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Windows - no disk Exception Processing Message c000013 Parameters 75b6bf9c 4 75b6bf9c 75b6bf9c - fixed!

Monday, November 05, 2007

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"Windows - no disk Exception Processing Message c000013 Parameters 75b6bf9c 4 75b6bf9c 75b6bf9c"

Here's a tip to save you hunting for the solution to fix this "Windows no disk" problem in **Windows XP** (UPDATE: a commenter [says](#) changing the drive letters works in **Vista** too), at least if it's to do with your **card reader**, or CD or DVD drive.

UPDATE - summary added, history moved to end: This problem seems to be caused either by **malware** (virus or spyware etc), or by software following a Windows update or some other software installation or uninstallation (particularly **HP, Norton or QuickTime** software) **trying to check for removable media** that isn't there (e.g. disc in DVD drive or card in card reader), when it shouldn't be doing that check.

So if you get this error message, try these steps (UPDATE - in whatever order you like, bearing in mind 5 is probably a less than satisfactory last resort, but by all means try 4 before 2 if you prefer):

1. scan your computer with [a virus checker and anti-spyware etc](#) - try more than one product (e.g. there's also [NOD32 ESET](#)), clean any infections and reboot
2. if that doesn't work, try **changing your drive letter assignments** as shown in the step by step howto below - this works for lots of people
3. if that doesn't work, try **uninstalling your floppy drive** as shown below - or just **always keep media** in all your drives, though the next two steps are preferable if they work
4. then try making your software stop looking for drives: e.g. **uninstalling and reinstalling an upgraded (or latest possible) version** of QuickTime; similarly with your Norton and HP software if you have any, and **clearing your most recently used documents or files lists**
5. last resort: **make the error message go away**. This doesn't fix the problem, it addresses the symptom not the cause, so it really is a last resort if you can't fix it any other way, but if you're being driven mad, it's better than nothing.

So here's a step by step howto for the various suggestions above.

How to change your drive letter assignments in Windows XP or Vista to fix the "Windows - no disk" etc error message, and how to uninstall your floppy drive

There are [Microsoft instructions](#) but I think the following is quicker (UPDATE: [this is closer](#), though the problem doesn't just apply to Zip drives configured as drive C. The steps below do reflect its solution - but I think having

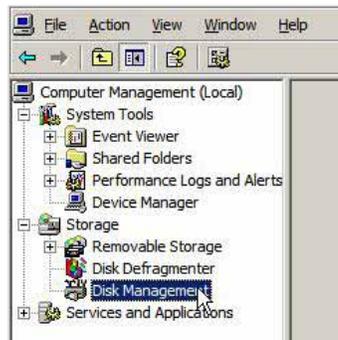
... steps of the step-by-step process (the screenshots makes it easier for people to follow). I have XP SP2, hopefully it's not much different for SP1. I gather both XP Pro and XP Home can suffer this problem too. The steps below are probably trying to get at the same thing as uninstalling the USB drives, but much less frightening and more effective.

UPDATE: if you have **Vista**, the quickest way to get to the **Disk Management window** shown in no. 3 below is:

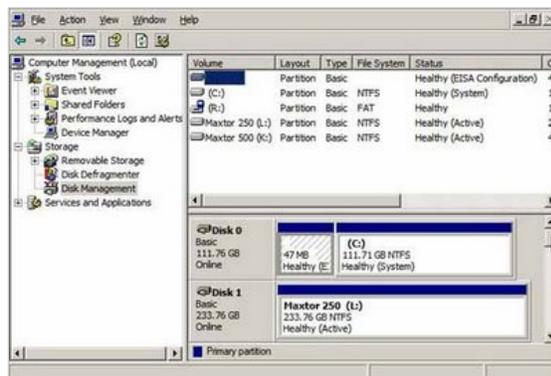
- Go to the Start menu
 - In the Search box at the bottom, type (without the quote) "diskmgmt.msc" then hit Enter or click the magnifying glass search icon.
 - The rest will be as per no. 3 onwards.
1. UPDATE: First, make sure all your removable drives or removable media drives are already connected to your computer (they don't have to have media in them). On your desktop, rightclick My Computer and choose Manage:



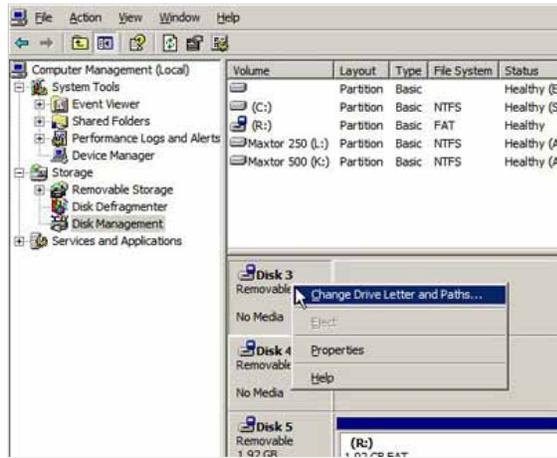
2. In the window that opens up, choose Disk Management.



3. Wait for the right hand side of the window to show up properly, it may take a few seconds. You'll see something like this:



4. My mistake was to rightclick the stuff in the top right hand bit. Don't you do the same! Check out the **bottom** right hand quarter, see the pic above, and scroll **down** in that mini window (see the mouse above) till you find the first drive that says "Removable media" and "No media". Right click its name (e.g. "Disk 3") then pick "Change Drive Letters and Paths":



- Click Change:



- Then in the dropdown list pick a different drive letter (I'd use one somewhere near the end of the alphabet like R, just in case):



- Then click OK to save the changed assignment. Rinse and repeat for **all** the other removable drives in the bottom right hand window which have no media in them. **Do the same even for the card slot/drive that does have a card in it (if it does), just in case.** Obviously each one must have a different letter. In my case I changed drives G, H, I and J to R, S, T and U. **Strong warning** - although BeckhamSquared did it, I really, really wouldn't change **ANY** of the drives to C. **Leave drive C well alone, don't change it.** (It shouldn't let you, but just in case...)
- Then reboot, and with any luck it should work to kill that error message once and for all. It certainly did for me. And if you then want to change the drive letters back to what they were, do so by all means - but at your own risk, in my view if it ain't broke don't fix it (hopefully changing them back shouldn't muck it up again, but you never know).

See also 9 and 10 below if that didn't work for you.

- If it's still coming up with the same error and you can tell (from the sounds it makes - well I can) that it's trying to access your **floppy drive**, the above method won't let you change drive A. But what you can do is try this (at your own risk!): rightclick My Computer, choose Properties, Hardware, Device Manager, expand both Floppy Disk Controllers and Floppy Disk Drives, rightclick Standard floppy disk controller and Uninstall, and do the same Uninstall for Floppy disk drive if necessary. Reboot your computer, and it should reinstall the disk drive A. And hopefully also fix the error message for good. But if that doesn't work don't blame me!



10. *UPDATE*: This isn't a fix, just a workaround, but if changing your drive letters doesn't work **try always having a disk or card in all your removable media drives** i.e. floppy drive, CD or DVD drive, all your card reader slots. Or try the software fixes or "last resort" registry edit, below.

Or is it QuickTime, Norton or Hewlett-Packard or other programs?

If all that doesn't work for you, well the other thing I did was uninstall QuickTime, which I'd updated recently and which apparently did the trick for some people when they uninstalled it. Similarly for HP and Norton software.

But it's a bit more drastic than the above, so I'd try changing drive letter assignments first.

UPDATE: As it's probably software trying to look for media in drives when it shouldn't, you could also attack the problem by trying to **stop your software looking** for it, [as per this comment](#) - and uninstalling & reinstalling QuickTime or clearing its cache etc is certainly one way to help in this regard.

You could therefore also try **clearing your recent documents or recent files lists** in Word, Excel (go to the Tools menu, Options) and your other programs that keep lists of recently opened files. And also, generally in Windows, I'd suggest you try **clearing your most recently opened documents list** from the Windows start menu by trying these steps (instructions are for XP):

1. rightclick the Start menu
2. choose Properties
3. go to the Start Menu tab, make sure that Start Menu is selected, click the "Customize" button near it
4. go to the Advanced tab
5. click the "Clear list" button
6. click OK and OK again.

(I didn't mention clearing those lists previously because it didn't work for me, but it's worth trying if the above didn't work for you.)

Last resort - just make the error message disappear

I've also seen as a last resort [this suggested registry change \(XP only, don't know if it works in Vista\)](#). I didn't need to try it so I haven't done it but it's worked for others. However as the writer warns, it's really a last ditch solution because it doesn't stop the problem from happening, it just makes the error message go away, and ideally you should try to address the underlying cause of the problem.

UPDATE: But if you aren't comfortable editing your registry manually then:
 - try clicking this link to do the same thing (NB before doing that [backup your registry or that key](#) first, and it's at your own risk etc!): [stop windows no disk error message](#) (click Run in the next dialog box). You shouldn't need to reboot.
 - and try this link if you want to reverse that registry change later: [reverse stop windows no disk error message](#).

UPDATE: I've moved the history to the end and beefed up the howto at the start.

History of solutions tried - skip this unless you're interested in the problem solving steps!

