

RE: On startup following Windows Update update of hardware drivers

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2006-04/msg00089.html>

- *From:* Dean-Dean <DeanDean@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 4 Apr 2006 08:14:03 -0700
-

Hi woggie,

Does Device Manager show any yellow exclamation point (!) or question mark (?) icons before any of the devices listed? Are there any red (X) icons? (In "View" of the menubar of Device Manager, put a check next to "Show hidden devices").

Here are some ideas/hunches. It appears, from re-reading your list of hardware devices that were updated, that you may have more than one soundcard in your computer, perhaps both a built-in soundcard on your motherboard, and another soundcard plugged into a bus. (Check this by looking at the back of your computer to see if there are more than one set of speaker plug-in "holes". If there are, plug your speakers into the alternative soundcard and see if you have sound.

Try running the Microsoft DirectX Diagnostic Tool (start > Run... > dxdiag), to see which drivers are in control of your Sound and Music devices by clicking on the appropriate tabs, and whether there are "Problems found" under "Notes". The latest DirectX end-User runtime, DirectX 9.0c (4.09.0000.0904) can be installed from here:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=2da43d38-d871-4c1b-bc6a-9b6652cd92a3&DisplayL>

Basically, a soundcard uses files provided by both the soundcard manufacturer and Microsoft to compose the driver. The Audio Mixer part of it should be mapped through the card you are using. To check the status of your audio mixer go to Control Panel and open Sounds and Audio Devices. On the "Audio" tab, check to see what the Default device is for Sound playback (is Gamesurround Fortissimo an option?). On the "Hardware" tab, select the Name of the sound card device that was listed as the Default device on the "Audio" tab, and click on the Properties button. On the Properties dialogue that pops up, go to the "Properties" tab, expand "Mixer Devices", select the soundcard that you want to use, and click on the Properties button. Make sure "Use Mixer features on this device" is selected (Apply,OK).

If, indeed, you do have more than one soundcard, if it's possible, remove the one you don't want to use. If, on the other hand, the soundcard (that

RE: On startup following Windows Update update of hardware drivers

you don't want to use) is part of your motherboard, try disabling it with Device Manager, or at least disable Mixer features through that device.

Another option, to check for problems with Windows files, is to go to the Run box on the Start Menu and type in: sfc /scannow

Here's an explanation:

<http://www.updatexp.com/scannow-sfc.html>

If these ideas aren't applicable/helpful, let me know.

Dean

"woggie" wrote:

Thanks for the reply, Dean-Dean -

I had tried the driver rollback method and it seemed to proceed without problems, but had no effect - still no sound.

I purchased the components for this computer and built it myself about 3 years ago. For the most part it's worked fine and any problems I've had I've been able to resolve by myself, sometimes with the aid of other users in discussion groups like this. I have the retail version of the Hercules card and the original CD that came with it. I've tried uninstalling all the software that came on it and then reinstalling but this too has not helped.

I went to the link you provided and downloaded the appropriate install file and, again, uninstalled all the relevant software and drivers, then ran the install file. Again, it seemed to complete normally but didn't fix the issue.

Any other ideas? Anyone else?

Thanks again, woggie

"Dean-Dean" wrote:

Hi woggie,

I've always found updating hardware drivers from Windows Update a bit of a crapshoot.

That being said, check Device Manager (start > Run...> devmgmt.msc) for drivers with errors: usually there's an exclamation point (!) icon in front of drivers with problems. Double click on the driver with a problem, go to the "Driver" tab of the dialogue that pops up, and try the "Roll Back Driver" button to reinstall the previous version of the driver.

RE: On startup following Windows Update update of hardware drivers

RE: On startup following Windows Update update of hardware drivers

If the above doesn't work, and lacking an OEM CD with the original drivers for devices in your computer, you may have to search your computer's manufacturer's website for original/updated drivers for devices for your particular computer model. You can also search the websites of the manufacturers of individual hardware components in your computer for drivers, especially if you installed the hardware yourself. E.g., here is the download site for Hercules' Gamesurround Fortissimo 7.1:

http://ts.hercules.com/eng/index.php?pg=view_files&gid=2&fid=23&pid=170&cid=1

Always take due care, of course, that the drivers that you download are the correct ones for your hardware.

Hope this helps,
Dean

"woggie" wrote:

... I get the dialog from Gamesurround Fortissimo 7.1
(Hercules sound card)
saying "No audio mixer device found."

I'm using XP Pro on a P4 2.4GHz machine with 1GB RAM
and the Hercules
Gamesurround Fortissimo 7.1 card and a Monsoon 5.1
speaker system. It was all
working fine before the update and restart. Now there is no
sound at all.

Can anyone advise me?

16 updates were done at once – as follows:

Update for Windows XP (KB904942)
Update for Windows XP (KB912475)
Update for Windows XP (KB912945)
Microsoft .NET Framework 2.0: x86 (KB829019)
Windows Media Connect 2.0 (KB909993)
Microsoft Base Smart Card Cryptographic Service Provider
Package: x86
(KB909520)
Update for WMDRM-enabled Media Players (KB891122)
Update for Windows XP (KB900930)
Update for Windows XP (KB896344)
Cumulative Update for Outlook Express for Windows XP

RE: On startup following Windows Update update of hardware drivers

(KB887797)

Powerware Corporation – Other Hardware – WinDriver

C-Media Electronics Incorporation – Sound –

CMI8738/C3DX PCI Audio Device

Microsoft Corporation – Sound – Unsupported customized

Crystal Sound Fusion

Audio device

Guillemot Corporation – Sound – Hercules (R) Game Port

Samsung Electronics CO., LTD. – Monitors – Syncmaster

955B(T)/905B(T)/950B(T), Syncmaster Magic CM195A(M)

Yamaha – Sound – YAMAHA XG WDM SoftSynthesizer