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Your CD drive or DVD drive is missing or is not recognized by Windows or other programs

View products that this article applies to.

To continue receiving security updates for Windows, make sure you're running Windows XP with Service Pack 3 (SP3). For more information, refer to this Microsoft web page: Support is ending for some versions of Windows

For a Windows 2000 version of this article, see 270008 .

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− Problem description

Your CD drive or DVD drive is missing or not recognized by Windows or other programs, so you cannot play or access a CD or DVD. This issue might have occurred after you installed, uninstalled, or updated a program or Windows Vista.

See the "More information" section for detailed information.

This article helps you fix the problem. To have us fix this problem for you, go to the "Fix it for me" section. If you would rather fix this problem yourself, go to the "Let me fix it myself" section.

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− Fix it for me

To fix this problem automatically, click the **Fix this problem** link. Then, click **Run now** button from the **Automated Troubleshooting Services** page and follow the steps in this wizard.

Microsoft® Fix it

Fix this problem

Microsoft Automated Troubleshooting Services: Your CD or DVD drive cannot read or write media

Now go to the "Did this fix the problem?" section.

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− Let me fix it myself

Important This section, method, or task contains steps that tell you how to modify the registry. However, serious problems might occur if you modify the registry incorrectly. Therefore, make sure that you follow these steps carefully. For added protection, back up the registry before you modify it. Then, you can restore the registry if a problem occurs. For more information about how to back up and restore the registry, click the following article number to view the article in the Microsoft Knowledge Base:
322756 How to back up and restore the registry in Windows

This problem is caused by two Windows registry entries that have become corrupted. To fix the problem, you have to use Registry Editor to delete the corrupted Registry entries. To use this method, you must be logged on to Windows as an administrator. If you need help verifying that you are an administrator, visit the following Microsoft Web site:
http://support.microsoft.com/gp/admin

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Windows 7

To resolve this problem on a computer that is running Windows 7, use the Open Playing and Burning CDs, DVDs, and Blu-ray Discs troubleshooter. For more information about how to open this troubleshooter in Windows 7, visit the following Microsoft Web site:
http://windows.microsoft.com/en-us/windows7/Open-the-playing-and-burning-cds-dvds-and-

Article Translations

Arabic →

bluray-discs-troubleshooter

If this troubleshooter does not work, try to use the Hardware and Devices troubleshooter. For more information about how to open this troubleshooter in Windows 7, visit the following Microsoft Web site:
http://windows.microsoft.com/en-us/windows7/Open-the-Hardware-and-Devices-troubleshooter

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Windows Vista

1. Click **Start** , and then click **All Programs**.
2. Click **Accessories**, and then click **Run**.
3. Type **regedit**, and then click **OK**. If you are prompted for an administrator password or for a confirmation, type the password, or click **Allow**.
4. In the navigation pane, locate and then click the following registry subkey:
   HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Class\{4D36E965-E325-11CE-BFC1-08002BE10318}
5. In the right pane, click **UpperFilters**.

   Note You may also see an UpperFilters.bak registry entry. You do not have to remove that entry. Click **UpperFilters** only. If you do not see the UpperFilters registry entry, you still might have to remove the LowerFilters registry entry. To do this, go to step 8.
6. On the **Edit** menu, click **Delete**.
7. When you are prompted to confirm the deletion, click **Yes**.
8. In the right pane, click **LowerFilters**.

   Note If you do not see the LowerFilters registry entry, unfortunately this content cannot help you any further. Go to the "Next Steps" section for information about how you can find more solutions or more help on the Microsoft Web site.
9. On the **Edit** menu, click **Delete**.
10. When you are prompted to confirm the deletion, click **Yes**.
11. Exit Registry Editor.
12. Restart the computer.

Now go to the "Did this fix the problem?" section.

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Windows XP

1. Click **Start**, and then click **Run**.
2. In the **Open** box, type **regedit**, and then click **OK**.
3. In the navigation pane, locate and then click the following registry subkey:
   HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Class\{4D36E965-E325-11CE-BFC1-08002BE10318}
4. In the right pane, click **UpperFilters**.

   Note You may also see an UpperFilters.bak registry entry. You do not have to remove that entry. Click **UpperFilters** only. If you do not see the UpperFilters registry entry, you still might have to remove the LowerFilters registry entry. To do this, go to step 7.
5. On the **Edit** menu, click **Delete**.
6. When you are prompted to confirm the deletion, click **Yes**.
7. In the right pane, click **LowerFilters**.

   Note If you do not see the LowerFilters registry entry, unfortunately this content cannot help you any further. Go to the "Next Steps" section for information about how you can find more solutions or more help on the Microsoft Web site.
8. On the **Edit** menu, click **Delete**.
9. When you are prompted to confirm the deletion, click **Yes**.
10. Exit Registry Editor.
11. Restart the computer.

Now go to the "Did this fix the problem?" section.

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⊟ Did this fix the problem?

Windows 7

Click **Start** , click **Computer**, and then see whether the drive is listed.

Windows Vista

Click **Start** , click **Computer**, and then see whether the drive is listed.

Windows XP

Click **Start**, click **My Computer**, and then see whether the drive is listed.

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Is the drive listed?

If the drive is listed, try to play or access a CD or DVD.
If you can play or access a CD or DVD, you are finished with this article.