If the above error message sounds familiar to you, if it's been driving you mad, well me too. It's been killing me this last fortnight. Whenever I booted my Windows XP computer, it would come up and I'd have to hit Cancel (or Continue) several times in a row before I could get it to go away. (Tip: a few apps did seem to carry on starting up in the background. If I just left my PC alone and let them do their thang before I finally clicked Cancel or Continue, that annoying irritating slowing-me-down error message wouldn't crop up again. But I'd still have to get rid of it at least once). And unlike some other people, I did *not* have anything but my main hard drive as C.

That kind of incomprehensible gobbledygook of a computer [error message](#) doesn't exactly follow [good design guidelines for exception messages](#), does it?

doesn't exactly follow [good design guidelines for exception messages](#), does it.

I tried all sorts of things. If regular readers are wondering why I've not blogged much this weekend, when the weekend is usually the time when I get down to my ACE posts, it's because I've been tearing my hair out hunting for and then trying different options I'd seen other people say had worked for them (so I can blame them for all the ones that didn't work for me!).

What was the problem? Checking removable media drives for media that ain't there

It's obvious that something had changed to make the problem start in the first place. It could be a [Windows](#) update (helloooooo [Microsoft](#) are you listening?), but to be fair it could have been an upgrade to some other software that caused it. For example lots of people have had difficulties with [HP](#) computers or HP software, and I have an HP printer myself with HP Solution Center, so that would have been one of the things I'd have tried next (upgrading the HP software e.g. [HP ImageZone](#)), if this one hadn't worked. For other people it's something to do with [Symantec](#) Norton software. For yet others it doesn't happen on turning on their PC, but only on launching certain software, or using certain hardware. We don't care if it's a bug, a conflict etc, we just want it to stop!

A very common thread though is that it often seems to involve **drives for removable media**. Some software process (which I wasn't able to track down, myself) has clearly been initiated at startup which was trying to access or at least check all the disk drives attached to my PC. It's not finding something that it was expecting to find - whether a CD, DVD etc in a CD-ROM drive, DVD-ROM drive or Zip drive for some people, or in my case cards inserted into all the slots of my card reader (which enables me to transfer photos, MP3s and other data from SD cards, Compact Flash cards etc to my computer and vice versa). Hence it's throwing up the error message. At one point it even seemed to be checking for a floppy disk in my floppy disk drive.

In my own case, I found that if I didn't have my card reader connected permanently, I didn't get that error message. I could plug it in later. So I knew it was to do with the card reader.

But the message came back if I'd left it connected when I booted again, so that wasn't much good if you don't feel like always having to remember to unplug and re-connect it (and it may be impracticable if the socket is somewhere inaccessible).

Also others have found that if you leave media in the drive that's causing the problem, e.g. a CD in your CD-ROM drive, or a floppy in your floppy drive, etc, that also stops the error message. But to me that's just a workaround, it doesn't solve the problem.

So, it's looking for disks etc that aren't in drives. Now one way to stop that is to stop it starting up at all, but I couldn't figure out what it was and I'd wasted the whole weekend trying other stuff, man, troubleshooting to try to solve problems that shouldn't be there in the first place is the worst waste of life I can think of.

Here's what I tried that *didn't* work, for light relief, so you can point at it and have a good larf - "Hahahaha, that would *never* have worked, why'd she do *that*?!!":

- uninstalled all my USB devices (including card reader) in Device Manager - scary, and stupid of me as I went too far in my panic and uninstalled other stuff that weren't removable media drives at all (see below), and I had to find a driver disks for one of them when I rebooted as it wouldn't reinstall properly! Lucky I still had it and it didn't take too long to find. But still.
- uninstalled my floppy disk drive (actually I think it did fix part of the problem, as it stopped trying to access my floppy drive, but not the rest of it as I still had a card reader - see below)
- cleared the QuickTime cache.

Now, what *did* work? Yeah I know you should do things one step at a time and reboot, but by the time I reached that point in the evening, I'd given up. So I tried two things at the same time, then rebooted.

I'm pretty sure I know which one it was that did the trick, as [Kirk](#) (thanks Kirk!) had pointed me to it earlier, and that man is **always** right - but I didn't think it had worked at first, only because I hadn't done it properly even though I'd seen the same suggestion elsewhere in my hunting. So I'll set out the solution below for those who like me might have missed it.

The thing I did which I'm pretty sure is the solution was to [change the drive letters](#) for my card reader slots - thank you BeckhamSquared, who said: "in resetting the drive letter whatever got corrupted during the [Norton removal] was fixed". (The person there first encountered the problem after uninstalling Norton SystemWorks. I didn't uninstall it myself, yet I also got the same problem - there are clearly lots of different causes).

At first I did it wrong because, foolish me, yeah I can laugh now, I only changed the drive letter for a removable card drive which *did* have media in it. Duh and double duh and triple duh. I should have changed the letter assignments for the *empty* drives, as they were the ones that weren't being detected. So I did that, after like the zillionth unsuccessful reboot, and yay - it worked!

WORKED:

(I'm giving this post the [stopirritatingme](#) tag in honour of Tom Morris!)

Tags: [Windows XP](#), [Vista](#), [Windows - no disk Exception Processing Message c000013 Parameters 75b6bf9c 4 75b6bf9c 75b6bf9c](#), [Windows - no disk, Exception Processing Message c000013](#), [Parameters 75b6bf9c 4 75b6bf9c 75b6bf9c](#), [75b6bf9c](#), [Windows XP](#), [HP](#), [Hewlett-Packard](#), [QuickTime](#), [Norton](#), [troubleshooting](#), [disk drives](#), [removable media disk drives](#), [error message](#), [Windows error messages](#), [Windows error message](#), [problem](#), [problems](#), [stopirritatingme](#), [problem-solving](#), [fix](#), [fixes](#), [tip](#), [tips](#), [Improbulus](#), [A Consuming Experience](#)

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153 Comment(s):

Thanks a lot! The set-up of the text along with the images were extremely useful and easy to understand! Keep up the great work!

(By  Anonymous, at 11 November, 2007 06:08)

In my case, it had to be a Windows update. Unfortunately I can not remember which one. Yesterday morning I booted cleanly. After receiving a message that there were updates, I downloaded two of them. Last night I turned the computer off, receiving the usual messages that I should not turn off the computer because updates were being applied. When I booted up this morning I got the error message. So, is there an updates log that I can access so that I can identify the exact update and report the problem to others? I DO have a flash drive plugged in so I will attempt your solution with that in mind. Thanks to you for your informative example, and thanks to Microsoft for doing it again.

(By  Richard, at 14 November, 2007 14:20)

Thanks for your comments Anon and Richard!

Yes I think it was a Windows update that did me in too (or a Quicktime update).

Richard the easiest way to check your updates history is to go to the Windows Update site <http://windowsupdate.microsoft.com/>

Give it a while to read your PC, then on the left under Options click "Review your update history" and you'll see a list of your updates from Microsoft, along with dates installed on your computer. Hope that helps.

(By  Improbulus, at 18 November, 2007 20:42)

I did appreciate the set-up of the page. I went through the steps for changing drive letters. Didn't get rid of the message. I also did not mess with the floppy drive, because it did not seem to be an issue. The error came up after downloading & installing Norton Antivirus 2008. Knowing that, what's the next step? Does that need to be removed & reinstalled?

(By  Anonymous, at 29 November, 2007 00:44)

MANY thanks for this -- the drive letter change solved the problem completely! A reboot wasn't needed, and there haven't been any recent changes apart from what MS may have forced upon me! :-)

Nice work -- thanks!!

Cheers, Dallas

(By  Dallas, at 29 November, 2007 01:16)

After reading your answer and others I found the following website:
<http://www.webuser.co.uk/forums/showflat.php/Cat/0/Number/376055/an/0/page/0>.

Your answer about the managing and renaming disk made some sense, but I wasn't totally happy with the renaming my drives. Another site told me to edit the registry. Boo!

I've been putting a camera SD memory card along with a variety of thumb drives in my son's HP Pavilion A17630N computer. I've been safely removing those memory devices. I found the answer about the QuickTime to be the best answer to my problem. However, the Norton anti-virus, Apple I Tunes, or other problems didn't make sense to me either.

After thinking about what you said about renaming the drives and the QuickTime solution, made me wonder about the answers to the other problems I've read about. Could the answer possibly be in the programs memory looking for a drive that isn't there anymore? Renaming the drives is a fast solution, but does it really solve the problem. Clearing the Open recent memory is the better solution. If your familiar with MSWord or Excel, that can be complied with by using the tools menu section.

Whatever the problem software is, clearing the recent memory makes the better sense. That way the problem software will not be searching for a file, in an empty or missing drive. Like the Exception problem says it is looking for a drive, figuring out which program is looking for that drive is the harder solution.

Maybe a person did a scan with Norton on the external drive and Norton is still looking for it. Maybe the I pod is looking for a tune on the external drive and someone pulled it out and the software doesn't know any better.

Finding out how to clear the recently used files may take sometime getting to know to use that particular software better. But that could be the best answer.

Thanks for sending me in the right direction.
STech

(By  Anonymous, at 25 December, 2007 06:34)

cheers, worked perfectly. i only had to change the one letter from the usb drive which triggered the error popup. in my case K:, sd cards drive.

(By  Anonymous, at 26 December, 2007 17:01)

Hi, I changed all the drives to different letters. It removed the window at the beginning (Start Up) but I still have Document Viewer saying there is not a disk present. Something about Net Frame. As you can tell, I am not too well versed in computer things. I did uninstall and reinstall McAfee because I was notified that there was an update. Maybe this started the whole mess when I did the reinstall last week. Thank you for your help.

