

SongFrame Troubleshooting Guide

Windows XP/Vista/7 Version

This guide reviews issues you may encounter with SongFrame Windows and how to fix them. As always, EMAIL us at support@tanageraudioworks.com.

First - please be sure you are running the latest version of SongFrame (Build 8.56/Database Version 1.6.) If you are running an earlier version, uninstall it and grab the latest wrapped version at:

<http://server1.tanageraudioworks.com/downloadlink/SongFrameWinUpdater.zip>

This brings your SongFrame up to the latest version without uninstalling. You can find the version by clicking on the **SongFrame** menu and then the **About** selection.

Before we begin - please make sure your PC meets the minimum requirements for running SongFrame:

- Intel® Pentium® III 1GHz or faster processor
- Windows XP with Service Pack 2; Windows XP Tablet PC Edition; or Windows Vista® Home Premium, Business, Ultimate, or Enterprise; Microsoft® Windows® 2000 with Service Pack 4; Windows 2003 Server, Windows 7 (any version.)
- 512MB of RAM
- 1024 by 768 resolution display - actually the bigger the display, the better experience you'll have with SongFrame.
- Audio input/output device (SongFrame will work with an internal sound card or external audio interface.)
- MIDI Input and Output device or compatible VST Plug-in Instruments.

Top Issues

- We have had reports of incompatibilities with the Free AVG Anti-Virus software - this seems to affect the Pace Security drivers installed with SongFrame. Please disable this if you have it
- We have also heard from users with corporate IT-installed RAS security software/tokens that SongFrame never loads past the initial splash screen - they interfere with the Interlok security drivers installed along with our product.
- Make sure you are running SongFrame with Administrative privileges.
- **Not every VST works with SongFrame**, so please stick to the VST's listed in our VST guide at http://www.tanageraudioworks.com/Datasheets/Using_VST_Instruments_With_SongFrame.pdf. Currently VSTi's which use an iLok security key do not work with SongFrame.

Issue - During the installation of SongFrame, I get an error message telling me an older version of "LoopBe" has been found.

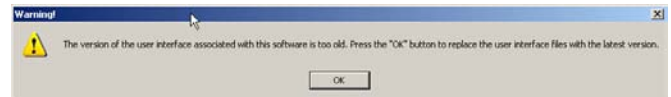
Some users get a message during the installation of the LoopBe30 MIDI Loopback driver utility that a previous or older installation was found and the installation has been aborted. This occurs if either an old LoopBe30 or LoopBe1 MIDI Loopback Driver was on your PC in the

past in some capacity. (We use the latest version in SongFrame.) These are the usual messages when there is already a device installed. You can try uninstalling these apps from the **Add/Remove Programs** tool, but if that does not work then the device manager uninstall approach may work. Go to **Start -> Control Panel -> Hardware and Sound -> Device Manager -> Sound**, then **Video and Game Controllers** and right-click on **LoopBe30** and **LoopBe1** (if there.) Choose **Uninstall** and check **Delete the driver software for this device**. Choose **OK**.

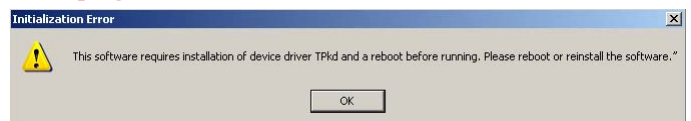
If all else fails, we've placed a few cleaner files in the C:\Program Files\SongFrame\Utilities folder. Run the LoopBe RegistryCleaner.exe first, then run the Uninstall_LoopBe1.exe and Uninstall_LoopBe30.exe in sequence - you can choose the "I will manually restart later" choice and then restart your PC when all exe's have been run. Upon restart - you can install SongFrame again.

When first launching SongFrame, you may see a warning that says "this version of the user interface is too old..."

If you see this warning, just hit "OK". SongFrame will load and you won't see this message again in the future.



Some users may get a warning that "TPkd drivers" are necessary to run the program.



This relates to the anti-piracy protection we utilize. If you receive this warning, go to the Pace AP (www.paceap.com) website and in the upper right, click on the Download Drivers drop-down. Get the latest Windows 32 or 64 bit drivers (depending on your system) and install them, and reboot. SongFrame should now run. Since this happens mostly on 64 bit systems, we've put a copy of the drivers needed in your C:\Program Files\SongFrame\Utilities folder - the file is called Drivers64.zip.

