

## **Troubleshooting Part 1**

### **MIDI Related Issues**

- No input on MIDI tracks, check MIDI monitor window for MIDI input (shift-W in DP).
- Something plays oddly - look in the Event List for duplicate notes.
- Jumping levels? Check for duplicate MIDI assignments or unwanted CCs.
- Go to Audio MIDI Setup and look at your devices.
- Check for phantom (greyed out) MIDI interfaces or devices in AMS.
- Is the device or MIDI interface disconnected, turned off, or unplugged?
- Has the device been renamed?
- Update driver for MIDI interface or device. Check OS driver compatibility.
- Check MIDI cables, USB ports, USB hubs.
- If you see MIDI activity in MIDI Monitor, but it's not getting to a MIDI Track, make sure you don't have something incorrectly assigned in the Control Surface Setup Window, since it will steal the input before it gets to MIDI tracks.

### **DP Studio Menu - Remap MIDI Devices window**

- Use Remap MIDI Devices dialog when opening a project with an assignment problem.
- Remap Devices is a way to reassign missing or renamed devices.
- Can also be used for hardware/VI reassignments in an opened project.

### **Missing Soundbites**

- Happens when moving the audio files folder outside of the project folder.
- Could happen if Audio Files preference is set to not copy audio to project.
- Could happen after renaming the Audio Files folder.
- Could happen when copying the project without audio files.
- Could happen if "Audio Monitor - Set Take folder" is selected outside of the project and the files aren't copied into the project (or project is dragged to a different drive).

### **Sample Rate Mismatch**

- When importing files at different sampling rates, use Automatic Conversions (prefs).
- Mismatched files can also be converted from the Soundbites window.
- If files are recorded at one rate, but clocked to a different rate, they will

play back incorrectly.

- Use Soundbites Window, Convert Audio File, select Sample Rate, and check “Only change the file’s recognized rate...”.

### **Soundbites play back at the wrong speed**

- Check clocking, could be a different rate than the project.
- If recorded wrongly clocked, fix by changing recognized rate.
- DP should automatically switch the sampling rate when opening a project.
- Sometimes it has to do with the driver/clocking. Maybe it’s locked in with another app. Check clock rate from interface application.

### **Relocating DP Projects**

- Dragging projects isn’t the safest way. What if files are being referenced?
- Check soundbite locations from DP - Soundbites Window - View by - Disk.
- Use “Save As” or “Save A Copy As” and check duplicate audio (at the bottom of the window). “Save As” makes the new version the active project. “SACA” makes a copy, but you’re still on the existing project.

### **Relocating Sample Libraries (A few examples)**

- Kontakt, via Native Access.
- Falcon, Workstation - Settings “wrench” at the top, Preferences, Soundbanks.
- Omnisphere/Spectrasonics, via STEAM Folder (can be moved as an alias).
- East/West Play, in the Browser, lower left corner (right-click in that pane to add/relocate).