

## Re: I need help, its urgent!!

**Source:**

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2004-11/2260.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2004-11/2260.html)

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**From:** Rick \ (rick\_at\_mvps.org)

**Date:** 11/06/04

Date: Sat, 6 Nov 2004 14:26:47 -0500

Hi,

It means it can't access the source media for the driver file, from KB310123:

<quote>

Code 32

Windows cannot install the drivers for this device because it cannot access the drive or network location that has the setup files on it. (Code 32)

To fix this problem, click Restart Computer to restart your computer. If that doesn't work copy all the setup files onto your local hard disk, and run setup from there.

Solution button: Restart Computer

This code indicates that the installation disk or CD-ROM was not available to install the drivers. For example, the CD-ROM drive or network connection is not available. Typically, you receive this error message during the first or second restart after all the files are copied when the Setup program is running.

To resolve this issue, restart the computer. If the restart does not resolve the problem, determine why the installation disk or the CD-ROM is not available. Typically, these devices also have Device Manager codes (such as the CD-ROM controller or network adapter). Resolve the issue to access the installation disk or the CD-ROM before you try to resolve this conflict.

<end>

Are you using your install disk, or is there an I386 folder on your system in the Windows directory? Your sourcepath may be incorrect. Please run regedit again and look at this key:

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Setup

microsoft.public.windowsxp.help\_and\_support: Re: I need help, its urgent!!

The sourcepath string on the right will indicate where it is looking for the driver file. If the I386 folder is on the hard drive under C:\Windows (or whatever your language equivalent is), then you need to change the sourcepath to mirror this. If it indicates your installation disk drive, then you may need to insert the appropriate media disk.

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Best of Luck,

Rick Rogers, aka "Nutcase" - Microsoft MVP

<http://mvp.support.microsoft.com/>

Associate Expert - WindowsXP Expert Zone

[www.microsoft.com/windowsxp/expertzone](http://www.microsoft.com/windowsxp/expertzone)

Windows help - [www.rickrogers.org](http://www.rickrogers.org)

"fmc" <antilopeloco@yahoo.net> wrote in message

news:2v4cigF2gm4n1U1@uni-berlin.de...

> Rick "Nutcase" Rogers wrote:

>> Hi,

>>

>> Click start/run, type regedit and click ok. Expand the plus (+) signs to

>> reach this key:

>>

>> HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Class\{4D36E96B-E325-11CE-BFC1-08002BE1031

>>

>> In the right pane, look for an UpperFilters string and click on it. Click

>> file/export and save a copy to the desktop. Then delete the UpperFilters

>> string. Repeat for the LowerFilters string if it exists (it may not).

>> Then close up the registry editor and retry uninstalling/reinstalling the

>> keyboard.

>>

> Nope, that didn't do it, although I did get a different error code, No I

> get the message: 'Se ha deshabilitado el controlador (servicio) para este

> dispositivo. Un controlador alternativo debe estar proporcionando la

> funcionalidad. (Código 32)'. That roughly translated should something

> like: The driver (service) has been disabled for this device. An

> alternative driver should be giving the functionality (¿?) (code 32)

>

> thanks