

Troubleshooting Part 2

File Won't Open

- Try loading the file as a chunk into a new, empty project.
- Try adding dpdoc extension to file (if missing).
- Switch to MIDI Only from Setup Menu - Audio System. Then open again.
- If possible, try opening the project on an older computer, OS, DP version.
- Try making a copy of the project file and move it to a different location.
- Moving the project file might determine it's a corrupted audio file in the project causing the issue.
- The file header data may have been bashed beyond repair as a result of moving between differently formatted drives (more likely with old files).

No Sound on Playback

- Check audio connections, interface monitor level, phones, etc.
- If using the built-in driver, make sure levels aren't down or off.
- Check for valid, non-italicized outputs/bundles in DP.
- Make sure tracks aren't disabled (enable column in Tracks window).
- Make sure tracks are not turned down in the mixer.
- Look for muted or lowered Master Fader or Aux tracks assigned to the same output.
- Check soundbites for sample rate mismatch (in Soundbites Window).
- Make sure interface clocking rate matches the project rate.

Dropouts, Playback issues, Noise

- Playback error (or Dropouts) might occur if buffer size is too low.
- Same could happen if hard drive is highly fragmented, too slow, or failing.
- Check drive read/write speeds with free app "Black Magic Speed test".
- Try running the project with different driver or interface (using built-in).
- Check Interface driver for compatibility.
- Check cables, hubs, adapters, etc.
- Check interface clocking (noise could result from not being resolved to rate).
- Try DP Project without any plugins instantiated.
- Try DP Project without any plugins loaded (turn off MAS AU/VST support).
- Check all plugin authorizations (demo mode might cause dropout).
- Try raising the Prime Milliseconds setting (Configure Studio Settings). Try 500.

- Check activity monitor for what's also running on the computer (It could be another app or network activity stealing resources).
- Look at DP Effect Performance window for taxing plugins.

Waveforms not drawing

- Check system RAM use; DP might not be getting enough system memory.
- System memory is auto-assigned by the OS.
- Try restarting the computer to reset/reclaim system memory.
- Try deleting Analysis Files from the project folder.
- Try moving the project to a different drive location (or directory).

Video won't play, stops, or is intermittent

- What kind of file is it? (.mov, .mp4, .m4v, .dv)
- Check the file size (uses system RAM).
- Check the file resolution, frame rate, and codec.
- Try converting the video to a h.264 .mov QT file.
- Use QT Pro, iMovie, FCPX, or 3rd-party apps to convert video.
- Does the video contain any copy-protection?
- What OS? Some newer 4k vides don't play well on older systems.
- Check movie start time and Chunk start time.
- If the Chunk starts before or after the movie start time, video won't play.
- Check for odd surround formats in the imported quicktime movie. Get info outside of DP at look at the QT audio channel format.
- There is a known issue with EpoCam iOS/Mac OS software. It causes the movie window to not play and not be accessed. Use the EpoCam Uninstaller to remove it from your system.

Other

- Error -47 relates to running projects off of Dropbox. Basically, a no-no right now.
- Disable "duplicate audio" when saving as or you'll double the project size.
- Close windows you don't need to see at that moment. It helps with screen redraws and smoother counters, scrolling, etc.
- Also, it's not a good idea to let TimeMachine run while actively recording large sessions, it can crash the mds and kernel systems. In general you should pause any backup/cloud service while actively modifying the hard disk and then let it run again when done.

