

## Re: Question for the REAL DEAL computer techies

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- *From:* "Kathycarp" <kathycarp@xxxxxxxxxxxxxx>
  - *Date:* Thu, 3 Aug 2006 20:38:52 -0700
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Michelle,  
Thanks so much for your help.

No, the OS was not changed. I've had XP Pro on it since they built it. (I've had the computer for 2 years, and I've \*never\* tried to use the DVD player before now.)

According to my sales receipt I have an ATI 64 MB AFP Radeon Video Card. Does that mean anything to you? Inadequate?

I absolutely hate to unhook these kajillion cords and haul it back to them, but I might do it.

Now I know why they changed my resolution so everything was small (if you read my previous note). After I changed it back to where I wanted it (big enough letters so I could actually read the screen), and then tried to open Roxio, it said it wouldn't run unless I changed the resolution back to small. Bummer.

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Kathy  
[www.ambergriscaye.com/villadelsol](http://www.ambergriscaye.com/villadelsol)  
"Mishell" <mishellr71@xxxxxxxxxxxxxx> wrote in message  
[news:Q5wAg.4936\\$8v.3381@xxxxxxxxxxxxxx](mailto:news:Q5wAg.4936$8v.3381@xxxxxxxxxxxxxx)

"Kathycarp" <kathycarp@xxxxxxxxxxxxxx> wrote in message  
[news:beKdnantXPZKGU\\_ZnZ2dnUVZ\\_uydnZ2d@xxxxxxxxxxxxxx](mailto:news:beKdnantXPZKGU_ZnZ2dnUVZ_uydnZ2d@xxxxxxxxxxxxxx)

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.

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I'd love for you to take it in and say, "I'm from Missouri, SHOW ME" so that you can laugh and kick sand in their face when it won't work for them. Then you might demand them to fix it (if you trust them to do so, they sound kinda hokie) or give you compensation for the program you paid for and labor for them to install Roxio.

Roxio isn't the problem though. It sounds like they upgraded your OS, I'm guessing from Win98 to XP, but they did not upgrade the video card. It sounds like the \*ideo card\*in your system is incompatible with XP or that they did not locate the proper drivers that are compatible with XP. They should know better, absolutely.

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?

A new video card and/or driver. The updated driver may work, but when they upgraded your system did they add the DVD player when there was none before? The DVD player needs fast video and your card, if indeed it is from a Win98 machine, is probably very outdated and will not work. Of course, it may just be the driver.

Please check....did they charge you during this upgrade for a video card? If so, they may have tried to rip you off by charging for it, but not replacing it. If you were charged, demand a NEW card, don't let them put one of their USED cards in from someone else's problem machine, which is common for computer repair people to do.

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.

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This is CODEC and video drivers that are not installed. It is all related. If the DVD player was installed properly, then it would have installed the proper drivers for sound and video.

They screwed up, and hopefully did not screw you out of too much money. Try to get them to compensate you or replace the video card and fix the darn thing. If they don't, your looking at probably:

A new video card to go inside the computer (being sure that it is DVD compatible). The most memory you can afford on the video card is best, otherwise you may get freezes during playback.

The new video card should come with all the drivers on its install disc. It should take care of everything.

HTH, and give 'em hell...

Michelle

Any idea how to correct this problem?

Thank you in advance for any help.

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Kathy

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