

Your CD drive or DVD drive is missing or is not recognized by Windows or other programs  
View products that this article applies to.  
This article was previously published under Q314060  
For a Windows 2000 version of this article, see 270008 (<http://support.microsoft.com/kb/270008/>) .  
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Problem description

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

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...

To fix this problem automatically, click the Fix this problem link. Then, click Run in the File Download dialog box and follow the steps in this wizard.

Fix this problem

Note This automatic fix works for all languages. However, for some languages, the wizard text may be in English.

Note If you are not on the computer that has the problem, you can save the automatic fix to a flash drive or to a CD, and then you can run it on the computer that has the problem.

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 modi...

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 (<http://support.microsoft.com/kb/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> (<http://support.microsoft.com/gp/admin>)

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Microsoft Windows Vista

1. Click Start
  - o Collapse this imageExpand this image
  - Start button
  - o , and then click All Programs.
2. Click Accessories, and then click Run.
3. Type regedit, and then click OK.
  - o Collapse this imageExpand this image
  - User Access Control permission
  - o 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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Microsoft 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?

Microsoft Windows Vista Click Start , click Computer, and then see whether the...

Microsoft Windows Vista

Click Start

o Collapse this imageExpand this image

Start button

o , click Computer, and then see whether the drive is listed.

Microsoft 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.

We would appreciate your feedback. To provide feedback or to report any issues with this solution, please leave a comment on the "Fix it for me" blog (<http://blogs.technet.com/fixit4me/>), or send us an e-mail (<mailto:fixit4me@microsoft.com?Subject=KB314060> - Delete lower and upper filters for CD devices) message.

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:  
Microsoft Windows Vista

1. Click Start  
Collapse this imageExpand this image  
Start button  
, 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.

- Collapse this imageExpand this image  
User Access Control permission  
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.

Microsoft 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.

We would appreciate your feedback. To provide feedback or to report any issues with this solution, please leave a comment on the "Fix it for me" blog (<http://blogs.technet.com/fixit4me/>), or send us an e-mail (<mailto:fixit4me@microsoft.com?Subject=KB314060> - Delete lower and upper filters for CD devices) message.

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Next steps

If this method did not help you, you might want to use the Microsoft Customer Su...

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 (<http://support.microsoft.com/search/?adv=1>) : Search technical support information and self-help tools for Microsoft products.
- \* Solution Centers (<http://support.microsoft.com/select/?target=hub>) : View product-specific frequently asked questions and support highlights.
- \* Microsoft Product Support Newsgroups (<http://www.microsoft.com/communities/newsgroups/default.mspx>) : Contact counterparts, peers, and Microsoft Most Valuable Professionals (MVPs).
- \* Other Support Options (<http://support.microsoft.com/default.aspx?pr=csshome>) : 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> (<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...

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

For a Windows 2000 version of this article, see 270008 (<http://support.micros...>)

For a Windows 2000 version of this article, see 270008 (<http://support.microsoft.com/kb/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