

What is the Creative System Information tool?

Keywords / Key Phrases: creative, system, information, tool, ctsi, csi

Summary:

- ✓ The Creative System Information utility is designed to reduce the turnaround time of technical issues and provide a quicker problem resolution for Creative customers. This is achieved by compiling and sending your PC system information to the Creative Technical support team, for a faster and more thorough diagnosis.
- ✓ Creative System Information retrieves only information pertaining to your PC system and the Creative products installed. An email form is provided for submitting your queries. The email, along with the system information, will be dispatched to the our technical support team, who will contact you shortly upon diagnosis.
- ✓ Use this tool if certain Creative applications will not open even after uninstalling and reinstalling it.

Creative System Information retrieves the following information from your system:

General System Information

- CPU information
- Bios date
- Physical memory
- Operating System
- System Language

Creative Hardware Information

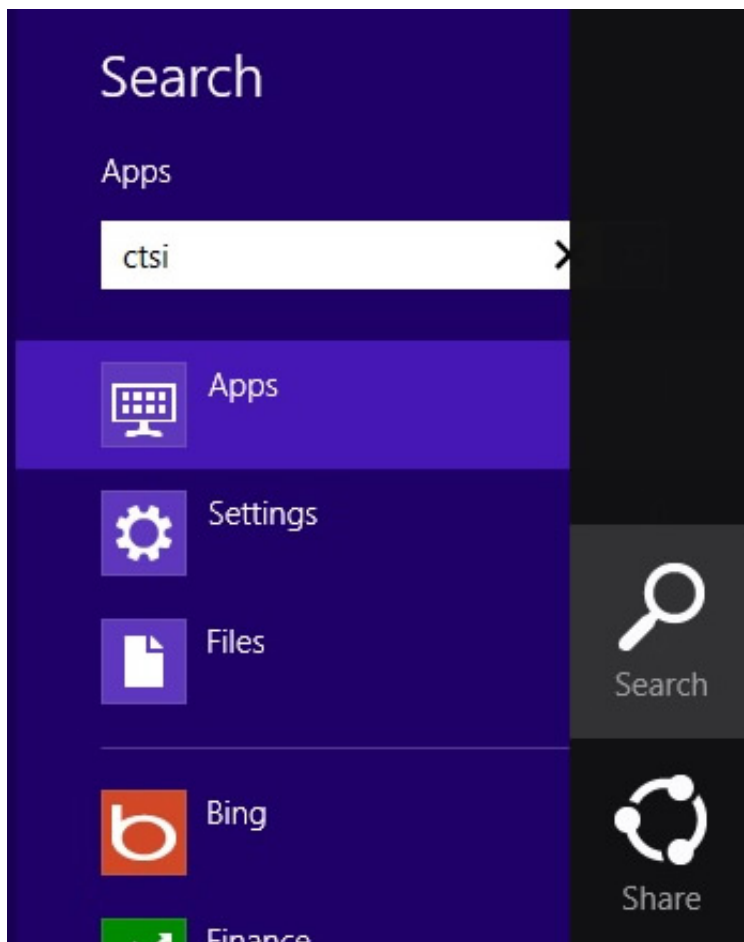
- Creative Software Information
- Creative Product ID Information
- Creative Software Installation Log
- System Device Information
- System Resource Information
- DirectX Information
- Multimedia Information

No personal information or files are retrieved nor are they required. The system information is only used to resolve your technical problem. Such information will be kept strictly confidential.

Please click [here](#) to download and install the **Creative System Information Tool**

Steps in sending a Creative System Information (CSI) Report file

1. On the right side of the Windows Start screen, click the **Search** button. For Windows 10, click on the search panel on the taskbar.
2. Type **CTSI** in the text box and press **Enter**.