(By  Anonymous, at 29 December, 2007 01:19)

Awesome! It worked for me. Good job. Thanks.

(By  Anonymous, at 13 January, 2008 02:22)

Thanks SO MUCH for solving this problem for me. I was on the point of reinstalling Windows as the only way of resolving the issue when I found your excellently written tutorial via Google. I am running Vista but the steps are just the same.

Great job!

Wintings

(By  Anonymous, at 18 January, 2008 12:54)

Tip:

I was trying to run in a CMD window netstat -bv and i would get multiple triples of this pop-up.

I tried the Computer Management Renaming Drive Letters & uninstalling the floppy in Device Manager.

These steps worked without a reboot - i no longer get error pop-ups during netstat.

I will now reboot and rename my drives back to their original names and try things again.

Thank you, no reply needed.
=)

(By  Anonymous, at 28 January, 2008 04:39)

For the past three weeks I'd tried the following, a) change removable drive letters, b) configure using msconfig, c) uninstall A drive, d) update Windows XP, e) use Start-up inspector for windows, and f) virus scan using AVG.

Unfortunately, none of the above works. 'Windows no disk' message is still there and it slows down my notebook. This is because the indicators light is on which means that the notebook is searching for a file or processing a task. If the computer works well, only the switch on and charging indicator light are continuously on.

Really appreciate if anyone could help. Thanks.

(By  ian, at 29 January, 2008 02:32)

Thanks much for the info regarding the windows No-Disk exception, I will give it a try!

It is fairly common Knowledge, at least among the online circles I hang with, that MS frequently uses it's customers as their test platform. This allows getting a product to market sooner. After all, problems that customers find for them can be fixed later with a patch(s), hopefully.

Thanks again.

Looper

(By  Looper, at 31 January, 2008 14:25)

Followed your directions and it worked like a charm! Thank you so much... I was just about to reformat and do a clean os install before I found your excellent site! Great work!!!

(By  Anonymous, at 02 February, 2008 14:47)

THANK YOU SO MUCH!!!! I have searched everywhere for fixes, done so many things, and then I was lucky enough to find this post. I did this, and immediately my neverwinter nights game loaded without the error message that has been plaguing me for the last few days. I would advise this fix to anyone who reads this.

(By  Anonymous, at 04 February, 2008 01:30)

Simply change the way Windows is reporting hard errors and disable dialog boxes associated with them. simply set registry value HKLM\SYSTEM\CurrentControlSet\Control\Windows\ErrorMode = 2

<http://www.nowar-ru.org/forum/index.php?s=71b5d64caf7b5e0562048074f4c095e8&showtopic=1758&pid=128996&st=0&#entry128996>

(By  Anonymous, at 04 February, 2008 08:08)

Thank you all for your comments.

I've updated the post with more detailed steps (particularly for STech's comment). If my original post didn't work for you, I hope the extra steps will - e.g. uninstalling & reinstalling updated versions of Norton/QuickTime, clearing your recent documents list, and the last resort (which I've beefed up to add a link you can just click it to try that change to your registry - that's in fact the registry change suggested by the last commenter, but if you use my link you won't have to fiddle with your registry manually).

If trying the extra steps suggested doesn't work, please post again with details of exactly when the error started appearing i.e. what software did you update or install or uninstall before that? Exactly what removable media drives do you have?

(By  Improbulus, at 04 February, 2008 18:53)

You took the time to explain it in a very practical,full & simple way. And most importantly: IT WORKS!

Thanx a million times.

(By  Anonymous, at 10 February, 2008 18:39)

Changine the drive letters worked perfectly for me.I had just installed HotDocs 2008, and the error was coming up only for that program. I have no idea why ... I had not recently installed Quicktime, did not have Norton on the computer, and my HP printer didn't seem to be the problem. However, no matter what caused it, changing the drive letters for my various USB drives (including the card readers installed with my floppy drive) seemed to do the trick.

(By  Anonymous, at 12 February, 2008 02:04)

Changing drive letters did not work for me. The problem starts when my friend used my notebook to do her MS Powerpoint using her thumb disk. The message disappears when I put diskette in A drive. But if I take out the disk, the AutoIt v3 message will appear. So the problem is not totally solved.

(By  [Ian](#), at 13 February, 2008 00:23)

Thanks for all your feedback!

Ian, if in your case it's the A drive, have you tried seeing if uninstalling A drive works? Or the last resort of the registry tweak to get rid of the error message? Did you try clearing the recent documents list from PowerPoint?

(By  [Improbulus](#), at 17 February, 2008 16:25)

txs! it worked really good for me 2. i changed the drives letters and... living happily after.

(By  [rafael](#), at 27 February, 2008 00:05)

You ROCK~! It solved my problem but I used the last resort because the rest wouldn't work, is there any other methods that could solve this dumb dumb problem???

Although I know there's another method to solve this but it's not really advisable. That method is to just simply reinstall your computer but it's tedious and time consuming.

I encountered a similar problem in the past and I think I solved it by updating or repairing the Quicktime player, something like that.

Thanks btw~!

(By  [Musica](#), at 02 March, 2008 12:52)

Seems I started getting this annoying alert after updating Quicktime. Having uninstalled Quicktime, I am now not bothered with this "thorn". Of course, now I must find another way to open *.mov files.
Rich

(By  [Anonymous](#), at 12 March, 2008 13:42)

Thanks a lot for your help. The solution to my problem was to uninstall the older Quicktime program and then install the latest version,
Chris from Thessaloniki, Greece

(By  [Anonymous](#), at 16 March, 2008 09:55)

Tried all the recommendations and found it was Quicktime. For me it was to do a complete uninstall of Quicktime. Man, do I feel relief.

(By  [Anonymous](#), at 01 April, 2008 15:39)

Hello!!! My problem was during startup after loading personal settings the desktop is displayed for 10 secs then the message appears and it goes blank... I access my programs by pressing ctrl+alt+del...did a virus scan,found some virus and deleted it all.
Thank you for the instructions on renaming drives... got rid of the message but my desktop still does not show....the virus might have corrupted something else.. Please help..
Thank you very much.

(By  [vader555](#), at 03 April, 2008 06:01)

Thanks for your comments, please keep the feedback coming!

Rich - have you tried installing an updated version of Quicktime? Or something like [Super](#) can convert mov files to other formats if you don't want to do that.

Vader555 - if your desktop isn't showing at all, it has to be something other than the Windows error explained here. I'm sorry I won't be able to help on that, it could be so many things. Try running another virus scanner, e.g. an online one like [ESET NOD32](#)? Or try a general PC help forum?

(By  [Improbulus](#), at 08 April, 2008 23:07)

Thanks a lot. Tried the drive letter changes but no luck. Then cleared the list from the start menu and magic happened. I have been busy rebuilding my system after an XP reinstall so I cannot even guess at the initial cause of the issue.

(By  Anonymous, at 12 April, 2008 16:38)

I had this no disk problem and my desktop would blink and the icons disappear as explorer would stop and restart. Spyware and virus scans revealed nothing. Turn out it was a "shell hook" and Browser extension" that I found with this program...

<http://www.nirsoft.net/utis/shexview.html>

There were two dll's in my system32 folder starting with by... and rq... shellexview was NOT able to disable them. I had to boot a super winpe disk to delete them and then all was well. I also removed the registry entries.

(By  Anonymous, at 15 April, 2008 05:41)

Hello all,

Had this no disk error also. I really wanted to try the solution posted, but I was afraid of the mess I might make. (not too savvy or lucky sometimes). But I found something else that worked for me and so far no matter what I do, NO ERROR!

Here is a link to the solution I used.

http://www.zolved.com/synapse/view_content/28059/I_get_an_error_message_Exception_Processing_Message_c0000013

Hope this works for you. I figured it could easily be undone too.

Wayne,

(By  blueslogical aka Blueslogic aka redguitars, at 23 April, 2008 16:39)

Anon, Anon & Wayne, thanks for the feedback and the info about the dlls.

Wayne / Blueslogical, I had in fact covered the solution you mentioned and linked to in item 4 of my list of things to try, [further down in my post](#) - one doesn't need to try the steps in the same order as I'd listed them, of course.

(By  Improbulus, at 24 April, 2008 21:16)

hello all,

lately i have been finding this message appear on my family computer. it has been on for awhile and we've all been ignoring it , pushing it to the side in the hopes of it 'disappearing'.

i decided to be the brave one to try and fix it, but it seems it has caused some other problems on my computer...

i have recently uploaded software for my LG ku990 and i am now experiencing difficulties accessing things on it .

any more advice?

i know its a long shot lol

thanks

(By  elle, at 15 May, 2008 12:48)

What worked for me in the end was disabling my virtual drive, making DAEMON Tools manager do the switch from 1 drive to 0.

My guess is that either antivirus or firewall (say ZoneAlarm) spur on Windows to produce the 'error' at hand.

Try disabling your virtual drives would be my advice, it worked for me.

Knarffus

(By  Anonymous, at 04 June, 2008 13:46)

I had this error on a customer in AZ. Following the instructions I discovered that the boot drive was H (on an old toshiba laptop) and had always been that. In checking Disk Manager we saw that C was a removable drive. I had the user (over the phone) change the C to T and reboot. The errors has disappeared. Suspect a startup program (this only happened after a boot) was looking for a driver or data on the C drive. thanks. Mike Shanahan

(By  mike shanahan, at 07 June, 2008 21:34)

After MONTHS of seeing this bewildering message and trying almost every solution I found (thank you, Google), I may have stumbled on the culprit that causes this message. Last night I was looking for some free .wav files for my own amusement and started clicking on one to listen to it and the Real Player screen appeared. The .wav wouldn't play, so I had to CTRL-ALT-DEL to close out Real Player and GUESS what should appear?!?!? That nasty little message! I went through the same process 3 times to make sure the first time wasn't a fluke.

