Maybe a process froze while using the Cd-rom drive. Wich keeps the drive locked. My guess is try finding out what processes are running and kill it.

I don't know what Distribution you use, but it should have at least some system monitor program. Try to kill the process with that.

If you can't find a program like that. Start a terminal. Enter the command ps -aux. This will give you the complete list of running processes. Now you can use the kill or killall command to stop the process.

Edit: woops, just read it happens while you are using the install program. In that case, I'm sorry I can't help you. But you can't use a drive without mounting it. The best idea, would be to get the iso of one cd on your HD, and mount the iso file.