

# SongFrame Troubleshooting Guide

## Mac OS X Version

This guide reviews issues you may encounter with SongFrame Mac and how to fix them. As always, EMAIL us at [support@tanageraudioworks.com](mailto:support@tanageraudioworks.com) for help.

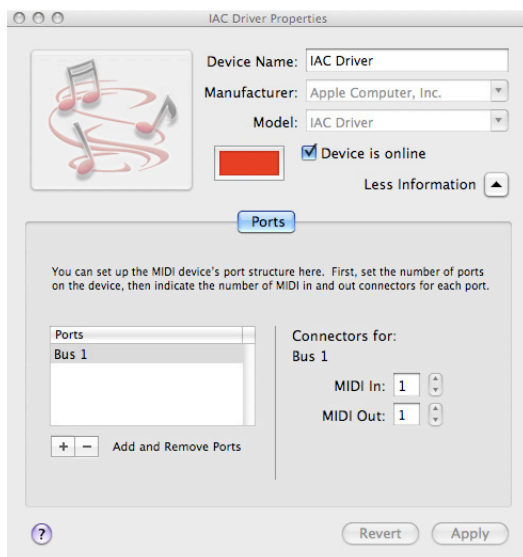
Check the version your running by clicking on the **SongFrame** -> **About** menu. The latest version is Build 8.56/Database Version 1.6.

Be sure to check the **Known Bug List** document as well - the link is located at the bottom of the SongFrame product page on our website at [www.tanageraudioworks.com/Products/SongFrame](http://www.tanageraudioworks.com/Products/SongFrame).

Before trying to solve any SongFrame related issue - please make sure your Mac meets these minimum system requirements:

- PowerPC G4 1.8GHz or faster processor or Intel Core Duo 1.33GHz or faster processor
- Mac OS X v.10.4.6 or later
- 512MB of RAM; 32MB of VRAM
- 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 AU Plug-in Instruments. SongFrame works great with the built-in QuickTime MIDI Synth as a default when you first load it up.

Also, make sure you have set up your Mac to use the built-in IAC Bus. SongFrame utilizes this Bus to route MIDI data between its tracks. The driver setup is found under the **Audio-MIDI Setup** Utility. Be sure to open this utility, double click the **IAC Driver** icon and check the box saying **Device is Online**. "Bus 1" will appear in the SongFrame MIDI Drop Down menus. If nothing is selected, SongFrame uses the Mac's built-in Quicktime synth.



### Top Issues

**Issue - When I launch SongFrame, I cannot see any selection choices in the Audio or MIDI menus.**

Try launching SongFrame from the **Applications** -> **SongFrame** folder. SongFrame requires two sub-apps to launch, and on some Macs if you launch it from other than the Applications folder - the sub app that controls the audio and MIDI doesn't run. You'll see error messages related to not be able to load the "server" if this is happening, and you'll see no choices in your audio and MIDI drop down menus.

**Issue - I see a message saying "Loading Plug-In Instruments" when launching SongFrame that never seems to go away.**

If the user has clicked the **Setup** -> **MIDI and Plug-In Setup** -> **Load AU Instruments** checkbox, SongFrame "takes attendance" of all the AU instruments a user has installed on his system upon launching. If SongFrame has an issue with one of the AU's it hangs at this screen. Users with large collections of AU Instruments may experience this issue.

**Issue - I get a warning message about requiring Interlok Extensions when I try and run SongFrame..**

If you receive this warning, for whatever reason the required Pace Interlok drivers SongFrame relies on didn't install properly. Go to the Pace AP ([www.paceap.com](http://www.paceap.com)) website and in the upper right, click on the Download Drivers drop-down. Get the latest Mac OS X drivers and install them. SongFrame should now run.

**Issue -After loading SongFrame, the Audio and/or MIDI drop-down menus do not show my available interfaces or ports - and I launched it from the Applications menu as described above.**

**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. Finding and deleting the SongFrameSettings.xml file in the Mac version of the program requires a few simple steps. (Deleting this file often solves many issues related to not being able to see drop down menus in the MIDI and Audio Setup windows after first installing.) First - open Finder and point to the **SongFrame** application (under the **Applications** folder.) Right click and choose **Show Package Contents**. Next, expand the **Resources** folder and right click on the application called **SongFrameServer**. Choose **Show Package Contents**, and again, open the **Resources** folder and then right click and choose **Show Package Contents** on the Application called **SongFrame**. Once more, right click, choose **Show Package Contents** and then expand the **Resources** folder. Scroll down until you see a folder called **Settings**, then delete the only file inside that folder called **SongFrame Settings.xml**.

Re-launch SongFrame. This should fix the problem.

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## Common Usage Issues

### Issue - I can't hear any audio.

In SongFrame Mac, once you choose an Audio Output and click on a Chord Library chord audition icon - you should hear the chord. The Mac version of SongFrame automatically uses the built-in MIDI Quicktime Synth to drive chord, drum and melody track sounds. If you forgot to set up the Audio Input/Output or select the wrong MIDI port for each of the 3 MIDI tracks under **Setup -> MIDI and Plug-In Setup**, you might not hear the tracks. We also had a user who clicked Check Levels under the audio setup and never clicked **Finish Check**. You need to do that!

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### Issue - I am trying to record with the built-in Mic on my Mac and cannot hear anything I recorded.

You have to turn up the **Gain Slider** when you click **Check Levels** in the **Audio Setup** menu. Be sure to click **Finish Check** also when done.

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### Issue - I choose EZ Drummer Lite as my Drum Track AU, but I can't hear anything.

**Solution** - You probably didn't click on the SongFrame's Drum Track "V" 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.

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### 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.

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### 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 Plug-In 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 such as Bus1 (and be sure in Chirp to set the File -> MIDI Setup -> MIDI Out to the same internal port.)

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### 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 certain Web Browsers issue.

**First** - the PDF of the full manual is available on the Tanager Audio-Works website at [http://www.tanageraudioworks.com/Datasheets/SongFrame\\_Users\\_Guide.pdf](http://www.tanageraudioworks.com/Datasheets/SongFrame_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**. Close all browser windows re-select SongFrame's Help - this should do the trick.

