



## NOTE 45

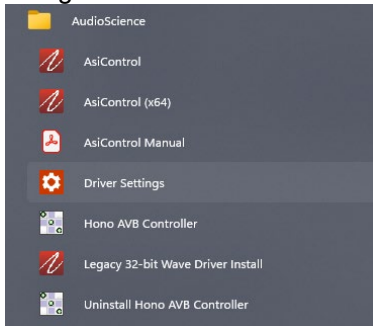
### Fixing Windows Sound device naming issues

Due to the way Windows determines device names for AudioScience products you can sometimes run into an issue where names do not seem to match the hardware installed. This generally can only happen when you've installed multiple cards but then change the configuration at a later date. For example, this can occur if you have 2 cards installed but then change card 1 to SSX2 mode. This reorganizes the available devices on the card and in the AudioScience software but Windows does not properly rescan the audio subsystem to recognize the new arrangement of resources. In this case you may notice that Windows is now calling your second card by the first card's model number which can be confusing and in some cases can break your software.

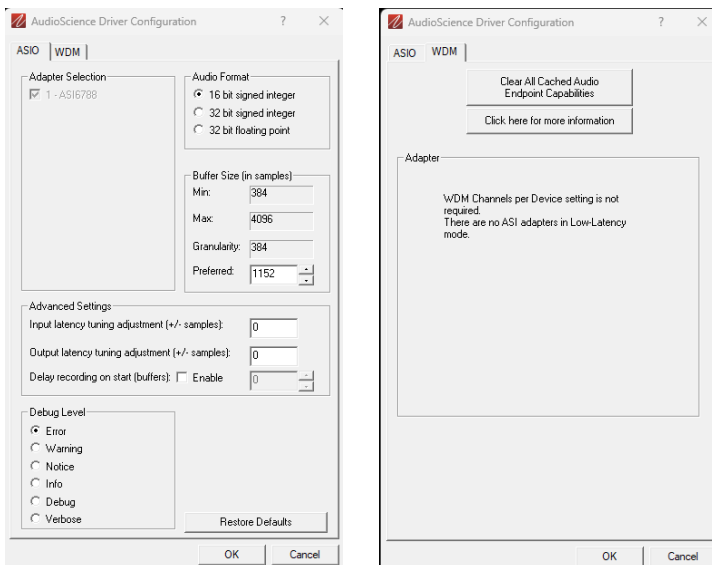
This document explains how to reset your Windows Sound device names to their default settings in the event this issue is causing you problems. Starting with driver 4.36.00, this process has been simplified, the old process has been included here for older driver versions.

#### Current method (driver 4.36.00 and later)

1. Navigate to the AudioScience folder on the Windows Start menu.



2. Run the Driver Settings application, open the WDM tab.



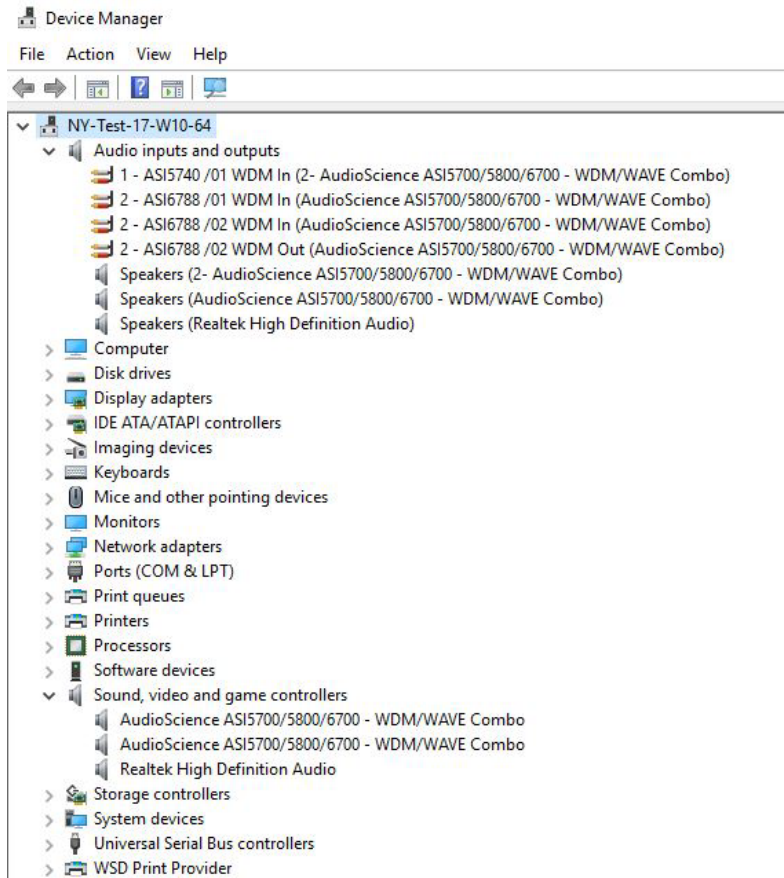
3. Click the "Clear All Cached Audio Endpoint Capabilities"
4. Reboot the system and check Windows Device names for correct configuration.

