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Support

This chapter is under constant revision. To ensure that you have the most recent version, visit our website at <http://www.creamware.com> and go to the Download->Manuals section. You'll also find a Readme file on the installation CD. It contains information that, for time reasons, does not appear in this chapter.

The Support chapter contains information that applies to all products in the SCOPE Fusion Platform family. So when we say "SFP", what we mean is Luna, Pulsar, Pulsar XTC or SCOPE /SP.

In this chapter pathnames are specified relative to the software's installation directory.

Example: If you own Pulsar3 software, then you should read "..\App\Bin" as "..\SFP\AppData\Bin".

Some important and useful hints

- If you have important work in progress, we recommend you complete it before proceeding with the installation of the new software.
- Save your work regularly! When you create individual device settings, save them as '**Presets**'.
- Load only modules you are actually using. Each loaded plug-in requires DSP power.
- Pay attention to '**Sample Rate Settings**'! A correct word-clock master/slave configuration is essential, especially when using external digital devices.
- Use a spacious tower case with a strong high-quality power supply and proper ventilation. We recommend adding a second fan, especially if you are running a multi-board system.
- While PlugIns are loading, it may at times appear as if all activity has come to a halt – even the cursor does not move. Please be patient! If you're starting to wonder whether anything is still happening, you can try moving a window with the mouse. If you can't get it to move, then the system is still busy. Wait until the window suddenly moves by itself (Windows 'remembers' your mouse actions, and responds to them when it can).

Notes

- The **PCI performance** of dual-processor systems is as yet not as good as that of single-processor systems. Therefore, we do not at present necessarily recommend such systems.

- Following a **software update**, programs will not load into a sampler from an "old" project, as the sampler device itself is updated during the installation of the new software. The most effective solution here is to make a screenshot of the sampler while running the old version of the software in which the loaded programs can be viewed, and to refer to this screenshot after loading the project under the new software in order to reconstruct the list of loaded programs. Or, create a "Pool" with the older version.

- In **earlier versions** (< v3.0), presets were often saved as part of the device. If you wish to continue using presets from earlier versions, you must first load the old versions of the devices which contain these presets under the old software and export the presets as preset-list files (more info about how to do this is found in the User's Manual from the earlier software version). These preset-list files can then be imported and converted by the corresponding new device under versions 3.0 or later. Make sure to do this for all of the devices for which you previously created presets before you delete these devices - otherwise your existing presets will be lost!

- The **ASIO Flt modules** are not appropriate for use with Logic Audio, since this program does not currently provide support for 32-bit recording.

- In **OS video mode** (Settings) you may encounter problems in some rare cases. If possible, use the standard video mode instead.

- If you load projects from other users that include hardware IO modules for other boards, you might receive the message "**DSP capacity limit reached**", or another message. In this case replace these modules with modules for your board, save the project, and restart the software. As of SFP v3.1 hardware IOs load dynamically so you can open projects created with other hardware.

- With each **software update** some of the modules(*.MDL files), especially driver modules (Sequencer source/dest, ASIO source/dest, Wave source/dest etc.) are also updated. Because modules are saved as part of a project, you should replace them to ensure the best performance. Do this for each module by deleting the old one and replacing it with the module of the same name from the updated installation. Then reconnect it as before. Unfortunately, for now this must be done manually for reasons due to the current SFP implementation.

- If the installation path contains a **blank** (space) the startup project will not load. Please avoid using spaces in the installation path specification.

- If the **installation path is too long** (for example, C:\programs\MusicPrograms\CreamWare\DSPApplications\SFP\) the application may also fail to start.

- The **lowest ULLI setting** (3ms@44.1 kHz) can cause a blue screen or 'freeze' when Windows starts. In this case, start Windows in the Protected Mode (F8 key during boot process). Then open the file **CSET.INI** (..\App\Bin) with a text editor and edit the entry

```
[hw]
intBlkSize=64
```

to one of the values 128, 256, 512, or 1024. Save the file and restart Windows.

Language specification for MAC users:

- For the **Help system** to be available in the appropriate language you must edit, if necessary, the file CSET.INI (in ..:App:Bin) as follows:

First temporarily rename CSET.INI to CSET.TXT. Look in the file for the section [runpep] under which you will find an entry for "Language". Adjust this entry as appropriate (that is, "Language=Deutsch", "Language=English", "Language=Francais"). Make sure the path to the manuals is specified correctly.

