

Troubleshooting on HiFace

Symptom	Cause	Remedy
As I connect hiFace to my PC's USB port, the computer resets and I'm forced to take the interface away from the port in order to have the PC working properly.	Your PC's USB port is not capable of properly supplying hiFace .	Use another PC or try to use a special USB adapter which allows for supplying a single USB device from two USB ports (provided your PC has at least two ports).
If I switch my PC on when hiFace is connected, the boot is long and then the PC is slow and I can't use hiFace . Even when I connect hiFace after the boot's completion, the PC slows down and I can't use hiFace anyway. Very often, when I run FooBar, the PC crashes.	Chances are that old drivers are installed (1.00 or 1.01) and that Windows has chosen hiFace as preferred audio card. When it happens, a conflict arises because Windows tries to open a permanent stream to hiFace , which can't manage it; anyway, when the player tries to access hiFace , other problems arise.	Update driver to 1.02 or newer. Otherwise, configure Windows as follows. Go to Control Panel and choose "Sounds and Audio Peripherals". If hiFace is the preferred peripheral in "audio playback" and/or "voice playback", choose another peripheral. Apply changes. Just to be surer, go to the "Hardware" tab, select hiFace and access to properties. Select "hiFace" in "audio peripherals" and access properties again. Indicate not to use audio features on this peripheral and not to use it for mapping. Apply changes. This will avoid the operating system seeing and choosing hiFace for its purposes, thus it will be only used by the player.
My DAC doesn't work when I try to listen to certain files.	The sampling frequency of those files is too high for the DAC.	Check to be sure that the sampling frequency of all the files you want to listen to is within the range of sampling frequencies accepted by your DAC.
FooBar does not restore the configuration set to use hiFace .	Either hiFace has been connected after running FooBar or it's been disconnected before closing FooBar. Usually, FooBar saves the last set configuration, unless the related peripheral is disconnected before FooBar is still running or FooBar is launched before connecting the peripheral.	Connect hiFace to your PC BEFORE running FooBar and disconnect hiFace after closing FooBar. Otherwise, a new configuration process will be required.
When I press play on FooBar, I hear no sound.	hiFace has not been selected as output device for FooBar.	From File menu, select "Preferences". On the left of the windows that pops up, select "Playback" and then "Output". On the right of the windows, amongst others a drop down text box will appear, called "Output Device", in which all available output devices for FooBar are listed: choose KS: hiFace.
In the list of FooBar's output devices no KS: hiFace device is present. I only find DS: hiFace.	FooBar's DLL for Kernel Streaming operation has not properly installed.	Connect to FooBar website and download the DLL for Kernel Streaming operation from the "components" section (the features of all DLL's are described on the side of the DLL's names). Extract the DLL from the zip file and copy it in the "components" subdirectory inside FooBar's root directory.

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I only can listen to 16bit files. 24bit files cause FooBar's misoperation.	Driver release 1.00 is installed and FooBar is configured to send hiFace 24-bit samples. When 1.00 driver is used, this leads to problems.	Update driver to release 1.01 or newer or configure FooBar to send 32bit samples. From File menu select "Preferences". On the left of the windows that pops up, select "Playback" and then "Output". On the right of the windows, amongst others a drop down text box will appear, called Format / Preprocessing, in which all available resolutions are listed: choose 32-bit.
Often I hear clicks when I press play, pause or stop buttons on FooBar.	It's a bug of the internal microcode found on very early production.	Require servicing for microcode update or unit replacement.
Sometimes, when I press play button, I hear a strong hiss instead of music.	It's a bug of the internal microcode found on very early production.	Require servicing for microcode update or unit replacement.
If I disconnect hiFace while the player is playing a file, the PC resets.	It's a well-known phenomenon called "surprise removal". It's an event normally managed by the driver. The bug has been fixed in the 1.01 driver.	Install a more recent driver when available.
If I minimize FooBar while it's playing a file, the PC crashes.	It's a bug of 1.00 driver. It has been fixed in the 1.01 driver.	Install a more recent driver when available.
If the PC goes into power save mode while FooBar is playing a file, when operation is restored, the PC crashes.	It's a bug of 1.00 driver. It has been fixed in the 1.01 driver.	Install a more recent driver when available.
My PC, provided with Win 7 64bit doesn't recognize hiFace	The driver is too old.	Install driver 1.02 or newer.
Sometimes I can't use FooBar or Winamp in Kernel Streaming mode.	Driver 1.02 is installed and a Direct Sound has just been used to play back a file or a stream with a browser or another player which is still running and allocating the interface.	Kill the browser or the player to free hiFace .
I used hiFace , then I shut my PC off. Now I've rebooted it, but it doesn't see hiFace anymore.	The USB negotiation procedure at start-up has timed out.	Detach hiFace and then re-connect it to the PC after boot completion.