

Re: Windows Updates arrive in duplicates.....

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2007-08/msg00476.html>

- *From:* "Shenan Stanley" <newsHelper@xxxxxxxxxx>
 - *Date:* Sun, 12 Aug 2007 10:55:32 -0500
-

mjd wrote:

Which driver did you use? I have HDAUDIO Softv92 Data Fax Modem with SmartCP and the HSFhda_WinXP64.zip doesn't work. The link to HSFp_WinXP64.zip is broken. Any help would be REALLY appreciated!

Shenan Stanley wrote:

You have Windows XP x64?

http://www.conexant.com/support/files/HSFhda_WinXP64.zip

Just have a 32bit Windows XP?

http://www.conexant.com/support/files/HSFhda_WinXP.zip

Shenan Stanley wrote:

Doesn't work (as in won't download) or doesn't work (as in won't install)?

I just downloaded it on three different networks. So I cannot imagine it doesn't work – as in won't download.

I don't have Windows XP x64 edition (do you?) so I do not expect it to install.

Things to be sure of...

- You are getting the driver correct for the version of Windows you are running.
- You are getting the driver correct for the hardware you have installed.

Have you tried downloading the driver on a different computer (at work, at a friends house, etc) and saving the file, bringing it to your computer? (if the trouble is that it will not download from the links given...)

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Have you opened the computer to ensure you have that hardware?

mjd wrote:

No, sadly, as I already *stated* HSFhda_WinXP64.zip in fact does not work. This driver is for HDAUDIO Soft Data Fax Modem – not the absence of SoftV92. This is not the appropriate driver. My hardware is vendor number 14f1 device number 2c06 – this device number is not supported by this driver.

mjd wrote:

Thanks for your help, really, but your questions are rather silly.

Yes, I do have xp64 – that's why I'm looking for an x64 driver.

No, the driver HSFhda... DOES NOT WORK as in "I TRIED IT AND IT DOESN'T SUPPORT THE Softv92 MODEM" – I said that, explicitly, BEFORE YOU TOLD ME TO TRY IT.

I then said, EXPLICITLY, that the ****HSFp...**** link is broken – so telling me AGAIN that you could download the file *I SAID I ALREADY DOWNLOADED AND TRIED* is a COMPLETE AND UTTER WASTE OF TIME AND BANDWIDTH.

OK? Please stop telling me you can download the file I said I already downloaded and I already said doesn't support my modem – including detailing which modem the driver supports and which modem I have – including detailing the vendor ID and device ID – do you know what those are? If you do, why did you ask me if I have the modem I said I had.

Sorry, but it's really annoying to reanswer questions I've already answered and being told to try again (BY THE SAME PERSON) to do something I already said I'd tried and is NOT THE SOLUTION.

It's a bit like sitting on the side of the road with a flat tire and having every third car pull over to ask if you have gas in the tank – and every third driver is the SAME GUY.

Ok?

Really, thanks. I really do appreciate the suggestions. But stop making the same suggestion that doesn't work and that you'd understand doesn't work if you'd take time to read what I've posted.

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Shenan Stanley wrote:

So – you want to be a jacka\$\$... Gotcha.
I didn't see many people running to your aid – I expect less after your rant.

Contact the manufacturer or buy a modem that *is* supported.
That's your best bet.

mjd wrote:

Again, thanks for the suggestions as I said – four times now – but, honestly, if I said for the fourth time that HSFhda_WinXP64.zip didn't work for my modem was I to expect anything other than a fourth reply that the link works and that it's the driver for my modem?

And you have to understand the other side of it. If "MS MVP" says "this is the answer" – as you said for the second time after I clearly said it is not the answer, both times – then how much attention do you expect others to pay to the solution? If the MS MVP guy says it's the answer – move on – right? If you're going to continue to give answers which have been clearly pointed to as incorrect then I don't think you should be allowed to have MS MVP tagged on to the end of your moniker.

But I'm sure you see it differently. I'm just a j*, right?

My final suggestion to you (if you have not gotten the modem to work and still desire to) is:

Page 3, Step 13:

http://www.conexant.com/support/files/listmodem_app.pdf

" If you are certain that your modem has a Conexant or Rockwell chipset, email a detail description on what exactly is the concern/problem and save your modem's profile that was identified by the List Modem Application to: technical@xxxxxxxxxxxxx "

According to the information you gave – you have a Conexant chipset (vendor number 14f1) and they should be more than happy to help you resolve your issues/point you in the correct direction. Come back and let us know how their support is, etc.

As for the rest...

You come off as a jacka\$\$ because you decided to snap and instead of posting something like this...

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"I apologize if things are unclear. I have gotten the download successfully of the driver we have discussed here (as well as had trouble with the links in the past) and it is not the driver I need/can use. I do have Windows XP x64. If you have any further suggestions – I would be happy to entertain them – but that driver/link is a dead horse. Thanks again."

Shorter, says the same thing without calling me 'silly', shouting, making sure I know I am 'wasting your time and bandwidth', sarcastically emphasizing (with the metaphors with snide comments in all caps afterward/during) that I am being annoying/stupid asking you to clarify what is going on and what you have tried (whether or not you have said it before.)

It has nothing to do with initials behind my name or the lack of behind yours. People misunderstand/misread/misinterpret things every day. If the first thing you do is snap back with some inflammatory comments, no matter how much of a 'thank you, but' guise you attempt to put on them as you are throwing them out there – you are shutting more doors than you need to.

MS–MVP has *nothing* to do with being correct *every time*. It is an award for attempting to help people on these newsgroups. It is simply given because some person decided to volunteer their time and effort to answering complete stranger's questions for free on a subject they might have a bit more knowledge on than the average person on the street (and/or those asking the questions.)

Answering questions is a two–way street. If the question is unclear or leaves out details – the answer will be quite possibly the same way or a series of questions. If you deal with someone and they do not present themselves as someone who understands fully the subject they are discussing – you might try to 'hand–hold' them through the process step–by–step – to ensure they are not missing anything. You may ask things repeatedly to make sure they are not missing something as well as make sure you are clear on the points.

Of course I see things differently. I am not sitting in front of your computer with the incorrect modem driver. I cannot see the hardware, I cannot see the messages, I cannot see what you have done/tried. I do not have this modem issue – all I was trying to do was clarify information so we could move on. Clarifying that you have Windows XP x64 is reasonable to me. Clarifying you had tried the driver from the link I gave as opposed to others (whether or not I missed you saying it did not work and it did finally download successfully despite the original broken link) is reasonable to me. I am sorry you do not see it that way.

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Shenan Stanley
MS–MVP

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How To Ask Questions The Smart Way

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<http://www.catb.org/~esr/faqs/smart-questions.html>