- Because with the Mac no backup folder is created, the startproject is not automatically used. Before updating your system, make a copy of your start project (..\App:Application:newproject.pro).

- **Make sure your MAC OS is adjusted so that the monitor displays 16.7 million colors. Our graphics will not be rendered correctly unless this is adjusted properly.**

Troubleshooting

Graphics Cards

Certain (older) Matrox PCI graphics cards have been observed to cause severe problems if the following entry is *not* included in the system configuration file system.ini (located in the Windows directory):

```
[mga.driv]
PCIChipset=1
```

If you're using a Matrox PCI graphics card, please add this entry to the file system.ini (*Start -> Run -> type "Sysedit<Enter>" -> select SYSTEM.INI, make the modification as shown above, SAVE the modified file!*)

In general, to avoid problems, the acceleration functions of the graphics card should be disabled via the card's driver setup utility. In particular, any option with the name "PCI bus retry and Bus Mastering" or similar should be disabled. Also, you should always try to use the newest drivers available.

These can be downloaded free of charge from the Matrox website at

<http://www.matrox.com/mgaweb>.

AGP graphics cards are preferred, since they make no use of the PCI bus. See also the section regarding the "PCI capacity limit reached" message.

PCI Bus Overclocking

If you are overclocking your system, the PCI bus clock rate may increase to, for example, 37.5MHz. The official specification for PCI indicates a maximum clock of 33MHz. However, our DSP cards should work at rates up to 37.5MHz, although we cannot guarantee this in an overclocked computer system.

Noise when switching the computer on or off

Keep in mind that the Creamware product transforms your PC into the equivalent of a small professional digital recording studio. In *no* such studio would you switch your monitoring system on and turn up the volume *before* switching everything else on! The same applies when switching things off – the monitor volume should be kept all the way down, or the monitoring system switched off altogether, while the rest of the studio is being switched on *or* off. Please do the same with your new system, to avoid possible damage to your monitoring system resulting from powerful transient signals which can occur when the computer is switched on or off!

Error messages

adr 0xxxx reads 0x... or data 0yyyy reads 0zzzz

Many computer users attempt to obtain extra performance from their computers by raising the CPU frequency beyond stated specifications. However, this often also results in an increase of the PCI bus frequency, to perhaps 37.5 MHz or 41.5 MHz. Unfortunately, this is well in excess of the PCI specifications, which call for a maximum bus frequency of 33 MHz. As a result, the bus in such computers is no longer a valid PCI bus! If you run into problems starting the software, or have trouble even when starting Windows, you should check the bus clock frequency and set it back to 33MHz if it is set to a higher frequency. See the manual of your motherboard for details of how to do this.

Our DSP cards *may* run with a higher PCI bus frequency. If it does, this is simply a matter of luck. We don't guarantee it. As the manufacturer of the DSP boards we guarantee only compliance with PCI Rev. 2.2, which means smooth operation at 33MHz.

'PCI capacity limit reached'

This error message indicates that the effective PCI bus bandwidth is not sufficient to transfer the required number of channels via the PCI master interface. This situation can be caused by the graphics card or other PCI cards.

In "**Display .. Properties**", selection of the "**High Color (16 bit)**" setting will minimize the likelihood of this error occurring.

In addition, any **graphics card driver acceleration functions** which may be active should be completely disabled.

Some BIOS brands/revisions include a setting for a "**PCI Latency Timer**". Raising this setting to approx. 64 (or higher) can help relieve this problem.

Reducing the BIOS data throughput setting for the SCSI controller (for example, from 80 MB/sec down to 40 MB/sec or lower for U2W controllers) is sometimes also helpful.

In this connection, it is extremely important to make sure that you are using the newest drivers for all components of your system (VIA chip sets, graphics cards, SCSI controllers, etc.). Make a point of checking in periodically with your dealer or visiting manufacturers' Web sites to find out about possible driver updates!

It is recommended to expand system RAM to 256 MB or more. You should also create a permanent swap file.

Remove all ISA and PCI cards from your computer that are seldomly used or not used at all.



Additional tip: If at all possible, use an AGP graphics card!

