

## Re: Yet Another Firewire Camcorder problem – please help

**Source:** <http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.video/2005-02/0394.html>

---

**From:** Dan Mac ([DanMac\\_at\\_discussions.microsoft.com](mailto:DanMac_at_discussions.microsoft.com))

**Date:** 02/13/05

Date: Sat, 12 Feb 2005 17:07:02 -0800

Its not your computer or your camera ro your firewire cable. I havae had the same problem for a few weeks now. I have everything set up correctly but my sony digital handy cam will not work with any video capture software via firewire cable. I have tried several different friends computers with different capture cards software etc. No luck. Uninstalled sp2 and most windows updates will still only capture with usb. This problem is becoming more widespread as I know of several people with the same problem. The odds are better at winning the lottery then getting any usefull help from Sony, been contacting them regularly with no reply. If anybody finds a fix froo this problem would you please post it here for others to see. thanks

"Graham Hughes" wrote:

- > *There are many reasons for not being able to capture, it is always best to start with the most obvious and work your way through.*
- >
- > *With the computer on, connect the camcorder to the pc using a firewire cable. It is important to use firewire as USB cannot control the camera fully and the information flow is often not capable of transferring full sized dv-avi files. Most video capture applications also only work with a firewire connected camcorder.*
- >
- > *Turn the camcorder on and into the vcr/playback position. XP should give it's characteristic new hardware inserted ping followed by the new hardware balloon appearing in the bottom right of your pc screen. XP should have all the drivers it needs for all the latest devices, so at this point you should just allow XP to load all the information it wants. The writing in the balloon should alter, with possibly the type of device and the make and model number as well. When it has finished the balloon will say "Your new hardware is installed and ready to use." The balloon should then disappear.*
- >
- > *What happens if the perfect world scenario doesn't work for you? That's why you are here isn't it. To start we need to break down the process into it's various parts and gradually rule out each one as we go.*
- >
- > *The PC.*

- >
- > *1. Ensure the firewire port is enabled and working.*
- >
- > *From the main windows screen go*
- > *Start > Control Panel > System > Hardware > Device Manager*
- > *If when you get to Control Panel you cannot see System, either click on*
- > *classic view at the top left and it will then be one of the options or go*
- > *from Control Panel > Performance and Maintenance > System > Device Manager.*
- > *In Device Manager you should look for the IEEE 1394 Bus host controllers*
- > *entry. If you can expand this you should have something similar to OHCI*
- > *Compliant IEEE 1394 Host Controller.*
- > *Neither of these entries should have a yellow exclamation mark by them, like*
- > *you can see in the picture where there is one next to network adaptors. if*
- > *there is, you have a problem.*
- >
- > *To fix this you can do a number of things, we'll start with the easiest and*
- > *move on to the harder as we progress.*
- >
- > *If you have closed down device manager, then open it back up. Right click on*
- > *OHCI Compliant IEEE 1394 host controller and then left click on Update*
- > *driver. This will open up a box labeled Hardware Update Wizard. Click on*
- > *next and leave it to find the driver. XP should contain all the files needed*
- > *to replace the drivers for your firewire card, so after waiting a short*
- > *while, during which time the box will now say please wait while the wizard*
- > *searches. The box should end up saying the device is installed and ready to*
- > *use. If you check again in device manager the yellow exclamation mark should*
- > *now be gone.*
- >
- > *There may also be a red cross through it, this would mean that the device*
- > *has not been enabled. To re-enable the device all you need to do is right*
- > *click on OHCI Compliant IEEE 1394 host controller and then left click on*
- > *enable.*
- >
- > *It's a good idea to check for faulty components at this stage.*
- >
- > *The easiest way to check for faulty components is to get your hands on some*
- > *other items which you know for sure work. These will be a computer, firewire*
- > *cable and another camcorder, funnily enough all the same parts we are having*
- > *trouble with!!!!*
- >
- > *Firstly how do we know these new components work, well if a friend has a*
- > *camcorder and uses his pc for editing and he can demonstrate that his pc*
- > *recognise's his camera, then you know the three items work.*
- > *I would suggest to test all three pieces of equipment on each other, so your*
- > *cam with his cable and pc, your cam and cable on his pc, his cam your cable*
- > *and his pc, etc until you have been through every option.*
- > *Do not stop if you think you have found one faulty item, you may have two or*
- > *even all three!*
- >
- > *If this hasn't shown up a faulty cam or cable the next step is to get inside*
- > *the pc.*

