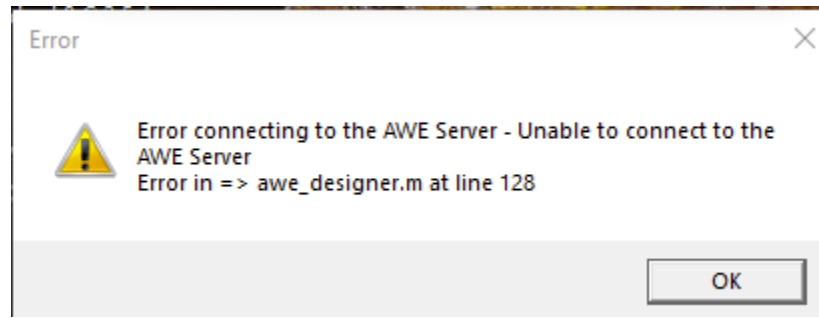


This document addresses steps to resolve an error occurring when launching Audio Weaver Designer:

“Error connecting to the AWE Server – Unable to connect to the AWE Server

Error in => awe_designer.m at line 128”



The error could be fixed by checking the following items:

No active input and output device found

The pc does not have an available input or output sound device available at the time AWE Designer and Server opens. Try connecting audio devices to your computer

Msvcr100.dll cannot be found

To see if it is this issue, try to open AWE Server by itself from the 'C:\DSP Concepts\AWE Designer 8.C.1.3 Standard\Bin\win32-vc142-rel' folder. To remedy the second error, copy msvcr100.dll from another spot on your computer (if it exists), and copy it into the following folders: 'C:\Windows\system32\' & 'C:\Windows\SysWOW64\'

Delete AWE_Server.ini file

Delete the AWE_Server .ini file in the 'C:\DSP Concepts\AWE Designer 8.C.2.3.A Pro\Bin\win32-vc142-rel' path, and relaunch

Interference with HEAD Acoustics labCORE ASIO driver:

The AWE Server MFC application checks for available ASIO drivers. In case ACQUA is installed, another labCORE ASIO driver is added. During the AWE server startup checks, the labCORE ASIO driver is initialized and returns "ASE_HWMalfunction" (value = -999) in case no labCORE is available. This seems to be not correctly handled by the AWE server. It still tries to access the labCORE ASIO device for requesting information. As this is apparently not possible, the AWE Server crashes.

The source of the error was a problem with AudioWeaver enumerating the ASIO Driver for a separate piece of audio equipment that I had installed, but not connected, on my machine from HEAD Acoustics.

The issue was fixed by getting an updated ASIO driver for that separate piece of equipment from HEAD Acoustics. Replace C:\Program Files (x86)\Common Files\HEAD Shared\Telecom\LabCoreAsioDriver.dll with the version of LabCoreAsioDriver.dll

This fix will find its way into the next public ACQUA release.

Run the 'registerDLLs' batch file as administrator

Found in C:\DSP Concepts\AWE Designer <Version>\Bin

Run on Native Windows

Check that you are using a native windows machine. AWE is not tested on virtual machines.

Disconnect External Monitors

Some monitors may have audio drivers that could be interfering.

Disable/uninstall Audio Devices

Launch AWE_Server.exe from Windows Explorer