

[PC Club: Fixing 'No disc' error messages](#)

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*Stump the PC Club is a free tech-advice column written by members of the **North Orange County Computer Club**, which has been in existence since 1976. Visit the club's site at noccc.org. And don't forget to stop by the Gadgetress' home for the PC Club, at ocregister.com/link/pcclub, to find out how to ask a question and read past answers.*

QUESTION: Here is (what I hope will be) a small problem that you may be able to solve. I have a desktop HP Pavilion running Windows XP Home edition and Internet Explorer 7. Everything works fine until I try to access one web site. That site is www.chomerics.com. This is the only web site that has the problem. Then I get a "no disc" error message Exception Processing Message c0000013 Parameter 75b6bf7c 4 etc" What is causing this and can you help me fix it? ~ Brian

PC Club: I haven't run into this before Brian and I personally have had no trouble accessing the site. However, a little research using Google led to a possible cause. One user reported that by uninstalling his current version of QuickTime and installing the latest version, he was able to resolve the problem.

Many web sites use various types of media to display their message in an attention-getting fashion. Some of the most popular media depend on browser plug-ins such as QuickTime, Flash and others. These plug-ins can be uninstalled by using the "Add" or "Remove" feature found in the Windows Control Panel. At the present time, the latest version of QuickTime is 7.60.92 and is available at quicktime.com.

Other users have reported that uninstalling Windows XP Service Pack 3 solved the problem. I don't recommend this approach since Windows will stop supporting earlier versions before they end the support of Service Pack 3. But who really knows what Microsoft will do?

Here's another reason to update your browser plug-ins. If you don't have the latest version of these plug-ins, you are more susceptible to security threats. The Secunia web site, at secunia.com, has a free service whereby they will interrogate your system and

advise you if you have obsolete plug-ins installed. There is an online version that requires Java to be installed on your PC or a downloadable version that does not require Java. If you select the downloadable version, make sure you select “Personal Use” during the installation.

Another option, if you have difficulty visiting a site, is to install the Firefox browser. Many security experts believe that this browser reduces the risk of security threats from the Internet. Firefox is available for free at Firefox.com. Firefox coexists very well with Internet Explorer. - *Ed Schwartz, NOCCC member. View his blog at edwardns.wordpress.com.*