Troubleshooting FireWire Driver Installation

Contents:

Ensure that the latest drivers are properly installed ......................................................... 2
Older Drivers may not have been completely removed before reinstallation .......... 2
If The Hardware Update Wizard Does Not Automatically Open .......................... 2
Make Sure Your System Is Prepared To Handle Recording ................................. 3
  Windows XP may need an update and/or optimization ........................................ 3
Additional software running in the background could interfere with recording ...... 3
Other hardware on the computer could be interfering with the audio interface .... 4
The Computer's FireWire card may not be communicating properly with the Alesis Interface .................................................................................................................................. 4
Recommended FireWire cards for Laptop Cards ................................................... 5
  PCMCIA Laptop Cards .......................................................................................... 5
  Express Laptop Cards .......................................................................................... 5
Recommended FireWire cards for Desktop Computer Cards ............................ 5
  PCI Cards .......................................................................................................... 5
  PCI Express Cards ............................................................................................. 5
Ensure that the latest drivers are properly installed

Older Drivers may not have been completely removed before reinstallation

When updating the Alesis FireWire drivers from an older version, it is important to make sure that the older software is completely removed before the new software is installed. While this should happen automatically, in certain circumstances, the old software may need to be manually uninstalled.

1. With the FireWire device not connected, right-click the My Computer icon on the desktop
2. Choose Properties
3. Click the Advanced tab
4. Click on the Environment Variables button
5. Under System Variables, click New
6. Type Show Hidden Values in the field labeled Variable Name
7. Type DEVmgr_SHOW_NONPRESENT_DEVICES=1 in the field labeled Variable Value
8. Click OK to close the window
9. Click OK again to close the Environment Variables window, returning you to the System Properties window
10. Select the Hardware tab, then click the Device Manager button.
11. Right-click and select Uninstall for any Alesis or MultiMix Products.

This will ensure that the drivers are properly removed before reinstallation. The System Variable you added can easily be removed after you have finished troubleshooting. To do this, perform the following:

1. Right-click the My Computer icon on the desktop
2. Choose Properties
3. Click the Advanced tab
4. Click on the Environment Variables button
5. Under System Variables, click the Variable titled Show Hidden Values
6. With the Variable titled Show Hidden Values highlighted, click [Delete] under System Variables to remove it.
7. Click OK to close the Environment Variables window
8. Click OK again to close the System Properties window

If The Hardware Update Wizard Does Not Automatically Open

After installing the drivers, and connecting the FireWire device, the Hardware Update Wizard may not always automatically open to update the drivers. If this happens, try the following:
1. With the FireWire device connected, open the device manager
2. Locate the FireWire device in the list. It should be under Sound, video and game controllers, and may have an exclamation point icon over the icon
3. Right click the device's icon and choose Update.
4. The Hardware Update Wizard should open.
5. Choose Install the software automatically and click Next
6. The Wizard should complete the update automatically

Make Sure Your System Is Prepared To Handle Recording

Windows XP may need an update and/or optimization

1. Under Windows XP the .NET libraries should be up to date. Go to Windows Update to do this. It make take a few iterations to get all the fixes to the updates (install updates and then do the Windows Update scan again).
2. Install the Microsoft fix for FireWire bandwidth under WinXP SP2 KB885222.
3. Make sure your Hard Drive is not set to sleep or turn off after a short amount of time. If your hard drive goes to sleep (stops spinning to save power) while you are recording, your recording will be interrupted. Click on the Start Menu at the bottom left of your screen and select Settings, then Control Panel. Open the Power Options control panel. Set the Turn Off Hard Disks option to Never.
4. Try setting Windows' performance to Background Services. Since the ASIO drivers run as a background service, this may improve performance on some systems. To do this perform the following:
   1. Right-click the My Computer on the desktop and select Properties
   2. In the window that opens, select the Advanced
   3. Under Performance, click the Settings button
   4. In the window that opens, select the Advanced
   5. Set Processor Scheduling to Background Services
   6. Click Apply, then OK

Additional software running in the background could interfere with recording

The icons at the bottom-right of the screen, next to the clock (mostly) represent programs that are running in the background. This will include virus protection spyware protection etc. While recording, it is advisable to exit from these. Right-clicking any of these icons will bring up a menu. If there is a Close, Exit, or Quit option for any of these icons, choose it so that you have exited out of any background programs.
Other hardware on the computer could be interfering with the audio interface

If the latest drivers are being used on a fully updated installation of Windows XP (see above), and there is no other software running in the background (see above), and unexpected problems are still occurring during setup, or recording, certain hardware installed in the PC may be interfering with the audio interface.

