

02/20/2007 10:08:09PM System: "Thank you for choosing Chat support. The next representative will be available to assist you shortly. While waiting, check some of our self support options above. No fear, you won't lose your place in line!"

02/20/2007 10:08:18PM "Thank you for contacting Technical Support. My name is Rajinder and my rep ID number is XXXXX. How may I assist you today?"

02/20/2007 10:08:39PM chris taylor: "hi, the cd drive is bad"

02/20/2007 10:08:47PM Agent (Rajinder_01108542): "I apologize for the inconvenience you have gone through. I will make sure that we resolve this issue as soon as possible to your satisfaction."

02/20/2007 10:09:12PM chris taylor: "btw, i am a dcse working on this machine for a client"

02/20/2007 10:09:29PM Agent (Rajinder_01108542): "Okay."

02/20/2007 10:09:58PM Agent (Rajinder_01108542): "Could you please elaborate the issue that you are facing with the Dell system today ?"

02/20/2007 10:10:12PM chris taylor: "the drive is definitely bad, doesn't play all"

02/20/2007 10:10:18PM chris taylor: "needs a replacement"

02/20/2007 10:11:46PM Agent (Rajinder_01108542): "Are you chatting from the system in question? If not, are you near it so that we can work on it?"

02/20/2007 10:12:29PM chris taylor: "no. The drive is dead. A known good drive is in its place"

02/20/2007 10:12:55PM chris taylor: "there is nothing to work on"

02/20/2007 10:14:20PM Agent (Rajinder_01108542): "Chris, I understand your concern. We need to troubleshoot without that we cannot replace the part."

02/20/2007 10:15:42PM chris taylor: "it has been troubleshot by a dsce tech (me)"

02/20/2007 10:15:58PM chris taylor: "when the drive is replaced the new drive works perfectly"

02/20/2007 10:16:06PM Agent (Rajinder_01108542): "May I know the steps which you have performed?"

02/20/2007 10:16:09PM chris taylor: "what else do you need to troubleshoot"

02/20/2007 10:16:13PM chris taylor: "?"

02/20/2007 10:16:19PM chris taylor: "the drive didn't work"

02/20/2007 10:16:30PM chris taylor: "i put in a new drive"

02/20/2007 10:16:34PM chris taylor: "it works"

02/20/2007 10:17:13PM chris taylor: "it is pretty basic to troubleshoot a dead cd drive"

02/20/2007 10:18:21PM Agent (Rajinder_01108542): "Chris, I understand your concern. However, it might be possible that the it can be resolved with a Driver update."

02/20/2007 10:18:44PM chris taylor: "no, it is dead"

02/20/2007 10:18:58PM chris taylor: "there are no drivers involved"

02/20/2007 10:19:29PM chris taylor: "it doesn't work in any environment, its not windows specific"

02/20/2007 10:20:00PM chris taylor: "it doesn't boot from cd, it is dead"

02/20/2007 10:20:19PM chris taylor: "and a driver issue would not occur suddenly"

02/20/2007 10:20:37PM Agent (Rajinder_01108542): "I understand that you are upset over the situation. I would appreciate your understanding and I hope you could give me the chance to work on this matter. I assure you that I am here to help you."

02/20/2007 10:20:41PM chris taylor: "without user intervention"

02/20/2007 10:20:52PM chris taylor: "i know, i am not upset"

02/20/2007 10:21:06PM Agent (Rajinder_01108542): "I apologize for that."

02/20/2007 10:21:26PM chris taylor: "just making it clear what the situation is"

02/20/2007 10:21:39PM chris taylor: "the drive is dead as a doornail"

02/20/2007 10:22:53PM Agent (Rajinder_01108542): "Okay."

02/20/2007 10:23:38PM Agent (Sup_Bhuvnesh): "Hi Chris,this is Bhuvnesh here."

02/20/2007 10:23:45PM chris taylor: "??"

02/20/2007 10:23:46PM Agent (Sup_Bhuvnesh): "I am the supervisor on the floor."

02/20/2007 10:23:56PM chris taylor: "k"

02/20/2007 10:24:24PM Agent (Sup_Bhuvnesh): "The reason that I stepped in here is because I wanted to request you to do a few steps which might take care of the problem."

02/20/2007 10:24:40PM chris taylor: "ok, liosten to me"

02/20/2007 10:24:43PM Agent (Sup_Bhuvnesh): "These steps won't take much time."

