



A voice alert may fail to dial the telephone number and play the pre-recorded message. The following error entry may be written to the Application Log:

TAPILine: createDirectSound failed: com.ms.com.ComFailException: (0x80004005) Unspecified error

This document describes how to avoid this problem.

When an alarmed event occurs, a voice alert may fail to dial the telephone number and play the pre-recorded message. The following error entry may be written to the Application Log:

TAPILine: createDirectSound failed: com.ms.com.ComFailException: (0x80004005) Unspecified error

Run the Microsoft DirectX utility "dxdiag.exe" to reduce the modem's hardware acceleration settings.

The following steps are for a server computer equipped with a USR5695 Internet Call Modem. The steps for other modems are similar.

1. Click Start
2. Click Run
3. Type "dxdiag.exe"
4. Click OK

There should be two or more tabs labeled "Sound 1", "Sound 2", "Sound 3", etc.

5. Click the Sound tab that represents the device "Modem #n Line Playback (emulated)"
6. Drag the Hardware Sound Acceleration Level slider all the way to the left, to "No acceleration"
7. Click the Sound tab that represents the device "U.S. Robotics 56K Internet Call (emulated)"
8. Drag the Hardware Sound Acceleration Level slider all the way to the left, to "No acceleration"
9. Click Exit

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