Issue - When SongFrame loads, I get an error message about configuring Internal MIDI ports.

This error is explained in more detail in the document called "[Windows MIDI Port Limits - SongFrame and Chirp.pdf](#)" available in the downloads area at the bottom of the SongFrame Product Page on our website. It usually appears when a user has too many other MIDI ports installed on his or her PC and has surpassed Window's port limits. In a nutshell, SongFrame uses a piece of utility software called the **LoopBe30 MIDI Loopback driver** to have its Chord, Melody and Drum tracks speak to the program and vice versa. (A MIDI Loopback driver

allows one application to send its MIDI data to another application - like having virtual MIDI cables connect the two.) SongFrame requires 3 of LoopBe30's internal ports, but we install 4 ports (we keep one available for our Chirp Virtual MIDI Keyboard controller.) Here's how to get your SongFrame running.

- Power down or uninstall unused MIDI interfaces/ports.
- Click on the Setup icon on the main toolbar, then click "Global Settings" on the left of the tool window. Choose the "Internal MIDI" tab. (SongFrame may have dropped you here already.) This tab is a place where you can tell the program to use specific internal MIDI ports supplied by LoopBe30. Any track that already has a port to itself will show as grayed out - usually all 3 are shown this way:



- Click on each of the 3 drops downs and assign a port. We use Internal port #2 for Chords, #3 for MIDI and #4 for Drums. They will gray out after being selected - indicating that those ports are now setup and accepted as shown:



- **Quit SongFrame and re-launch.** *If you don't relaunch - you won't see anything in the Audio and MIDI Setup tabs!*

Once set up properly, you shouldn't see this ever again. If this is preventing your demo copy from running, we can extend your demo time-out after we repair the situation - please let us know by EMAILING us at support@tanageraudioworks.com.

Issue - I can't see anything in the Chord Library, Suggestions or Progressions, nor the Drum Library or Melody tools. Everything is blank!



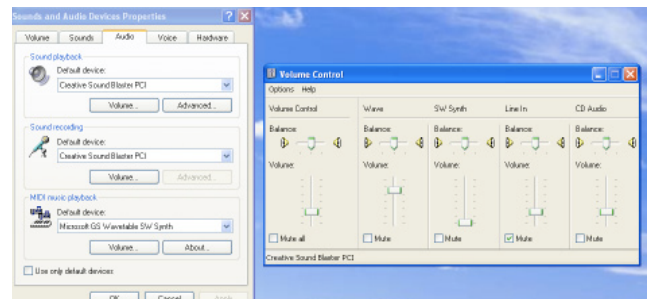
You have undoubtedly had the previous issue and may not have known it - but the answer here is to quit SongFrame and re-start it. All the tools

should be just fine.

Issue - I can hear Audio, but I can't hear any chord, melody/MIDI or drum tracks.

This can be a few things:

- Make sure you are not muting any of LoopBe30's MIDI ports. Right click on the LoopBe30 Monitor icon in the system tray and load the Monitor app - no boxes should be checked.
- Check the **Setup->Global Settings Internal MIDI** tab. Make sure there are "grayed out" entries there with the Chord Track assigned to "2.Internal MIDI, the Melody/MIDI Track assigned to "3.Internal MIDI" and the Drums Track assigned to "4.Internal MIDI." *If not - exit SongFrame and delete the SongFrameSettings.XML file located under the c:\Program Files\SongFrame\Settings folder. Restart SongFrame and check that same tab - they should be correct now at 2,3,4 and grayed out.*
- Set your MIDI Tracks to use the built in Microsoft GS Synth. To be sure this synth's volume is turned up, click on Control Panel -> Sounds and Audio Devices and click on the Audio tab. Go down to the Volume button for the MIDI device, and click it - you'll see the volume control window pop up. Be sure the SW Synth volume is not all the way down as shown here!



Issue - SongFrame crashed and now I can't re-launch it. I try double clicking the application icon but nothing happens.

