Write-Protected Media inaccessible with default Microsoft SATA drivers

KB # 492397CA

Problem Description

Some motherboard chipsets running the Windows operating system with Microsoft SATA drivers are unable to read cartridges in read only mode.

The symptoms of this problem are: Cartridges with read and write permissions work normally. Cartridges become unreadable while the write protect tab is set or while a read-only encryption password is used.

Solution

Updating SATA drivers available from the motherboard manufacturer or chipset vendor may resolve this issue. Installing incorrect drivers may make your system fail to boot, so please consider backing up your data before continuing and proceed carefully when updating SATA drivers.

Recommended Way to Change/Upgrade SATA Driver

1. Open Device Manager.
2. Select IDE ATA/ATAPI controllers (non-enterprise).
3. Select Storage controller (enterprise).
4. Double click on specific controller.
5. Select Update Driver.
6. Select Browse my computer for driver software.
7. Upgrade (new driver never been loaded on system):
    1. Select Search for driver software in this location.
    2. Supply a location that only has one driver choice.
    3. If the driver is not correct or compatible, you will get a message that your driver software is up to date.
    4. repeat until you find a compatible driver (never force driver load).
8. Change (switch between Microsoft and Intel) drivers previously loaded:
    1. Select Let me pick from a list of drivers on my computer.
    2. Pick the driver you want (usually only two selections).
    3. Standard SATA AHCI Controller (is default Microsoft driver).