

General Questions

Supported operating systems

The AubionX8 runs on Windows 7, Windows 8, Windows 10 (32 & 64bit). For 64bit systems pay attention, that the AubionX8 driver only supports 32bit applications!

Audio tool "XYZ" doesn't show the AubionX8 device

Does the AubionX8 GUI show our device? If not, please see discovery problems. One reason can be that your audio tool is a 64bit application. The AubionX8 ASIO driver only supports 32bit applications. Please try the 32bit version of our application if possible.

Is it normal that the device gets so hot?

Yes, due to the compact design and the internal amps the device can get pretty hot. Our tests are done at high temperatures to ensure all expectations are met even at high temperatures. Even without a proper air flow the device operates as expected.

Discovery Problems

I can't see my device in the AubionX8 GUI

If your device doesn't show up in the AubionX8 GUI you probably have a discovery problem. This could be related to your firewall. Here are some things you can try:

- temporarily disable your firewall and restart the device. If it shows up now, you might have to add firewall rules for the Bonjour service (mDNS = UDP port 5353) that allow the AubionX8 to work.
- check the AubionX8 service's logfile (%ALLUSERSPROFILE%/AUBION/X.8/driver.log) for "MDNS: CoudIn't start browsing for _aubionx8._udp, this is essential to connect to devices! MAKE SURE Bonjour Service/mDNSResponder IS RUNNING!". If you can find it, the Bonjour service is not running. Try to start it through the Windows Service-Control. If it is not installed, please install Bonjour and restart the system.

Problems with stream stability (drop outs)

I have drop outs with Windows 7/8/10

Possible quick solution: In the X.8 GUI try to disconnect and reconnect to the device a couple of times.

Under normal conditions you should find a latency setting in the X.8 GUI which allows an operation without any drop-outs. But under special configurations of your PC drop-outs may occur due to conflicting device drivers consuming too much scheduled time. You can check this with two tools.

- Latencymon (<http://www.resplendence.com/latencymon>) (preferred).
- Latency checker of Thesycon (http://www.thesycon.de/deu/latency_check.shtml) (Win8 not well supported yet).

Please download a tool and check if your PC/Notebook has this problem. During the test do not connect to an X.8. If you have occasional higher spikes (>1ms), then that may be the reason for the drop-outs of X8. You may correlate the spike occurrences with the X.8 drop-out by running the X8-GUI (with Aubion connected), press F9 to invoke the device settings and open the connection tab. There you see a normally green display showing a stable (drop-free) stream connection

- in case of a drop-out the display becomes red which can be reset manually with the appropriate button. A deeper view may be helpful under "show statistics" where the counter [#5](#) and [#14](#) and [#15](#) are of interest. Because the X.8 streams even without an ASIO-client being active there is no need to run an audio application at the same time.

If you can correlate the misbehaviour the only safe possibility is to identify the device driver or service on your notebook which causes the latency spikes. We saw same issues with other notebooks which are similarly powerful than yours under Windows 7. At the end we identified a "HP Software Framework Service" responsible for repetitive update-checks which we had to switch-off to be drop-out free with AUBION and also a RME Fireface device. However, try to identify the problem maker by successive switch-on/off of device-drivers (Windows device manager) and service switch-on/off of services (invoke "msconfig" on the command line) by concurrently viewing at the latency checker display. I know that this is a very time intensive way, but I am sorry not having a better procedure for you.

Other Windows 8 and general tweaks we know about:

- Try to disable Wireless LAN if not needed
- Try to disable power management for the LAN driver
- Try to disable the dynamic Ticks processor (lots of gaming forums have stated this to be a huge problem in Win 8 and responsible for Audio and Video Dropouts)
- Disable CPU multicore parking. This basically tells WIN 8 to use all cores even when at 0 percent processing per logical core.
- Try to disable a virus scanner, especially if it scans your network traffic
- Uninstall unnecessary bloatware that came with your PC

It was pointed out to us that WIN 8 was really re-vamped with mobile applications in mind. Because of this change from Win 7, there are lots of power conserving defaults built into the system that can really be performance compromised. They typical user would never see these issues...especially when using an SSD drive. They would feel the computer is very quick and snappy. However, in order to preserve and get the best battery life possible, most of these notebooks have some huge battery reducing features. Did you try it with another external audio device? Could you tell us, what Windows Version you are using exactly? Could you send the above-mentioned statistics (copy&paste) when the errors have happened? Was the dropout singular or was it continuously dropping samples? Did you know, that the "Audio Drop-Outs detected" message in the main window is "sticky"? This means it appears, when samples were lost and stays there even when the connection is stable after that, until the user confirms this by clicking on the message (or clicks on "Reset" in the Setup/Connection" Dialog). Otherwise, please have a look into the manual again into chapter 6.1.14. There is also a logfile in %PROGRAMDATA%/AUBION/X.8/driver.log in which the connection statistics are printed periodically. There you can see a kind of plot over time when and how many drop outs happened (look for stat numbers 04, 05, 14,16,17,20, 26,28,29). If the statistics "dev app packetdrop" and "dev app packetdup" or "pc app packetdrop" and "pc app packetdup" are equal and not zero, then you should temporarily disable QoS for your Ethernet adapter or reduce network adapter speed to 100MBit/s.

Software known to cause Problems

- HP's "HP Software Framework Service"
- Dell's DDDriver64Dcsa. Disable "Dell Diag Control Device" in Device Manager under "System Devices"

AubionX8 shows persistent drop outs on every connected PC

It can happen, that an internal SO-DIMM module has loosened over the time. This is known to happen only to the first device version v1.1. If you have such an old version, you can carefully follow the procedure below to fix the loosened module again.

- switch the device off and unplug the power plug.
- electrically ground yourself by touching some grounded metal before doing this!
- unscrew the 6 screws (two left, two on top and two on right)
- open the device by lifting the lid
- locate the SODIMM socket with a plugged-in module (like this <http://www.dspecialists.com/content/dspe-anc-so-dimm>) at the lower right part of the main board when looking from above with the device front facing you
- gently pull the spring-loaded clips on the sides of the socket outwards to clear the plugged module. The plugged module should release by coming upwards
- the module contacts sometimes loosen after a while on devices of the first hardware version (as yours)
- while being in the diagonal upwards position, firmly push the module into the socket so the module fits as good as possible
- now push down the module until the clips on the side lock it
- put back the lid again and fix the screws
- plug in the power and switch the device on