## Old method (pre 4.36.xx driver)

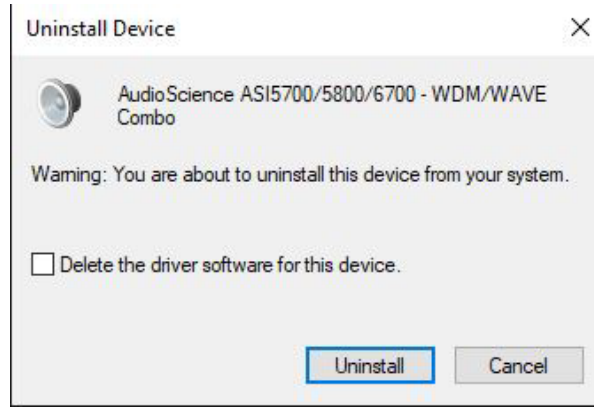
Be advised this fix deals with editing your system registry and requires you to delete entries which could impact other devices on your system. In every case we've tested these devices are automatically replaced after a reboot but we are not able to test every possible scenario to ensure 100% that this process will not cause other issues to occur. If you are not comfortable making registry entry changes we do not advise taking these steps on your own.

### 1 Windows Device Manager

1. Open Windows Device Manager. You should see 2 categories that are relevant to this task. At the top is "Audio inputs and outputs" and farther down you should see "Sound, video and game controllers". Scroll down and expand Sound, video and game controllers.



2. Right click on the first device in this category and click "Uninstall Device". That will bring up this window:



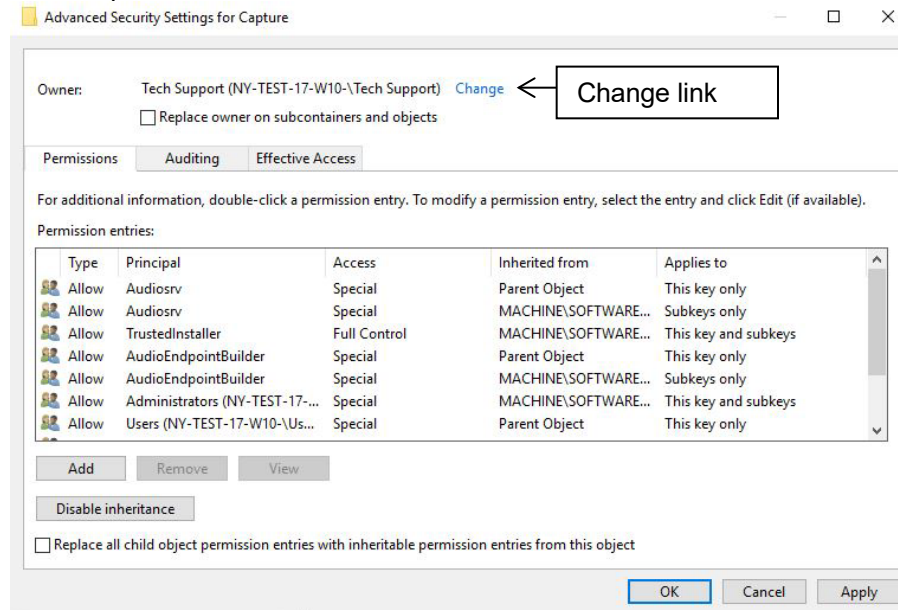
Leave the "Delete the driver software for this device" unchecked and click uninstall. Do this for all the devices in this category (including non-AudioScience ones). This should automatically remove all "Audio inputs and outputs" as well.