Solution - When SongFrame runs, it loads three ".exe" files - **SongFrameServer.exe**, **SongFrameVSTHost.exe** and **SongFrameUI.exe** (in that order.) If one of those processes crashed, then the other two are likely still running - and preventing you from re-launching SongFrame. The solution - right click on the Windows Task Bar at the bottom of the screen and load Task Manager. (You could also get at this via CTRL-ALT-DEL.) Click on the Processes tab and quit any of the remaining processes that begin with 'SongFrame...' You should be able to restart now.

Issue - My favorite VST Instrument crashes SongFrame!

Solution - We have issues using some VST instruments. If this happens - please let us know immediately so we can try and solve the issue on our end - please EMAIL us at support@tanageraudioworks.com. If the VST crashes SongFrame, you'll get a box telling you SongFrameVST-

Host.exe has ceased working. SongFrame itself will still be on screen - but it will be unresponsive. If you try and exit SongFrame conventionally at this point, you will get a “Closing SongFrame” message on the screen eternally. Right-click on the Windows Task Bar at the bottom of your screen and select Task Manager. Go to the **Processes** tab and end any process beginning with SongFrame - there will likely be SongFrameUL.exe and SongFrameServer.exe left running. (Alternatively - get to Task Manager via CTRL-ALT-DEL.) If you try and load SongFrame again at this point - the settings file may be set to find and load that VST into the specific track again at launch - not a good thing if it hoses the application. Go to the **C:/Program Files/SongFrame/Settings** folder and delete the **SongFrameSettings.XML** file. This way when you re-launch SongFrame you’ll avoid this situation - but you’ll have to set up your Audio and MIDI settings again.

Issue - On launch, SongFrame never stops searching for VST Instruments - the warning message never goes away.

Solution - The Settings file is likely corrupt - and the VST path setting is damaged preventing SongFrame from ever finding anything it is looking for. SongFrame saves its settings when it shuts down, and we’ve seen cases where for whatever reason this file becomes damaged. The solution is simple. Quit SongFrame. In Windows Explorer, find the **SongFrameSettings.XML** file under the **C:/Program Files/SongFrame/Settings** directory and delete it. When you restart SongFrame, you’ll need to set up the audio, MIDI, VST folders etc. - but you should see all your choices.

Issue -After loading SongFrame, the Audio and/or MIDI drop-down menus do not show my available interfaces or ports.

Solution - The Settings file is likely corrupt. SongFrame saves its settings when it shuts down, and we’ve seen cases where for whatever reason this file becomes damaged. The solution is simple. Quit SongFrame. In Windows Explorer, find the **SongFrameSettings.XML** file under the **C:/Program Files/SongFrame/Settings** directory and delete it. When you restart SongFrame, you’ll need to set up the audio, MIDI, VST folders etc - but you should see all your choices. If you still can’t see your ports in the drop-down menu - EMAIL us at support@tanager-audioworks.com and we’ll help you fix it.

Issue - I can’t see the Microsoft GS Wavetable Synth anywhere on my system.

Solution - get the PDF found at: http://www.tanageraudioworks.com/Datasheets/Microsoft_GS_Wavetable_Synth_Issues.pdf

Commage Usage Issues

Issue - I can’t hear any audio.

This could be related to another issue in this document - but we see very often that users with this issue forgot to set up the Audio Input/Output as well as selecting some MIDI device (such as the Microsoft GS Wavetable Synth) for each of the 3 MIDI tracks under Setup -> MIDI and VST

Setup. We also had a user who clicked Check Levels under the audio setup and never clicked Finished. You need to do that! Last, make sure you are not muting any of LoopBe30’s MIDI ports. Right click on the LoopBe30 Monitor icon in the system tray and load the Monitor app - no boxes should be checked.

We have seen some rare situations in Windows XP where the SndVol32.exe system application (normally found in the c:\Windows\system32 folder) is missing - so there is no way to see the volume controls or turn up the Microsoft GS Synth. You can learn more about the fix for this at <http://support.microsoft.com/default.aspx/KB/319095>.

Issue - I choose EZ Drummer Lite as my Drum Track VST, but I can’t hear anything.

