

## Re: No audio device

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.hardware/2007-06/msg00357.html>

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- *From:* "RipperT" <<RiPpErT>@nOsPaM.nEt>
  - *Date:* Tue, 12 Jun 2007 23:20:37 -0400
- 

No, I am sure she means DivX. She has a printed dialog via email with Real tech support directing her to install the DivX codec to get her sound working again. I think this is a different issue.

DirectX version is 9.0c

Test DirectSound button on the Sound tab yields this error:

DirectSound test results: Failure at step 3(DirectSoundCreate): HRESULT = 0X80070057 (Invalid Arguments(s))

Test DirectMusic button using the Realtek AC'97 port plays all kinds of jumpy music, so I know the card works. I remain at a complete loss.

Thanx again,  
Rip

"Brian A." <gonefish'n@afarawaylake> wrote in message  
<news:%23Ejx7OSrHHA.1172@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Is she sure it was DivX and not DirectX/  
What version of DX is installed? To see:  
Click Start > Run, type in: dxdiag and press Enter.

If lower than dx9, download install an updated dx.

Also run the tests in dx under the appropriate tab to see what it mentions.

--

Brian A. Sesko { MS MVP\_Shell/User }  
Conflicts start where information lacks.  
<http://basconotw.mvps.org/>

Suggested posting do's/don'ts: <http://www.dts-l.org/goodpost.htm>  
How to ask a question: <http://support.microsoft.com/kb/555375>

Re: No audio device

"RipperT @nOsPaM.nEt" <<RiPpErT> wrote in message  
[news:u0Yj19MrHHA.1172@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:u0Yj19MrHHA.1172@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

I have tried all you've suggested, to no avail. The client claims to have done nothing except shut down the computer and reboot it. She says she had the same problem (no audio) some time ago, and the people at Real networks had her download the DivX codec and the fixed her problem of not getting sound when using Real player, but that is not what is happening here. Anything else I should try? Thanx again for the your help.

Rip

"Brian A." <gonefish'n@afarawaylake> wrote in message  
[news:ObCPPjWqHHA.4836@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:ObCPPjWqHHA.4836@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

"RipperT @nOsPaM.nEt" <<RiPpErT> wrote in message  
[news:OT44BzVqHHA.3248@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:OT44BzVqHHA.3248@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

OK. Present under sound, video and game controllers are:

- Audio Codecs
- Legacy Audio Drivers
- Legacy Video Capture Devices
- Media Control Devices
- Video Codecs
- Realtek AC'97 Audio

The first 5 don't have a resources tab. All report that "this device is working properly". The Realtek has a resources tab that reports "no conflicts" in the conflicts list. There are no "other" or "unknown" devices anywhere else in device manager.

It wasn't necessary to restore so the devices were present in DM, although it doesn't hurt to see if one of them may have been the cause of the issue. It appears the Realtek is installed and working even though it's not.

Is it possible that one of the millions of games this user has installed could have messed with the audio?

Re: No audio device

Also, is it possible that  
this is a virus?

Yes and Yes.

I ask because I think it's wierd that:

- 1 Realtek provides a recording device but  
not a playback device
- 2 I cannot connect to Windows Update  
(more on that in the Windows  
Update newsgroup)
- 3 I could not update Norton Antivirus  
(which I've since removed from  
the machine per the client)
- 4 I cannot connect to Trend Micro's  
Housecall

Let's try a reinstall one more time with a little more cleaning  
beforehand.

You don't state how you removed NAV and Symantec apps  
are well known for  
the conglomeration they leave behind.

Get the Norton Removal Tool here:

<http://basconotw.mvps.org/SymRem2.htm>

and run it.

When finished reboot to Safe Mode.

Uninstall Any/All devices listed in Sound, Video and Game  
Controllers in  
Device Manager.

Close out of Device Manager back to the desktop and open  
Explorer.

Delete all of the contents in:

C:\Documents and Settings\clients Username\Local

Settings\Temp

C:\Windows\Prefetch

C:\Windows\Temp

Close out of Explorer (Do Not Empty the Trash), reboot and  
reinstall the

Realtek AC '97 drivers/codecs.

Now I also must enquire as to the reason the client requested  
service?

What was the client doing when the issue arose or just prior  
to it?

Had the client installed/uninstalled anything prior to the issue?

When did the client first notice the issue?

Did the client have any error messages or sudden shutdowns?

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Thanks for the help.

No problem. <snicker>

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Brian A. Sesko { MS MVP\_Shell/User }  
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<http://www.dts-l.org/goodpost.htm>  
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"Brian A." <gonefish'n@afarawaylake>  
wrote in message  
<news:u2dSY3TqHHA.4280@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

What is present in Device  
Manager > Sound, Video  
and Game  
Controllers?  
Are there any "Unknown" or  
"Other" devices present in  
Device Manager?  
If Yes, what is the Status in  
the devices properties and  
are any  
conflicts reported under the  
Resource tab?