1. Wired or Wireless networking can sometimes interfere or interrupt recording. If a removable wireless networking card is being used on a laptop, the card can simply be removed. If you are on a wireless network, and the card is internal, disable the card in the device manager while you record. If you have a wired(ethernet) network port on the computer, try disabling that. See if this solves the problem. If it does, then you should always disable your network when recording. If it does not help, and is not the cause of the problem, turn your networking back on.
2. If the computer has additional FireWire PCI cards installed on the PC which are not being used, remove them.

The Computer's FireWire card may not be communicating properly with the Alesis Interface

When a FireWire connection is shaky or is lost, it doesn't simply turn off like a light bulb. It is more like a cell-phone call. The signal can get pretty bad before its lost completely and Windows (or Mac OSX) alerts you of a problem.

- Bad ports: Some computers have ports that may not fully meet the FireWire standard for bandwidth and/or electricity. These are often found on the front of desktops, and the side opposite the power plug on laptops. A port that works well for a hard disk or camera may not necessarily work well with all FireWire audio devices. A FireWire audio device requires full and constant communication with the computer to operate properly. Please see the list of recommended FireWire cards.
- Bad FireWire Cable: this is not wishful thinking...it really happens, sometimes even with new cables. If a cable goes bad, you could get exactly these symptoms. If the connection is momentarily lost, recording will be interrupted. Try a different cable.

If a different cable does not help, and you have access to another computer with a FireWire connection, see if you can try it on this other computer. This can help you determine if the FireWire connection on your main computer is indeed a problem, without having to go buy a new FireWire card.

Please refer to the list of recommended FireWire cards (below)
# Recommended FireWire cards for Laptop Cards

## PCMCIA Laptop Cards

<table>
<thead>
<tr>
<th>Manufacturer</th>
<th>Mfr Part No.</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belkin</td>
<td>F5U513 or F5U513vea1</td>
<td>3 6-pin FW 400 Ports - often available at Staples</td>
</tr>
<tr>
<td>Belkin</td>
<td>F5U512 or F5U512-APL</td>
<td>3 6-pin FW 400 Ports - often available at Staples</td>
</tr>
<tr>
<td>Adaptec</td>
<td>FireConnect3 AFW1430A</td>
<td>3 6-pin FW 400 Ports</td>
</tr>
<tr>
<td>Manhattan</td>
<td>Mercury</td>
<td>2 6-pin FW 400 Ports</td>
</tr>
</tbody>
</table>

## Express Laptop Cards

<table>
<thead>
<tr>
<th>Manufacturer</th>
<th>Mfr Part No.</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belkin</td>
<td>F5U505 or F5U505ea</td>
<td>2 6-pin FW 400 ports</td>
</tr>
<tr>
<td>Pyro</td>
<td>400 bus speed, Ti chipset</td>
<td>2 6-pin FW 400 ports</td>
</tr>
</tbody>
</table>

## Recommended FireWire cards for Desktop Computer Cards

## PCI Cards

<table>
<thead>
<tr>
<th>Manufacturer</th>
<th>Mfr Part No.</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belkin</td>
<td>F5U502 or F5U502ea</td>
<td>3 6-pin FW 400 Ports</td>
</tr>
<tr>
<td>Adaptec</td>
<td>AFW-4300A</td>
<td>3 FireWire 400 ports (Discontinued)</td>
</tr>
</tbody>
</table>

## PCI Express Cards

## Recommended

<table>
<thead>
<tr>
<th>Manufacturer</th>
<th>Mfr Part No.</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belkin</td>
<td>F5U504ea</td>
<td>2 6-pin FW 400 ports</td>
</tr>
</tbody>
</table>