

# Question for the REAL DEAL computer techies

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*Source:* <http://sci.tech--archive.net/Archive/sci.med.transcription/2006-08/msg00811.html>

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  - *Date:* Thu, 3 Aug 2006 16:28:46 -0700
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Situation:

I have a DVD drive on my computer. It doesn't work for: (1) Playing a DVD or (2) Copying a DVD.

I took it to my computer shop (they built the computer). They said I needed "Roxio". They installed Roxio. The darn program freezes up my computer every time I launch it. It will not play a DVD, nor will it copy a DVD. I called the computer shop back and they basically told me I didn't know what I was doing and to bring it back in and they'd show me. Excuse me. When I launch the program and click "copy disc" it freezes the computer. When I click on "play" it freezes the computer. I am so through with them. I'll either figure this out with your help, or hire someone to come to the house.

Here are a couple of odd messages that I get. When I go to "Display Properties" and click on "Settings" I get this message:

"The currently selected display driver cannot be used. It was written for a previous version of Windows, and is no longer compatible with this version of windows. The system has been started using the default VGA driver."

Any idea how to correct this problem?

Then when I try to play a DVD with the Windows Media Player I get this message:

Windows Media Player cannot play the DVD because a compatible DVD decoder is not installed on your computer.

Any idea how to correct this problem?

Thank you in advance for any help.

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Kathy

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