- >
- > *Conflicts can exist between pci cards due to the way the port has been*
- > *assigned. The main problems are, No IRQ has been assigned, an IRQ has been*
- > *assigned, but it has a software conflict, an IRQ has been assigned, and it*
- > *has a hardware conflict.*
- >
- > *Simply put the firewire card may be interfering with say the sound card, or*
- > *vice versa.*
- >
- > *The first step is to go back into device manager and after right clicking on*
- > *the OHCI compliant ieee1394 host controller, is to choose uninstall, a*
- > *warning will come up, choose yes and the firewire card will be removed from*
- > *the system.*
- >
- > *We now need to get inside the pc and the first thing you need to do when*
- > *working inside the pc is to read safety first.*
- >
- > *Next, remove the case cover and determine which the firewire card is. Remove*
- > *any cables from the card which may be connected to it, carefully move any*
- > *cables which may interfere with physically removing the card, then unscrew*
- > *the screw holding the card tightly in place to the case. Once this is*
- > *removed we are ready to take out the card, a good time to ensure you are*
- > *earthed!! Take hold of the card, carefully but firmly and pull it out as*
- > *best you can in an all in one motion straight up, try not to lever it out by*
- > *rocking from side to side.*
- >
- > *Place the card somewhere safe and away from anything that may build up*
- > *static, so not on a carpet.*
- >
- > *Now, we need to turn the pc back on again. So, please put the case cover*
- > *back on, we don't want you getting an electric shock before solving your*
- > *problem. After replacing the cover boot up the pc as normal. Let it start up*
- > *and then leave it on for a minute or two and then turn it off. Again leave*
- > *it for a few minutes before starting work on it.*
- >
- > *We need to remove the case and replace the firewire card. This time we need*
- > *to place it in to a different pci slot. This will help solve any interrupt*
- > *request conflicts. Again, push it in firmly but carefully, in one downward*
- > *motion, do not try pushing in one side and then the other. Once in place you*
- > *can reconnect any cables and screw in the retaining screw holding the card*
- > *to the case. Now refit the case cover and we are ready to turn on the pc*
- > *again.*
- >
- > *When you turn it on XP should recognise that there is new hardware fitted*
- > *and the new hardware found balloon will again appear and XP will reinstall*
- > *the drivers. Hopefully this will sort the problem and we can get on with*
- > *editing. If not, you may need to repeat the process and move the card to*
- > *another pci slot and retest, and it may even mean swapping all of the cards*
- > *around, such as removing the audio card and placing that in another slot. If*
- > *you need to do this, then follow the above instructions and remove the cards*
- > *drivers from XP before physically removing the card from the pc and then*

microsoft.public.windowsxp.video: Re: Yet Another Firewire Camcorder problem – please help

> *reinstalling when you have refitted the card. For this you will need to*  
> *ensure you have the driver cd from the manufacturer of the card.*  
>  
>  
>  
>  
>  
>  
>  
>  
>  
>  
> --  
> *Graham Hughes*  
> *MVP Digital Media*  
> *Laird of Glencairn*  
> *www.dvds2treasure.com*  
> *www.simplydv.com*  
>  
>  
> *"Philip Rayne" <prayne@nospam.me> wrote in message*  
> *news:ctl442\$gqg\$1\$8300dec7@news.demon.co.uk...*  
>> *Hi, I have done a bit of searching and I know these issues crop up a lot,*  
> *so*  
>> *I hope you can take some time to help.*  
>>  
>> *I have tried to use both my camcorder and a friends camcorder on my PC via*  
>> *the firewire. Neither of them appeared as devices under device manager*  
> *nor*  
>> *did a little bubble appear listing hte device. It used to work on my*  
>> *install of XP (but I can't remember if I last tried it under SP2 or not).*  
>>  
>> *I have now completely reinstalled SP2 (made sure the firewall is turned*  
> *off*  
>> *as I use a router firewall) and I still can't see either camcorder. I*  
> *have*  
>> *tried it on my Soundblaster Audigy firewire port and on my firewire card.*  
> *I*  
>> *have even tried installing windows 98 SE (to dual boot) but I haven't got*  
> *it*  
>> *to display there either (I remember that firewire support was a little*  
> *flaky*  
>> *in 98 so I don't know whether to read to much into that).*  
>>  
>> *I know the firewire card works OK as my iPod still syncs through it. As*  
> *far*  
>> *as I can tell there are no drivers for the camcorder (it is a Panasonic NV*  
>> *DS15 – about 3–4 years old).*  
>>  
>> *Has anyone any other suggestions as to what I can try? Thanks.*  
>>  
>>  
>>

Re: Yet Another Firewire Camcorder problem – please help

microsoft.public.windowsxp.video: Re: Yet Another Firewire Camcorder problem – please help

>  
>