

“Creative Audio Processor” listed in Device Manager (Windows XP – PCI sound card)

Keywords / Key Phrases: creative audio processor

The issue is most likely due to the sound card not installed or identified correctly. Follow the detailed steps below to uninstall and reinstall your sound card driver:

1. Refer to Solution ID 65857: [Uninstalling Sound Blaster Drivers and Applications \(Windows 2000/XP\)](#)
 1. Refer to PCI Sound Blaster Cards
 2. After you completed “Empty the Recycle Bin” in item 3 under “Step 3: Removing the remaining files”, turn off the computer instead of rebooting the PC. Instead of continue on the steps in this article, proceed to step 2.
2. After shutting down the computer, remember the PCI slot the card was previously installed and remove the Creative sound card.
 1. Power on the system again without the sound card.
 2. Ensure that the computer and the Windows XP have been fully loaded and is in idle state.
 3. Verify that the sound card is not being listed in the Device Manager and there is no pop-up on any hardware is being found.
 4. Shutdown the system and put back the Creative soundcard and power up the system.
3. Upon system startup, the Windows XP would try to identify the sound card and prompt "New Hardware Found". Note that the Windows should not be automatically searching and installing the driver and if this occurs, kindly repeat the steps from step 1 again to remove any trace of the drivers from the computer.

IMPORTANT: When Windows prompts for the driver search, ****Cancel**** the process to look for the driver to prevent your Windows OS from installing its generic driver for the soundcard.
4. Reinstall the sound card driver from the installation CD by following closely to the instruction in the installation process.