

CD/DVD Player Opens and Closes Randomly

This issue can be caused by one of two issues.

- 1:) Hardware failure
- 2:) Software (spyware or malicious script)

However it is easy to tell which problem you have.

- 1- Unplug your computer
- 2- Open your computer case
- 3- Unplug the data cable from the back of your drive
- 4- Plug your computer back in and restart it

If the drive still opens and closes randomly the problem is in the drive Hardware. Replace drive. If this has happened multiple times you will also want to check the voltage from the power supply as it may not be constant making the drive think it's rebooting.

If th drive no longer opens and closes randomly the problem is software based. One such trojan that causes this issue is the taskeng virus.

- 1- Press [CTRL]+[ALT]+[DELETE] once and select task manager from the menu
- 2- Click the processes tab
- 3- Look for multiple TaskEng.exe running

If you see this you can download a tool for removing these types of viruses at:

http://download.cnet.com/IObit-Security-360/3000-8002_4-10967594.htm

Also you can google this problem for other suggestions