

# **Troubleshooting FireWire Driver Installation**

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## 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 may 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

Manufacturer	Mfr Part No.	Comment
Belkin	F5U513 or F5U513vea1	3 6-pin FW 400 Ports - often available at Staples
Belkin	F5U512 or F5U512-APL	3 6-pin FW 400 Ports - often available at Staples
Adaptec	FireConnect3 AFW1430A	3 6-pin FW 400 Ports
Manhattan	Mercury	2 6-pin FW 400 Ports

### Express Laptop Cards

Manufacturer	Mfr Part No.	Comment
Belkin	F5U505 or F5U505ea	2 6-pin FW 400 ports
Pyro	400 bus speed, Ti chipset	2 6-pin FW 400 ports

## Recommended FireWire cards for Desktop Computer Cards

### PCI Cards

Manufacturer	Mfr Part No.	Comment
Belkin	F5U502 or F5U502ea	3 6-pin FW 400 Ports
Adaptec	<a href="#">AFW-4300A</a>	3 FireWire 400 ports (Discontinued)

### PCI Express Cards

#### Recommended

Manufacturer	Mfr Part No.	Comment
Belkin	F5U504ea	2 6-pin FW 400 ports