

DVD-Rom/Burner Disappears After Windows Update On Dell Latitude E6410 Laptop

Problem: You have done a fresh install of Windows 7 SP1, and just installed the drivers for your laptop. You have also restarted your laptop and all that good stuff, and are now ready to do the Windows Updates. You do like most people and go through the whole process of getting the laptop completely patched, and after sometime you have completed this. You restart the laptop and when it comes back up you open up “Computer” only to find the DVD-Rom/Burner (D: Drive) is gone. It is not in “Disk Management”, “Computer”, or “Device Manger”. However, you notice that if your remove the DVD-Rom from the laptop (Most Dell Laptops you can remove them while the laptop is on and you are in Windows (Generally you need to “Safely Remove” them first, but in this case since it is not detected anyway it doesn’t matter)) and immediately reinsert it, Windows loads the “Removable Driver” for it, and when you open up “Computer” it is now magically there. You can install applications from disc just fine. However, as soon as you restart the computer again you are back to square one. **Note: Sometimes also if you restart the computer while a disc is in the drive then windows will load the driver upon startup, but as soon as you start the computer up with no disc in the drive it goes back to disappearing again.**

Solution: First let me start off by saying there are several reasons why your drive may be disappearing, and I will provide links below to some other articles that you can look over if this particular fix does not work for you. In my case here is what I had to do. The first thing that I did was go to Dell’s website and download these two things (Intel Rapid Storage Technology Driver 7/26/2010 ver. 9.6.0.1014, A5 (Found under the Serial ATA Section)), and (TSST TS-U633J 9.5mm Tray SATA DVDRW v.D600, A04 7/12/2011 (Found under the Removable Storage Section)) **Note: Both of these can be found by click on the link below, and then selecting “Choose From A List Of All Dell Products”, click “Continue”. Then click on “Laptops”, and then click on “Latitude”. Now choose “Latitude E6410” from the list. Then on the left hand side under “Operating System” choose your operating system (In this case Windows 7 64-bit). Then scroll down to each section and download the driver.**

http://www.dell.com/support/drivers/us/en/04/ProductSelector/Select/ProductSelectorHome?query=fkey-e-Drivers_PS

If you left the “Default Names” when you downloaded the files you will need to double click on the one that says SATA_DRVR_WIN_R268416.exe and let the self-extractor run. Once that finishes follow the prompts for installing the software while leaving everything set on the “Default Choices”. After this runs choose restart computer later. **Note: Before this next step if you haven't already done so you will need to pull the DVD_Rom out of the laptop and reinsert it so that Windows will install the Removable Driver again, and it can be recognized by Windows.** If you left the “Default Names” when you downloaded the files you will need to double click on the one that says R306380.exe and let the self-extractor run. You will then need to read and follow the instructions for updating the firmware on your DVD-Rom Device. **Note: When you click on “Search” beside F/W File. The Firmware file should be at the following location (C:\dell\drivers\R306380\Windows) Click on the files that says “U633JD600.bin” and then click on “Open” and it should add it to the F/W File: box. Then all you should have to do is click on “Download”, and follow the remaining prompts.** Once this finishes it should ask you to restart your computer and you will need to click on “Ok” and make sure the computer restarts. Once the computer comes back up and you log back into windows it should be finishing up the install and installing the drivers for your device. Once all of that finishes you should be able to open up “Computer” and your DVD-Rom/Burner should now show up. When you restart your computer again you should see that it continues to stay in “Computer”, and your issue should now be resolved. As I said above though if for some reason this does not resolve your issue then you can try to look at some of the other articles from the links below. Hope this helped!

All Credit For The Material In All Links Below Belongs To Its Respected Owners.

Windows 7: DVD Drive Disappearing and Reappearing (You can read all but I would have a look at post number 6 first. He mentions the Intel Matrix Storage Driver)

<http://www.sevenforums.com/hardware-devices/28326-dvd-drive-disappearing-reappearing.html>

Your CD or DVD Drive Is Not Recognized By Windows Or Other Programs (See Resolution 1 – 5)

<http://support.microsoft.com/kb/314060/en-us>