

## Blu-ray/DVD Drive/Burner (Firmware, Software, and Drivers) - Digital Storage

This article provides information about firmware, software, and drivers for digital storage devices.

Note: Due to licensing constraints, the Cyberlink Media Suite software that comes with LG Optical Disc drives is not available for replacement.

### Firmware vs. Software vs. Drivers

To clear up some Blu-ray related confusion, the following section explains the difference between firmware, software, and drivers, and how they relate to data storage drives.

#### disc drive infographic

##### Firmware

Firmware is housed on the Optical Disc Drive itself. This provides instructions to the drive about how to operate, such as which laser to use, how fast to rotate the discs, or what to do when the open/close button is pressed.

Most issues are not related to firmware.

##### Drivers

Drivers are housed on the computer, and provide instructions for how the computer communicates with the drive. These instructions may include how to interpret the data that is sent by the drive, what type of data it is, or how to send data to the drive to be burned.

Some legacy devices may use specific drivers, but this is rare. All newer drives are Plug-and-Play compliant, meaning the drivers are already built-in to the computer.

Most issues are not related to drivers.

Note: Our newer drives have been tested with Windows 10 and remain Plug-and-Play compliant.

## Software

Media playback software, such as the Cyberlink Media Suite that comes with our drives, is used to process the data that is sent to the computer from the disc drive. This type of software converts the data into a format that people can understand, such as a video.

Due to the codecs used to encode Blu-ray Discs, it is unlikely that these discs will play without installing the correct media software. Cyberlink Media Suite will allow Blu-ray playback and burning.

Most issues are related to software.

## FirmwareSoftwareDrivers

### Firmware

Note: A Windows PC is required to perform a firmware update.

Firmware updates are released on an as-needed basis, and are available from the product support page specific to your model.

1. First, locate the product support page for your model.

For quick access to your product support page, enter your model number into the search box at the top-right of the screen (ARROW), and choose the corresponding page under the Support heading (CIRCLE).

2. From your product support page, locate the Software Update section from one of two locations (ARROWS).

Then, download the current firmware file by clicking the link (CIRCLE).

If a firmware update has not been released for your model, the software update section may not be available.

3. Follow the instructions provided with the firmware file (CIRCLE) by clicking the View More link (ARROW).

For PC Users Only:

Most Data Storage drives come bundled with PC software, which includes LG ODD Online F/W Update software. This program will automatically update your drive's firmware.

The PC software can be started manually while the drive is connected, and is located in the install directory lg\_fwupdate > fwupdate.exe. It can also be found under Programs > LG Tool Kit > LG ODD Auto Firmware Update

Disc Drive not working after Windows 10 Upgrade - Digital Storage

Troubleshooting Burners & Drives Last Updated 04/18/2018

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Need to replace your Cyberlink software? Visit:

Lost CyberLink Media Suite disc

Looking for Drivers? Visit:

Software, Firmware, & Drivers

Need help with your Disc Drive after upgrading to Windows 10?

You've come to the right place.

Try This!

If you can't find your drive in the Device Manager, several users have solved the issue by doing the following:

Open Device Manager (right-click the windows icon, choose Device Manager).

Expand IDE ATA/ATAPI.

Uninstall both ATA Channels 0 and 1 (there may be multiples of each, uninstall them all).

Note: If IDE ATA/ATAPI does not have ATA Channels, uninstall the Controller. This should be the only item in this area if there are no channels.

Reboot immediately (you should be prompted to restart after removing the last one).

Take a look at this Microsoft Community Page Windows 10 DVD Drive missing for a long list of success stories using these steps.

Try This!

Insert a music CD into the drive. Does it play?

Yes - This means the drive is working. You will need DVD/Blu-ray playback/burning software to resolve your issue.

Note: Windows 10 Does Not include DVD/Blu-ray playback software by default, so you need the Cyberlink software (the disc that came with your drive) or something comparable.

No - This could be related to Windows, or possibly a hardware issue. Try the steps listed in this Microsoft Support article first: [Your CD or DVD drive is not recognized by Windows or other programs.](#)

Did you lose your CyberLink Media Suite installation disc? - Burners & Drives

Troubleshooting Burners & Drives Last Updated 02/26/2018

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What is available for download?

If you own an LG Optical Disc Drive, you can download the PowerDVD software using the button below.

This software allows you to Play DVDs, but does not have burning, label making, or other abilities found in the full media suite.

PowerDVD Download

To re-install the Full Cyberlink Media Suite

Due to licensing constraints, any manufacturers that bundle the Cyberlink Media Suite software with Optical Disc drives are not able to offer the software for direct download.

However, we may be able to send a physical disc for replacement under certain circumstances. Contact us for more information.