

Re: DVD Rom problem –help needed

Source:

<http://www.tech–archive.net/Archive/WinXP/microsoft.public.windowsxp.hardware/2005–04/msg02155.html>

- *From:* muffler53 <muffler53@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 29 Apr 2005 15:41:02 –0700
-

Cheers Peter,

I got the instructions given below when I downloaded the files and perhaps did not follow them exactly. I dont really know. In the middle of the insallation I was asked if I wanted to "delete the old file ?" and as there was only 1 button to click which was the OK one I did so and this has now rendered the drive unusable.

I did send a copy of my original post to Samsung but have yet to receive a reply. my main concern is at start up where I press F1 to proceed as opposed to F2 to run the set up utility. Perhaps if this was run and the correct data entered I may have no problems but I dont know what to fill in for the various requested data.

In any event is it actually safe to use the PC in its present form? it does boot up several minutes after hitting F1 and the jids are playing some games on it but I am concerned that this may be doing more harm than good

"Peter" wrote:

> 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 foloow the instructions.

>

>

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

>

> Copy of intructions from samsung:

>

> Global distribution

>

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

>

> Content

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- >
- > *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.
- > 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

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- > Windows.(It's for only Windows)
- >
- >
- >
- >
- > Caution:
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- > of drive.
- > If you upgrade wrong firmware, you will have a problem in operating.
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- >
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- > file(download
- > program)" into a temporary folder.
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- > 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
- >
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- > window" then open
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- > 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)
- >
- >
- >
- > Pls reply to NG if you still have problems.
- >
- > --
- > Peter
- >
- >
- > "muffler53" wrote:

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>
>> Thanks for the help Peter. Unfortunately I am not 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 sfdwin.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>
>>> <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

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>>>
>>> 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.
>>>
>>> © 2005 SAMSUNG Electronics Co., Ltd. All rights reserved.
>>>
>>>
>>> Hope it helps.
>>>
>>> --
>>> Peter
>>>
>>>
>>> "muffler53" wrote:
>>>
>>>>
>>>>
>>>> "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.
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• *Follow-Ups:*

◆ **Re: DVD Rom problem –help needed**

◇ *From:* Peter

- **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
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- Prev by Date: **Re: how know what kind of memory (ram) have my computer**
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