02/20/2007 10:24:44PM chris taylor: "a second"

02/20/2007 10:24:52PM chris taylor: "the drive is dead"

02/20/2007 10:25:06PM chris taylor: "the computer had a good drive in it"

02/20/2007 10:25:15PM chris taylor: "has a good drive in it"

02/20/2007 10:25:17PM Agent (Sup_Bhuvnesh): "Is it not even ejecting & is not getting recognised?"

02/20/2007 10:25:24PM chris taylor: "the machine is not here"

02/20/2007 10:25:41PM chris taylor: "recognises but nothing else"

02/20/2007 10:25:45PM chris taylor: "it is dead"

02/20/2007 10:25:57PM chris taylor: "replacement drive is identical"

02/20/2007 10:26:01PM Agent (Sup_Bhuvnesh): "That is the point that I am referring to here."

02/20/2007 10:26:04PM chris taylor: "it works fine"

02/20/2007 10:26:16PM chris taylor: "?"

02/20/2007 10:26:30PM chris taylor: "what point?"

02/20/2007 10:26:50PM Agent (Sup_Bhuvnesh): "It actually happens that when we have two drives, one of the drives don't work but after doing the steps, it starts working."

02/20/2007 10:27:01PM Agent (Sup_Bhuvnesh): "I agree that the drive type may be same."

02/20/2007 10:27:20PM chris taylor: "what steps?"

02/20/2007 10:27:22PM Agent (Sup_Bhuvnesh): "but still there are certain registry entries that we need to do."

02/20/2007 10:27:24PM Agent (Sup_Bhuvnesh): "Sure."

02/20/2007 10:27:45PM chris taylor: "there is no registry involved"

02/20/2007 10:27:47PM Agent (Sup_Bhuvnesh): "I will transfer you back to the tech who will give you the steps."

02/20/2007 10:28:00PM chris taylor: "i told him that it was not windows specific"

02/20/2007 10:28:28PM chris taylor: "there is no registry to edit under knoppix linux"

02/20/2007 10:28:37PM chris taylor: "it doesn't work there either"

02/20/2007 10:28:45PM chris taylor: "it doesn't boot from the drive"

02/20/2007 10:29:01PM chris taylor: "it is dead as it can get without hitting it with a hammer"

02/20/2007 10:29:01PM Agent (Sup_Bhuvnesh): "Chris,like I said,there might be a few settings,drivers & registry entries which might take care of the problem."

02/20/2007 10:29:25PM chris taylor: "like i said, that cannot be the problem"

02/20/2007 10:29:36PM chris taylor: "those are all windows specific"

02/20/2007 10:29:55PM chris taylor: "and it has the same issues under differend os's"

02/20/2007 10:30:09PM Agent (Sup_Bhuvnesh): "Yes,and the drive is getting recognised in windows but is just not reading disks."

02/20/2007 10:30:16PM chris taylor: "unless you are reffering to bios settings"

02/20/2007 10:30:32PM chris taylor: "IT IS NOT BOOTING CDS EITHER"

02/20/2007 10:30:43PM Agent (Sup_Bhuvnesh): "if it is getting recognised in windows,it is there in BIOS for sure."

02/20/2007 10:30:56PM chris taylor: "yes"

02/20/2007 10:31:17PM chris taylor: "but it doesn't boot, therefore it is not working prior to windows"

02/20/2007 10:31:28PM Agent (Sup_Bhuvnesh): "Is it that a blank screen comes up when you try & read disks in it or do you get any errors?"

02/20/2007 10:31:40PM chris taylor: "it should work fine without a harddrive installed in the machine"

02/20/2007 10:31:51PM chris taylor: "just acts empty"

02/20/2007 10:32:10PM Agent (Sup_Bhuvnesh): "Yes,and it happens sometimes."

02/20/2007 10:32:11PM chris taylor: "this is not an os issue"

02/20/2007 10:32:32PM Agent (Sup_Bhuvnesh): "Trust me Chris,there are registry changes that might take care of the issue."

02/20/2007 10:32:55PM chris taylor: "fine"

02/20/2007 10:33:01PM Agent (Sup_Bhuvnesh): "It is a very common issue."

02/20/2007 10:33:21PM Agent (Sup_Bhuvnesh): "I will transfer you back to the tech who will give you the steps."

02/20/2007 10:33:24PM chris taylor: "i work on 10-20 machines a day"

02/20/2007 10:33:34PM chris taylor: "i own a technology company"

02/20/2007 10:33:40PM Agent (Sup_Bhuvnesh): "Sure.I understand."

