



Resolving ICA Client Audio Issues



Revision History

Revision	Change Description	Updated By	Date
1	Original document	Jason Olenick	2/9/2001
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Table of Contents

1	Overview	1
2	Resolution.....	2



1 Overview

This article describes how to resolve the following issues, which may be encountered when trying to play a .wav or .wma (Windows Media) file through an ICA connection:

[Cannot play back the audio stream: no audio hardware is available, or the hardware is not responding \(Error = 00040258\)](#)



2 Resolution

This issue can be encountered in a few ways:

- ✓ The sound card / sound device of the client is not functioning properly or does not exist.
- ✓ The Properties of the Custom ICA Connection (on the client) are not properly configured.
- ✓ The ICA-TCP Connection Properties within the Citrix Connection Configuration tool on the MetaFrame Server are not set properly.
- ✓ The cdmService (Client Network Service) on the MetaFrame Server is not started.

To resolve the issue, ensure that the ICA Client and MetaFrame Server have the proper initial configuration:

- ✓ If there is no sound card or device installed on the ICA Client, install it.
- ✓ Test the sound card / device by playing a .wav file.
- ✓ Verify that the Properties of the ICA Connection on the ICA Client are set to Enable Sound. This can be found on the Options Tab of the ICA Connection Properties.
- ✓ On the MetaFrame Server of which the ICA client is logging directly into, or the Server supporting the published application that requires audio, verify that the Client Settings within the ICA-TCP connection of the Citrix Connection Configuration tool do not have the option "Disable Client Audio Mapping" checked. This setting would prohibit the client from receiving audio.

Once the ICA Client and MetaFrame Server's configurations have been verified to be correct, the following must be done to fully enable client audio:

- ✓ Start the Client Network Service on the MetaFrame Server. This service is also referred to as the cdmService. For future use, ensure that the service is set to automatic, so that it starts each time the server is rebooted.

Note: This service takes up system resources; so only enable this service when any of the following are required upon user logon:

- Client Drive Mapping
- Windows Client Printer Mapping
- Client LPT Port Mapping
- Client COM Port Mapping
- Client Clipboard Mapping
- Client Audio Mapping

By default, the Unattended Installation scripts disable the cdmService. This service is system resource intensive and should only be used when completely necessary (when one of the six options listed above are required). Use of this service increases network bandwidth requirements. It is good practice to disable all other options not required by the client to decrease the use of system resources. For example, if Client Audio Mapping was a requirement of the client, but none of the others were, disable all of the other options through Citrix Connection Configuration so that only "Disable Client Audio Mapping" is unchecked. Although this service needs to be running for any of the options to work properly, best practices indicate to disable all other unnecessary options. Even if these options were not in use, an ICA virtual channel exists and could potentially add additional bandwidth.