Apple Service - Troubleshoot and Repair

Tech Info Library

TITLE

Troubleshooting a CD-ROM or DVD-ROM Disc That Will Not Mount

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TOPIC

This article provides steps for troubleshooting a CD or DVD disc which will not mount to the desktop.

DISCUSSION

Prior to troubleshooting, verify the following:

- Whether you have a DVD or CD drive. Using Apple System Profiler, click the Devices and Volumes tab, or read the label on the drive itself. If the drive is DVD capable, it will say DVD on the label. DVD drives require specific driver software to function properly.
- Make sure the appropriate extensions are installed and active in the Extensions Manager. (Apple CD/DVD Driver, Foreign File Access, UDF Volume Access).
- Make sure the disc is inserted in the proper orientation; the label should be facing up. Some DVD discs are double-sided so try the other side if double-sided. Be sure the disc is fully seated in the drive tray.

Note: If your CD/DVD-ROM drive has recently been replaced, try updating the CD/DVD-ROM driver located in the extensions folder within the System Folder. The driver can be reinstalled from the system software CD that came with the computer, or downloaded from the Apple Software Updates web site at **http://www.apple.com/swupdates**.

Once you have verified the above conditions, follow these steps:

1. Hold down Command-Option-i when closing the drive door. This will attempt to mount the disc as an ISO formatted disc instead of the UDF format. Continue to hold these keys down until the disc mounts. If disc does not mount within 30 seconds, proceed to the next step.

2. Try another CD or DVD disc. If another disc works, try cleaning the problematic disc with a cleaner and try that disc again.

3. For PowerBook computers, make sure the computer is powered off, then eject and reinsert the CD-ROM drive mechanism. For Power Macintosh computers try reseating the cables to the back of the CD-ROM drive and try the disc again.

4. Restart computer and reset PRAM, and then try disc again. Refer to TIL Article 2238:
Macintosh: How to Reset PRAM and NVRAM

5. Use the System Software CD that came with the computer to reinstall the CD/DVD software. Restart the computer and try the disc again.

6. For PowerBook computers, try another drive if available. If not, the PowerBook will require service by an Apple Authorized Service Provider. If another drive works, call an Apple Authorized Service Provider to receive a replacement drive. For Power Macintosh computers, contact an Apple Authorized Service Provider to have the computer serviced.

For further information on this topic see the following articles:
TIL Article 30878: **DVD Discs: Not Mounting and/or No Sound**
TIL Article 20799: **PCI-Based Macintosh Computers: Won't Mount CD-ROM**

EXTENDED Information - Apple Internal Use - Service Providers and Support Professional

When you replace a CD/DVD ROM drive, verify whether you are replacing it with a like speed drive. If the drive is faster, it may not read

certain CDs. If it fails to read some CDs, update the CD/DVD drivers using Apple CD-ROM Software. You download the current CD-ROM software from the Apple Software Updates web site at **http://www.apple.com/swupdates**.

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