

I am getting pops /clicks/ dropouts on playback. I'm using a USB or Firewire external hard drive.

First, make sure to obtain the latest updates for your computer (BIOS and chipset drivers). These are available from the computer manufacturer's web site, and may correct issues that have been recognized after the computer was sold.

If this doesn't help, make sure that the Firewire and USB controllers are not sharing resources with other components:

1. Go to the Start menu and click on "Run".
2. Now enter "msinfo32". This starts the system information program. On the left hand side you can see a 'tree' view, similar to those used in the Windows explorer.
3. Click on "Hardware Resources" and then on "IRQs". On the right hand side should appear a list of your devices with the respective IRQ to which it has been assigned.
4. Check if other devices (especially your graphic card or other components requiring a lot of bandwidth) are sharing an IRQ with the Firewire and USB controllers.

It is normal for certain devices to share IRQ (such as USB ports), but the components previously mentioned should have their own IRQ to prevent any possible conflict.

In order to free some resources, a couple of solutions are possible:

- Disabling unused components of your computer (Printer or Serial Port for example)
- Use a different PCI slot for some of your components.
- It might also be possible to force IRQ setting through the motherboard bios. Consult your manual for more details.

Changes to the power management of the Firewire or USB controller could also be beneficial:

- Open Device Manager (Control Panel > System > Hardware tab)

USB

- Expand "Universal Serial Bus Controllers"
- Double-click on "USB Root Hub"
- Select the "Power Management" tab
- Uncheck **"Allow the computer to turn off this device to save power"**
- Proceed for all root hubs.

Firewire

- Expand "IEEE1394 Bus host Controllers"
- Double-click on "OHCI Compliant IEEE1394 Host controller" (the name may differ depending on your controller)
- Select the "Power Management" tab
- Uncheck **"Allow the computer to turn off this device to save power"**
- Proceed for all root hubs.

NOTE: This option may or may not be available (or selectable) depending on your BIOS configuration or controller capability.