Drivers often reported as problematic for real-time audio

This document contains a list of drivers which have been often reported to the Native Instruments support team as causing problems with real-time audio operation.

Note that the same drivers will run without any problems on the majority of computers. Most often there is a specific component of your computer causing the driver to start causing problems.

For more information about how to find out a problematic driver, check the following Native Instruments knowledge base articles:

Windows 7:

http://www.native-instruments.com/knowledge/questions/847

Windows Vista:

http://www.native-instruments.com/knowledge/questions/354

Windows XP:

http://www.native-instruments.com/knowledge/questions/343

acpi.sys

In order to lower the value for "acpi.sys" try to disable 'Microsoft ACPI-Compliant Control Method Battery' in your Windows Device Manager.

atapi.sys / ntfs.sys

The only option here is trying to update the chipset (and/or IDE/ATAPI/SATA) drivers for your mainboard (if desktop PC) or for your notebook. You may also check the device manager for the name of your IDE/ATAPI/SATA controller and then try to search the web for newer (or also older) version of drivers that hopefully do not have the same high DPC times.

dxkrnl.sys

In most cases it helps to install a newer (or sometimes an older) driver for the graphics card. It may also help a bit to disable all visual FX for your Windows. If you search the web for the graphics card model you have (e.g. NVIDIA 9800) and for the word 'DPC', then you should find good tips from other users that had the same issue as you have, and they may already have found the best driver or another solution.

Also note that any power saving that may be enabled for your graphics card can also cause issues with audio streaming. Therefore check if you have power saving for your graphics card enabled, and if yes, switch it off.

For ATI cards the power saving function usually is labeled "PowerPlay", for NVIDIA cards this is usually labeled "PowerMizer".

In case that these options do not show up in your driver settings panel you can use tools like "Powermizer Switch" (only for NVIDIA cards) or "Rivatuner" (ATI and NVIDIA) or "ATITool" (ATI cards). In case you cannot succeed by searching the web for a solution you should contact the support team of your graphics card's manufacturer in order to get information how to disable power saving for your card.

i8042prt.sys

This is the driver for your PS2 ports. If this causes high DPC results, then try updating the drivers for the devices connecetd to your PS2 port and also install the chipset drivers for your mainboard. Alternatively, you may also replace your PS2 hardware (usually mouse or keyboard) by matching USB-devices.

ndis.sys, tcip.sys, netio.sys, tunnel.sys

To lower the execution times of for all those network related drivers you just need to disable all network cards in Windows Device Manager.

Usbport.sys

This is the driver for your USB controllers. To lower its DPC values try to disconnect EVERY USB device from your computer that is not necessary to run your audio-related applications (of course you don't remove USB soundcards and MIDI controllers, as you want to use those). It is a good

idea to update your chipset and/or drivers for your USB controllers as well.

For some customer's notebooks we found out that the USBport.sys results went up whenever the touchpad was used, as those were internally connected via USB. Try to either update the touchpad drivers or to disable it completely and use a mouse.

Ntoskrnl.exe / Ntkrnlpa.exe

These drivers belong to the Windows kernel and are usually not to be expected causing CPU spikes. Users reported such high values when connecting USB 2.0 devices to USB 3.0 ports. They could solve their problems by connecting their devices to another USB 2 controller instead of the USB 3 controller. We highly recommend to update your USB 3 drivers first in this case.

High DPC results of the kernel can also be caused by any other component of your PC. Again, you should first apply all available UPDATES (BIOS, Chipset, IDE/ATAPI/ATA/SATA , USB, graphic card, WINDOWS updates etc.).