--

Brian A. Sesko { MS  
MVP\_Shell/User }  
Conflicts start where  
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Re: No audio device

"RipperT @nOsPaM.nEt>"

<<RiPpErT> wrote in  
message

[news:%23YvE01QqHHA.3456@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:%23YvE01QqHHA.3456@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)

I have tried  
everything  
applicable  
at the link –  
no joy. Any  
other  
ideas? I  
appreciate  
your input.

Rip

"Brian A."

<gonefish'n@afarawaylake>

wrote in  
message

[news:%23VOKGpLqHHA.4968@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:%23VOKGpLqHHA.4968@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Boot  
to  
Safe  
Mode  
and  
Remove  
Any/All  
Audio/Sound  
devices  
listed  
in  
Device  
Manager  
>  
Sound,  
Video  
and  
Game  
Controllers.  
Close  
out  
of  
DM.  
Reboot  
and  
reinstall

Re: No audio device

drivers.

If  
no  
joy  
see  
if  
anything  
here  
helps:  
HP  
and  
Compaq  
Desktop  
PCs  
–  
Resolving  
Sound  
Problems  
in  
Windows  
98,  
ME,  
and  
XP

<http://h10025.www1.hp.com/ewfrf/wc/document?docname=b>

or  
if  
link  
wraps/breaks:  
<http://tinyurl.com/yvu2wz>

--

Brian  
A.  
Sesko  
{  
MS  
MVP\_Shell/User  
}  
Conflicts  
start  
where  
information  
lacks.

Re: No audio device

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Suggested

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How

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<http://support.microsoft.com/kb/555375>

"RipperT

@nOsPaM.nEt>"

<<RiPpErT>

wrote

in

message

[news:ub5sH\\$KqHHA.716@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:ub5sH$KqHHA.716@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Thanx

for

the

response,

Brian.

I

had

tried

this

earlier

and

it

didn't

work.

Trying

again,

I

uninstalled

the

nVidia,

and

upon

reboot,

XP

found

and

installed

automatically



Re: No audio device

modified  
setups  
for  
hardware/software.  
The  
Pavilion  
a320n  
uses  
the  
Realtek  
AC'97  
audio  
and  
Nvidia  
graphics.

You  
can  
find/obtain  
the  
latest  
updates  
as  
well  
as  
the  
original  
hardware  
drivers  
and  
software  
installed:  
<http://h10025.www1.hp.com/ewfrf/wc/software>

---

Brian  
A.  
Sesko  
{  
MS  
MVP\_Shell/User  
}  
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"RipperT  
@nOsPaM.nEt>"  
<<RiPpErT>  
wrote  
in  
message  
<news:%23BgmLoKqHHA.3892@xxxxxxxxxx>

I  
see  
many  
posts,  
but  
none  
that  
have  
addressed  
my  
problem.

A  
clients  
computer  
(HP  
Pavilion  
a320n  
-  
XP  
Home  
SP2)  
shows  
no  
sound  
device  
in  
Sounds  
and  
Audio  
Devices

Re: No audio device

Properties.

I

have:

Installed

the

correct

drivers

for

the

on-board

sound

(mobo:

ASUS

A7N8X-LA

)

Checked

that

there

are

no

conflicts

in

device

manager

Ensured

that

on-board

audio

is

enabled

in

the

BIOS

Ensured

Windows

Audio

Service

is

running

Run

full

anti

virus

scans

(AVG

&

Norton),

Spybot

and

Adaware

Re: No audio device

Curiously,  
the  
audio  
tab  
of  
Properties  
shows  
the  
nVidia  
nForce  
Audio  
Codec  
Interface  
for  
the  
recording  
device  
but  
"no  
playback  
device".  
In  
safe  
mode,  
the  
audio  
tab  
shows  
"no  
recording  
device"  
and  
"no  
playback  
device".

This  
is  
as  
far  
as  
I  
am  
able  
to  
go  
at  
this  
point.  
Not

Re: No audio device

that  
these  
have  
anything  
to  
do  
with  
the  
problem,  
but  
Norton  
live  
update  
will  
not  
connect  
to  
it's  
server  
and  
errors  
out.  
Windows  
update  
will  
not  
connect  
to  
the  
Microsoft  
site  
so  
I  
cannot  
update  
Windows.  
Otherwise,  
I  
have  
a  
good  
internet  
connections.  
Safe  
mode  
with  
networking  
does  
not  
have  
networking

Re: No audio device

for  
reasons  
unknown  
at  
this  
point.  
I  
have  
been  
at  
this  
for  
hours.  
Please  
help  
and  
thanks  
in  
advance.

Ripper  
T