

## Re: DVDs are not playing or recognized

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- *From:* Rob <[Rob@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Rob@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Sun, 16 Jul 2006 12:21:02 -0700
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Hi,

Thanks Cari I appreciate the input, but I am not sure what you mean by removed something very important . What it removed made my DVD ROM drive work, how is that a problem? Maybe CCleaner was not a great idea, but, for one of the drives the problem is solved and my computer seems to be working great. Do you know much about that program?

I suppose that I was not specific enough when I explained what steps I have taken when I replied to WOJO a few days ago. I have done the very steps you suggest more than once and that did not solve the problems. That is why I was willing to take John's and your advice and purchase a new drive, and why I kept reading and searching.

Also, I did a fresh install of XP Pro SP 2 less than 3 weeks ago on brand new hard drives which I believe I stated in my first post.

I have no idea of the exact item the CCleaner removed to assist with this issue. I don't know if it had something to do with the Nero software (which I installed and uninstalled 3 different versions several times and used Nero s cleaner tool as well) or something else. At this point I only have trial versions of Power DVD 7 and NVIDIA s video decoder installed and I am reluctant to ever install Nero again.

I had done a fresh install of XP in April when I upgraded other system components. I rarely used the DVD drives to view DVDs and I have had the system for quite some time. Before April the Sony DVD RW was the last upgrade I made (1 1/2 years ago) and that came with the Nero software. The problem with the DVD drives was actually discovered in early June (I mis-stated that timing in my first post) when I tried to make a DVD from my digital video camera for the first time ever. At that time I was using Panasonic software to download from my video camera and using Nero 6 to burn to DVD. At first I thought it was the Panasonic software so I uninstalled that software and I have not reinstalled it, yet. I could not get the newly burnt DVD to work after trying several different things including setting write speed all the way down to 1X (I made quite a few coasters). After reading too many troubleshooting tips, that is when I put in a DVD movie to see if there was a problem with the drives... and neither would play DVDs, at least the several

## Re: DVDs are not playing or recognized

that I tried at that time.

After countless hours of searching, reading, and troubleshooting and basically taking several of the same steps I decided to do another fresh install of XP and I had wanted to upgrade the HDs, so I did that just a few weeks ago. I took my time and installed all the SP 2 updates before installing anything. Then it was one program at a time and then checking for updates until I finally got back to Nero 6 from CD. Then I tried the Nero 6 updates and then trial version of Nero 7, all made no difference. So when I ended up with the same problem again I tried playing more of the DVDs in my library and that is when I discovered that some DVDs actually would work every time I put them in. The DVDs that worked appeared to be older ones and that is what made me think that something I installed knowingly or unknowingly was/is causing this problem.

After using the CCleaner tool now when I pop in the Matrix DVD there is a menu that does ask to install PC friendly. Even when I decline I can still play the DVD. This happens in the 6 year old DVD ROM drive. As stated the Sony Drive still will not play.

The DVD ROM drive works, there is no way I am uninstalling that drive at this point. Not after so many hours. I would try that with the Sony drive again but as I stated I have done that already. I installed the Sony drive into another machine running Windows ME. I also installed the Nero 6 software (from CD). I witnessed the exact same results. The same DVDs would work and the others would not work. So you see, I believe it is something in Nero or a conflict with Nero that was/is the problem, at least part of the problem. I could be 100% wrong but why would the same condition exist on a completely different machine with a different (older) OS? Currently the same problem exists with the Sony drive, I can play a special features DVD (not the movie) and some older DVDs but most of the DVDs I have will not work in that drive. This is why I think it may be a firmware issue.

I have new drive(s) on the way and when I get them we can see where that leads. I would like to solve these issues with accurate knowledge but I have to balance how much time I can really dedicate to that. There may be a log from the CCleaner listing items removed that I can look through, I will check into that.

If you were in my shoes, what would you think, or do?

I hope this information is helpful in some way and I appreciate the help and information that I have received. Thanks.

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Do unto others as you would have others do unto you.

"Cari (MS-MVP)" wrote:

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At this point it seems clear to me that CCleaner removed something very important from the Registry. I'd NEVER recommend any Registry cleaners. If you believe the Registry is just too full of unnecessary entries, then I'd really say it was time to clean install and start afresh.

So let's totally uninstall ALL your optical drives from the computer and try to get them back correctly.

In Control Panel, Add/Remove Programs, Uninstall any and all DVD burning programs you may have installed and any DVD Decoding software you have installed. BEFORE you do this, check you still have the CDs for the reinstall.

Reboot the PC.

Go into the Device Manager and Uninstall the Optical Drives. Turn OFF the PC.

Physically go into the case and REMOVE all optical drives. (You can just disconnect both ribbon and power cables in this case since you know you are going to put them back. While you are there, physically check the jumpers at the rear of the drive(s)

Restart the PC... Ensure that My Computer is now showing you have NO optical drives and that Device Manager also confirms no entries.

Turn off the PC. Physically reinstall the drive(s)... or reconnect both cables. Turn on the PC. Ensure that XP redetects each drive and installs drivers for it – and assigns a drive letter. Check at this point that XP can read a data DVD. Reinstall your DVD Decoding software. Check that XP can play a video DVD. Reinstall your DVD burning software. Check that it burns.

Your next option is the format and clean install.

Unfortunately flashing the firmware is always a risk you alone undertake. The manufacturers are never responsible for anything that goes wrong with the drive at that point. Sony may decide to assist... but then again, they are fully within their rights if they decide not to.

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Cari (MS-MVP) Windows Client – Printing & Imaging  
[www.coribright.com/Windows](http://www.coribright.com/Windows)

"Rob" <Rob@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
[news:05DA02F2-8B63-4B02-9FF7-9DC4E1B1FBE2@xxxxxxxxxxxxxxxxxxxx](mailto:news:05DA02F2-8B63-4B02-9FF7-9DC4E1B1FBE2@xxxxxxxxxxxxxxxxxxxx)

Thanks.

I should not have used the word random. The drives to not play randomly,  
it

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is the disks that are playable that are random. The same disk will consistently play in the drive and the ones that do not work, never work.

Today, my older Compaq DVD ROM drive works again. I can play DVDs...  
so  
far  
all the DVDs that I have tried work except one, and I think it might be  
the  
disk.

The only thing that I did recently was to install and run a program call  
CCleaner. It is freeware that cleans out history and alters and/or deletes  
registry keys that the program deems as an error. If the drive continues  
to  
work my belief will be confirmed that something somewhere on the  
computer  
was  
stopping the drive from working.

I still have the original issue with the Sony DVD RW drive, although I can  
burn DVDs which does not make sense to me. What is different with that  
drive  
is that it seems to attempt to access information for about 2 minutes now  
before it decides there is no disk. I have ordered new DVD drives but now  
I  
strongly believe it is something in the OS and software that is the issue.  
I  
wonder if the upgraded firmware could be the problem with the Sony drive.  
Is  
there a way to clear that new firmware and install an older firmware?

Thanks again.

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