

Re: Driver Problems

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-10/msg00997.htm

- *From:* "peter" <peter@xxxxxxxxxxxx>
 - *Date:* Sat, 13 Oct 2007 09:04:34 -0600
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What happens when you open Nero 8 and run the systems check.....does it list the drive??
Does the drive show up under Windows Explorer?

peter

"Mike D" <MikeD@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:54407601-3E0D-4724-9B8B-68D93C189323@xxxxxxxxxxxxxxxxxxxx

First some background info.

1. I purchased & installed a new Sony DVD RW.
2. I have a Dell 4550 that over 4 years old.
3. I running XP with SP2 installed.
4. After I re-started the computer I saw where Windows saw the new hardware.
5. I followed the wizard to install the drivers.
6. I installed the CD that came with the DVD. The CD that came with the DVD is labeled Sony Drivers, but when the CD started it wanted to install Nero ver. 7. I already have Nero ver. 8 ultra edition installed, so I quit that operation. I called Sony Tech support and they said that this DVD is a "Plug & play and doesn't need any drivers. However when I went to the device manager I saw the Sony DVD but when I clicked on the drivers tab there's no info there. Sony said that it's Microsoft's problem that the driver info isn't there. I call MS on their toll free line and they said it's Dell's problem. Well, I don't have any warrant any longer so I don't know who to turn too except this site. I hope there someone out there that can help this old man fix this issue. I'm not a computer wiz kid so I really need help

Thank You.

Now when I start