I had a look and the problem seems very similar to
>>>> mine. One of the solutions was "You will Also need to remove Plug and Play
>>>> Bios Extension from System Devices. and if needed the Virtual Drive Drivers
>>>> from the Windows/System32/Drivers Folder" which is a bit double dutch to me.
>>>> I wouldnt know where to start.
>>>> If I even knew how to contact Samsung would be a help. Done a google search
>>>> but couldn't find anything.

• **Follow-Ups:**

- ◆ **Re: DVD Rom problem –help needed**
 ◇ From: muffler53
- ◆ **Re: DVD Rom problem –help needed**
 ◇ From: muffler53

• **References:**

- ◆ **DVD Rom problem –help needed**
 ◇ From: muffler53
- ◆ **Re: DVD Rom problem –help needed**
 ◇ From: Rich Barry
- ◆ **Re: DVD Rom problem –help needed**
 ◇ From: muffler53
- ◆ **Re: DVD Rom problem –help needed**
 ◇ From: Peter
- ◆ **Re: DVD Rom problem –help needed**
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