

Re: DVD Rom problem –help needed

Source:

<http://www.tech–archive.net/Archive/WinXP/microsoft.public.windowsxp.hardware/2005–05/msg00108.html>

- *From:* muffler53 <muffler53@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 2 May 2005 16:10:01 –0700
-

Peter,

Just to keep you updated. It will be another day or so before I get the PC back but I got a reply from Samsung. I dont think that I mentioned this before but I sent a query off to them (same as original post here) but only got a response today.

Have a look and I think you will see why computer dummies like me depend so much on other people for help

Regards

Declan

"Dear,customer

Thank you for your e–mail.

If during the firmware upgrade an error occurred,or

Ypu have problem After installing the firmware update,

this may cause the firmware chip to become blocked,

making the drive unusable.

Errors during firmware upgrade can have several causes,

the major ones being a conflict with

a program running in the background (eg Virus Scanner, Screensaver...)

or installing the incorrect firmware.

this problem can only be solved by having the drive repaired

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at one of our service centers.

Please return your device to the store where you bought it,

there they can send the device to the service center.

I feel sorry that i can't help you directly.

Have a nice day!

Thank you."

"Peter" wrote:

> 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

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>>> 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

>>>

>>> *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

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>>> 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)
>>>
>>>
>>>
>>> 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)
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>>> How to upgrade firmware.
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>>> Download the attached "Bin file(firmware)" and "Sfdnwin.exe
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>>> 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.
>>>
>>>

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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 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.

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>>>> 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.
>>>>
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>>>> the business contact point of Samsung Electronics ODD Division.
>>>>
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>>>>
>>>>
>>>> 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

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>>>>> 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: Peter*

• ***References:***

- ◆ ***Re: DVD Rom problem –help needed***
◇ *From: Peter*
- Prev by Date: ***RE: Can't format 200 GB Maxtor SATA drive with Windows XP***
- Next by Date: ***Garbage machine checks in event log***
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