

How to fix: Realtek Audio Driver Wont Install - Error Code 0x000005b4 displayed, or driver update process times out

Problem

- Running the Realtek Audio Device Driver setup program appears to run normally, but then fails with the error code 0x000005b4 after a long delay.
- Or you attempt to update the driver manually in device manager, using the driver INF file, and this again fails to update or install, again after a long delay.
- Windows reports that the driver is not installed, or not configured correctly.

Scenario

This problem can occur on low power or low performance systems with large device drivers such as the Realtek Audio driver. Low power systems include those based on Intel Atom processors. High performance systems that can normally install even a large driver in a few moments will not benefit from the resolution below.

Cause

Windows has a Device Driver installation process timeout value. The long delay or time required to install a large driver on a slow or low energy system means that the system may hit the default or configured device driver timeout value - and then the device driver installation will be automatically aborted. You may receive a message that the timeout has expired and/or you may get an error code of **0x000005b4**.

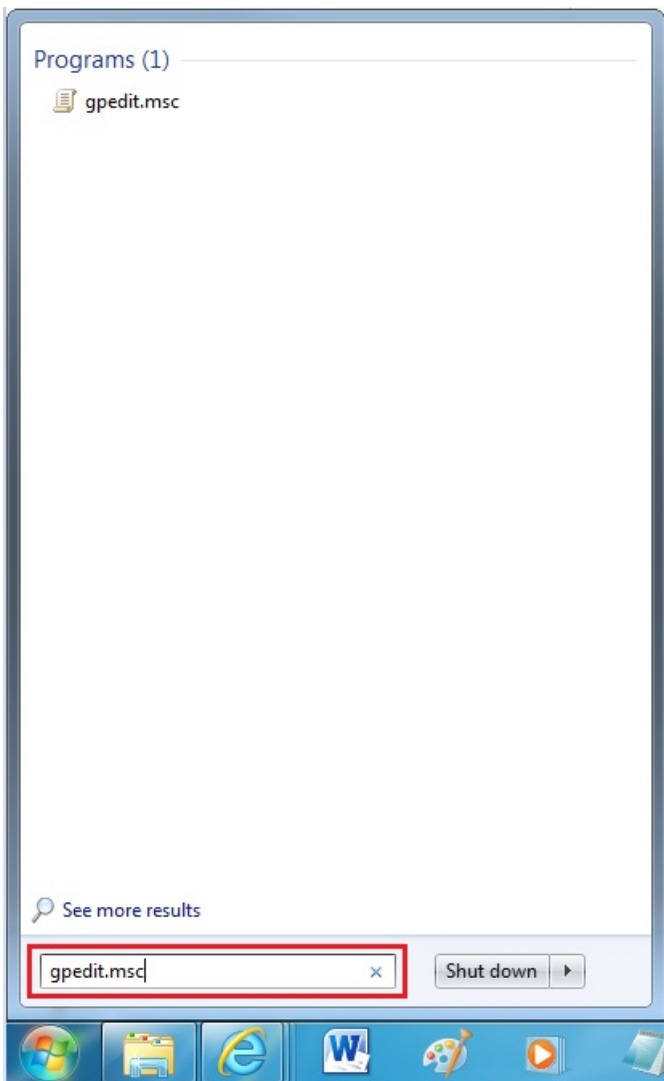
Resolution

Increase the driver installation timeout value, and then re-attempt driver installation.

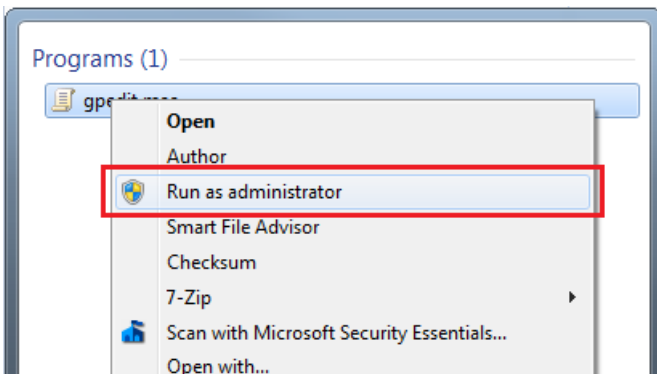
This can be done either by editing the local system policy or by importing a registry file.

