Appendix C

Troubleshooting for the Macintosh

Installation Troubleshooting

Software

The Lexicon Studio Installer will install all necessary components into their default locations. If you want to install Lexicon Studio on a different hard drive, or to a particular location of your hard drive, you must browse to this in the installer.

Note also that you must install Lexicon Studio software for *each* application. For example, if you have installed Cubase VST, VisionDSP, and Logic Audio, you will need to install Lexicon Studio for each application.

Hardware Recognition

There are two status LEDs mounted on the top of the card, right next to the PC-90 connector. When a supported audio application is booted and the drivers are loaded, one LED will light and the other will blink repeatedly.

System Troubleshooting

Power Up Problems

If the computer does not power up after installing a Core-32, the Core-32 or another expansion card may be partially dislodged from the expansion slot in the PCI bus. Remove the Core-32 card and verify that the system boots without it installed. Verify that all other expansion cards are seated securely in the slots. Remove all peripheral devices from the Core-32 card, including the PC-90 card and cables. Reinstall the stripped Core-32 card and try re-booting to try to isolate the PC-90 and ca/or cabling as the source of the problem.

Disk with Question Mark during Boot Cycle

This is a Macintosh error that is telling you that the Macintosh cannot find the boot drive. Power the machine down and make sure that you have not loosened any cables to the hard drives.

Optimizing MacOS for Audio Applications

Following are some suggestions that may improve your computer's performance as a dedicated digital audio workstation. Some of these suggestions disable some MacOS optimization features and may slow the overall performance of your system when using non-audio applications.

Add Memory

Adding RAM to your computer will improve the performance of your audio applications.

Streamline your Extensions

With fewer Extensions and Control Panels active within your system, you will not only have more memory available for your operating system, but less chance of software conflicts. Use the Extensions Manager Control Panel to select only the Extensions and Control Panels that are absolutely necessary for you do do your audio work.

Disable Virtual Memory

Most audio applications require disabling virtual memory.

Scan and Defragment your Disk Regularly

Defragment your drives on a regular basis. Run Apple Disk Tools or Norton Utilities regularly to repair directory damage to your disk. These software tools can detect and fix problems before they become fatal. Disk Tools is on your original MacOS CD-ROM. Norton Utilities is available from your local Macintosh dealer.

Before defragmenting your drive, make sure that the Mac OS version you are running supports your application. Crashing while defragmenting your disk can lead to irreparable damage.

Verify the Performance of your Disk Drive

Make sure that your disk drive is fast enough to handle audio (a seek time of 10ms or less is good performance). Also, some audio applications may not support Apple HFS+ format. Please consult the documentation for your audio software if you plan to upgrade your machine to HFS+.

Use a Dedicated Drive for Audio

Having a separate drive for audio will help prevent bandwidth problems with disk transfer. It is best to have two hard drives, one for your operating system, and one dedicated to audio recording.

Disable Screen Savers

Disabling any program that runs in the background, such as screen savers will help system performance.

Disable Virus Protection Software

This is most important while installing software, but virus-scan software typically runs in the background of the computer, taking up processing time of the CPU. This should be disabled when running audio software, but used periodically to check for viruses.

Dedicate your Computer to Audio Work

Computers are complex machines. The software that runs them is equally complex. Dedicating a system to certain applications will minimize conflicts and other system problems. Try to dedicate your machine solely to audio purposes, and do your word processing, web browsing and financing on other machines.

TIP: Back up your system on a regular basis.

Common Problems and Solutions

Installation and Hardware Recognition

Core-32 hardware not present dialog box
If you encounter this dialog box while launching your audio software, your Core-32 card may not be seated fully in its PCI slot. Also, check your Lexicon Studio cabling.

ASIO Device could not be created error
Make sure your Lexicon Studio software is installed properly. The Core-32 extension must be present in the Extensions folder. The ASIO Core-32 driver must be present in the ASIO Drivers folder.

Problems operating the Lexicon Core-32 Diagnostics
The Core-32 can be an ASIO device for only one audio application at a time. You cannot run Cubase VST (or any ASIO application) simultaneously with the Core-32 Diagnostics without encountering errors.

PC-90 Problems

PC-90 is not selectable in Cubase VST as a plug-in.
If the PC-90 machine 1 and PC-90 machine 2 are not selectable as an effect, the PC-90 plug-ins have probably not been installed into the proper 'VstPlugins' folder. Default installation folders for Cubase are shown below. Actual program names will differ depending on your version.

For Cubase AudioVST: Macintosh HD:Cubase Audio VST:vstplugins
or: Macintosh HD:Cubase VST:vstplugins
For Score: Macintosh HD:Cubase Score VST:vstplugins
For Score Demo: Macintosh HD:Cubase Score VST Demo:vstplugins

PC-90 reverb is assignable from the VST Effects window but can not be heard:
Check bus pop-up on the PC-90 Rack Xpander. If this is set to manual, change it to an enabled Master output, such as PC90 1. PC90 1 or PC90 2. If reverb is still not available, check the routing from input to bus to reverb I/O to source to destination.

PC90 does not record during the Create File process in Cubase VST
Unlike software-based plug-ins, the PC90 is hardware-based and does not get recorded during VST's Create File process. Much like effects from any outboard gear, you must record the effects as digital audio tracks within the Song.

Work around:
1. Return reverbs to aux. ret L&R

2. Use aux. ret L&R as input sources.

3. Record these sources onto new tracks, then use the Create File function.

Poor System Performance

A computer with a fast CPU does not guarantee high performance. If your system is not performing as well as it should be, try some of these suggestions:
*   Quit any open applications other than your audio software.

*   Add memory. (Cubase VST recommends at least 64MB.)

Pops and clicks

*   Minimize any unnecessary windows that are constantly redrawing

*   Verify that the SCSI card drivers are up to date.

*   Verify all audio and data cables are securely fastened to their respective connectors.

*   Try another Word clock source. Switch the word clock from internal to external or vice versa.