

Re: XP update loses sound card

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2006-12/msg00497.html>

- *From:* "realcestmoi" <mdenie@xxxxxxxxxxx>
 - *Date:* Mon, 11 Dec 2006 22:56:26 +0100
-

Hi there,

- 1) Check if in your bios settings your sound is enabled.
- 2) Try uninstalling the 'Microsoft WINMM WDM Audio Compatibility Driver' entry in your devices and reboot the computer and see if sound is working now.

Let me know if more help is needed please?

Best regards,
Michel Denie

"jgreg" <jgreg@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:B19B791B-488C-435F-AEFF-38FB69247309@xxxxxxxxxxxxxxxxxxx

Hello and thanks again!
I have been out of town so sorry to not post in a few days.
I have been to my device manager many times and shown hidden devices.
There
is no Yamaha AC-XG so no luck there.
Under "Sound, video and game controllers" I have:
Audio Codecs
Legacy Audio Drivers
Legacy Video Capture Devices
Media Control Devices
Video Codecs
AND WITH THE SPEAKER ICON GREYED OUT I HAVE:
Microsoft Kernel Acoustic Echo Canceller
Microsoft Kernel Audio Splitter
Microsoft Kernel DLS Synthesizer
Microsoft Kernel DRM Audio Descrambler
Microsoft Kernel GS Wavetable Synthesizer
Microsoft Kernel System Audio Device
Microsoft Kernel Wave Aduio Mixer
Microsoft Streaming Clock Proxy
Microsoft Streaming Quality Manager Proxy

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Microsoft Streaming Service Proxy
Microsoft WINMM WDM Audio Compatibility Driver

When I try to force install I add a new hardware device and select manually from the list of Sound, and video and game controllers because no sound card is ever detected automatically. The notebook is listed as having Yamaha® YMF753 16-bit stereo. Ver.2.0 SoundBlaster Pro Compatible Built-in stereo speakers in the link you sent Michel. In my manufacturer and model list I have a creative technology and a yamaha entry. The creative has the drivers "game port for creative" and "soundblaster 16 or AWE32 or compatible [WDM]" The Yamaha manufacturer has the drivers "game port, yamaha OPL3-SAx Reserved and WDM Driver" I have tried installing the yamaha device with drivers, changing drivers, rebooting, uninstalling, repeating all this over and over. I have also tried many of the entries in the manual device listing. AARGHH! I am almost to the point of selling this laptop, or smashing it on the front steps of microsoft, or shelling out \$100 I should not have to for a Creative PCMCIA Sound Blaster Audigy 2 ZS THX Notebook Sound Card.
Thanks.

--
toshiba tecra9100 notebook
1.80 gigahertz Intel Mobile Pentium 4M
512 kilobyte secondary memory cache
S3 Graphics SuperSavage/IXC 1179
AND A LOST Yamaha AC-XG AC""97

"realcestmoi" wrote:

Hi there welcome again.

Try showing the hidden devices under device mangager by copying this text and pasting it into a text file:

```
set devmgr_show_nonpresent_devices=1
cd %SystemRoot% \system32
start devmgmt.msc
```

Now save it as Autoexec.bat

when done double click it and the device manager will open in there click

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the view tab and mark show hidden devices check if the sound card Yamaha AC-XG AC""97 (toshiba shows this sound card Yamaha AC-XG Sound Driver

http://209.167.114.38/support/Download/files_downloads/s2410/S241BPSN.exe
)

is there hidden under sound devices, if so remove it and try the forced install again after you have rebooted.

<http://www.toshiba.ca/web/product.grp?section=1&group=223&product=379>

Best regards,
Michel Denie

"jgreg" <jgreg@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:44AA41E7-9563-4F34-BCE6-6D7CE33136AE@xxxxxxxxxxxxxxxxxxxx>

Thanks again!
I have tried selecting and installing all sound hardware from the select list with no luck. I thought that was going to be the cure. I think I will try it again just in case I missed something, although I did go over every hardware option twice. Maybe there is something I missed with drivers during that.
Thanks.

--
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"realcestmoi" wrote:

Hi there you are most welcome;)

Did you try a forced install, so ad new hardware -> (no autodetection) soundcard and point to the correct driver?

