

Creative file errors causing no sound

Keywords / Key Phrases: no sound, creative files error

If you are experiencing file errors related to the sound card or there is no sound from the sound card, it is recommended to update to the latest driver. To get the latest driver and applications for your sound card, please follow the steps below:

Go to <http://support.creative.com/welcome.aspx>

1. Select Sound Blaster
2. Select your Sound Blaster model from the display
 - * If your model is not listed here, scroll to the bottom of the page and click on the link "If your product is not listed above, please click here."
3. Choose the sound card category from the left column
4. Look for your sound card model from the Current list in the center column or in the Archived list on the right column and click on Next.
5. Download and install the latest driver/application listed under the Latest Download box
 - * Click on the **Show Details** for more information regarding fixes and requirements.

If the issue persists, please contact our Customer Support with your system information for further assistance. Follow the steps below to capture the information and attach it with your reply.

1. Install the System Information tool on your computer by referring to our Knowledge Base at the following URL: [SID 2964: What is the Creative System Information tool?](#)
2. With the soundcard connected, click Start > Programs > Creative > Creative System Information
3. Click Save, take note of where the file will be saved and click OK
4. Exit the program.
5. Attach the file to the email in your reply to our Customer Support

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