If you cannot play or access a CD or DVD, you may have to reinstall some programs. Some programs might not be able to use your CD or DVD drive until you reinstall those programs. If the problem occurs again when you install or uninstall those programs, contact the manufacturer of the program to see if an update is available that solves the problem. Some examples of programs that might be affected are:

- iTunes software by Apple
- Nero software by Nero Inc
- Roxio Creator software by Sonic Solutions
- Zune software by Microsoft

After reinstalling your programs, if you can play or access a CD or DVD, you are finished with this article.

If you still cannot play or access a CD or DVD, please see the "Next steps" section.

If the drive is not listed, remove and reinstall the existing drivers.

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Remove and reinstall drivers

If the drive is not listed, remove and reinstall the existing drivers. To do this, follow these steps:

Windows 7

1. Click **Start**   , and then click **Control Panel**.
2. Click **System and Security**, click **System**, and then click **Device Manager**.

   Note If Control Panel is in Classic View, double-click **System**, and then click **Device Manager**.

    If you are prompted for an administrator password or for a confirmation, type the password, or click **Allow**.
3. In Device Manager, expand **DVD/CD-ROM drives**, right-click the CD and DVD devices, and then click **Uninstall**.
4. When you are prompted to confirm that you want to remove the device, click **OK**.
5. Restart the computer.

After the computer restarts, the drivers will be automatically installed

Windows Vista

1. Click **Start**   , and then click **Control Panel**.
2. Click **System and Maintenance**, click **System**, and then click **Device Manager**.

   Note If Control Panel is in Classic View, double-click **System**, and then click **Device Manager**.

    If you are prompted for an administrator password or for a confirmation, type the password, or click **Allow**.
3. In Device Manager, expand **DVD/CD-ROM drives**, right-click the CD and DVD devices, and then click **Uninstall**.
4. When you are prompted to confirm that you want to remove the device, click **OK**.
5. Restart the computer.

After the computer restarts, the drivers will be automatically installed.

Windows XP

1. Click **Start**, and then click **Control Panel**.
2. Click **System and Maintenance**, and then click **System**,
3. On the **Hardware** tab, click **Device Manager**. If you are prompted for an administrator password or for a confirmation, type the password, or click **Allow**.
4. In Device Manager, expand **DVD/CD-ROM drives**, right-click the CD and DVD devices, and then click **Uninstall**.
5. When you are prompted to confirm that you want to remove the device, click **OK**.
6. Restart the computer.

After the computer restarts, the drivers will be automatically installed.

See if reinstalling the drivers fixed the problem.

Now try to play or access a CD or DVD.

If you can play or access a CD or DVD, you are finished with this article.

If you cannot play or access a CD or DVD, you may have to reinstall some programs. Some programs might not be able to use your CD or DVD drive until you reinstall those programs. If the problem occurs again when you install or uninstall those programs, contact the manufacturer of the program to see if an update is available that solves the problem. Some examples of programs that might be affected are:

- iTunes software by Apple
- Nero software by Nero Inc
- Roxio Creator software by Sonic Solutions
- Zune software by Microsoft

After reinstalling your programs, if you can play or access a CD or DVD, you are finished with this article.

If you cannot play or access a CD or DVD, please see the "Next steps" section.

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⊟ Next steps

If this method did not help you, you might want to use the Microsoft Customer Support Services Web site to find other solutions. Some services that the Microsoft Customer Support Services Web site provides include the following:

- Searchable Knowledge Base : Search technical support information and self-help tools for Microsoft products.
- Solution Centers : View product-specific frequently asked questions and support highlights.
- Microsoft Product Support Newsgroups : Contact counterparts, peers, and Microsoft Most Valuable Professionals (MVPs).
- Other Support Options : Use the Web to ask a question, to contact Microsoft Customer Support Services, or to provide feedback.

If you continue to have questions after you use these Microsoft Web sites, or if you cannot find a solution on the Microsoft Support Services Web site, click the following link to contact Support:
http://support.microsoft.com/contactus

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⊟ More information

This issue may have occurred after one of the following situations:

- You upgrade a computer to Windows Vista or install Windows Vista Service Pack 1.
- You install or uninstall CD or DVD recording programs.
- You uninstall Microsoft Digital Image.

You may see one of the following error messages:

- One of the following error messages appears when you view the CD drive or the DVD drive in Device Manager.

Error message 1

The device is not working properly because Windows cannot load the drivers required for this device (Code 31).

Error message 2

A driver for this device was not required, and has been disabled (Code 32 or Code 31).

Error message 3

Your registry might be corrupted. (Code 19)

- An "error code 39" error message.
- A message that resembles the following appears in the notification area:

Windows successfully loaded the device driver for this hardware but cannot find the hardware device. (Code 41)

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⊟ REFERENCES

Your CD drive or DVD drive is missing or is not recognized by Windows or other programs

For a Windows 2000 version of this article, see 270008 .

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APPLIES TO

- Microsoft Windows XP Home Edition
- Microsoft Windows XP Professional
- Windows Vista Business
- Windows Vista Business 64-bit Edition
- Windows Vista Enterprise
- Windows Vista Home Basic
- Windows Vista Home Premium
- Windows Vista Starter
- Windows Vista Ultimate
- Windows 7 Enterprise
- Windows 7 Home Basic
- Windows 7 Home Premium
- Windows 7 Professional
- Windows 7 Starter
- Windows 7 Ultimate

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