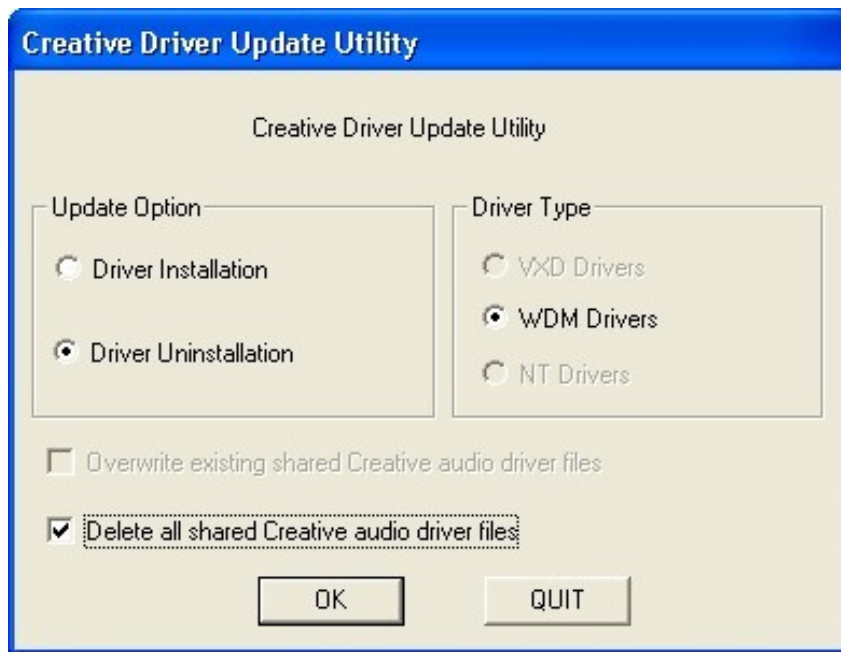


## Soundcard no longer functioning following a system crash

Keywords / Key Phrases: system crash, soundcard not detected

In the event that the soundcard is no longer being recognized or functioning intermittently, it is recommended to uninstall any creative instances that are related to the soundcard and reinstall the soundcard to ensure a fresh setup.

1. Perform a clean boot in Windows. Refer to [ID 6738: Clean Boot Troubleshooting](#) for directions on performing a clean boot in Windows.
2. Uninstall sound drivers. Refer to the following instructions:
  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.
  2. 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.
  3. If there are other previous sound card entries, uninstall them as well and disable onboard audio (AC97, Sigmatel, etc) if present by selecting disable when right clicking the device.
  4. Reboot the PC and cancel any driver installation if prompted.
  5. Insert the Creative Sound Blaster installation CD into your CD/DVD-ROM drive.
  6. Exit from the installation wizard if it auto runs.
  7. Click **Start, Run** and **Browse**. Browse to **Z:\AUDIO\DRIVERS** (where **Z:\** represents the CD Rom drive Letter), and run **CTZAPXX.EXE**.
  8. If you have a Sound Blaster X-Fi card, run **SETUP.EXE**.
  9. If you have an Audigy SE (SB0570) card and a Windows Vista/Windows XP combination CD-ROM disk for it, browse to **Z:\XP\AUDIO\DRIVERS**, and run **SETUP.EXE**.
  10. In the **Creative Driver Update Utility** screen, select **Driver Uninstallation** under **Update Option** and select **WDM Drivers** under **Driver Type**.
  11. Select the option **Delete all shared Creative audio driver files**, and click **OK**.



12. When prompted to restart, click **No**.

3. Remove the remaining files. See detailed steps below:

1. Browse to **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 will not 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 shutdown the computer.

4. After shutting down the computer, remember the PCI slot the card was previously installed. Now remove the Creative sound card.

- Power on the system again without the sound card.
- Ensure that Windows have been fully loaded.
- Verify that the sound card is not being listed in the Device Manager and there is no pop-up regarding any hardware being found.
- Now shut down the computer and re-insert the Creative soundcard into the same slot and power up the system.

5. Upon system startup, Windows will try to identify the sound card and prompt "New Hardware Found". Note that Windows should not be automatically searching and installing the driver and if this occurs, please repeat the 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.

6. Reinstall the sound card driver from the installation CD by following closely to the instruction in the installation process.

**NOTE:** Please ensure that you perform a full installation from the cd instead of custom installation.

## Further Suggestions

Uninstalling Sound Blaster PCI Cards - [SID # 85217](#)

Last updated: June 15th, 2010