

Re: Need help troubleshooting driver issues please.

# Re: Need help troubleshooting driver issues please.

---

*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2005-07/msg06025.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2005-07/msg06025.htm)

---

- *From:* "Carey Frisch [MVP]" <[cnfrisch@xxxxxxxxxxxxxxxx](mailto:cnfrisch@xxxxxxxxxxxxxxxx)>
  - *Date:* Thu, 21 Jul 2005 17:04:32 -0500
- 

CD-ROM Access Is Missing and Messages Cite Error Code 31, -Code 32, Code 19, or Code 39 After You Remove Easy CD Creator in Windows XP  
<http://support.microsoft.com/default.aspx?scid=kb;en-us:314060>

To resolve this issue, follow these steps:

1. Start Registry Editor (Regedt32.exe).  
[Start > Run and type: REGEDIT , and hit enter]

2. Locate the UpperFilters value under the following key in the registry:

HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Class\{4D36E965-E325-11CE-BFC1-08002BE

3. On the Edit menu, click Delete, and then click OK.

4. Locate the LowerFilters value under the same key in the registry:

HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Class\{4D36E965-E325-11CE-BFC1-08002BE

5. On the Edit menu, click Delete, and then click OK.

6. Quit Registry Editor. NOTE: After you remove the Upperfilters value and the Lowerfilters value, if you notice lost functionality in a particular program, such as CD recording software, you may need to reinstall that software. If the problem recurs, consult with the software vendor for assistance.

7. Restart your computer.

Also see:

Restore CD/DVD Drives  
[http://www.dougknox.com/xp/scripts\\_desc/xp\\_cd\\_dvd\\_fix.htm](http://www.dougknox.com/xp/scripts_desc/xp_cd_dvd_fix.htm)

[Courtesy of MS-MVP Doug Knox]

--  
Carey Frisch  
Microsoft MVP

Re: Need help troubleshooting driver issues please.

Re: Need help troubleshooting driver issues please.

Windows XP – Shell/User  
Microsoft Newsgroups

Get Windows XP Service Pack 2 with Advanced Security Technologies:  
<http://www.microsoft.com/athome/security/protect/windowsxp/choose.msp>

---

"DRUAngell" wrote:

| I've got a Toshiba laptop with a Matshita CD/DVD rom drive in it. Suddenly,  
| the drive is not noticeable by Windows. In device manager, it's there with  
| the Yellow ! and says "Windows cannot load the device driver for this  
| hardware. The driver may be corrupted or missing. (Code 39)"

| The steps I have taken are as follows:

| 1) I tried simply removing the drive from device manager and then doing Find  
| New Hardware and letting it install itself. It goes back to the same  
| scenario.

| 2) I then downloaded the updated drivers from support.toshiba.com and tried  
| a few different methods of installing. They want you to simply run the  
| self-executing zip file...so I tried that to no avail. Then, I tried  
| extracting the zip and manually installing the drivers by pointing to the  
| folder. Same thing happens.

| 3) I called toshiba support...who of course walked me right back through the  
| steps I had already taken (and took a small lesson from me on the fact that I  
| can extract zip files and run them manually instead of running the  
| self-executable...he just couldn't understand that.) Anyway, we tried both  
| the updated driver and also the original driver. Both do the same exact  
| thing. To end my call with them he told me I should take it to a local  
| repair center.

| The problem is I know what they'll do...First they'll download the drivers  
| and install and that won't work. Then, they'll wanna do a restore on the  
| laptop...which I'm really trying to avoid. If that has to be done I'd do a  
| clean install myself cuz I hate manufacturer restore discs anyway.

| Anyway, what tips are there for troubleshooting this problem without having  
| to do a clean install? It says the driver cannot load...how can I figure out  
| why? And why does removing it and re-installing not fix the problem?

| Any information I can get on this matter would be greatly appreciated.  
| Thanks!

.

---

Re: Need help troubleshooting driver issues please.

Re: Need help troubleshooting driver issues please.

- **Follow-Ups:**

- ◆ **Re: Need help troubleshooting driver issues please.**

- ◇ From: DRUAngell

- **References:**

- ◆ **Need help troubleshooting driver issues please.**

- ◇ From: DRUAngell

- Prev by Date: **Re: Power schemes were deleted please help me**

- Next by Date: **Re: netstat -a -o**

- Previous by thread: **Need help troubleshooting driver issues please.**

- Next by thread: **Re: Need help troubleshooting driver issues please.**

- Index(es):

- ◆ **Date**

- ◆ **Thread**