## 2 Registry edit

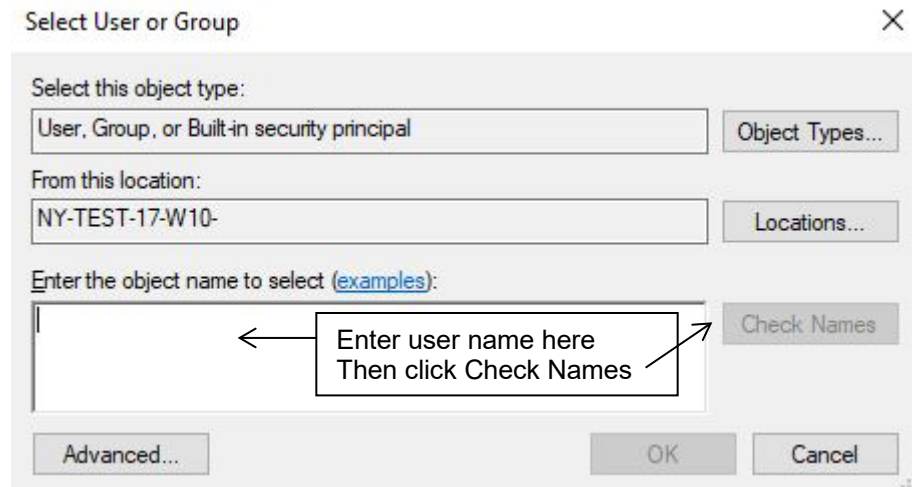
1. Open the registry editor and find this key:

Computer\HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\MMDevices\Audio

2. Under that key there are 2 relevant sub keys: Capture and Render. The quick solution is to delete both these sub keys and let Windows recreate these at next boot. This will reset all audio devices to their default settings, including the correct default names. If you have a lot of specialized settings for your other devices and you want to keep their current settings you should be able to look through the keys and only delete the AudioScience ones. Regardless, Windows does not let you delete these keys without the proper permissions so you will need to right click each key and modify the permissions so that the current user has full access. Right click on "Capture" and click "Permissions" this will open the permissions dialogue. Click the "Advanced" button and this box should open:

