

High CPU Usage After Sound Card Installation

Keywords / Key Phrases: high cpu usage, cpu freezing after sound card installation, high pc utilization, 100% pc performance

Check which Process or Image Name is utilizing high CPU usage from the Windows Task Manager. To do this, please follow the steps below:

1. Press Ctrl+Alt+Del, then click Task Manager button or simply press Ctrl+Shift+Esc for short cut.
2. Click Processes tab then click the CPU column header tab twice to sort by CPU usage in descending order (highest to lowest).
3. List down the Processes or Image Name that is holding high utilization percentage of CPU usage.
4. You may also capture a screen shot of the Task Manager previewing the Processes statistics. Save it as JPG format and then attach it when contacting our Customer Support.

It is advisable not to do a driver update until the cause of high CPU usage has been identified. Follow the steps given below to capture the system information and attach it in your reply to our Customer Support.

1. Install the System Information tool on your computer by referring to our Knowledge Base
[SID 2964: What is the Creative System Information tool?](#)
2. With the soundcard connected, click Start > Programs > Creative > Creative System Information.
 1. Click Save. Please remember the location on where you save the file and then, click OK
 2. Exit the program.
 3. Attach the generated text file when replying to our Customer Support.

