

## The I/O drive Does Not Turn On

Keywords / Key Phrases: i/o, power, electricity, molex

To identify if the problem comes from the power supply of the I/O Drive, please verify the following:

1. Make sure you have installed your soundblaster properly with the latest driver and/or updated Console launcher.
2. There's a molex connector on the side of the sound blaster which is used to supply the electricity of the I/O Drive via AD Link Cable. Please verify if the I/O Drive is properly connected to the molex connector.
3. If the I/O drive still has the same problem, please follow the CTZAPP procedures to troubleshoot your sound blaster.

To uninstall the sound card properly please follow the steps below:

1. Disable the autorun, anti-virus, firewall, and other applications that can interfere with the procedure of installation / uninstallation.
2. Click **Start** > **Run**, type "MSCONFIG" and click OK.
3. Choose the tab "Startup" or "Startup" and select "disable all".
4. Click on "Services" tab, select "Hide All Microsoft Services" and click "disable all"
5. Confirm these settings by clicking "Apply" and then OK.
6. Restart your computer.
7. Go to "Control Panel", "Add / Remove Programs" and uninstall all software and drivers related to your sound card.

8. Remove all entries that contain the words "Creative", "Soundblaster", "X-Fi".
9. Shut down your computer.
10. Remove your sound card.
11. Restart your computer.
12. Look in the installation CD for your sound card, the file "SETUP.EXE", which is located in the folder "X: \ Audio \ Drivers \" ( "X" is the letter your CD / DVD) and run it by clicking it twice.
13. Choose "Driver Uninstallation", select the option "Delete > All shared Creative audio driver files" and click OK.

To install the sound card:

1. Turn off the computer and re-insert the sound card.
2. The soundcard should be detected by Windows at start up when you make a restart.
3. Remove the Windows Hardware Wizard and install the drivers and software from the CD
4. After reinstalling, you can use MSCONFIG to activate the services again.

## Further Suggestions

Sound Blaster X-Fi I/O drive, I/O console and Digital I/O console [SID #47196](#)

Sound Blaster X-Fi Titanium I/O Drive [SID #56793](#)

Installing Sound Blaster Drivers and Applications [SID #42331](#)

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