Optical drive cannot read media. [Dell™ Desktop and Portable Systems]

This is a step-by-step Troubleshooting Wizard. Use the options below to navigate.

STEP: Confirm that DMA is enabled for the DVD drive in Microsoft® Windows® XP.

Confirm that DMA is enabled for the drive:

1. Click the **Start** button, right-click **My Computer**, and click **Manage**.
   The **Computer Management** window appears.
2. Click **Device Manager**.
3. Click the (**+**) plus **IDE controllers** section.
4. Double-click the appropriate IDE channel.
   The IDE **Channel Properties** window appears.
5. Under the **Advanced Settings** tab, verify that the transfer mode is set to DMA if available.
6. Click the **OK** button to save the change. At this point, you may need to restart for the change to become active.