

Error I-001 When Installing a Creative Software Application

Keywords / Key Phrases: 001, 002, I-001, I-002, Installshield, I-001/I-002

To resolve the **Installshield error I-001 "File Not Found"**, or **I-002 "File is corrupted"** while you are trying to install Creative software applications or drivers, please follow the steps below to resolve the issue:

1. Leave the error messages on the screen.

Note: Please do not exit/close the software installation window.

2. Click on the **Start** button, and then click on **Search**, type **install.log** then press **Enter**.

Or

3. For Windows XP, Windows 7 or Windows Vista, press the key combination of **Windows + R** to open the **Run** box. Type **install.log** then press **Enter**.
4. If more than one copy of the INSTALL.LOG is found, check on the date for each file, and open the most recent file using notepad. This should correspond to the date / time of the installation attempt.
5. Scroll to the last 1-3 lines in this log file.
These lines should show what installation file, Windows file, or registry component was not found by the installation.
6. At this point, try to find the files in the installation cd of the software you are installing or from the Windows installation CD. Reinstall these files or save them into the directory where they should be as indicated in the INSTALL.LOG file.

Note:

If you are not able to locate the install.log file via the steps above, perform a clean uninstall of the Creative software and re-install it.

