

## Re: XP Freezing when audio stops working

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<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2004-07/2279.html>

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**Date:** 07/02/04

Date: Fri, 02 Jul 2004 12:53:51 GMT

First thing, check the System Event log and look for any Red icons (Errors). Double-Click each error to examine the details. While it could be driver related it may be Services that are hung up. Control Panel, Administrative Tools, Event Viewer – System Category.

Also, you should run DxDiag to see which version of DirectX your system is running. I would recommend you resolve any errors. Then download and install the following in order.

- Latest DirectX runtime Version 9.0b
- Latest Video driver set from the manufacturer
- Latest Audio driver (But run Add/Remove from Control Panel & uninstall any pre-existing audio driver/tools package.

Multimedia is very interactive between the DirectX layer and the drivers. Using the latest for all three should help

It might also help to run SigVerif to see what unsigned drivers are running on your machine.

Post back with results and if more steps are necessary we can try other options.

"JC Home" <jc@noreply.invalid> wrote in message  
news:OrI8D\$CYEHA.3044@TK2MSFTNGP09.phx.gbl...

- > *Can somebody please help with a problem. I have an e machines T1100 with*
- > *a*
- > *1GHz Celeron running XP Home, and it is freezing quite often, and it seems*
- > *to be a problem with the audio. I've noticed that when the sound stops*
- > *that*
- > *IE will freeze as will other programs that have sound. I also see the MCI*
- > *window unresponsive when I try to shut down after these incidents.*
- >
- > *In the device mgr, I see:*
- > *Audio Codecs*
- > *Intel(r) 82801AA AC'97 Audio Controller*
- > *Legacy Audio Drivers*
- > *Legacy Video Capture*
- > *Media Control Devices*
- > *MPU-401 Compatible MIDI Device*

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> *Std Game Port*  
> *Video Codecs*  
>  
> *I just uninstalled the Audio Controller and will let Windows find it on*  
> *reboot, but have not done anything else.*  
>  
> *Any suggestions would be appreciated!*  
>  
> --  
> *Jeff Ciaccio*  
>  
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