I then went into Control Panel and Removed the Real Player software.

I've powered up and down several times since and no message!

I will continue to keep my fingers crossed that this did the trick.

Hope this helps someone!

(By  panzersoot, at 19 June, 2008 01:45)

Thanks! Was driving me crazy.
Realized that I had shared an SD Drive as I wanted to move some files to another computer and forgot to undo the share.

(By  Anonymous, at 19 June, 2008 22:36)

In my case, this "error" was from a Roxio product that installed their "media manager" also.

Perhaps the install was bad, perhaps... I don't really know. It was looking for drives that simply didn't exist.

I couldn't remove "media manager services" alone, so had to trash the entire MyDVD studio v9. I might get around to attempting a reinstall someday, maybe...

Just blogging my lesson learned, hoping it'll be useful and spare someone a headache or three.

(By  Anonymous, at 27 June, 2008 17:36)

I kept getting that "Windows - No Disk" error and it was frustrating until I read your article.

The Lexmark X5470 has a photo reader slot and after you install it, you'll see an additional drive in your tree. I have been having trouble with the printer, but anyways, when I remove the USB Cable from the computer, that error went away! Course now I gotta reinstall the printer software, but that's okay. Thanks for the input. (I gotta RTFM more!)

Steve

(By  Steve Domina, at 07 July, 2008 19:09)

Hey look this is what happened to me... i had the error yesterday and i turn off my computer and i said well it may be fixed tomorrow but it didnt happened... i was reading all the post and trying to do what this guy did but it was saying that if i changed the letter the drive may not work ever again and i was like hell no i aint going to do that... well LISTEN NOW!!! If you have any USB cables connected to the computer or any flash drives connected disconnect them and the press cancel... it worked for me and the error havent come out so.... IT WORKED... I HOPE IT WILL WORK FOR YOU GUYS AND GOOD LUCK!

(By  Anonymous, at 19 July, 2008 17:22)

Thanks for the feedback, everyone!

@elle the LG problems are probably unrelated, try your local LG support line via <http://www.lgmobile.com/>

@Anon disconnecting your USB cables & flash drives may well work, but if the problem comes back on reconnecting them then you need to try other things. I didn't say your drives would never work again, just that the steps are tricky which is why I provided the screenshots!

(By  Improbulus, at 20 July, 2008 19:16)

Thanks a lot for your help. What a relief, this was driving me absolutely crazy. I un-and reinstalled Quick time and it went away.
Thanks to all you guys for your help!
Dirk in Belgium

(By  Anonymous, at 21 July, 2008 13:12)

Most helpfull site. I had same/similar some time back but didn't book mark the page. My problem was from Drive Image, got message 30+ times when opening. I changed the drive letters (E,J,H to Z,X,Y), rebooted, still got error message. Changed Z, X, Y to R, S, T, rebooted and that appears to have fixed it, Drive Image opens with not errors. Partition Magic was crashing on this system when started, it too appears to be working OK now. Problem I think was from unplugging external USB backup drive before safely removing I think. I was doing backup of another computer's C: disk before attempting to fix.

(By  Anonymous, at 28 July, 2008 02:55)

I have followed this and other threads on the No Disk Error. Launching Norton Ghost produced the error on two of my computers.

Changing the (four) multi-reader drive letters worked on both computers. But recently I replaced an HP All-In-One connected to one of the computers and the problem returned.

It seems the problem now is that the new HP device has an on-board multi-reader. When the printer is recognized by the OS, the problem returns. Disconnecting or turning it off eliminates the problem.

But in this case the solution is beyond my ken. The entire device is recognized by the OS as a single drive letter. Changing that letter has no effect on the problem.

I seriously doubt there is a virus or malware given the number of times and ways I have scanned. It seems quite likely that the OS is expecting media in the multi-reader drives and returns the error when media is missing in one or more. Buy why is beyond me.

I hope this adds to the discussion and helps someone identify exactly where in the OS the problem arises.

(By  Anonymous, at 29 July, 2008 06:15)

Thank you for your research and explanation! I began to have this problem during installation of MS SQL Client software on my XP Pro machine. It continued through other software installations, and persisted whenever I attempted to start Delphi, which I installed AFTER installing SQL Client.

On my computer, my boot drive is I, and the removable drives were C, D, E, and F. I renamed the removable drives to T, U, V, and W. I left the boot drive name alone.

Problem GONE!

(By  Anonymous, at 31 July, 2008 17:09)

The "Windows - no disk Exception Processing Message c000013 Parameters 75b6bf9c 4 75b6bf9c 75b6bf9c" always appeared when I started "Media Center" on my HP m7260n Media Center Edition 2005 PC. The resolution to my problem was to download the HP Image Zone Update at <http://h10025.www1.hp.com/ewfrf/wc/softwareDownloadIndex?softwareitem=pv-39280-2&cc=us&lc=en&dlc=en&product=1141251>

Regards,

Richard

(By  Anonymous, at 08 August, 2008 16:25)

I love you! Mwah x Thank you!!

(By  Anonymous, at 12 August, 2008 20:38)

I was trying to burn a dvd, And everything went crazy. Task bar got all screwed up also. Thanks for the help. Just an added FYI. I didn't change the recovery partition (D:\) letter. Thanks again.

Joe,
TheGratitudeShop.com

(By  Mr. Inviso, at 20 August, 2008 09:08)

Wow! Thank you Very VERY much for the bright & clear explanation. It worked!! (step1>8) Also gave me an hint about a wrong setting in Norton 360 back-up wich whas my own mistake. For me: You're a Star!
(Sorry for the bad writing, english is'nt my main language)

Sincerely,
Michel

(By  Michel, at 20 August, 2008 13:03)

that stop the windows - no disk error message registry setting was great!!!
Thanks so much for the solution. God Bless!!!

(By  Anonymous, at 22 August, 2008 04:49)

yeah... I ended up resorting to the registry hack too, after trying START>> (right click) Computer>>Manage>>Disc Management to rename the offending drive letters. If you don't use the drives, another trick is to just remove the drives letters... but then nothing will show up when you put media in them, which is still annoying...but nowhere near as annoying as having to click "cancel" twice every single time I add a new song to my iPod shuffle. I've had this problem from day one of receipt of my Dell XPS in March, running Vista Ultimate - the problem is not everyone else's software, or viruses or malware (I'm running the same apps on this machine as I do on

viruses or malware (i'm running the same apps on this machine as I do on my XP machine which has never demonstrated this issue in 4 years) - it's very simply down to the flakey programming of the o/s - I spent a lot of time trawling Microsoft support forums before realising that they couldn't give a shiny sh*t about it... so this workaround will have to do... as has already been pointed out, it doesn't stop the problem, it just means it won't manifest itself visually with a call to action on us poor users; it'll still be in the event log, and you can still notice the time-lag in some apps (like iTunes), but I'll live with it for now... thanks improb,

(By  cormski, at 24 August, 2008 13:06)

Nice one, this was ideal.

(By  Ray, at 24 August, 2008 17:15)

Still dont know what mine was.. I do tend to pull the old card out without safely removing....also had a microsoft and tom tom update before this and the tom tom program popped itself in the start up process..(cheek!) as you say it shouldn't happen in the first place.

All that aside, Thank you. A lot. May your God / Gods bless your inquisitive and fault finding mind, 'cos I was ready to launch this through next doors window.

Seriously... cheers my friend.

(Y)

(By  Wato, at 03 September, 2008 13:43)

I am getting Windows - no disk Exception Processing Message c000013 Parameters 75b6bf9c 4 75b6bf9c 75b6bf9c after updating to SP3 . I tried the solutions suggested different forums but no use. I saw the this forum and thought it may fix my problem and tried to follow the 1-8 steps suggested for changing the drive names but i am not able to see 3rd screen in my pc it is showing blank (right hand side window) can any body help.

(By  Anonymous, at 13 September, 2008 10:39)

Thanks much. Problem just started and I found your answer via a google search. Renaming the media card drive letters was immediately effective. Didn't even need a reboot.

(By  Anonymous, at 17 September, 2008 04:36)

- the file HATE.SYS located at WINDOWS\SYSTEM32\DRIVERS is the trigger for Windows - No Disk box.
- the directory FOUND.000 in every drive and it's file inside is also a trigger.
- try using NOOB_Killer -> Winzip123 to remove CMD.EXE in memory first before removing the trigger files.

(By  Myke, at 23 September, 2008 07:31)

A thousand thanks for these. A jerk manager used to bug me about this all the time and I could never find a solution on Google. My solution was for him to get off his fat lazy behind and go to a machine that did not have this problem.

(By  Anonymous, at 23 September, 2008 18:19)

Yep, great work - the drive letter change worked fine - although strangely it wouldn't let me change all the drive numbers - but the problematic ones (those attached to a multi card reader in a new machine) changed OK and the problem seems to have disappeared - but I am not relaxing yet!

(By  Dazza50, at 25 September, 2008 00:00)

x-fire has a broadcasting thingy and i am getting the error and none of this help i wonder if its because the broadcasting thingy is in Beta any one got a thought on that?

