

Known Issues List

This document discusses all known issues with Tanager AudioWorks products. Please refer to the various Troubleshooting Guides on our website for solutions to common issues:

SongFrame Windows Troubleshooting Guide - http://www.tanageraudioworks.com/Datasheets/SongFrame_Windows_Troubleshooting_Guide.pdf

SongFrame Mac Troubleshooting Guide - http://www.tanageraudioworks.com/Datasheets/SongFrame_Mac_Troubleshooting_Guide.pdf

Chirp Troubleshooting Guide - http://www.tanageraudioworks.com/Datasheets/Chirp_Troubleshooting_Guide.pdf

Chorducopia Troubleshooting Guide - http://www.tanageraudioworks.com/Datasheets/Chorducopia_Troubleshooting_Guide.pdf

EMAIL Support is always available via support@tanageraudioworks.com .

Windows XP/Vista Product Versions

Mac OS X Product Versions

SongFrame SongWriter's Toolkit (Latest Build 8.56)

- Not all VST's are supported - this is not so much a "bug" but a statement of fact. Please consult this document: http://www.tanageraudioworks.com/Datasheets/Using_VST_Instruments_With_SongFrame.pdf. If you have unsupported VST instruments in a path that you point SongFrame to - you run the risk of crashing the program. Please only point to paths with supported VSTi's.
- Only audio interfaces with Wavedriver/MME drivers are supported in SongFrame.

Chirp Virtual MIDI Keyboard Controller

- The Windows Version exhibits some key press delays when first launched. The user experiences some long latency for the first few computer keyboard key presses - this disappears quickly and does not return for that session.

Chorducopia Audible Chord Library

- The min7 Chord sounds are actually maj7 sounds and are wrong. We are working up a patch to overwrite the erroneous sounds with the correct ones.
- When upgrading to the latest version of Adobe AIR, some users will experience an issue using Key Mode. We have an updater for the Windows version of Chorducopia on our Support Page at www.tanageraudioworks.com/Support which fixes the issue.

SongFrame SongWriter's Toolkit (Latest Build 8.56)

- Not all AU's are supported - this is not so much a "bug" but a statement of fact.
- Only Audio Interfaces with CoreAudio drivers are supported in SongFrame at this time.

Chirp Virtual MIDI Keyboard Controller

- No known Mac version bugs at this time.

Chorducopia Audible Chord Library

- The min7 Chord sounds are actually maj7 sounds and are wrong. We are working up a patch to overwrite the erroneous sounds with the correct ones.
- When upgrading to the latest version of Adobe AIR, some users will experience an issue using Key Mode. We're working on the Mac updater as well and hope to post this soon.