Error 0 While Burning CDs - obtaining drive information

If you're getting Error 0 when trying to burn discs, what we need from you is a screenshot of the Device Manager window in Windows on that kiosk. To access this:

Go to **Start > Settings > Control Panel > System > Hardware**, and then click on the "Device Manager" button.

Click on the "+" sign next to "DVD/CD-ROM Drives", so the name of the drive is listed, then double-click on the drive to open the drive properties window. Next, click on the Details tab, and please either take a screenshot of this window, or let us know what the exact name of the drive is as listed there. The drive name is spacing-specific, so a screenshot of the drive is preferred to ensure accuracy.