02/20/2007 10:33:42PM chris taylor: "i am a dell dcse"

02/20/2007 10:33:50PM chris taylor: "the fricking thing is dead"

02/20/2007 10:34:46PM chris taylor: "i would have been ahead to go buy the client a new drive with my own cash instead of wasting this time"

02/20/2007 10:35:50PM Agent (Sup_Bhuvnesh): "I am sorry Chris,it is really important for us to do the steps that we plan to before we replace the drive."

02/20/2007 10:35:57PM chris taylor: "f9ine"

02/20/2007 10:36:11PM Agent (Sup_Bhuvnesh): "I will transfer you back to the tech who will give you the steps."

02/20/2007 10:36:22PM Agent (Sup_Bhuvnesh): "Please stay online while I do that."

02/20/2007 10:40:11PM chris taylor: "now can we proceed, i am wasting entirely too muc parth time for a 30 dollar"

02/20/2007 10:40:19PM chris taylor: "part"

02/20/2007 10:40:49PM Agent (Rajinder_01108542): "The steps are: Right click on my computer. then we will click on properties after that we will click on hardware. then we will click on device manager. Click on + sign next to DVD/ CD Drive. After that we need to right click on it. Then delete it. Close" the device manger window by clicking on red cross. We need not to restart the system. Please do not click on apply.

02/20/2007 10:41:09PM Agent (Rajinder_01108542): "Click the Start button, click Run. *In the Open box, type Regedit, and then click OK. *Click the plus sign (+) next to HKEY_LOCAL_MACHINE. ****NOTE: When you click the plus sign (+) next to a folder, it will expand displaying the folders it contains i" n the left-hand pane of the Registry Editor. When a folder is highlighted, its contents will be displayed in the right-hand pane of the Registry Editor.**** *Click the plus sign (+) next to SYSTEM. *Click the plus sign (+) next to CurrentControlSet. * Click the plus sign (+) next to Control. *Click the plus sign (+) next to Class. *Click {4D36E965-E325-11CE-BFC1-08002BE10318}. *On the right hand side of the window, click UpperFilters. *Click Edit on the menu bar. *Click Delete, and then click OK. *On the right-hand side of the window, click LowerFilters. *Click Edit on the menu bar. *Click Delete, and then click OK. *Click File, and then click Exit.

02/20/2007 10:41:21PM Agent (Rajinder_01108542): "Go to device manger again. Then click on action. Choose the option scan for new hardware. After that check if the drive works or not."

02/20/2007 10:41:50PM Agent (Rajinder_01108542): "Please click on the start button - run - type ' services.msc' in the box. Please right click on the IMAPI CD-Burning COM Services and click on properties. Make sure that Start up type is AUTOMATIC and not MANUAL. Now to check the status. Please click on st" art. Then click on Apply and then click on okay. Now, we need to restart the system to save the settings. However before that you can check if the drive is burning now.

02/20/2007 10:42:40PM chris taylor: "ok, there is no functional windows os on here."

02/20/2007 10:42:49PM chris taylor: "that is what i told the supervisor"

02/20/2007 10:43:11PM chris taylor: "it will not allow me to install"

02/20/2007 10:43:22PM chris taylor: "it doesn't boot"

02/20/2007 10:43:26PM chris taylor: "it is dead"

02/20/2007 10:44:40PM chris taylor: "there is no registry to edit"

02/20/2007 10:44:46PM chris taylor: "as i told him"

02/20/2007 10:45:04PM Agent (Rajinder_01108542): "Chris, I apologize for that. For Linux, we have a different department."

02/20/2007 10:45:24PM chris taylor: "THERE IS NO OS!!!!!!!!!"

02/20/2007 10:46:06PM chris taylor: "but it has the same issues under knoppix linux"

02/20/2007 10:46:13PM chris taylor: "which is a bootable cd"

02/20/2007 10:46:22PM chris taylor: "live cd"

02/20/2007 10:46:38PM chris taylor: "this is not an os issue in any way"

02/20/2007 10:47:09PM chris taylor: "this is getting ridiculous"

02/20/2007 10:47:43PM Agent (Rajinder_01108542): "I apologize for the inconvenience."

02/20/2007 10:48:11PM chris taylor: "do you have any ideas involving the bios?"