Solution - You probably didn’t click on the SongFrame’s Drum Track VST icon yet to get to the front panel of EZ Drummer Lite - when you do that you always have to check the “Close Window” button first so the plug-in begins loading its drum sounds. Wait till all the sounds are loaded before trying to play the drum track in SongFrame.

Issue - I can hear chord piano sounds, but I also hear the drums as piano sounds.

This usually means you have the wrong MIDI channel set for drums. Drums need to use MIDI Channel 10. In the MIDI/Plug-In Setup menu under Setup, click on the Drums tab and make sure the MIDI channel is set to 10.

Issue - I create a chord progression but don’t hear all the chords in my progression play back.

The likely culprit is that you are using a Chord Playback pattern for the SongBit containing your progressions which will skip chord sounds. Example - I have a progression which has chord changes closer than one measure apart, and the Chord Playback Pattern is set to “Whole” (which will play chords every measure.) When you play this progression, only chords separated by a measure will sound. The fix - use a playback pattern with notes as close together as your changes. So if you have a chord change twice a measure, use the “Half” pattern. Chord changes on every beat require at least a “Quarter” pattern to be used in order to hear all your chords.

Issue - I am trying to use my MIDI Keyboard to play notes into the MIDI Track but can’t hear anything.

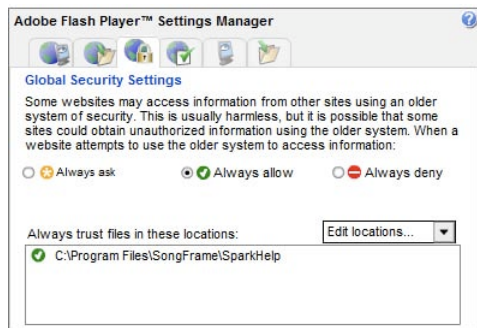
Solution - you need to tell SongFrame what port to find your keyboard on. In the Setup - MIDI and VST Setup -> Melody/MIDI track tab, click on the drop-down menu called **MIDI In** and choose the port your keyboard is on. If you are using Chirp, choose an internal MIDI port (and be sure in Chirp to set the File -> MIDI Setup -> MIDI Out to the same internal MIDI port number.)

Issue - I can't seem to load the Help, or I get a funky security warning in my browser when I do.

This is an Adobe Flash Player and Microsoft Internet Explorer issue.

First - the PDF of the full manual is available on the Tanager Audio-Works website at http://www.tanageraudioworks.com/Datasheets/Song-Frame_Users_Guide.pdf. Be sure to have that handy anyway!

Solution - SongFrame uses Adobe FlashHelp Pro to present its Help information. This allows us to include all those cool animations and multimedia videos. You'll need to be sure you visit the Adobe Flash download site and get the latest version of Flash here. Next, you might get a security warning. Flash Player 8 and higher introduced new security rules that may cause a security error when you try to view SongFrame's Help system. To prevent this error message from displaying in the future, click the **Settings** button to launch the web-based Adobe Flash Player Settings Manager. Select **Always allow**. Next, add the C:\Program Files\SongFrame\SparkHelp folder to the trusted sites dialog. Close all browser windows re-select SongFrame's Help - this should do the trick.



Issue - Every time I try and load Help in Internet Explorer, I get some Active X warning like I am some sort of crazed intruder to my own computer.

Solution - If you use Internet Explorer, unless you have previously disabled it, every time you try and load SongFrame's Help you'll get an incredibly annoying message in a yellow bar. You can either click and say "Allow blocked content" or you'll need to fool with your browser security settings to get rid of this permanently. Click the Tools button, and then click Internet Options. Click the Security tab, and then click Custom level. To turn off the Information bar for ActiveX controls, scroll to the ActiveX controls and plug-ins section of the list, and then, under Automatic prompting for ActiveX controls, click Enable.

Issue - I uninstalled SongFrame, but now I get an error when I try to load any program that uses an iLok key or Pace Interlok protection.

Solution - SongFrame uses the same copy protection found on many music software applications from Pace Interlok. Sometimes when our product is un-installed, it also removes the driver for the iLok with it. The driver lives under *C:\windows\system32\drivers* and is called *TPkd.sys*.

This is an easy fix - simply go to www.paceap.com and click on the "Download Drivers" pulldown and re-install the Pace drivers. Everything should work fine after that.