

Resolving Creative Sound Blaster Generic Software Installation Issues

Keywords / Key Phrases: Software conflicts, install software, Windows Clean Boot

Summary:

- ✓ **Applicable To:** All Sound Blaster products
- ✓ Sometimes background programs interfere with the installation of our software. Please try the following steps to resolve this issue.

Close all background programs and reinstall software:

1. Go to **Start > Run**.
2. Type **MSCONFIG** and hit the **OK** button.
3. Go to the **General** tab.
4. Select the option that says **Selective Startup**.
5. Uncheck **Load Startup Group Items**.
6. Hit **Apply**.
7. Hit **Ok**
8. Say **Ok** to the reboot.
9. Boot your computer into Windows.
10. Try installing the software

Turn Off selective Start up to allow your computer to boot normally:

1. Go to **Start > Run**.
2. Type **MSCONFIG** and hit the **OK** button.
3. Go to the **General** tab.
4. Select the option that says **Normal Startup**
5. Hit **Apply**.
6. Hit **Ok**.
7. Say **OK** to the reboot.

Last Updated: January 17, 2012