Best regards,

Re: XP update loses sound card

Michel Denie

"jgreg"

<jgreg@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

news:F51564AE-2BC7-4F71-BD05-0F7F1248AFE4@xxxxxxxxxxxxxxxxxxxx

Thanks for the reply Michel.
Unfortunately your advice
was already covered in my
original post. I
appreciate your willingness
to help, but the hardware is
not
detected
so
driver rollback or hardware
uninstallation is a non-issue.
It broke
when
I
updated XP so I have to fix
it. I have been out of sound
for months.
I
have
tried every driver version
from the manufacturer as
well as the
Yamaha
AC-XG
update from microsoft, but
drivers will not correctly
install if
Windows
will
not detect the soundcard.
The XP updates mess with
something in the
registry
or something that prevents
the perfectly installed
soundcard from
being
detected. Please see entire
original post.
Thanks

--

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Pentium 4M
512 kilobyte secondary
memory cache
S3 Graphics
SuperSavage/IXC 1179
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AC-XG AC""97

"realcestmoi" wrote:

Hi there,

This is quit
normal if
you
download
drivers from
MS update,
drivers
should
be
downloaded
from the
manufacturers
website and
only if
really
needed:
if
it ain't
broke: do
not fix it.

Try rolling
back on the
current not
working
driver and
install a
new
driver
if really
needed.
Deleting the
device and
reinstalling
might help.

Best

Re: XP update loses sound card

regards,
Michel
Denie

"jgreg"
<jgreg@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote in
message
news:4CE3E4B4-0DF4-4DAD-9A15-C6E03AADF8DB@xxxxxxxx

Hello,
this
is
the
poster
here
again
asking
for
any
new
advice
on
this
subject.
Any
other
Tecra9100
users
out
there?
Is
your
sound
working
after
all
the
updates?
I
miss
sound.
--
toshiba
tecra9100
notebook
1.80
gigahertz
Intel
Mobile

Re: XP update loses sound card

Pentium
4M
512
kilobyte
secondary
memory
cache
S3
Graphics
SuperSavage/IXC
1179
AND
A
LOST
Yamaha
AC-XG
AC""97

"jgreg"
wrote:

This
is
a
much
addressed
topic
and
I
have
tried
everything
I
can
find
and
cannot
get
XP
update
to
work
with
my
sound
card.
To
add
to

Re: XP update loses sound card

my
annoyance,
xp
does
not
work
with
my
newer
video
card
for
microsoft
games
like
Age
of
Empires.
I
have
read
that
the
XP
update
is
incompatible
with
my
soundcard,
but
I
refuse
to
believe
that
there
is
not
some
advanced
fix
for
this.

I
have
a
Tecra
9100
notebook

Re: XP update loses sound card

with
an
integrated
Yamaha
AC-XG
soundcard.
It
came
with
a
pre-service
pack
version
of
Windows.
Before
updating,
windows
automatically
installed
an
Intel
82801
CA/CAM
AC'97
driver
and
the
sound
worked
fine.
After
updating,
my
sound
card
can
not
be
found.
The
soundcard
is
installed
but
XP
says
it
is
not.
No

Re: XP update loses sound card

conflicts,
just
not
installed.
No
drivers
to
rollback.
Restoring
to
an
earlier
point
does
not
work.
Volume
and
sound
control
is
greyed
out.
Adding
a
new
device
finds
nothing.
Selecting
a
standard
device
from
the
hardware
list
does
not
work.
Belarc
Advisor
finds
nothing.
My
System
Info
finds
nothing.
My
windows

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audio
in
computer
management
is
set
to
automatic.

My
sound
is
up.

I
have
all
the
newest
and
older
drivers
and
tried
them,
but
drivers
will
not
work
if
XP
does
not
recognize
the
hardware.

I
remember
reading
somewhere
that
XP
does
something
kernel-wise
that
keeps
the
hardware
from
being

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detected.

Is
there
any
new
advice
out
there?
Help
is
much
appreciated.
Thanks.

--
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tecra9100
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1.80
gigahertz
Intel
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4M
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