

Legacy Creative Devices not Recognized by PC

Keywords / Key Phrases: not recognized, troubleshooting

Summary:

- ✓ Basic troubleshooting steps for issues with detecting Creative devices in the legacy category

If the device is not recognized in the BIOS

AGP card

- try the card in another PC
- test another AGP card in your PC

Serial modem

- ensure your serial controller (COM1/COM2) is assigned an IRQ and is recognized by the BIOS
- the serial modem itself will not be recognized by name in the BIOS

If the device is not recognized in Windows

Check [Device Manager](#) if your Creative product shows up in the list.

Note:

- No matter which Creative product you have, verify that your system meets the minimum requirements

AGP card - Win.9X/ME

- if you are replacing an existing device (e.g upgrading to a newer product), ensure you uninstall and remove the drivers and software for the older product
- if you are replacing an existing device (e.g upgrading to a newer product), ensure you uninstall and remove the drivers and software for the older product
- for the duration of the installation process disable Virus Scanner software and other non-essential background applications
- keep the PCI slot next to the AGP card free
- assign IRQ To VGA must be enabled in the BIOS

AGP card - Win.2000/XP

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- disable Virus Scanner software and other non-essential background applications
- keep the PCI slot next to the AGP card free
- assign IRQ To VGA must be enabled in the BIOS

Serial modem - Win.9X/ME

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Serial modem - Win. 2000/XP

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