

RE: Lost sound

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2008-02/msg00621.htm

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 - *Date:* Fri, 8 Feb 2008 15:47:00 -0800
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I was able to get rid of the dll error message another posting. Still, whenever I attempt to test my microphone thru control panel – I still get blue screen and the auto reboot. Then message that serious error has occurred....

Driving me crazy....Need my microphone....

"bp1357" wrote:

My mistake – am running SP2.

Uninstalled drivers for sound card and pulled card out. Updated drivers for onboard sound –Realtek.

Was able to get sound thru speakers. However, when ever I attempt to test my microphone, the system goes to the same blue screen, then reboots. After rebooting, the following message appears:

```
"RTHDCPL.EXE  Illegal System DLL Relocation
The system DLL user 32.dll was relocated in memory. The application will not
run properly. The relocation occurred because DLL
C:\Windows\system32\HHCTRL.OCX
occupied an address range reserved for windows system DLL s. The vendor
supplying the DLL should be contacted for a new DLL"
```

Please help anyone

"Andrew E." wrote:

XP running only at SP1,try SP2,the updates will/could eliminate or prevent those problems...For now,open device mgr,expand the sound tree,R.click creative,select uninstall (if xp lets you),do for all creative listed w/o restarting
pc,once thru,exit,shutdown pc..Power off,move the pci card to another slot,re start pc,xp will reinstall.

RE: Lost sound

"bp1357" wrote:

When I exited an online game I play habitually, got a blue screen w/writing that flashed, then system rebooted itself. Got message that fatal error had occurred. System rebooted fine, but no sound. Tried restore – no help. Looked in device mgr and yellow question mark next to my sound card (creative labs X-fi).

My onboard sound is disconnected to accomodate card. Tried reinstalling the sound card drivers – still no sound and question mark still there in device mgr.

Card has worked w/no problems for 3–4 months....Obviously something happened during 'fatal error' but no clue as to how to diagnose or correct...Running XP SP1.