

Re: Question for the REAL DEAL computer techies

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I don't know if this will be of much help to you, but back when I was ordering my computer, I remember telling the rep that I didn't need DVD on it. Well, when the computer showed up, it turned out that Roxio was installed on it and I had to use that to even copy files to a CD for backup purposes. Kind of a pain. I was just looking at my Roxio and it says nothing about it being able to play DVDs, which doesn't surprise me since I said I didn't need it. lol. But anyway, under the project selector, the only options it offers to choose from are "make a music CD" "Make a data CD" "Made a photo or video CD (not DVD), and "disc copier". However, under the "make a data CD" it lists "dataDVD project - use your ***DVD recordable drive*** to store up to a 4.7 GB of data." ??? My computer came with a 40X Max CD-Rewriteable Drive. I've never tried to play a DVD on here, as I figured I could not, and I had trouble trying to save my digital pictures to CD too.

Kathycarp wrote:

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?

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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?