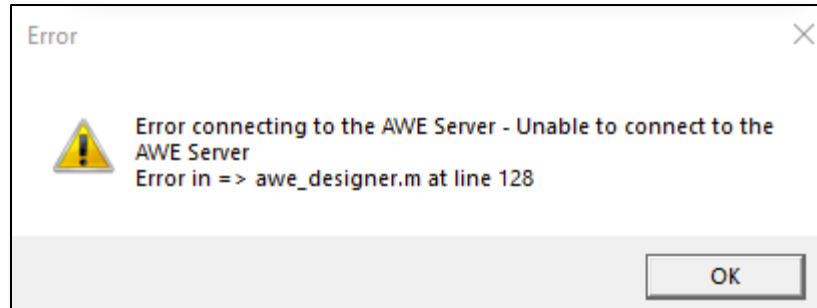# Debugging AudioWeaver Server/Designer Errors

This document addresses steps to resolve the below error occurring when launching Audio Weaver Designer:


"Error connecting to the AWE Server – Unable to connect to the AWE Server
*Error in => awe_designer.m at line 128"*

The error could be fixed by checking the following items:

- **No active input and output device found**

  - The pc does not have an available input or output sound device available at the time AWE Designer and Server opens. Try connecting audio devices to your computer.

- **Msvcr100.dll cannot be found**

  - To see if it is this issue, try to open AWE Server by itself from the 'C:\DSP Concepts\AWE Designer 8.C.1.3 Standard\Bin\win32-vc142-rel' folder. To remedy the second error, copy msvcr100.dll from another spot on your computer (if it exists), and copy it into the following folders: 'C:\Windows\system32\' & 'C:\Windows\SysWOW64\'

- **Delete AWE_Server.ini file**

  - Delete the AWE_Server .ini file in the 'C:\DSP Concepts\AWE Designer 8.C.2.3.A Pro\Bin\win32-vc142-rel' path, and relaunch

- **Interference with HEAD Acoustics labCORE ASIO driver:**

- The AWE Server MFC application checks for available ASIO drivers. In case ACQUA is installed, another labCORE ASIO driver is added. During the AWE server startup checks, the labCORE ASIO driver is initialized and returns "ASE_HWMalfunction" (value = -999) in case no labCORE is available. This seems to be not correctly handled by the AWE server. It still tries to access the labCORE ASIO device for requesting information. As this is apparently not possible, the AWE Server crashes.
- The source of the error was a problem with AudioWeaver enumerating the ASIO Driver for a separate piece of audio equipment that I had installed, but not connected, on my machine from HEAD Acoustics.
- **The issue was fixed by getting an updated ASIO driver for that separate piece of equipment from HEAD Acoustics. Replace C:\Program Files (x86)\Common Files\HEAD Shared\Telecom\LabCoreAsioDriver.dll with the version of LabCoreAsioDriver.dll**
- This fix will find its way into the next public ACQUA release.

- **Run the 'registerDLLs' batch file as Administrator**

  - Found in C:\DSP Concepts\AWE Designer <Version>\Bin

- **Run on Native Windows**

  - Check that you are using a native windows machine. AWE is not tested on virtual machines.

- **Disconnect External Monitors**

  - Some monitors may have audio drivers that could be interfering.

