

Known Issues List

This document discusses all known issues with Tanager AudioWorks products. Our engineering team is working on eliminating these bugs, but users should know and understand these. 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 Product Versions

Mac OS X Product Versions

SongFrame SongWriter's Toolkit (Latest Build 9.0)

- 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.
- Make sure the VST path you use does NOT contain an ampersand.
- Only audio interfaces with Wavedriver/MME drivers are supported in SongFrame at this time.

Chirp Virtual MIDI Keyboard Controller (2.0)

- We have issues with the 64 Bit installer on our website. We'll get a new one up there soon.
- 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 (2.0)

- The Windows Demo version is not working properly - we're working on a fix.
- No known Windows issues at this time.

SongFrame SongWriter's Toolkit (Latest Build 9.0)

- In Mac OS X 10.7 (Lion), the audio volume output from SongFrame is low. We have fixed this in OS X 10.8 (Mountain Lion.)
- 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 (2.0)

- No known Mac version bugs at this time.

Chorducopia Audible Chord Library (2.0)

- No known Mac version bugs at this time.