

Drivers and Downloads - Frequently Asked Questions

Keywords / Key Phrases: creative, drivers, download, FAQ, firmware update, applications

Summary

- ✓ This article will give you an overview about the available downloads from Creative.

1. What is a driver?

A driver is a software interface that controls a device; hence, it is often called Device Driver. These devices can be a piece of hardware such as printers, disk drives, or keyboards, sound cards, video cards, or a piece of software program such as Windows Media Player, a Database application, or Creative MediaSource. Creative offer a comprehensive set of full driver downloads for all our current and past products. These usually take the form of a full stand-alone update that will provide you everything you need to ensure full hardware functionality. Please be aware that recently shipped products may not have any updates available and hence are not listed on our download site.

Note:

- It is recommended that you save your current work and close all background applications (particularly anti-virus applications) before beginning a new installation.
- Most driver installation routines will also prompt you to restart your computer before the changes can take effect.
- In the event of your system freezing during driver installation, Please restart your system and run the driver install program again.

2. Where can I get Creative applications?

Creative endeavors to offer a range of application updates available for download from our site. These application updates will usually require an existing previous installation of the software to be installed on the target computer. A list of requirements is provided in the download description. Please be aware that recently shipped products may not have any updates available and hence are not listed on our download site. Refer to SID64507: [Where Can I Download the Latest Creative Drivers/Applications?](#) for steps on where and how to download your product's application.

3. What are firmware updates? Where can I get them?

Creative provide our customers with the necessary updates to ensure that your device is kept as up to date as possible with the latest technologies and features. The firmware updates are a stand alone release and only require that the device be attached and installed on the computer. This file, once run, will upgrade your player and add features as well as applying any previously identified fixes. A list of requirements and fixes is available in the download description. Please be aware that recently shipped products may not have any updates available and hence are not listed on our download site. Also never use a firmware downloaded from a third party side. Refer to SID64507: [Where Can I Download the Latest Creative Drivers/Applications?](#) for steps on where and how to download the latest firmware update.

4. I am having issues while installing drivers or software from the installation disk. What should I do?

1. Make sure that your system meets the minimum system requirements. Refer to www.creative.com, select your Creative product then go to **Specifications** or refer to the product's user manual for information.
2. Make sure that you are installing the driver in the correct sequence.

If you are installing an internal card such as a Sound Blaster card, or a video card, make sure that it is detected by the System BIOS and by the Operating System. If your system BIOS or Windows does not detect it, try the card in another slot.

If you are installing a USB product such as webcams, some headphones and speakers, please take note that most USB Creative products uses the operating system's native driver. Ensure that your USB device is detected with the latest OS updates.

If the installation CD is not initialized automatically in your PC, the auto insert notification feature in Windows may not be enabled.

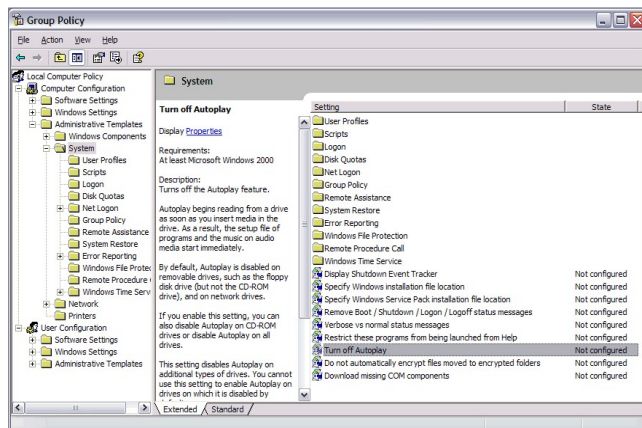
5. How do I enable AutoPlay?

- **Win9x**
 - Go to the **Device Manager** by right clicking **My Computer** and selecting **Properties**.
 - In the Device Manager window, double click the entry that represents your CD Rom under **CD Rom Controllers**.
 - In the **Settings** window, you will find an option called **Auto Insert Notification**. This option needs to be checked for the **Autorun** feature to

work.

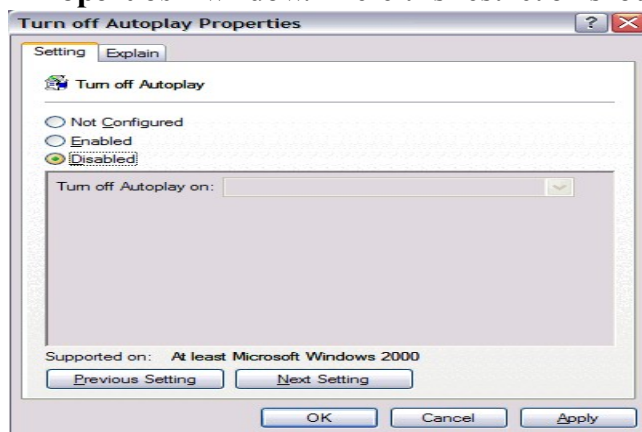
- **Windows 2000 / XP**

- **Autorun** is enabled by default and can be enabled/disabled via the Group Policy Editor.
- Click **Start - Run - type gpedit.msc**
 - The image below shows where to find the settings.



