

# Re: help on sound

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2006-08/msg00303.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2006-08/msg00303.htm)

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- *From:* therandomone <[therandomone@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:therandomone@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Fri, 4 Aug 2006 16:44:02 -0700
- 

hi thecreator

yeah i've tried to download that program for audigy but still no change  
i've gone under control panel to the sounds section and seen the files for  
the windows startup/shutdown  
and they are there and they do play when selected with right click. this  
said the arrow whihc you mentioned  
on the side of the selection box does not play the sounds and i am unable to  
click on it.

the external speakers are definitely turned on and volume set to full. these  
sounds used to play but have ceased  
to now for a while. also at start up i get the following message:  
DATA~1.EXE - Unable to locate component

this application failed to start as ConnAPI.DLL was not found. Re-installing  
this application may solve this problem

would any program affect this problem such as Mozilla, LogMeIn as it was  
roughly around the time i had started  
using these programs

many thanks

The Application

"thecreator" wrote:

Hi therandomone,

<http://support.dell.com/support/downloads/download.aspx?c=us&cs=19&l=en&s=dhs&releaseid=R110016&S>

Creative Labs Integrated Audigy invitation  
Application

Release Title: Audio: Creative Labs Integrated Audigy invitation,  
Application, Windows XP, Multi Language, Multi System, v.RC4, A00

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Release Date: 12/26/2005

Criticality: Optional

Description: Integrated Audigy invitation

Make sure that your Sound is not muted and the Sound Drivers are working.

Have you tried anything? Have you gone into Sounds located in the Control Panel? It opens to Volume, but click on the Sounds Tab. Look for Speakers in Program events. Look at Exit Windows. Click it and under Sounds, it should display Windows XP Shutdown.wav >. Click on the arrow to play the Sound.

If you can't hear the Sound, make sure if using External Speakers, they are turned on and plugged in. They could be turned on, but not plugged into the Power Outlet or Computer. Make sure the Volume is turned up, if you have an external Volume Control.

Has it worked before?

--  
thecreator

"therandomone" <therandomone@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message [news:A194E8B3-F61A-4732-8B48-24607FC108F0@xxxxxxxxxxxxxxxxxxxx](mailto:news:A194E8B3-F61A-4732-8B48-24607FC108F0@xxxxxxxxxxxxxxxxxxxx)

Hi the creator

the service tag is 7WCD62J

"thecreator" wrote:

Hi therandomone,

What is the Service Tag number on your Dell. Will help me find information to relay to you about your computer and what to do.

Find your Service Tag

Entering the service tag of your Dell computer or peripheral helps Dell deliver solutions tailored to the products you own. Your Service Tag is

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a unique five- to seven- digit alphanumeric (letter and number) code, which is found on a white bar-coded label affixed to your Dell computer or peripheral.

--  
thecreator

"therandomone"  
<therandomone@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
[news:EB87B684-29A5-47B6-9B31-DAE288DC6B3B@xxxxxxxxxxxxxxxxxxxx](mailto:news:EB87B684-29A5-47B6-9B31-DAE288DC6B3B@xxxxxxxxxxxxxxxxxxxx)

hi thecreator

i just bought a dell dimension 9150 with and integrated sound blaster audigy advanced HD Audi chip/card on a new dell 9150 pc

the windows opening and closing sounds don't play anymore

thanks

"thecreator" wrote:

Hi therandomone,

Do you have onboard Sound Chip or a PCI Sound Card? Don't have any specific ideas, until you post information on your Motherboard's Manufacturer and Model Number and your PCI Sound Card, if any.

Do you hear Windows opening and closing sounds?

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thecreator

"therandomone"

<therandomone@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in

message

[news:917140F9-3A6E-49EE-9445-E22542181730@xxxxxxxxxxxxxxxxxxxx](mailto:news:917140F9-3A6E-49EE-9445-E22542181730@xxxxxxxxxxxxxxxxxxxx)

i have the  
same  
problem as  
Herman  
where the  
sound  
doesn't play  
in in  
any  
areas  
outside of  
media  
players such  
as windows  
media,  
quicktime  
and  
real  
player

system  
restore  
doesn't  
work as  
everytime it  
seems to  
work at first  
but  
when  
the  
computer is  
restarted it  
just says  
that there  
wasn't  
anything to  
change

any ideas?  
thanks

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"thecreator"

wrote: