

Computer no longer recognizes CD/DVD drive (In XP or Vista)

Problem: When you go to My Computer you notice that your CD/DVD drive is missing. If you go to Device Manager you notice that it is listed there but has a yellow exclamation point on it. When you try to reinstall the drivers it tells you that the driver is already installed. You have also tried rebooting, you notice that they bios sees the drive, uninstalled it from Device Manager and let it reinstall itself, removed it from the computer booted the computer and then shut down and reinserted the drive, but when you boot up the drive still has a yellow exclamation point on it. Yet, none of these seem to have fixed your issue; you need to see the solution below.

NOTE: THE STEPS BELOW ARE STEPS ON HOW THE MODIFY THE REGISTRY. IT IS YOUR RESPONSIBILITY TO BACKUP THE REGISTRY BEFORE YOU CONTINUE ON. I AM NOT AND WILL NOT BE RESPONIBABLY OR HELD ACCOUNTABLE IN ANY WAY SHAPE OR FORM TO ANY PHYSICAL OR ANY OTHER DAMAGE THAT MAY OCCUR DUE TO YOU MAKING THESE CHANGES. IF YOU ARE NOT COMFORTABLE WITH MAKING THESE CHANGES YOU NEED TO STOP NOW!!!!!!

XP

Solution: If you have XP follow steps 1-8 If you have Vista follow steps 9-16

1) The first thing that you will need to do is go to start, run and type regedit and click on ok.

2) Now you will need to navigate to the following registry key

HKEY_LOCAL_MACHINE/SYSTEM/CurrentControlSet/Class/4D36E965-E325-11CE-BFC1-08002BE10318

3) Once you find that key click on 4D36E965-E325-11CE-BFC1-08002BE10318 one time and you should see a bunch of stuff displayed in the right pane.

4) In the right pane find LowerFilters and UpperFilters

5) You will now need to right-click on LowerFilters and go to rename. Rename it OLDLowerFilters, and do the same for UpperFilters. Therefore, you should have

OLDLowerFilters and OLDUpperFilters. **Note: The reason I say rename them instead of deleting them is if you have to refer back to them you can where as if you delete them you cannot.**

6) Now close out of the registry editor and reboot your machine.

7) When the machine comes back up go to My Computer and you should notice that your CD/DVD drive is back and if you go to Device Manager you should see it there as well but without the yellow exclamation point.

8) You may also find that in some cases your burning software may not recognize your drive any more. All you need to do is either repair that software or reinstall it all together. That is all you have to do.

Vista

9) The first thing that you will need to do is go to the Vista button in the bottom left hand corner on the task bar, and then in the search bar type regedit and when it finds the registry editor click on it to open the registry.

10) Now you will need to navigate to the following registry key

HKEY_LOCAL_MACHINE/SYSTEM/CurrentControlSet/Class/4D36E965-E325-11CE-BFC1-08002BE10318

11) Once you find that key click on 4D36E965-E325-11CE-BFC1-08002BE10318 one time and you should see a bunch of stuff displayed in the right pane.

12) In the right pane find LowerFilters and UpperFilters

13) You will now need to right-click on LowerFilters and go to rename. Rename it OLDLowerFilters, and do the same for UpperFilters. Therefore, you should have OLDLowerFilters and OLDUpperFilters. **Note: The reason I say rename them instead of deleting them is if you have to refer back to them you can where as if you delete them you cannot.**

14) Now close out of the registry editor and reboot your machine.

15) When the machine comes back up go to My Computer and you should notice that your CD/DVD drive is back and if you go to Device Manager you should see it there as well but without the yellow exclamation point.

16) You may also find that in some cases your burning software may not recognize your drive any more. All you need to do is either repair that software or reinstall it all together. That is all you have to do.