- **Disable/uninstall Audio Devices**

- **Launch AWE_Server.exe from Windows Explorer**

- **AudioWeaver Visual Studio Debugging Steps**
  1. Open Visual Studio.
  2. Go to File -> Open -> C:\DSP Concepts\AWE Designer 8.D.2.2 Pro\Bin\win32-vc142-rel\Awe_Server.exe
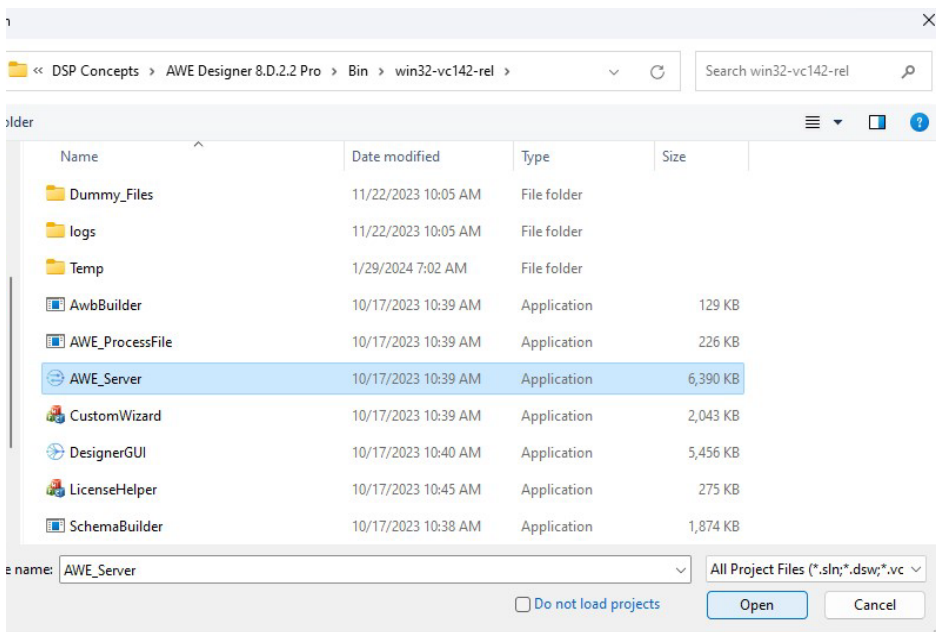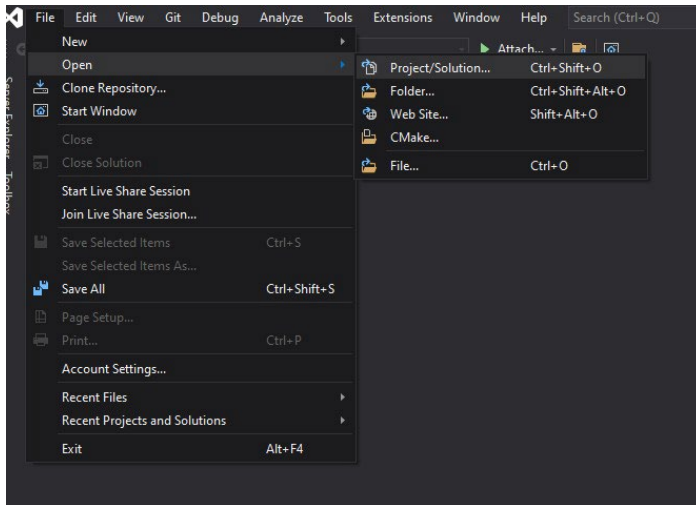
3. On the right side, Rt-Click on Awe_Server. Click on Start Debugging Instance
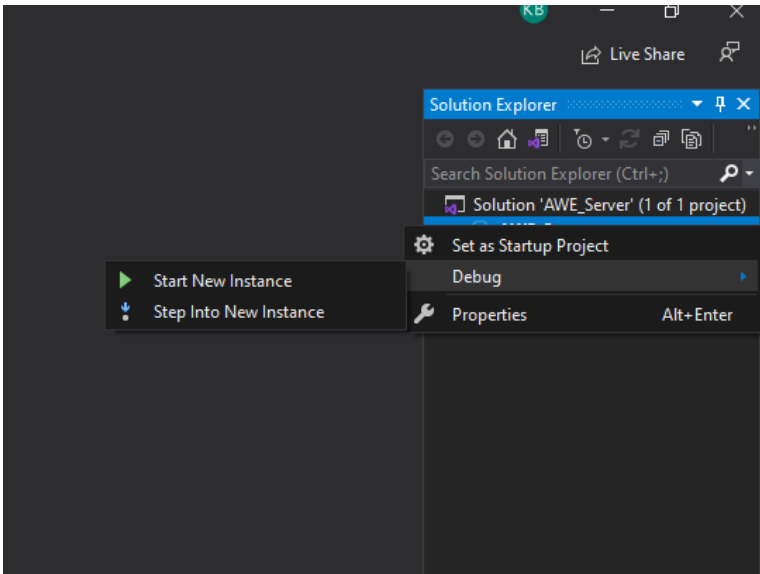
4. You should see some output in the output window.
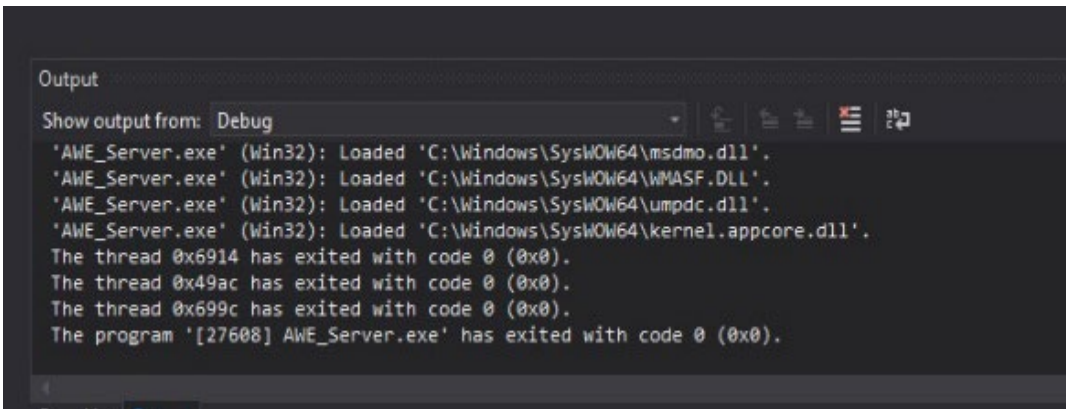
5. Export or paste the logs in a file and send them back to DSPC. Hopefully this will point us in the correct direction.!!