

Re: Installing ADSL Driver for BT Voyager100 USB Modem/AOL

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.hardware/2004-09/4784.html>

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I have exactly the same problem
did you manage to sort it Martin?

Martin Brogan Wrote:

> *Dear All,*
>
> *I presently run Windows XP HE & have recently installed*
> *SP1a, I have purchased AOL Broadband using a BT enabled*
> *ADSL telephone line.*
> *My ADSL package comes with the BT Voyager 100 USB ADSL*
> *Modem. My problem is that I cannot load the drivers for*
> *this modem, as I keep getting the following error message.*
>
> *ERROR LOADING NEWDEV.dll*
>
> *I have tried to use the drivers sytem Doctor 100 & run*
> *the setup.exe file. I then get another error message box,*
>
> *GsiInst.exe – Entry point not found*
> *The procedure entry point CM_Get_Child_Ex could not be*
> *located in the dynamic link library SETUPAPI.dll.*
>
> *I have searched my hard drives and recovery disc for*
> *these files and can only locate the SETUPAPI.dll file.*
> *The other files are not found on my hard drive or*
> *recovery disc.*
>
> *AOL have tried to sort the problem with e-mailing me new*
> *drivers for the modem, but the same error messages keep*
> *appearing. AOL also suggested as a last resort, that I*
> *try reinstalling the operating system, but I am reluctant*
> *to do so because the files that are listed as missing do*
> *not appear in my hard drive or recovery disc.*
>

microsoft.public.windowsxp.hardware: Re: Installing ADSL Driver for BT Voyager100 USB Modem/AOL

> *I have run the windows sfc\scannow utility from the c:*
> *and everything is fine, I have also used Norton Utilities*
> *windoctor, system doctor & utilities doctor and*
> *everything is fine.*
>
> *Has anyone encountered this problem with trying to*
> *install AOL Broadband using a BT line, is there a problem*
> *with their software? I could sure do with some helpful*
> *advice on how to sort out my problem as I am fed up*
> *trying to install this type of software in safe mode (as*
> *directed by AOL).*
>
> *Kind regards to all*
>
> *Martin Brogan*

--
maurice