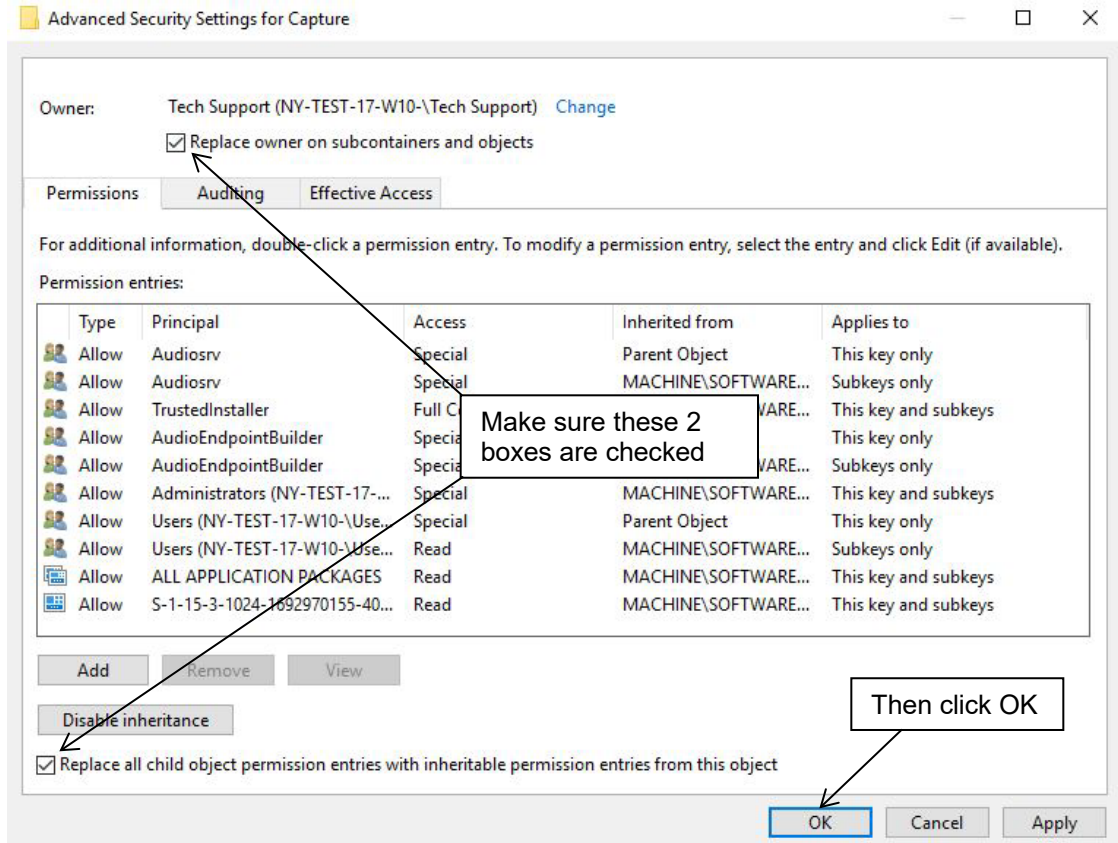


3. Click "Change" at the top. In the box that opens, enter the name of the CURRENT logged in user in the bottom box, then click "Check Names" to confirm you have the correct info.

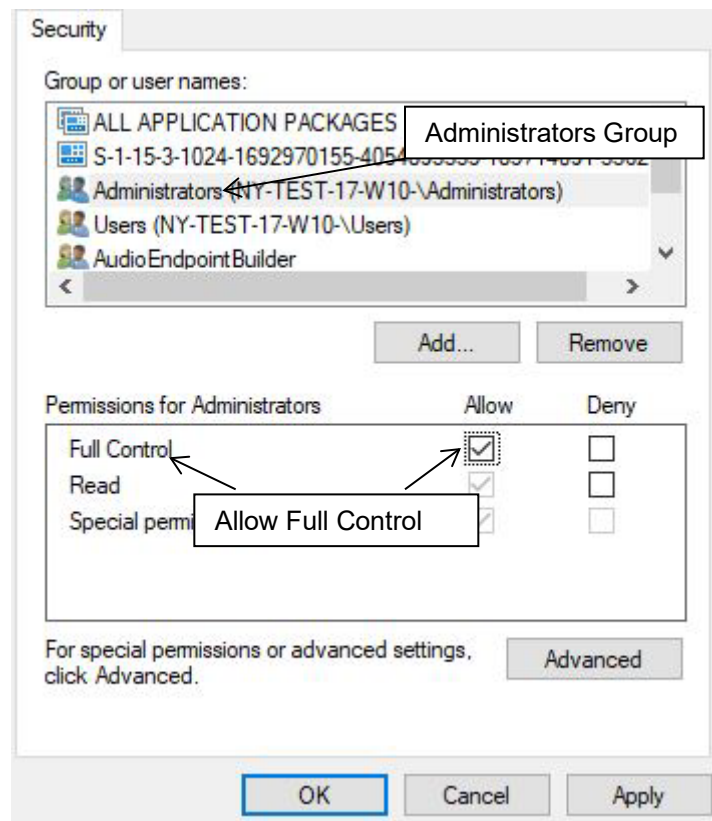


If the name you entered is verified, click "OK".

4. Once you click OK you will be returned to the Advanced Security Settings window. Be sure to click both the "Replace owner on subcontainers and objects" and "Replace all child object permission entries..." boxes as below, then click OK.



5. Click "Yes" on the "Do you wish to continue" prompt. If you receive an "Access denied" error, return to setup 3 above and confirm you are using the correct currently logged in user name.
6. This should return you to the Security tab on Permissions window. Click on the Administrators Group in the top section and then click the Allow box next to Full Control as shown below. Then click OK.



7. Now you can right click on the Capture key and select "Delete". Confirm you wish to delete the key and it should be removed.
8. Follow the same steps to change permissions on the Render key and delete it.

### 3 Reboot system

Reboot your Windows system and check the Windows Sound Applet to see if the device names have been corrected.

### Tech Support

If at any point you need help with this information please contact our Technical Support department at 585-271-8870 between the hours of 9AM and 5PM EST or by email at [support@audioscience.com](mailto:support@audioscience.com)

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