

# RE: Lost sound

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**Source:**

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2008-02/msg00626.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2008-02/msg00626.htm)

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- *From:* bp1357 <[bp1357@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:bp1357@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Fri, 8 Feb 2008 18:27:00 -0800
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This is the error code I am getting in event viewer after bluescreen and reboot:

Event Type: Error  
Event Source: System Error  
Event Category: (102)  
Event ID: 1003  
Date: 2/8/2008  
Time: 7:55:45 PM  
User: N/A  
Computer: HOME-809348CE8B  
Description:  
Error code 000000fc, parameter1 b474522c, parameter2 55e4c963, parameter3 bacc7e88, parameter4 00000000.

For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.

Data:  
0000: 74737953 45206d65 726f7272 72452020  
0010: 20726f72 65646f63 30303020 66303030  
0020: 50202063 6d617261 72657465 34622073  
0030: 32353437 202c6332 34653535 33363963  
0040: 6162202c 65376363 202c3838 30303030  
0050: 30303030

"bp1357" wrote:

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:

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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.

"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

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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.