(By  Anonymous, at 28 September, 2008 23:08)

My system was infected by some virus/TROJAN and whenever i tried connecting my pen drive i was getting popup window saying "exception processing message parameters c34483....". I scanned my pc with Avira Antivirus tool (GmbH). It solved the problem and my system is virus free now. The infection was due to TR/autoit.c1.14 (trojan) and it was hiding in path C:\user\richard\appdata\roaming\regsvr.exe. Hope this tool will help you ----- ALL THE BEST!!!

guys. ALL THE BEST!!!!

(By  Anonymous, at 30 September, 2008 21:31)

Thanks for the info , this has been nagging me for a couple of weeks now. I have not read all of the comments, or have I tried the fix(es) as yet, but after reading this forum, I am sure of the cause of my problem and I wanted to add my experience to this forum.

I first had the No Disk message appear after using my card reader, and subsequently removing the media, for the first time after installing a MyBook drive. When I installed the drive, all of my drive letters changed, including the drive letters for the four slots in the card reader. The next time I stuck a CF card in the reader and then removed it, I got the first Windows No Disk message. It has popped up many times since and today is the first opportunity I have had to research it.

Thanks again for the info. Take mine for what value it may have to anyone who reads it.

(By  gary, at 01 October, 2008 01:59)

Thank you VERY MUCH, mate!

(By  Anonymous, at 01 October, 2008 03:30)

My greatest thanks from me too!!! I had changed the drive letters to suite my needs days ago and today i was about to murder my pc unit. Fortunately, i googled the error and found your pc-life saving solution! I changed the 4 card reader slots and the dvd driver's letter and "salvation". Thank you again for your help... GREECE

(By  zaforos, at 02 October, 2008 10:54)

It was the drive letter for me ! Thanks a bunch !

(By  Qwartzman, at 03 October, 2008 06:42)

THX

(By  Anonymous, at 06 October, 2008 16:02)

I think I have this drive problem.
One thing, My Hard disk is listed as F: drive for some reason. Should I change this to C: or will it cause a problem?

(By  Anonymous, at 08 October, 2008 13:27)

Thank you all for the feedback, I'm delighted it helped.

Last Anon, sorry but don't know enough about your system to comment.

(By  Improbulus, at 20 October, 2008 20:40)

Thanks for the fix. I only get this error when I plug in my external HD and fire up Drive Image, to make a system backup. Now, no errors, and the program runs like a charm. I didn't even have to reboot! Much appreciated.

PN

(By  RanDum Thoughts, at 21 October, 2008 23:54)

Your the MAN!!!!

(By  Anonymous, at 29 October, 2008 02:32)

Thank you so much for your solutions. I didn't think I would get any result with the cryptic-looking error message, but I was pleasantly surprised. You are a kind soul! Thank you again :)

(By  Anonymous, at 05 November, 2008 16:55)

This error happens when an installed application have predefined path to store files, by default C:
(example Lexmark Printer Drivers)

But conflict appears if your main drive/partition for your Windows OS is other letter than C: (that happens frequently in recently installed brand new computers)

(By  Anonymous, at 07 November, 2008 10:27)

thanks. I used the 4th option and worked.

(By  Anonymous, at 08 November, 2008 20:29)

To add to everything said, I encountered the parameters 75b6bf7c, the '7' being where the '9' was in the discussed parameters. I found that this message was due to a removable disk, in my case a SanDisk Card Reader, trying to read from a card that wasn't there. Solution? Unplug the card reader. Simple as that.

(By  Anonymous, at 09 November, 2008 02:22)

Hi,
I have the same problem with this error. I noticed that when my memory card isnt inserted, thats the time that the error kept on appearing...I also kept on running the registry mechanic and it found some low,medium and high priority probs...I tried the steps that you posted,scanning,renaming...im afraid to uninstall quicktime so i just chose repair,but it seems like everything doesnt work...So now,i just kept on inserting the memory card but still i really wanna get rid of this thing...Pls help????

Ven

(By  Ven, at 09 November, 2008 19:41)

My greatest thanks from me too!!! I had changed the drive letters. Fortunately, i googled the error and found your pc-life saving solution! I changed the name to disks and it looks that works. Thank you again for your help... akira

(By  ORACLE, at 11 November, 2008 21:28)

I think iPodCalSync was doing it to me. Which is a shame, because that's a useful little program. I'll just have to start it up manually when I want to sync my ipod and exit it afterward. Changing all my drive letters did not work. Maybe this will help others with this program on their computer.

(By  Queixa, at 15 November, 2008 05:00)

Maybe just a coincidence but changing the drive letter of my external backup/archive drive caused a more disastrous error message - "disk structure is corrupted and unreadable". Also changing the letter on my DVD burner left me with a "no recorder" message using Roxio.

As soon as I realized the problem I reassigned the original drive letters, but no success. Roxio still can not find the burner and I was never able to retrieve about 50 years of music, photos and documents from the archive drive and finally had to reformat the drive.

(By  Anonymous, at 21 November, 2008 01:47)

Awesome fix. This was bugging me for a while and switching drive letters worked a treat.

Thanks

(By  Angry Penguin, at 22 November, 2008 01:59)

Same for me. Thanks! I can't even remember how I got into this mess, but changing the drive letter worked perfectly.

(By  Anonymous, at 04 December, 2008 16:20)

Hi, I did all the things, none works, the error pops up if I insert the MicroSD USB 2.0 in my USB port and insert a MicroSD 2Gb in it.. If I insert a 4Gb or anything else, it works, doesn't seem to work with my 2Gb which worked before, any help? o.O

(By  NejcGx, at 29 December, 2008 14:01)

Many thanks for all your feedback, it's good to hear, especially when it's worked for you!

Such a shame about your hard drive Anon.

NejcGx have you tried changing the drive letters *while* the MicroSD 2Gb is inserted in that drive? No idea if it would help, but who knows...

(By  Immbilis, at 31 December, 2008 10:05)

(By  Improbulus, at 31 December, 2008 19:06)

Thanks - I googled windows-no disk and found your great help strings. I was attempting to view a mov (lumix camera file) after reading your string I simply re-installed the quicktime programme that came with the camera and bingo no more error dumps. (I did originally check for updates requirements which quicktime originally said I was up to date. Re-installed seemed to help. Cheers again to all. Regards and Happy New Year. Bob-McK

(By  Anonymous, at 31 December, 2008 22:13)

Bob thanks for the feedback, I'm glad my post helped!

(By  Improbulus, at 31 December, 2008 23:16)

I printed out all 23 pages of your advice and commentary on how to fix "Windows - No Disk" and began to try them. First of all, I was pretty sure that I had no virus as BitDefender had just said so. I tried changing the external Disk Drive letters, but Vista would not display the drives in Manager. I then tried to turn off my external drives using the eject command, but the message on both was "Can't do that. Drive in use.)So, being me, I just yanked them out anyway, my computer sort of scrambled, and I had a hard time just shutting it down. After a cup of coffee, I rebooted without the external drives in place. Rather slowly, I thought, the computer came to life with the "Windows - No Disk" message nowhere in sight. I pushed in the first external drive and all was well. I turned on the second external drive, the letter had changed to "H" from "G" and so far, so good: no W-ND message.

I pretend to understand nothing. Chronic Computer Confusion Condition (CCCC) reigns.

(By  Halleson, at 15 January, 2009 22:45)

Halleson, thanks for the feedback. I'm glad it worked, whatever you did!

I'm a bit surprised you couldn't get at the drive letters in Vista.

Here's a shortcut - in Vista, go to the start menu and in the Search box at the bottom type: diskmgmt.msc
Then hit Enter or click the Search icon.

That should open up a very similar window to the one illustrated in my post for XP, and then you can proceed in the same way. Hope that helps.

I'll update the post for that.

(By  Improbulus, at 18 January, 2009 21:30)

Hello. I've read all the methods that u said about and surprisingly disabling the floppy disk did the job for me.

thanks a lot for saving me from this pain in the a** ...

(By  Anonymous, at 19 January, 2009 21:28)

Thanks man. The error was appearing all the time on mine. The worst part was that it came up a lot during my Spybot scans. That meant that I had to keep clicking on Continue, or else my search would stop. There was no way I was gonna sit there clicking the whole time. I tried all of your suggested fixes, and none worked, so I edited the registry, and that seems to have worked fine. Thanks again,
Matt

(By  Matt G, at 20 January, 2009 05:42)

Thanks - I guess this is what Obama meant when he said we need to help each other - thanks again.

(By  Anonymous, at 22 January, 2009 04:06)

Win XP SP3. Quicktime Pro v6.5 installed and working fine (with systray icon disabled, of course). QT had played files on various removable USB media. Some winoaze hotfixes were applied. Everything was, or seemed, fine...

Installed K-Lite Mega Codec pack (v4.5.3). There was a way to tell it to not install Real Player alternative but no way to tell it to not install QT alternative.

The dreaded error message began appearing right after that, whenever QT player was launched. (previously QT had been perfectly-behaved; I knew the problem was arising from launching QT, and so naturally wondered what the codec pack might have done to QT).

Uninstalled QT. Reinstalled QT. No change. Uninstalled QT and K-Lite Mega Codec pack. Reinstalled OT. No change. Uninstalled OT. Tried manually

removing all QT references I could find. Reinstalled QT. Still getting the dreaded err msg. Weird part is that QT remembered the Pro registration info, so obviously not *all* QT info gets removed when QT is uninstalled.

