

## I am getting pops /clicks/ dropouts on playback. I'm using a RAID controller for my 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.

You should also find specific drivers for the RAID controller. Some manufacturers also provide configuration utilities, which can help you enhance performances and correct issues, possibly causing problem with the audio.

If this doesn't help, make sure that the Firewire and RAID 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 RAID 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.