

Logitech Cameras Interfering With USB Audio Or MIDI

Various Logitech USB cameras interfere with the proper operation of USB audio or MIDI devices which use the USB Audio Codec. This is because when the camera driver is installed, the computer tries to use it for all USB Audio or MIDI devices. This driver is also not properly uninstalled if the Logitech Software is uninstalled by normal means.

If you have or have ever had a Logitech Camera connected to your computer, use the procedure below to determine if your system is exhibiting the conflict being discussed in this article.

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Windows XP:

1. Disconnect your Logitech camera from your computer.
2. Connect the USB Audio or MIDI device which is not working correctly.
3. Select the **Start** menu at the bottom-right of your screen.
4. Choose **Control Panel** (or **Settings**, then **Control Panel** on some computers).
5. In the window that opens, double-click the control panel titled **System**. If there is no item titled **System** listed in the Control Panels window, click the link in the upper-left of the window titled **Switch To Classic View**. The **System** Control Panel should now be visible to the right. Double-click it to open the **System Properties** window.
6. At the top of the **System Properties** window that opens, click the tab titled **Hardware**.
7. Then click the button labeled **Device manager**. You will be presented with a list of all the components installed on your computer.
8. Right+Click the device titled **USB Audio Device** and select **Properties**
9. In the window that opens, select the **Driver** tab.
10. Click the button labeled **Driver Details**
11. You should see a list of the following 8 drivers:

C:\WINDOWS\system32\drivers\drmk.sys
C:\WINDOWS\system32\drivers\ks.sys
C:\WINDOWS\system32\drivers\portcls.sys
C:\WINDOWS\system32\drivers\stream.sys
C:\WINDOWS\system32\drivers\USBAUDIO.sys
C:\WINDOWS\system32\ksproxy.ax
C:\WINDOWS\system32\ksuser.sys
C:\WINDOWS\system32\wdmaud.sys

12. If there are more than 8 items in your own list, find out which one is not in the above list, and write down it's name, location and any other information displayed. If this driver appears to be a Logitech driver, then your system is exhibiting the conflict covered here. To remove the Logitech driver, proceed with the instructions below:

Included with these instructions is a registry script (for Windows XP only, not Vista) which will remove the problematic file. Do NOT use this registry script unless (using the procedure above) you have determined that your system is exhibiting the specific conflict covered by this article. Simply double click the file titled **LowerFilters_remove.reg**. You will likely be asked by your computer whether or not to allow the action. When asked, choose **Allow**.

If, for any reason, you are unable to use the above script, the following procedure will guide you through determining if you have this problematic driver installed, and will show you how to manually remove it.

1. Open **My Computer**
2. Navigate to the Logitech driver's location which you wrote down (see above). On most computers, it is located in the following directory:

C:\WINDOWS\system32\drivers\

Note: This may differ on different computers, or with different Logitech cameras.

3. Locate the file whose name *exactly* matches the one you wrote down earlier. Your search will be easier if you select **Details** from the **View** menu at the top of the window.
4. Right+Click the file and choose **Delete**.
5. You will be asked if you are sure you want to delete the file. Choose **Yes**
6. Restart your computer.

Your USB Audio or MIDI device should now be properly recognized by your software.

Windows Vista:

1. Disconnect your Logitech camera from your computer.
2. Connect the USB Audio or MIDI device which is not working correctly.
3. Select the **Start** menu at the bottom-right of your screen.
4. Choose **Control Panel**.
5. In the window that opens, double-click the control panel titled **System**. If there is no item titled **System** listed in the Control Panels window, click the link in the upper-left of the window titled **Classic View**. The **System** Control Panel should now be visible to the right. Double-click it to open the **System Properties** window.
6. At the top of the **Control Panel > System** window that opens, click the tab titled **Hardware**.
7. Then in the upper-left of the window, under **Tasks**, click the link labeled **Device manager**. You will be presented with a list of all the components installed on your computer.
8. Right+Click the device titled **USB Audio Device** and select **Properties**
9. In the window that opens, select the **Driver** tab.
10. Click the button labeled **Driver Details**.
11. You should see a list of the following 5 drivers:

C:\WINDOWS\system32\drivers\drmk.sys
C:\WINDOWS\system32\drivers\portcls.sys
C:\WINDOWS\system32\drivers\USBAUDIO.sys
C:\WINDOWS\system32\SysFxUI.dll
C:\WINDOWS\system32\WMALFXGFXDSP.dll

12. If there are more than 5 items in your own list, find out which one is not in the above list, click on it once, and write down it's name, location and any other information displayed. If this driver appears to be a Logitech driver, then your system is exhibiting the conflict covered here. To remove the Logitech driver, proceed with the instructions below:

1. Navigate to the Logitech driver's location which you wrote down (see above). On most computers, it is located in the following directory:

C:\WINDOWS\system32\drivers\

Note: This may differ on different computers, or with different Logitech cameras.

2. Locate the file whose name *exactly* matches the one you wrote down earlier. Your search will be easier if you select **Details** from the **View** menu at the top of the window.
3. Right+Click the file and choose **Delete**.
4. You will be asked if you are sure you want to delete the file. Choose **Yes**
5. Restart your computer.

Your USB Audio or MIDI device should now be properly recognized by your software.