Filling up many (but not all card reader slots) USB drive letters did not prevent the dreaded err msg from appearing.

I've seen, on a W2K system, QTV6 maintain some recollection of files it'd played on removable media (CD-ROM; that seemed to make the app balky for a while but it never required a reboot like this nonsense -- btw, when I reboot XP to clear the dreaded err msg, up pops a dialog box about stopping QT, and once QT's been stopped then I clear the dreaded err msg and the system shuts down...).

I'd like to know the source of the conflict; it sounds like WinXP does not handle calls to non-existent media very gracefully, and then some apps don't handle windoze's response very well...

I've found (but not yet tried) a newer QTV6.5 at http://support.apple.com/downloads/QuickTime_6_5_2_for_Windows but it sounds like people are having problems with newer apple software than that (Sept 2005)...

(By  [student of life](#), at 23 January, 2009 06:39)

When I installed that *newer* QT (see end of [prev msg](#)), it did ask for registration info. Apparently, wherever QT is squirreling away the retained info is version-dependent.

Then I could open QT w/o the error msg (I believe that's because this newer version had no recollection of having recently played files on now-removed media).

But the darn thing (newer QT) wouldn't let me encode anything (it'd offer me a choice of compression codecs, but the app vanished as soon as I chose one -- and this is with the mega codec pack still uninstalled), so I uninstalled QT.

That's how I solved the pesky **no disk** err message. I don't know how I'm going to do possible future QT encodings, or what other media player provides frame-by-frame forward and reverse capabilities.

If I ever re-install QT, I'll try to remember to export the entire registry right before and right after, and compare them. If I can discern where the persistent QT settings (including recent files opened, which can evidently give rise to this dreaded "no disk" error msg) are retained, I'll post the info here, as simply clearing those stored recently-opened QT entries might prove to be the best work-around for some users (those who can't get past the pesky err msg to open QT, to use QT to clear the recently-played menu entries).

(By  [student of life](#), at 28 January, 2009 12:09)

FANTASTIC!! I recently installed a USB Mobile Internet dongle and kept getting the 'Exception...' message. The drive letter change did not appear to work but the registry edit has stopped it. Many Thanks!

(By  [Anonymous](#), at 29 January, 2009 17:09)

i just sorted out my No Disk annoyin error-it was lookin for drive c: but my drive c: is a removable drive (tho it shouldnt be) so i changed that letter via Disk Management to Drive z: then tried all the things that set it off when openin Progs & YAYYYYY no more clickin Continue etc etc-thats a whole year this took me GRRRR & NO thanks to the person who Custom Built this comp & named a Removeable Disk to C: when the Local Disk should have been C: & not i: like theyve done but i'l leave it as i: as it all works fine. I hope this helps anyone :-)

(By  [Anonymous](#), at 02 February, 2009 17:03)

ALL I DID WAS PLUG IN MY PRINTER, but the error came up every 20 seconds before that, and I clicked cancel about 10 times each time.

COMPUTERS CAN BE SO STUPID!!!!

(By  [Anonymous](#), at 09 February, 2009 01:28)

Great job Improbulus! Thanks for solving this very frustrating problem....all of the suggestions and links that you kindly to the time to delineate proved priceless! For what it's worth, my problem began when I installed software for an LG external DVD drive. After reading all 20+ pages of your post, the links, etc, and reviewing my drive letters, I realized that the software, itself, had already changed my drive letters from F, G, H, and I to G, H, I and J! I simply changed them back to the original drive letters and the message disappeared! Thought maybe this info might be useful to someone, cuz I hadn't seen this particular scenario mentioned in all of the proceeding posts. Thanks again, Improbulus, for leading the way to correcting this very annoying

improbable, for leading the way to correcting this very annoying glitch.....much appreciated!

(By  Brad P., at 09 February, 2009 19:10)

I had this error message start appearing on my PC on 14 Feb 09. By a process of elimination I discovered that it would only appear when my card reader was plugged into a USB port. Tried another port - same result. Tried another reader - same result.

As I use the reader all the time for photos etc. I wanted a proper fix not just to leave the card reader unplugged. Followed your advice and renamed the four drives in the card reader but it made no difference.

Then, by coincidence, I decided to run my CCleaner to see if there were any temp files causing problems. On looking under "Startup" I noticed that there was one entry titled "microsoftshit" and the filename was scvhost.exe (yes the spelling is correct). Further websearches gave me simple instructions to delete this from the PC.

I no longer have the "no disk" error message. The date on the scvhost.exe file showed that it had been introduced to the PC the day before - just after transferring a file from a friend using an SD card and the card reader. This would seem the most likely way it came into the PC. Scvhost had not fully installed itself so it was easy to remove and I am going to assume that every time the card reader was plugged in it was looking for more info from the SD card which was no longer in the card reader.

Moral - don't assume that just keeping the reader unplugged or renaming the drives will get rid of the problem - it may be necessary to look for the program, be it legal or virus, that is seeking the drive/files.

Many thanks for your help - I wouldn't have know where to start looking without your Blog.

(By  Pugwash., at 14 February, 2009 15:21)

I don't know is it good but i just used system restore and it's all gone :))
no message :)

(By  nerees., at 25 February, 2009 14:12)

Excellent! Changing the Drive Letters worked immediately for me. Thanks so much for your very clear directions.

(By  Hoverstop., at 25 February, 2009 21:49)

Same issue. Restricted, however, to QB course DVD's.

Problem sprung, when I inserted a thumb drive, then accessed it to access and restore a file to Quick Books, while the QB Training course was in another drive.

Now, am I understanding you clearly, when you say just change the letters on the drives, as in, just go to "my computer" and give each drive a fresh letter name? And, should I do the same for the thumb drive?

(By  dl., at 26 February, 2009 16:18)

OK guys and dolls, forget all the above, the gentlemen Hackers are messing up your MBR (Master Boot Record) and creating illegal partition: when you use the program

Active@ Kill Disk: <http://www.killdisk.com/>
After Low Format, reboot then your read on the screen the following:

```
InitDiskillegal partition table *  
drive 00 sector 0  
illegal partition table * drive 00 sector 0  
illegal partition table * drive 00 sector 0  
illegal partition table * drive 00 sector 0
```

The problem is caused by the loading of illegal software on sub-levels of your hard disk. UPX Compression is used.
Wiping MBAN DARIKS BOOT & NUKE:
<http://www.dban.org/> is not effective because the hackers have put the virus (RootKit) in the first cycle of memory(stealth) they also miss-use controllers of your motherboard.

Go to SlashDot: <http://it.slashdot.org/article.pl?sid=08/03/04/0128259>

And you will see the problems we all are experiencing. The Virus: Trojan Mebroot or stealthier trojan according Symantic and McAfee

Removal of these trojan can be done by fix MBR , Window XP Recovery disk or that of Windows Vista

Attention: Keep F10 or R of Recovery on the keyboard pressed when you reboot. Now you think you have installed Windows but without Internet connection and you re-format the harddisk the Trojan virus has re-appeared. So no real fix but only circular doings.
The trojan virus is protected by password and hidden with stealth.

The hackers who use this infection are criminals by stealing credit card info, destroying everything on your pc.

The Trojan is you be infected by on various ways of downloading software(INI desktop file) and drive by download.

This is the conclusion of me, based on my experienced with alot of friend with these kind of problems.

Hopefully somebody comes with real final solution of opening the trojan and killing it.

(By  Anonymous, at 17 March, 2009 22:12)

Hi, want to pass on the very simple solution which got rid of the problem for me.

Just click on the windows key and the "r" key to open the "run command". Type in "msconfig" (no ") and OK.
In the new window click on "startup" and look for any item that should not be there.
Remve the V (tick mark) and "apply". Restart computer.
In my case the nasty was gone.
I hope it works for you, hans d.

(By  Anonymous, at 23 March, 2009 06:30)

omg thnx man

(By  Anonymous, at 02 April, 2009 08:31)

The same msg started appearing after a windows install i tried renaming the drives but it dint work then i uninstalled the floppy drive and rebooted(restart) the system it did work but then it started appearing again when i shutdown and start the pc.pls help.

(By  Anonymous, at 04 April, 2009 23:50)

Hi Guys and Ladies,

The problem with the drives is described hereunder translated from Dutch Security Site

Invisible super-rootkit has Achilles heel
20-02-2009,10:55 by Editors Comments: 4

Researchers call it the most advanced and sneaky malware ever discovered, in the boot record of hard disks and hidden bank accounts pillaging. However, the Mebroot rootkit since 2007. F-Secure and Symantec published in October 2008 a joint report on the rootkit, which is now only available to the general public was created. Mebroot is clear that despite his age all the "next generation" malware is very experienced and professional programmers developed.

Beta Version

As with all development trajects decided the makers of Mebroot their creation to beta testing. Via old vulnerabilities were unpatched Windows users for a short time via drive-by downloads infected. There is, according to the researchers deliberately old leak and a short period is chosen because this would be less noticeable. The researchers discovered that in this beta, only minor adjustments to Mebroot were made, what the different timestamps showing.

The beta phase of the virus writers by media attention last January crude disrupted, having decided a few months still remain. The development was unabated, and in March was half, improved version was launched. This version was now equipped with all kinds of techniques for detection and removal by anti-virus software to prevent. In June of 2008 even published the third version.

The researchers note that Mebroot of other malware is different because the developers so much attention. Besides adding new features, tricks stealth, anti-anti-rootkit routines, we also optimized the memory controls to blue screens in Windows appear. How long the developers with the development of Mebroot doing has been unknown. Their ideas are not original. Used them as a proof-of-concept rootkit, called Root Boot, as the basis for their own creation.