Method 1 - Modifying the Local System Policy

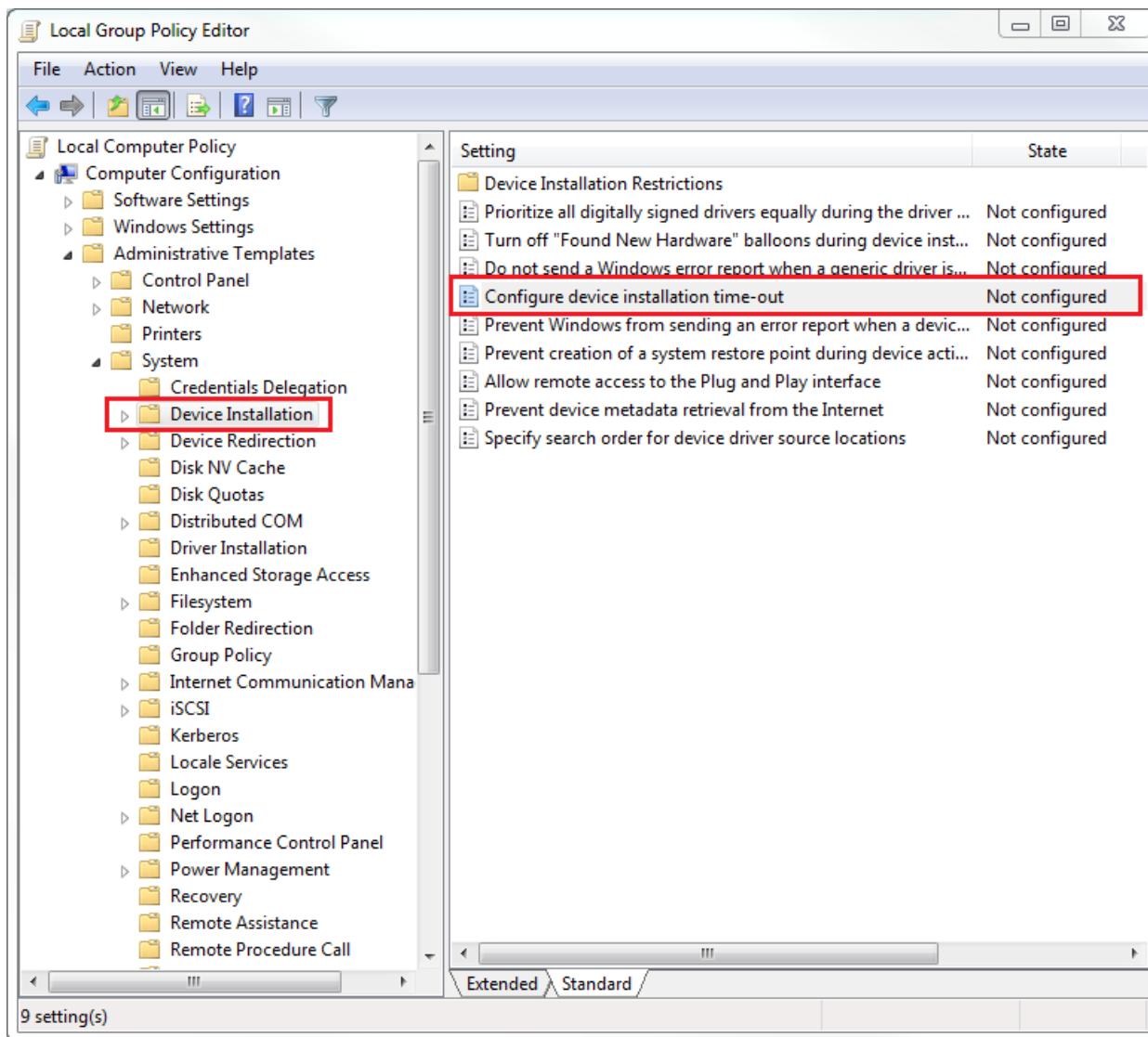
- Ensure you are logged on as an Administrator
- Click on the start symbol and type in **gpedit.msc** in the search box



