

## Code 19, 31, 32 and 41 CD-ROM Drive Errors in Windows 98/ME/2000

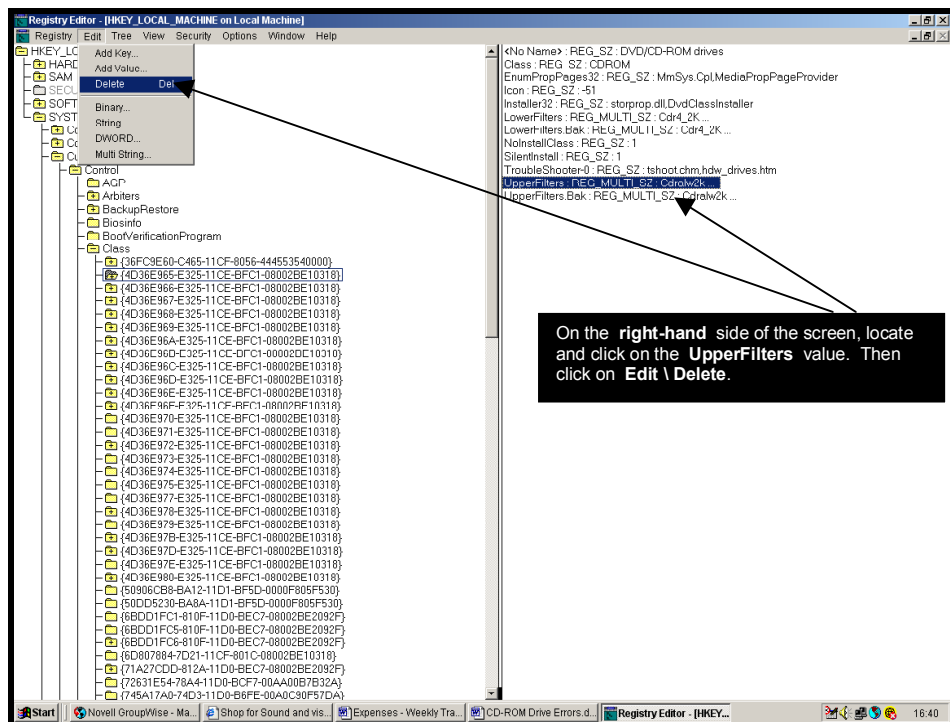
### The Problem

Your CD-ROM Drive does not appear in Explorer or My Computer, and there is an exclamation mark against it in the Device Manager. This problem usually occurs when CD recording software has been removed from the PC in question.

- Click on **Start \ Settings \ Control Panel \ System**.
- If you are running **Win9x\ME** position yourself on the **Device Manager** tab. If you are running **Win2000\XP** position yourself on the **Hardware** tab and click on the **Device Manager** button.
- Double-click** on the CD-ROM drive icon showing the exclamation mark against it.
- On the **General** tab, in the **Device Status** box, if the error is any one of the following examples, then continue on with this document.
  - **The device is not working properly because Windows cannot load the drivers required for this device (Code 31).**
  - **A driver for this device was not required, and had been disabled (Code 32 or Code 31).**
  - **Your registry might be corrupted (Code 19).**
  - **Windows successfully loaded the device driver for this hardware but cannot find the hardware device (Code 41).**

## The Solution

- Click on **Start \ Run**, type in **REGEDT32.EXE** and click on **OK**. This will start the **Registry Editor**.
- Position yourself on the following registry key :  
**HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Class\{4D36E965-E325-11CE-BFC1-08002BE10318}**
- On the **right-hand** side of the screen, click on the **UpperFilters** values so that it appears highlighted.
- Click on **Edit \ Delete**.



- Whilst positioned on the same registry key as above, locate the **LowerFilters** value on the **right-hand** side of the screen.
- Click on **Edit \ Delete**.

- Close the **Registry Editor** by clicking on the **X** in the top **right-hand** corner of the screen.
- Restart your PC by clicking on **Start \ Shut Down \ Restart \ OK**.
- On restart, your CD-ROM drive should now be working without errors. However, you may find that CD recording software no longer works properly after removing the registry values. If this is the case, you will need to reinstall the affected programs !

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