Vista immune

Mebroot spreads itself via drive-by downloads, and arriving at the system as an EXE installer of about 430KB. It knows the control system through the

Master Boot Record (MBR) to overwrite. The attack is possible because the MBR is still a weak link in modern operating systems is. The first versions used a standard way to use Windows API's and raw disk MBR sectors describe and reading. The versions that appeared after February 2008 used a complex installation procedure as HIPS (intrusion prevention) to circumvent.

The problem is increased because some Windows versions, including Windows 2000, XP and Server 2003 enable disk sectors, including the MBR, without restrictions on them. This is administrator access, but as you know, turning most users with these rights. Vista users need not worry. By adjusting the Microsoft malware, if UAC is used not infect the MBR. If UAC is off, it is also Vista's MBR to infect, but because of the security, the rootkit is not active. Researchers keep in mind that future variants able to circumvent this restriction.

After installation on the hard disk inject the rootkit in the Explorer process, which acts are no longer perceptible, since Explorer itself. Mebroot infects the first 16 connected disk drives, including external USB drives. Since these usually not used for the operating system to load, the infection is not active.

Arms race

The first variant used Mebroot different functions to the system to infect. The method used was not waterproof, and anti-virus companies have developed a solution. Thus it was able to detect the old version. The virus writers then reverse engineered the code of the virus scanners and were in turn a solution to the errors of the first method remedy and additional security added to analysis and detection by anti-virus companies difficult.

In addition to the infection of the system, there is the network part. The communication with the outside world and researchers are still a mystery. "The network code is in many ways so sophisticated. It is strong, we know of no firewall that calls Mebroot recognize the mini driver level, so as to send out packages.

Since all traffic through a private TCP / IP stack and displaying encrypted, the researchers have no idea what is happening. "The encryption algorithm used is unknown, and prevents the reverse engineering of the incomprehensible obfuscatieaag contained in the rootkit code is.

Achilles heel

Analysis of Mebroot was a great adventure for the researchers, who ultimately have a true "treasure" aanliepen. The rootkit includes a delete procedure, which the Command & Control server to command it. Since the exchange protocol between the client and the server is weak, has cracked the encryption and thus can hijack the botnet and so all clients the commission to remove the rootkit. It has legal consequences, which is the weakness of the protocol only used for the C & C traffic to decipher and the rootkit to understand.

"Mebroot is the most sneaky and advanced malware we have ever analyzed. It works on the lowest levels of the system used all undocumented tricks, functions and global variables. However, since the version of February 2008 never seen a bluescreen. This is clearly a sign of the professionalism of the creators. It is also clear that the authors of Mebroot the research of others closely. Perhaps the following malware of Mebroot maker's use of virtualization, making it even harder to detect and remove. Proof of concept code is already available. "

I hope this clarifies the problems and the fact that the solution to the problems is remote.

(By  Anonymous, at 06 April, 2009 22:31)

hello guys rly thx for your infos but it dont help me... i have rly big problem with this shit ; -S

i have try them ALL i hav uninstal floppy drive i have change latters i have uninstal the usb/reader and instal it again i have try antivirus..but still when i conect my card reader to pc the message apears...if i remove the card reader the message is gone..any1 have any idea wtf is going on??? thx a lot guys!

(By  Anonymous, at 09 April, 2009 08:43)

Anon have you tried connecting your card reader first, then changing drive letters *including* for the card reader?

(By  Improbulus, at 09 April, 2009 09:03)

Uninstalling QT worked for me. changing drive letters didn't work and virus/malware scan (norton and spybot) came back clean. curious if malware mentioned above present. 4.13.2009

(By  Anonymous, at 13 April, 2009 18:59)

After uninstalling QT, looked in the msconfig>startup, there was a D:\startupX entry. Not sure what placed that there. disabled it, something to check for before un-install QT

(By  Anonymous, at 13 April, 2009 19:08)

Same problem with "Windows No disk." After reading all comments I uninstalled Quicktime and reinstalled a newer version of Quicktime and my problem was solved! Thanks so much

(By  Anonymous, at 18 April, 2009 18:14)

I've had this for several weeks. Renaming drives worked for about a day. Disabling unused drives worked much better - for about a week. My HP Desktop came with four strange multimedia drives that I almost never use. I disabled them and had about five days peace - but it came back again. I'm convinced this is a deep-level virus. It started after inserting a flash drive, and immediately after getting a Norton popup requiring restart from Live Update.

The restart triggered the problem.

The cause however is most likely the hidden program that comes on the flash drive, which installs an AUTORUN.INF item on the computer. It attempts to find the drive constantly. I don't really care if this is malicious, stupid, or just an error. It's a virus.

The response of the virus community has been less than stellar. Norton responded by upgrading me to their latest version (I'd just renewed) and when that didn't work, the Norton tech offered to "prove that it wasn't Norton" by uninstalling every trace of Norton with the remote Norton Removal Tool. When the popup still happened, he was justified. Wonderful. Especially since he then REFUSED TO REINSTALL NORTON, saying I'd have to fix the "Windows problem" first because Norton might not work with the problem unsolved. Long story short, I spent four or five days without protection and I got majorly infected. Norton wanted \$100 to clean the viruses they exposed me to.

BleepingComputer hasn't been much help either. It looks like a virus, it acts like a virus, but the "malware expert" I chatted with insisted on calling it a "Windows problem," which left him free to ignore it. (News flash: any virus on a Windows system can be called a "Windows problem," if you don't want to deal with it.)

The scariest part of this virus is that it comes up right at the splash screen, before desktop is enabled, and lasts till the splashscreen at the end goes to black. That's very deep in the system.

The problem needs complete handling. Not guessing, laudable as that is, but complete analysis and final handling.

(By  Anonymous, at 25 April, 2009 21:55)

Hey I Had a virus and it was using Wscript.exe in run it, I searched about it and came up with some stuff, the virus was disabling Malwarebytes and other protection, so i had to disable it by going CMD and entering Wscript.exe and it opened dialogue box and i ticked the box which said stop script after specified number of seconds and i put a one in there it immediately disabled the script running the virus and enabled me to run Malwarebytes and remove the nasty!!!

(By  Mitch, at 27 April, 2009 01:33)

WOW.. Thank a lot buddy, o silly me, it's just a fuckin virus.. Keep it up..!

(By  hacker-ace, at 04 May, 2009 12:46)

Ondetecteerbare rootkit virus scanners will check the 10-04-2009,12:52 by Editors Comments: 11

A new variant of the infamous Mebroot MBR rootkit is now so advanced that all security checking sets. The rootkit is already active since the end of 2007 worldwide and has thousands of machines infected. The latest variant is still the

Dear Guys/Dolls,
an Update to our previous problem stating:

Master Boot Record of the hard disk, but uses various techniques to circumvent security software. "IRP hooks are still used, but not as visible as the old one. In addition, Direct Kernel Object Hooking the rootkit implemented, making it smarter and better hidden. All security is bypassed," says Marco Giuliani. Through the rootkit is it possible to raid bank accounts

Even when you think the problem is gone, see the afore mentioned comments, it is still there hidden in the Master Boot record and Mother board controllers and first cycle of memory.

Here is a link to a descriptive site:

<http://www.prevx.com/blog/120/MBR-rootkit-changes-itself-and-strikes-again.html>

(By  Anonymous, at 06 May 2009 20:13)

(By  Anonymous, at 06 May, 2009 20:14)

Ray - Thanks working through XP disk manager I was able to rename all disks and loose the windows no-disk notice.

(By  Anonymous, at 06 May, 2009 20:46)

i tried all the fixes listed but none worked. For me it was CoreIOMonitor that was causing the error. i think i used event viewer to track down the cause.

Using: Start > Run > msconfig

i disabled it from the startup list and have not had the problem since.

(By  Anonymous, at 14 May, 2009 17:17)

Thank you so much, I was also gone crazy by this message, but your help solved the problem.

(By  Aftab Ahmad, at 19 May, 2009 07:10)

Thank you very much

(By  Anonymous, at 22 May, 2009 15:07)

After encountering this message, Excel operated very slowly (esp cut / copy / paste). Like others, I could not eliminate the message. But I stumbled upon a much simpler fix.

I simply hit the Cancel button 12 times in rapid succession and the message window disappeared from the desktop, and Excel operated normally. This works with by hitting the X button.

Unfortunately, I still get the message everytime I reboot and start the system yp.

What a crappy OS !! Nothing like the very reliable IBM mainframe OS that I was involved with as a developer!!

(By  Anonymous, at 22 May, 2009 20:24)

I had this problem for a while. After I installed MS office it was even worse. I finally found your site. I did not like the idea of changing all of my drives letters. My main drive letter is not C. I saw the floppy was given drive C for some reason. I changed just that drive to another letter and I stopped getting the message.

(By  Anonymous, at 15 June, 2009 16:00)

Since the source of this problem seems to be different for most, tracking down the offending service or application can be difficult. I have discovered a way to locate the service or process that might be helpful to those that are having trouble identifying the problem application. Follow these steps: 1) Open Task Manager and select the "Processes" tab. 2) Click on the "CPU" column so that the most active processes will be at the top of the list. 3) Now if the "Windows - No Disk" dialogue is present begin to click on the "Try Again" button. At the same time watch the list of processes in the Task Manager window. 4) Look for a process that begins to show up towards the top of the list as you continue to press the "Try Again" button. You can confirm by no longer clicking on "Try Again" and the process will fallback to a lower level on the list.

