

No audio preview when multiple audio cards are installed

• Pinnacle Legacy

In some cases if there are multiple sound cards on a system, it is possible that audio in Studio might not preview audio properly. If this occurs, the following procedure should resolve the problem by forcing the audio to be previewed using the default DirectSound audio device:

Step 1 - Locate the file: Settings.ini.

Locate the Settings.ini file. It is located in the Settings folder at the following locations. Select the appropriate section for your specific setup.

Note: The following locations are the default locations of the Settings.ini file assuming a standard installation on the C drive.

Studio 10 Windows XP

For Studio 10.7 and earlier the default location is:

C:\Program Files\Pinnacle\Studio 10\Sites\(ComputerName)\Settings

For Studio 10.8 the default location is:

C:\Documents and Settings\All Users\Documents\Pinnacle\Program Files\Pinnacle\Studio 10\programs\Sites\(ComputerName)\Settings

Windows Vista

The default location is:

C:\Users\Public\Documents\Pinnacle\Program Files\Pinnacle\Studio 10\programs\Sites\(ComputerName)\Settings

Studio 11 - 15

Windows XP

The default location is:

C:\Documents and Settings\All Users\Documents\Pinnacle\Program Files\Pinnacle\Studio 12\programs\Sites\(ComputerName)\Settings

Note: In an Explorer window ?Document? under ?All Users? will be displayed as ?Shared Documents.? Note #2: The Studio version in the path will reflect the version number that is being used. If Studio 11 is being used, it will be Studio 11 instead of 12 as is shown above.

Windows Vista

The Default location is:

C:\Users\Public\Documents\Pinnacle\Program Files\Pinnacle\Studio 12\programs\Sites\(ComputerName)\Settings

Note: In an Explorer window, the ?Documents? folder is displayed as ?Public Documents?. Note #2: The Studio version in the path will reflect the version number that is being used. If Studio 11 is being used, it will be Studio 11 instead of 12 as is shown above.

Step 2 - Force DirectSound playback

- Force DirectSound playback by editing the Settings.ini file.
- To force DirectSound playback, add the following key in the file "settings.ini".

(ASIOIO) SEL_DEVICE_SZ=0000000-0000-0000-00-00-00-00-00-00-00

- There is normally not an ASIOIO section in this file. To make sure, search the file for ?(ASIOIO)?. If found, add the SEL_DEVICE_SZ string in that section. If not found (which is expected,) simply add the two lines above at the bottom of the file.
- Once the key is properly added, save the Settings.ini file by going to File -> Save. Audio should now preview normally in Studio.
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