

Re: DVD Rom problem –help needed

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.hardware/2005-05/msg00025.html>

- *From:* "Peter" <Peter@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sat, 30 Apr 2005 21:55:41 -0700
-

Declan,

I sincerely hope that you can fix it.
Await for your favourable reply.

--

Peter

"muffler53" wrote:

- > Thanks Peter,
- >
- > I have downloaded the files and instructions as recommended. That is as far
- > as my knowledge basically goes at the moment. When I tried the upgrading
- > myself a couple of days ago I got myself into this mess.
- > Things are a bit clearer now. I have put everything I downloaded on to a
- > disc and my son has taken this together with the PC to a friend of his
- > today. His friend apparently is a bit of a whizz kid with these things so
- > hopefully come Tuesday (bank holiday weekend here) all will be sorted out.
- >
- > I will post again to let you know the outcome.
- >
- > Thanks again for all the help and advice
- >
- > Declan
- >
- > "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 follow the instructions.
- >>
- >>

Re: DVD Rom problem –help needed

<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.
>> 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

Re: DVD Rom problem –help needed

>> 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)
>>
>>
>>
>> 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
>> Windows.(It's for only Windows)
>>

Re: DVD Rom problem –help needed

>>
>>
>> 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 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 you solve the problems of ODD products yet?

Re: DVD Rom problem –help needed

Re: DVD Rom problem –help needed

>>>> 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.
>>>>
>>>> © 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.

Re: DVD Rom problem –help needed

Re: DVD Rom problem –help needed

>>>> 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

• Prev by Date: *Re: Lightning – funny how we're not seeing him any more*

• Next by Date: *Can't access properties dialog box in hard drive*

• Previous by thread: *Blue Screen*

• Next by thread: *Re: DVD Rom problem –help needed*

• Index(es):

◆ *Date*

◆ *Thread*