

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: Disable Sonic DLA.

To disable Sonic DLA on the system, perform the following steps:

1. Click the **Start** button, and then click **My Computer**.
The **My Computer** window opens.
2. Right-click the optical drive, and then left-click **Properties**.
The optical drive **Properties** window opens.
3. Click the **DLA** tab at the top of the window.
4. Uncheck the option for **Enable DLA on your drives**. (Figure 1)

NOTE: The option to disable DLA may not be present on every optical drive. If you have more than one optical drive in your computer, you may need to check both drives for the enable/disable option listed above.

5.

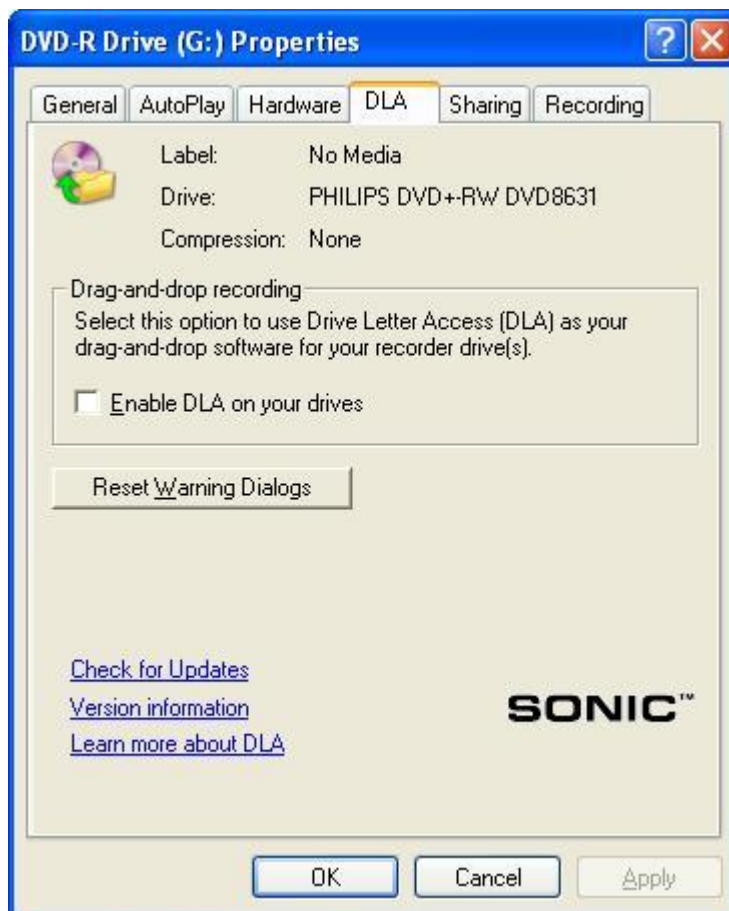


Figure 1 - Disabling DLA on the Optical Drives

6. Click **OK** to return to the **My Computer** window.