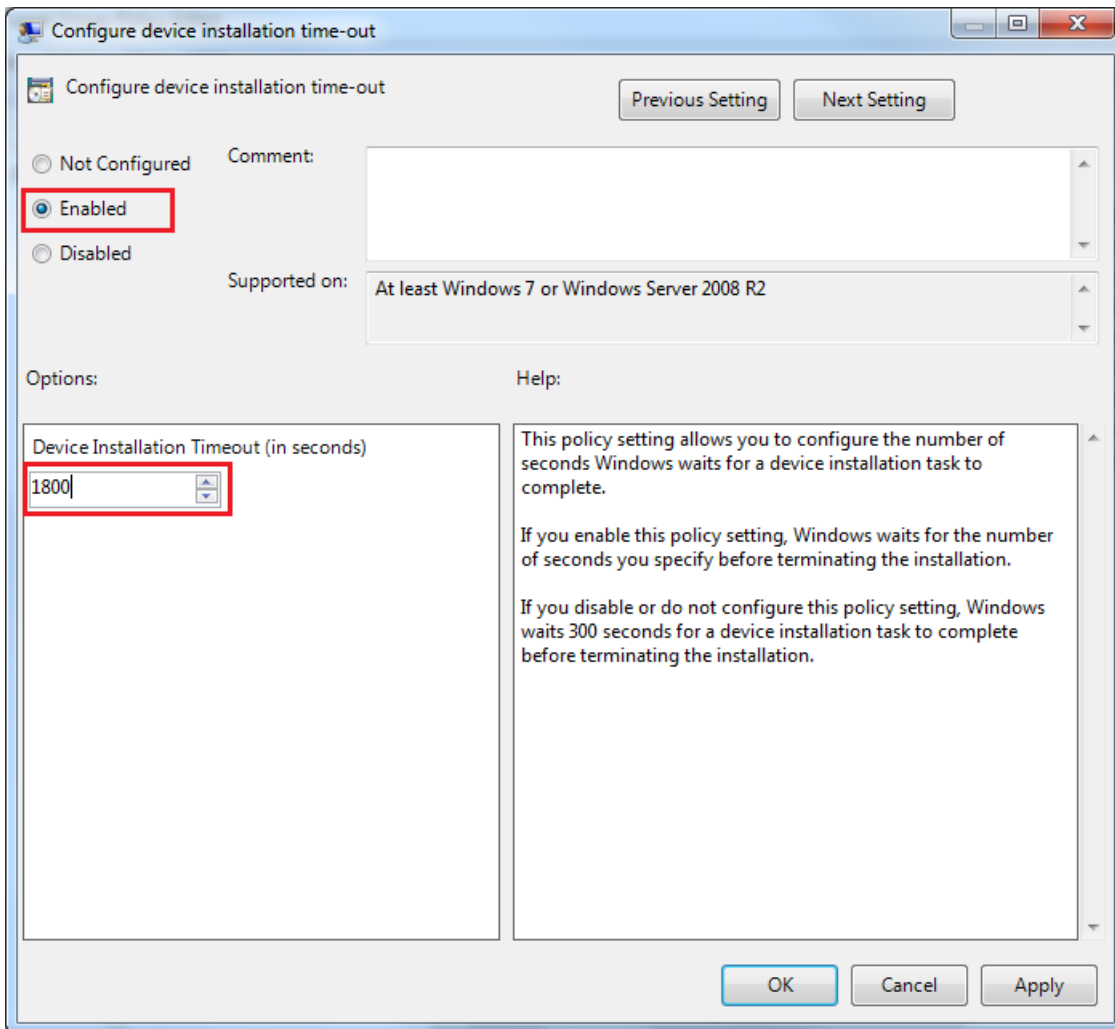
- Right hand click on gpedit that appears in the search results then left click on Run as Administrator



- Expand the menu tree on the left to find the "Configure device installation time-out" setting which is in the "Device Installation" section. To do this, expand "Computer Configuration" on the left hand side, then find and expand "Administrative templates", then "System" and finally left click on "Device Installation". "Configure device installation time-out" will then be available on the right hand side.



- Double click on "Configure Device Installation time-out" to edit the setting.
- Click on "Enabled" to enable the setting, and change the Device Installation timeout from the default of 300 seconds to 1800 seconds.



- Then click on Apply and then OK.
- Notice that the setting has now been enabled as below.

Setting	State
Device Installation Restrictions	
Prioritize all digitally signed drivers equally during the driver ...	Not configured
Turn off "Found New Hardware" balloons during device inst...	Not configured
Do not send a Windows error report when a generic driver is...	Not configured
Configure device installation time-out	Enabled
Prevent Windows from sending an error report when a devic...	Not configured
Prevent creation of a system restore point during device acti...	Not configured
Allow remote access to the Plug and Play interface	Not configured
Prevent device metadata retrieval from the Internet	Not configured
Specify search order for device driver source locations	Not configured

- Finally, try the driver installation again.

Method 2 - Import a Registry Settings File

As an alternative to the method above, import the attached registry file. To do this, download the attachment to this article, and extract the .reg registry settings file. Then double click on it to import the setting. Finally, re-attempt driver installation.

Note: We recommend that you disable anti-virus software whilst performing driver updates. This will improve driver installation reliability. Always remember to re-enable your anti-virus software afterwards.

Applies to:

- All systems running Windows 7 or Windows 8.x, especially low power systems such as those based on Atom processors.
- This problem and solution has also been seen with Windows 10, again usually restricted to low powered Atom or Celeron systems.

Updated by: Andrew Sharrad

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