Once you have identified the offending process or application. You can either attempt to figure out what is causing the problem, or simply launch "MSCONFIG" and disable the application so that it doesn't run. In my specific case I found that a service associated with Cyberlink was the problem. Good luck.

(By  Anonymous, at 21 June, 2009 15:06)

The last tip, Reg Edit download, did it for me.

What a relief you guys give such good info when, in my case, the maker of my internal card reader was not much help.

Oldgiraffe

(By  Anonymous, at 22 June, 2009 16:55)

Excellent site! It's amazing that this message can have so many possible causes. I tried many of the remedies posted without success, then went back to one of your earliest ones - removing the floppy drive controller (without success)

.....
What worked for me is simply leaving a blank floppy in the drive.
Having narrowed it down this far, does anyone have any ideas how to "really" solve the problem?

(By  Anonymous, at 26 June, 2009 17:23)

Here are the steps.

Click on Start > Run.

Type in as regedit and click on ok.
You will get a popup window as Registry.

I start having this problem yesterday. To resolve this problem.

Click on + sign at HKEY_LOCAL_MACHINE.

Click on + sign at SYSTEM.

Click on + sign at CurrentControlSet.

Click on + sign at Control.

Click on Windows there.

Can you see ErrorMode key on the right side panel?

0X00000000(0)

Double click on ErrorMode and change the value data 2 and click on ok.

Now, you have to restart the PC, and after that you will not get the windows NO disk error

(By  Anonymous, at 02 July, 2009 18:33)

Note that the previous comment is the same as in the above post's final section headed "Last resort", if you follow the link given in that section.

It doesn't fix the underlying error but does make the error message go away - which is why I called it a last resort.

(By  Improbulus, at 02 July, 2009 18:58)

Hi

I have the same darn problem for about a month now and haven't been able to get rid of it. Other than the pop up some fusion ace enterprises's website was set as my homepage and wudn't change. I scanned it with true sword and ESET NOD32 Antivirus , but on the window it still appears as Facebook Home - Fusion Ace enterprises - Internet Explorer, and the pop up still appears. I have no idea what started it but I need help.

(By  akanksha, at 04 July, 2009 15:00)

Bless you!! I have had this problem for over a year. It had something to do with changing the mouse I was using, and uninstalling intelipoint mouse. I searched and searched, and found nothing that worked!! Yours was the first to mention changing the drive letters. I changed my floppy drive letters, and after 4 restarts, 3 complete shutdowns/restart, it is GONE!!
Thankyou, Thankyou, Thankyou!!

(By  Tam, at 17 July, 2009 17:46)

After weeks of trying to find solutions to this error message, I tried your recommendation of changing the drive letters, except the C Drive, and the error message disappeared. Thanks for all you've done!!!

(By  Anonymous, at 18 July, 2009 03:40)

I had this error every time I tried to open a zip file because my mom's card reader was plugged into the computer

wierd huh?

(By  whitetiger217, at 18 July, 2009 20:31)

There may be an easier solution:

The answer lies in the words "Windows: No Disk". Your PC is looking for a USB device that you've recently attached and removed without using the "remove hardware safely" option in the right hand bottom corner of your screen. Put the last USB device you used back into the USB port and then use the "remove software safely" option. The pop up message should then disappear.

(By  Douglas Baumwall, at 19 July, 2009 16:03)

@ DOUGLAS

Are u sure about that? I'm convinced my comp has a virus !!!!

(By  Akanksha, at 20 July, 2009 14:48)

Thanks for All the help. Changing drive letters helped me.

(By  Anonymous, at 06 August, 2009 16:39)

I got this error when running netstat with the -b flag (ex netstat -anb. netstat -an works fine). I disabled the device Disk Drives -> Generic Flash HS-CF USB Device and the error stopped happening. This is a CF card reader on one of my Dell 2408FWP monitors.

(By  Anonymous, at 18 August, 2009 17:53)

This same alert started after I had inserted a flash drive at the same time as a photo card last week. Some software must have auto-loaded from one of them. They must have been mapped to the same drive as my built-in Iomega ZIP drive (E) because as long as I kept a ZIP disk in, the message would not appear.

Changing drive assignments did NOT work. The fix for me was doing a System RESTORE to the day before the problem started. I'm surprised that this solution has not been mentioned as a simple option.

(By  Anonymous, at 20 September, 2009 01:48)

Wow -- I've been living with this error message for about a year now. I use the computer only (that was having the issues) for storage of my old photos -- so it was really a nuisance whenever I'd go to it!

Your fix (changing the drive letters) solved the problem.

Don't have a clue as to why I waited so long to fix it!

Thank you so much for this post!

(By  Frances, at 30 September, 2009 14:15)

Dear Guys and Dolls,

Continuing story, o.k. Forget all the above, the issue is a BIOS Virus(Rootkit is coming from LINUX Root Rights) When you do a LOW FORMAT to a disk through Active Killdisk; <http://www.killdisk.com/> or you use Darik's Boot and Nuke ("DBAN"): <http://www.dban.org/>, after finishing the format, Load the CD of Killdisk or DBAN, start renew and find the :

```
InitDiskillegal partition table *
drive 00 sector 0
illegal partition table * drive 00 sector 0
illegal partition table * drive 00 sector 0
illegal partition table * drive 00 sector 0
```

This is set-up by a BIOS Virus 00h
Normal harddisks start with 01 02
Vested on Sector Cluster 0
Now it is tricky: No virusscanner can find 0 because this is usually nothing
Already since 2006 this BIOS Virus is active and since in many millions of pc around the world, result is that all these pc's can run virtually by others.
The Virus Companies do not publish anything about this, The hackers also use ransom malware, Mind the NUMlock when you have selected it off, and you reboot, and it light ON, this is probably a ransom key-logger. Also the cause may CONFLICKER WORM, which also searches for harddrives.

http://www.f-secure.com/v-descs/worm_w32_downadup_al.shtml

What counter actions are possible:

1. find you old BIOS firmware with your manufacturer of pc and flash it over the current version

When you do not use solution 1.
the old bios will remain active

the old bios will remain active even after you flash a upgrade of the BIOS firmware.

2. Get the New Firmware and flash this under DOS, not under WINDOWS. Because of the Autorun Viruses.

3. Protect the BIOS with Set-Up Password
No fixed names but aselect letters numbers and as many as possible characters, because they use DDos service of denial to crack it.

After this excercise you can install either Windows XP or VISTA or 7
But do not forget to put passwords to Administrator (in Secure bios: When you reboot F8 or F9 you enter the Secure bios). After this run: OSK (On Screen Keyboard and use this virtual keyboard for entering the password so it will no be detected by key-loggers

When we discover more, we will continue this reporting

(By  Anonymous, at 06 October, 2009 19:33)

HAHHAHA I really thought that I have to reformat my computer just to get rid of the nasty pop up. thnx for your suggestions. what I did was to open command prompt, type in Wscript.exe and then a dialogue box appears. I disabled it then whalah it is all gone. .

(By  Anonymous, at 08 October, 2009 06:09)

I recently had downloaded Quicktime Player. went to unistall programs & uninstalled it. A message came up stating that it is not reccomeded to unistall the service exts., could cause app. problems. Error code did not go away until I uninstalled Quicktime COMPLETELY!. Thank for all yopur help, saved my butt

(By  Anonymous, at 11 October, 2009 20:20)

Two years on and this is still happening. :x

Thanks for the tips - in my case clearing Quicktime player's recent files list fixed it. The customer'd told me they'd been deleting files and things off the hard drive and some memory cards, started getting that error and thought they'd deleted something vital. I guess QT just can't let some things go ;)

Thanks again!

(By  Tim, at 14 October, 2009 05:01)

This article, and the thread on the Tech Guys forum which led me here, were extremely helpful, if ultimately unsuccessful.

A customer of mine encountered this problem; they had Norton but I'd successfully expunged that a while ago; they have QuickTime, as part of iTunes, but it doesn't run on start-up; they have removable media as well.

To cut a long story short, after over an hour's trouble-shooting, the customer let slip that he'd had an encrypted USB stick plugged in, the kind that runs software and has its own Safe Eject.

My point is not to overlook the obvious. If something was plugged in early and now isn't, plug it back in and see if the issue go away, before launching into any of the above.

(By  Alan, at 14 October, 2009 14:22)

Thank you very much, changing the drive letters worked for me. It saved alot of time of me, perhaps the virus issue should be taken to consideration after this step, it is faster and more likely solve the problem in the first attempt! All the best ...

(By  Anonymous, at 20 October, 2009 14:18)

THIS IS THE BEST ARTICLE.
MICROSOFT SHOULD ADD THIS TO THEIR SUPPORT DATABASE.

(By  Anks, at 21 October, 2009 11:50)

Thank you, friends! I tried all the points 1,2,3, and lo! really to blame an old version of QuickTime. Thanks again.

(By  Dmitri, at 23 October, 2009 11:01)

(By  [Anonymous](#), at 25 October, 2009 11:07)

Hi all...

i fixed this problem by deinstalling the "fabulous" Medion CardReader Tool - CTSsoftware.

All removable devices will be controlled by Windows thus the error message will not appear again.

Good luck

(By  [Anonymous](#), at 25 October, 2009 15:24)

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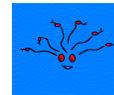
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