

microsoft.public.windowsmedia: Re: 80040256 error? can anybody help me correct this

## Re: 80040256 error? can anybody help me correct this

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Hello Bob,

Check out <http://support.microsoft.com/default.aspx?scid=kb:en-us:q236396>

Windows Media Player Cannot Play Back the Audio Stream

View products that this article applies to.

This article was previously published under Q236396

### SYMPTOMS

When you try to play a video file that contains audio in Windows Media Player, you may receive one of the following error messages:

a..

Cannot play back the audio stream: no audio hardware is available (Error=40258).

-or-

Cannot play back the audio stream: no audio hardware is available, or the hardware is not responding (Error= 80040256)

### CAUSE

This issue may occur if either of the following conditions is true:

a.. Your computer does not have a sound card, or your sound card is not working correctly.

b.. Another program is currently using your sound card, so it is not available for Windows Media Player to use.

Note This cause is specific to Microsoft Windows NT-based or Microsoft Windows 95-based computers.

c.. The hardware acceleration is set to too high.

### RESOLUTION

To resolve this issue, use the appropriate method.

#### No Sound Card Installed

If you do not have a sound card in your computer, obtain and install one.

#### Sound Card Is Not Working Properly

Verify that your sound card works correctly by testing it in another program. Double-check to make sure the drivers are installed properly and check for updated drivers.

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#### Another Program Is Using Your Sound Card

If you have a sound card in your Windows NT-based or Windows 95-based computer, verify that no other programs that need your sound card are running. If such programs are running, quit those programs.

#### Hardware Acceleration Slider Is Set too High

If the Hardware acceleration slider is not set to None, move the Hardware acceleration slider to a notch closer to None.

To do this in Windows 98 and 98 Second Edition, follow these steps:

- 1.. Click Start, point to Settings, click Control Panel, and then double-click Multimedia.
- 2.. Click the Audio tab, and then click the Advanced Properties button under Playback.
- 3.. Move the Hardware acceleration slider to a notch closer to None in the Performance section.
- 4.. Click OK, and then click OK again.
- 5.. Click