02/20/2007 10:48:22PM chris taylor: "if so i'll be happy to try them"

02/20/2007 10:48:22PM Agent (Rajinder_01108542): "this issue may be caused is related to third party software and I suggest you to get in touch with XXXX on Call. XXXX On Call offers support to assist you with quick and easy answers to all your questions about non-XXXX branded software related issues for" a nominal fee. Dell on Call can be reached at 1-XXX-497-2661. Please feel free to visit our free online resource called One stop tool at www.XXX.XXX.com

02/20/2007 10:48:34PM chris taylor: "are you kidding me???"

02/20/2007 10:48:47PM Agent (Rajinder_01108542): "You need to check that the drive is seen in bios or not."

02/20/2007 10:48:59PM chris taylor: "i did"

02/20/2007 10:49:01PM chris taylor: "it is"

02/20/2007 10:49:15PM chris taylor: "the frickin lase is bad"

02/20/2007 10:49:20PM chris taylor: "err laser"

02/20/2007 10:51:34PM Agent (Rajinder_01108542): "I understand your concern."

02/20/2007 10:53:33PM Agent (Rajinder_01108542): "As the Linux is not shipped by XXXX, you need to contact XXXX on Call."

02/20/2007 10:53:46PM chris taylor: "what are you talking about?????"

02/20/2007 10:53:51PM Agent (Rajinder_01108542): "If they found it bad, they will replace the part."

02/20/2007 10:53:59PM chris taylor: "???"

02/20/2007 10:54:16PM Agent (Rajinder_01108542): "Are you contacting us for XXXX E310?"

02/20/2007 10:54:19PM chris taylor: "can someone call me, this is getting painful"

02/20/2007 10:54:31PM chris taylor: "yes"

02/20/2007 10:55:23PM Agent (Rajinder_01108542): "Chris, I apologize, being in chat we don't have access to phone."

02/20/2007 10:56:15PM chris taylor: "ok, let me talk to the supervisor"

02/20/2007 10:56:29PM Agent (Rajinder_01108542): "Sure."

02/20/2007 10:58:15PM Agent (Sup_Bhuvnesh): "Hi Chris."

02/20/2007 10:58:24PM Agent (Sup_Bhuvnesh): "Bhuvnesh here again."

02/20/2007 10:58:30PM Agent (Sup_Bhuvnesh): "How may I help you?"

02/20/2007 10:58:50PM chris taylor: "yes. y am i being xferred to XXXX on call???"

02/20/2007 10:59:28PM chris taylor: "the tips you spoke of are registry entries."

02/20/2007 10:59:39PM chris taylor: "there is no registry to edit"

02/20/2007 10:59:49PM Agent (Sup_Bhuvnesh): "Because the system does not have the windows XP operating system & we donot support linux."

02/20/2007 10:59:49PM chris taylor: "the os is shot"

02/20/2007 11:00:13PM chris taylor: "IT WILL HAVE XP IF THE FRICKING CD DRIVE WORKS!!!!!"

02/20/2007 11:00:41PM chris taylor: "the only reason linux was mentioned was because i said the live cd"

02/20/2007 11:00:47PM chris taylor: "had the same issues"

02/20/2007 11:00:59PM chris taylor: "therefore it cannot be a registry entry"

02/20/2007 11:01:14PM chris taylor: "as this os doesn't use the windows registry"

02/20/2007 11:01:16PM Agent (Sup_Bhuvnesh): "Chris, you will have to install the XP on the system."

02/20/2007 11:01:26PM chris taylor: "the live cd runs on its own"

02/20/2007 11:01:33PM chris taylor: "umm"

02/20/2007 11:01:36PM chris taylor: "what?"

02/20/2007 11:01:53PM Agent (Sup_Bhuvnesh): "I did not get you."

02/20/2007 11:02:13PM chris taylor: "you just advised me to install xp"

02/20/2007 11:02:56PM chris taylor: "you want me to install the os so i can troubleshoot the bad cd drive...so i can install the os..."

02/20/2007 11:04:02PM Agent (Sup_Bhuvnesh): "Chris, I just wanted you to install the XP as we donot support Linux."

02/20/2007 11:06:02PM chris taylor: "ok, the drive is bad, how would tyou like me to install the os?"

02/20/2007 11:07:10PM Agent (Sup_Bhuvnesh): "But the Linux was also installed on it.Isn't it?"

02/20/2007 11:07:24PM chris taylor: "no"

02/20/2007 11:07:28PM chris taylor: "it is a luive cd"

02/20/2007 11:07:39PM chris taylor: "it doesn't install on the harddrive"

02/20/2007 11:08:28PM Agent (Sup_Bhuvnesh): "Ok.We will replace the drive.Please stay online while I do that."