

Re: No audio device

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.hardware/2007-06/msg00392.html>

- *From:* "RipperT" <<RiPpErT>@nOsPaM.nEt>
 - *Date:* Thu, 14 Jun 2007 09:26:49 -0400
-

Most of these hits provide lots similar problems, but only standard solutions that we've already tried. Perhaps the Microsoft guy will help me with this when he figures out the Windows Update trouble. Thanx for the help.

Rip

"Brian A." <gonefish'n@afarawaylake> wrote in message
<news:ufM0TvjrHHA.500@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Google search on:
<quote>

DirectSound test results: Failure at step
3(DirectSoundCreate): HRESULT
=

</quote>

No time to look at them, I'm going down and out.

<http://groups.google.com/groups/search?q=DirectSound+test+results%3A+Failure+at+step+3%28DirectSound>

or if link wraps/breaks: <http://tinyurl.com/3cgb7y>

--

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>

"RipperT @nOsPaM.nEt" <<RiPpErT> wrote in message
<news:%2327t4UirHHA.1404@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Re: No audio device

Not sure what you mean by From DX tshooting, but the 'use features on this device' option is already checked and the PnP and On-board audio is enabled in the BIOS. I'm beginning to think if I start uninstalling these bloody games one by one, I will find the culprit. Microsoft is still working on getting the machine connected to Windows Update site. I don't know what else to do...

Thanks again,

Rip

"Brian A." <gonefish'n@afarawaylake> wrote in message
news:%23Qj\$KTXrHHA.3924@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

From DX tshooting:

To verify that Windows is configured to use the audio features of your sound device:

Open Device Manager.

Double-click Sound, video, and game controllers.

Double-click your sound device.

Click the Properties tab, and then double-click Audio Devices.

Click your sound device, and then click Properties.

Click Use audio features on this device.

Click OK until you return to Device Manager.

Restart your computer.

--

Brian A. Sesko { MS MVP_Shell/User }

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"RipperT @nOsPaM.nEt" <<RiPpErT>> wrote in message
news:ey27OnWrHHA.4200@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

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.

Re: No audio device

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@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

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 }
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"RipperT @nOsPaM.nEt>"

Re: No audio device

<<RiPpErT> wrote in
message
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

Re: No audio device

"Brian A."

<gonefish'n@afarawaylake>

wrote in

message

news:ObCPPjWqHHA.4836@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx

"RipperT

@nOsPaM.nEt>"

<<RiPpErT>

wrote

in

message

news:OT44BzVqHHA.3248@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx

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.

Re: No audio device

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

Re: No audio device

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?
Also,

Re: No audio device

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

Re: No audio device

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

Re: No audio device

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

Re: No audio device

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

Re: No audio device

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?

Thanks
for
the
help.

No
problem.
<snicker>

Brian
A.
Sesko
{
MS

Re: No audio device

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
information
lacks.
<http://basconotw.mvps.org/>

Suggested
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question:
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Re: No audio device

"RipperT
@nOsPaM.nEt>"
<<RiPpErT>
wrote
in
message
news:%23YvE01QgHHA.3456@xxxxxxxxxx

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@xx

Boot
to
Safe
Mode
and
Remove
Any/All
Audio/Sound
devices
listed
in
Device
Manager
>

Re: No audio device

Sound,
Video
and
Game
Controllers.
Close
out
of
DM.
Reboot
and
reinstall
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>

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

Re: No audio device

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

Suggested
posting
do's/don'ts:
<http://www.dts-1.org/goodpo>
How
to
ask
a
question:
<http://support.microsoft.com>

"RipperT
@nOsPaM.nEt>"
<<RiPpErT>
wrote
in
message
[news:ub5sH\\$KqHHA.716@](mailto:news:ub5sH$KqHHA.716@)

Thanx
for
the
response,
Brian.
I
had
tried
this
earlier
and
it
didn't
work.
Trying
again,

Re: No audio device

Re: No audio device

I
uninstalled
the
nVidia,
and
upon
reboot,
XP
found
and
installed
automatically
the
Realtec
AC'97
drivers.
However,
Properties
still
shows
no
audio
device.
It
does
show
a
recording
device,
but
not
a
playback
device.
I'm
stumped.
Anything
else
I
should
check?

Rip

"Brian
A."
<gonefish'n@afaraw
wrote
in
message
news:O6TrPzKqHH

Re: No audio device

18

Re: No audio device

HP
like
many
other
OEM
manufacture
are
proprietary
systems
which
have
modified
setups
for
hardware/so.
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://h1002>

--

Brian
A.
Sesko
{

Re: No audio device

Re: No audio device

MS
MVP_Shell/
}
Conflicts
start
where
information
lacks.
<http://bascon>

Suggested
posting
do's/don'ts:
<http://www.c>
How
to
ask
a
question:
<http://suppor>

"RipperT
@nOsPaM.n
<<RiPpErT>
wrote
in
message
<news:%23B>

I
see
man
post
but
none
that
have
addr
my
prob

A
clien
com
(HP
Pavi
a320
-
XP

Re: No audio device

Home
SP2
show
no
sound
device
in
Sound
and
Aud
Dev
Prop
I
have

Insta
the
corre
drive
for
the
on-l
sour
(mol
ASU
A7N
)
Chec
that
there
are
no
conf
in
devi
man
Ensu
that
on-l
audi
is
enab
in
the
BIO
Ensu
Win
Aud
Serv
is
runn

Re: No audio device

Run
full
anti
virus
scan
(AV
&
Nort
Spyl
and
Ada

Curi
the
audi
tab
of
Prop
show
the
nVic
nFor
Aud
Cod
Inter
for
the
reco
devi
but
"no
play
devi
In
safe
mod
the
audi
tab
show
"no
reco
devi
and
"no
play
devi

This
is
as

Re: No audio device

far
as
I
am
able
to
go
at
this
point
Not
that
these
have
anyt
to
do
with
the
prob
but
Nort
live
upda
will
not
conr
to
it's
serv
and
error
out.
Win
upda
will
not
conr
to
the
Micr
site
so
I
can
upda
Win
Othe
I
have
a

Re: No audio device

good
inter
conn
Safe
mod
with
netw
does
not
have
netw
for
reas
unkn
at
this
poin
I
have
been
at
this
for
hour
Plea
help
and
than
in
adva

Ripp
T

Re: No audio device