

Technical Note - TN1006w

Solving "Error MMSYSTEM 001 undefined external error"

Scope

This technical note applies to all V3.1, V3.1.3 and V4.0 Music Ace products (Music Ace, Music Ace 2, Music Ace Starter, Music Ace Deluxe and Music Ace Maestro) running in the Windows 98 or Windows 2000 environment.

Overview

This problem is related to version 4.12 or below of the Creative Labs SoundBlaster driver. SoundBlaster 16 and AWE 32 sound cards both use this driver, and both can produce the error if version 4.12 or below is installed.

Solution

Check the version of the driver installed on your system:

For Windows 98:

1. From the Start Menu, open the Settings menu.
2. Open the Control Panel.
3. Double-click the Multimedia icon.
4. Click the Devices tab.
5. Click the + symbol to the left of Audio Devices.
6. Select Audio for Creative Labs SoundBlaster 16 or AWE 32.
7. Click the Properties button in the lower right.
8. In the displayed window, click the Settings button. A window will display the version of the SoundBlaster card driver.

For Windows 2000:

1. From the Start Menu, open the Settings menu.
2. Open the Control Panel.
3. Double-click the Sounds and Multimedia icon.
4. Click the Hardware tab.
5. Select Creative Labs SoundBlaster 16 or AWE 32.
6. Click the Properties button in the lower right.
7. Select the Driver tab.
8. In the displayed window, look for "**Driver Version:** ". This is the version number of the SoundBlaster card driver.

Update Device Driver

If you are running version 4.12 or below of the driver, there is a good chance that a driver update will fix the problem. Download and install the driver, or contact Creative Labs. An updated driver can be found on the Creative Labs Website at: <http://us.creative.com/support/downloads>