

## **Static/Crackling/Popping Sound**

Keywords / Key Phrases: static, crackling, popping

1. For crackling and popping sound, you can refer to the article below to troubleshoot the issue further.

Solution ID 24669: [X-Fi Sound Cards Producing Crackling and Popping Sounds During Game Play](#)

2. After reading the above article and the motherboard is not in question but you are still getting crackling and popping, please ensure that the onboard audio is disabled. Onboard audio may be labeled as Audio Device, Sound, Onboard Sound, Onboard PCI Audio, or Onboard Sound Blaster etc. For specific steps on how to disable onboard audio on your PC, please contact the motherboard manufacturer or consult the motherboard's documentation.

3. It would also help if you make sure that your computer settings are properly configured for your computer to run smoothly with your Sound Blaster sound card. Please refer to this article below to check.

Solution ID 46913: [Optimizing your System for Better Sound Performance](#)

4. If issue still persists, please run clean sweep to make sure all driver and applications are removed from your computer completely. To do this, please refer to the links below:

Solution ID 61484: [Uninstalling Creative Audio Drivers](#)

Solution ID 55438: [Uninstalling Sound Blaster Drivers and Applications\(Windows 7 and Windows 8\)](#)

Solution ID 65687: [Uninstalling Sound Blaster Drivers and Applications\(Windows Vista\)](#)

Solution ID 65843: [Uninstalling Sound Blaster Drivers and Applications \(Windows 2000/XP\)](#)

Solution ID 65823: [Uninstalling Creative Disc Detector](#)

Solution ID 85217: [Uninstalling Sound Blaster PCI Cards](#)

Solution ID 8523: [Uninstalling USB Sound Blaster Devices in Windows XP](#)

Solution ID 85247: [Uninstalling PCMCIA Sound Blaster Devices in Windows XP](#)

After returning from the clean boot state, install the driver and applications from the CD that was included with the Sound Blaster or by downloading from our Downloads page. You can visit our download page at: [support.creative.com](http://support.creative.com).

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