[Click to enlarge](#)

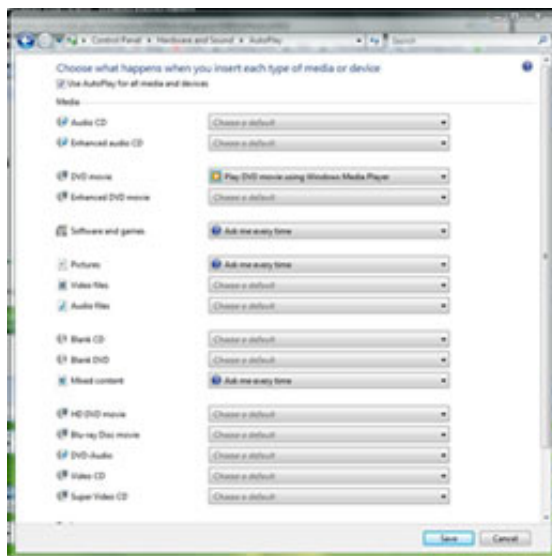
- The default is "**Not configured**" - if this is set to "**Enabled**" (Autoplay turned off) for whatever reason, double-clicking this entry will open the "**Properties**" window. There this restriction should be set to "**Disabled**".



[Click to enlarge](#)

- **Windows Vista / 7**

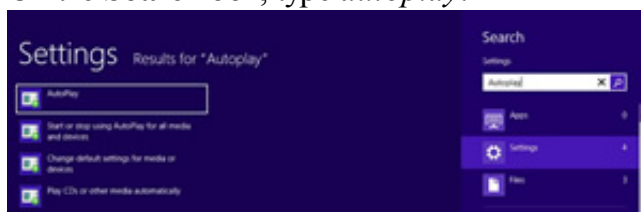
- Open **Control Panel**
- On the **Search** box, type *autoplay*
- Put a check on **Use AutoPlay for all media and devices**
- You can also customize actions based on the media type.
- Click **Save** to put changes in effect



[Click to enlarge](#)

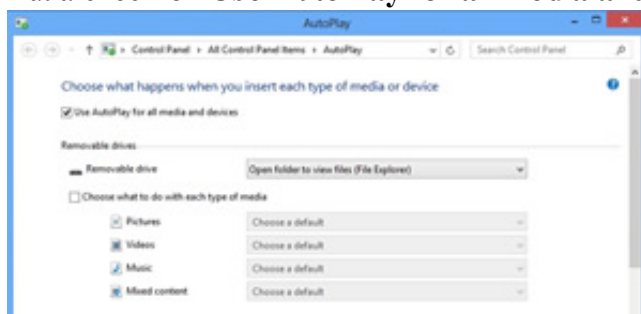
• Windows 8

- Point your mouse to the upper-right corner of the screen, move the mouse pointer down.
- On the **Search** box, type *autoplay*.



[Click to enlarge](#)

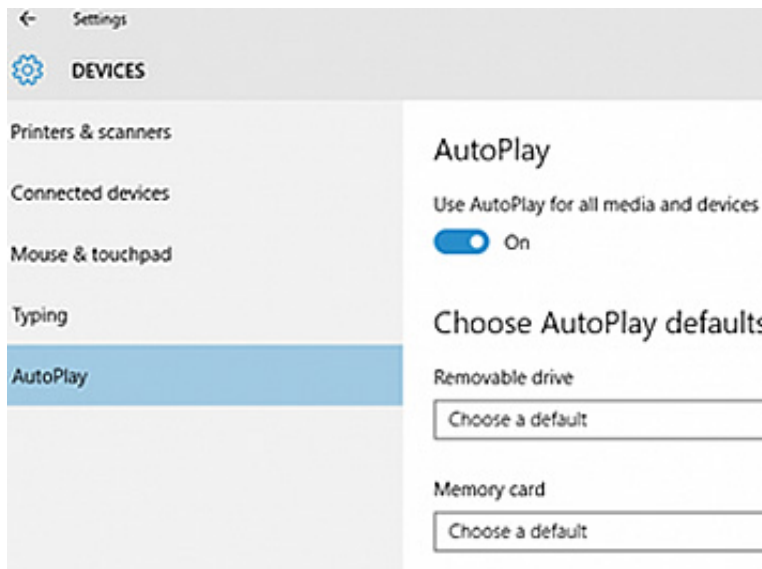
- Click **Settings**, and then launch **AutoPlay**.
- Put a check on **Use AutoPlay for all media and devices**.



[Click to enlarge](#)

• Windows 10:

- Go to **Settings** app and click on **Devices**. Select **AutoPlay** from the left side
- To enable AutoPlay, slide the **Use AutoPlay for all media and devices** button to On.



6. I received a prompt that the software I am installing has not passed Windows Logo testing. What should I do?

If, during the driver installation, you receive a prompt that the software you are installing has not passed Windows Logo testing (as shown below), click the "**Continue Anyway**" button to proceed.



[Click to enlarge](#)

Product manufacturers can choose to submit their products to Microsoft for certification, or otherwise but the responsibility is with the manufacturers to ensure that their products work well and have been tested thoroughly with the intended operating system. Creative products have gone through extensive testing by Creative's Software Qualification Assurance to ensure full compatibility with the intended operating system.

7. Where can I download drivers for Creative products?

- To download and install the latest driver/application for your Creative product, refer to SID64507: [Where can I download the latest Creative Drivers/Application?](#)

- To download the latest Windows 10 drivers for your Creative product, refer to SID126331: [Windows 10 Software Availability Chart](#)

It is recommended that you download and save (instead of open) the driver package to a temporary folder. To install the updated drivers, go to the download folder, and double click on the package. Ensure you follow the instructions in the README.TXT file if there is one included.

8. Where can I download Creative drivers/software that support Linux operating system?

Creative drivers/software for Linux is not available.

Last Updated: January 8, 2016