

Uninstalling Sound Blaster Drivers and Applications (Windows 2000/XP)

Keywords / Key Phrases: Sound Blaster, uninstall, uninstalling, drivers, applications

Summary:

- ✓ When Sound Blaster drivers and applications are installed incorrectly, it is recommended that you uninstall them with the Windows **Add/Remove Programs (Windows XP)** or **Uninstall (Windows Vista)** wizard in Control Panel before installing them back.
- ✓ If you are using Windows Vista, it is recommended that you download and install the latest Windows Vista drivers. Do not use the installation CD-ROM disk unless the disk is labeled for Windows Vista.

Step 1: Performing a clean boot in Windows

Please see [Clean Boot Troubleshooting](#) below for instructions on performing a clean boot in Windows.

Windows 2000 [How to perform clean-boot troubleshooting for Windows 2000](#)

<http://support.microsoft.com/kb/281770/>

Windows XP



[How to perform a clean boot in Windows XP](#)

<http://support.microsoft.com/kb/310353/>



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Step 2: Uninstalling the sound drivers

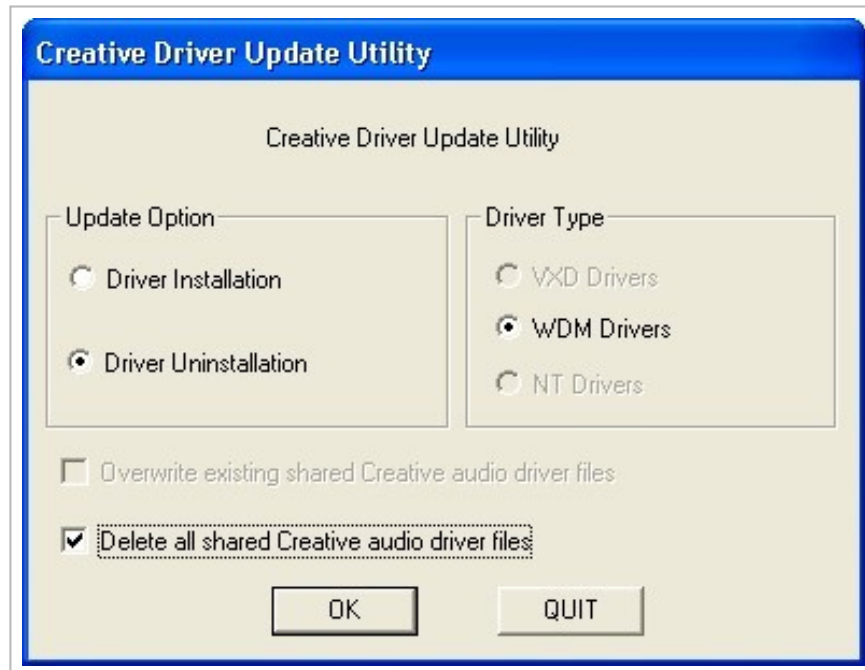
If you are using Windows Vista, it is recommended that you download and install the latest Windows Vista drivers. Do not use the installation CD-ROM disk unless the disk is labeled for use with Windows Vista.

1. Click **Start, Settings, Control Panel** and **Add Remove Programs**. Uninstall all listings related to the audio card. Do not restart the PC when prompted to.
2. Go to **Control Panel** and switch to **Classic View**. Open **System**, select the **Hardware** tab and click the **Device Manager** button.
3. Click on the plus sign (+) next to **Sound, Video and Game Controllers** to expand the group. Highlight the sound card entries, for example, Sound Blaster Audigy WDM, right click and choose the **Uninstall** option.
4. If there are other previous sound card entries, uninstall them as well and disable onboard audio (AC97, Sigmatel, etc) if present.
5. Reboot the PC and cancel out of any driver installation if prompted to.
6. Insert the Creative Sound Blaster installation CD into your CD/DVD-ROM drive.
7. Exit from the installation wizard if it autoruns.
8. Click **Start, Run** and **Browse**. Browse to **Z:\AUDIO\DRIVERS** (where **Z:** represents the CD Rom drive Letter), and run **CTZAPXX.EXE**.

If you have a Sound Blaster X-Fi card, run **SETUP.EXE**.

If you have a Windows XP/2000 combination CD-ROM disk for your Sound Blaster Audigy SE (SB0570) card, browse to **Z:\XP\AUDIO\DRIVERS**, and run **SETUP.EXE**.

9. In the **Creative Driver Update Utility** screen, select **Driver Uninstallation** under **Update Option** and select **WDM Drivers** under **Driver Type**.
10. Select the option **Delete all shared Creative audio driver files**, and click **OK**.



11. When prompted to restart, say **No**.

Step 3: Removing the remaining files

1. Browse to the **C:\Temp** and **C:\Windows\TEMP** (if it exists) folders. All files and folders in the temp folder need to be either deleted or moved to a new folder.
2. Browse to **Program Files, Creative** and delete the **Sound Blaster** Folder. If a file won't delete, right click on the file, click **Properties** and clear all the **Attributes**. The file should then be able to be deleted.
3. Empty the **Recycle Bin** and reboot the PC.
4. If you wish to reinstall your software and drivers, do this now. For more information on how to install your product, please visit the [Product Guide page](#) for installation instructions. Otherwise, go to the next step.

Step 4: Returning from the cleanboot state

Please see [Clean Boot Troubleshooting](#) below for instructions on returning from a clean boot in Windows.

Windows 2000 [How to perform clean-boot troubleshooting for Windows 2000](#)

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Windows XP



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