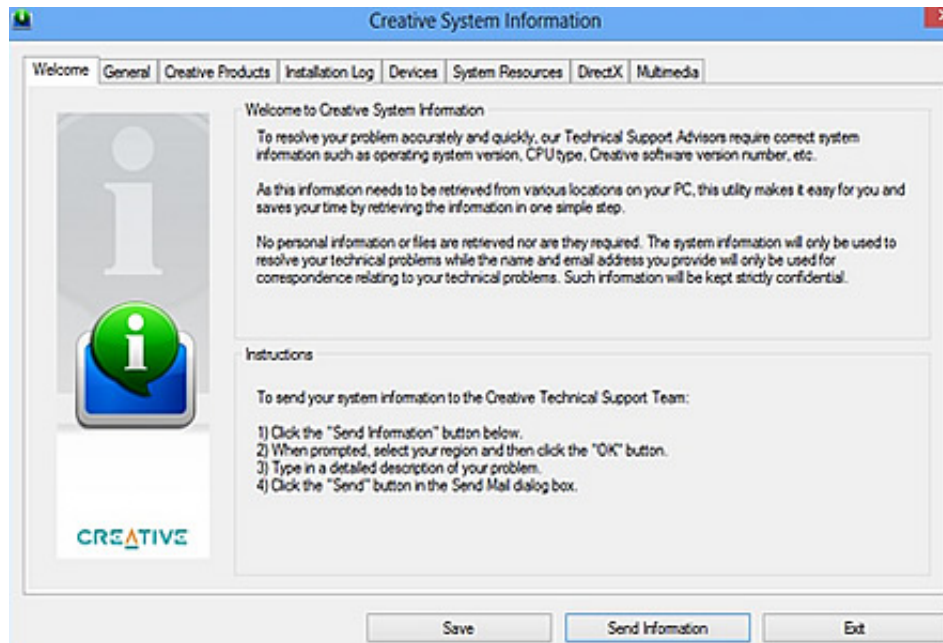
The **Creative System Information Tool** icon will appear. Double-click on it to open.

If the application is not available, you will get the message below:

No apps match your search.

Run and install the [Creative System Information Tool](#) and go back to step one.

3. Once the data is collected, click the **Save** button and save it as **CTSI.txt** in your local hard drive.



4. Click **Send Information** and fill up the form.

Send Mail

Your Details

Name Email Address

How would you describe yourself?
 Novice PC User ▼

Problem Details

Problem Type ▼

Product Category ▼

Model Number

The model number is found on a white sticker on the back of your product. e.g. CT 4380. If you cannot locate this sticker, please quote the number found on the top left hand corner.

Products / Applications affected

Description of Problem*

By using this service, you agree:

- ♦ to allow your system information to be sent to our Technical Support. This information will only be used to resolve your technical problems and will be kept strictly confidential;
- ♦ that you will not use this utility to post any material which is abusive, vulgar, harassing, defamatory or otherwise violates any law. If you violate this policy, we reserve the right to discontinue the service.

☐ I agree

*include description, exact error message and steps (if any) taken to troubleshoot the problem

5. Once done, click **Send**. This will also send the CTSI text file to Creative Technical support team.

More FAQs on Creative System Information Tool

Can I choose to send only certain information to the Creative Technical support team?

No. All captured information is necessary for us to resolve your problem.

Why is the speed of CPU inaccurate?

Creative System Information detects the speed of CPU in real time. Thus, the sign “~” indicates that the speed is an estimated value.

What is there the dash line “-“ shown for BIOS date?

If BIOS date not available from the system, a dash line will be displayed. It may occur on some operating systems, such as Japanese Win98Se.

Why is the operating system language a number?

The Operating System has adopted a number i.e. the language ID to identify your operating system language.

Why are some of Creative products not listed in Creative Hardware?

If the Creative product was not installed from an original Creative driver CD, it may not appear in the list of Creative hardware.

Why are some of Creative applications not listed in the log?

As installation logging was implemented only in newer versions of Creative Software, not all Creative applications appear in the installation log.

Why is there no DirectX information displayed in DirectX tab?

Due to some incompatibility issues, DirectX 6.0 and below may not be detectable by Creative System Information.

Last updated: August 23, 2016