"Timeout - waiting for acknowledge from dsp xy" / 'Mega Panic'

In principle our DSP cards should work in any PCI slot. Should Windows or Mac OS nevertheless exhibit difficulties in detecting the hardware during the hardware recognition process, simply change the position of the card once. Note that the first PCI slot, particularly in older motherboards, is not necessarily bus-master capable. According to our experience, the "middle" slots – i.e., slots 2 and 3 – are the most problem-free positions.

In addition, you should make sure that the ventilation inside your computer is adequate (the housing should be generously large). The addition of an extra cooling fan to a computer with lots of cards and components can sometimes work wonders.

"no more S/TDM connections from ... "

The links between multiple cascaded Creamware DSP cards have been disrupted. A quick rescue can often be achieved by changing the sample rate settings – for example, by switching from slave mode to master and then, after "Lock" occurs, back to slave mode (after making sure that a master clock signal is indeed present!). However, this represents merely a temporary solution, for example, to permit an project to be saved. The better approach over the long run is to do a new installation of the software (following complete deinstallation – refer to the *Deinstallation* section).

Likewise, repositioning the boards generally also remedies this problem.

In any case, verify that each of the cards is correctly and fully seated in its PCI slot and that the S/TDM Bus connector cable is properly attached to each of the cards!

In our hardware test lab we routinely clean the S/TDM bus adapters and S/TDM contacts before testing with a soft cloth moistened with pure alcohol or denatured alcohol.

Under no circumstances use any solvent such as acetone or the like!

"A capacity limit of your DSP card has been reached"

Even though you, as a DSP board owner, are in possession of one of the fastest DSP systems currently available (if not THE fastest), at some point you will reach the limits of performance of your system. Bear in mind that we place a high importance upon **audio quality**, which is why, in the case of synthesizers, for example, every individual sound is computed internally with 32bit algorithms. Modern audio/MIDI sequencers and especially hard disk recording systems permit generated sounds to be recorded as audio files, in order to once again "make room" for further realtime sound computations. You should make use of this possibility if you find yourself "bumping up against the limits". It's also advisable to check the DSP loading (**DSP Load Window**) before saving a project, and if it turns out to be at or near maximum, to decrease the polyphony of the synthesizers in the project (by 1-3 voices each) as a precaution against possible appearance of the DSP overload message the next time the project is loaded.

Our experience has shown that with **careful, clever usage** of your applications, it is entirely possible to produce **complete, professional productions** with the CreamWare products!

Windows 2000/XP

General remarks

Service Pack 2 for Win2K must be installed in order to make AC3 via S/P-DIF possible. Service Pack 2 is recommended in general.

In order to make new IOs, new ASIO/Wave voices or new settings effective under Cubase VST or Nuendo (typically in XTC mode), it may sometimes be necessary to select "Reset devices" in the "Options" menu.

The Drivers dialog

This dialog appears for every installed CreamWare card. However, settings for all installed Creamware cards are made in the software's Settings dialog.

Wave Setup

- Number of Devices: Specify here the number of stereo Wave devices which the CreamWare DSP software is to make available in Windows applications. It is no longer possible to specify the number of inputs and outputs separately – inputs and outputs are always loaded in equal number. The range of possible values is 1-8 (for 2-16 audio channels). (Under Windows 2000 a maximum of 10 channels is possible; we work to improve this under XP).

MIDI Setup

- Number of Devices: Specify here the number of MIDI ports the SFP software is to make available in Windows applications. It is no longer possible to specify the number of inputs and outputs separately – inputs and outputs are always loaded in equal number. The range of possible values is 1-8. Ideally you should load the number of modules specified here in your SFP project to avoid error messages when the sequencer starts.

For improved performance

- Windows 2000/XP install initially in ACPI mode, in which PCI cards are all set to use IRQ9. This can negatively impact system performance. We recommend switching to "Standard PC" mode. First make sure that the BIOS option "Plug and Play OS" is set to "NO". Then open the Windows Device Manager, click on "Computer" and then double-click "ACPI-PC". Select "Driver" and then "Update driver". Here, click "Select from a list of known drivers" and then "All hardware components in this device class". In the list in the right-hand window select "Standard PC". Windows 2000/XP will restart and will reinstall all hardware components. From this point on, the PC will use IRQs as assigned in the BIOS.

- Particularly with single-CPU systems, we recommend optimizing the system for best background operation performance. This is done via System Settings → System → Extended → System performance options, where the setting "Applications" is changed to "Background services".

Known bugs

- 24-bit / 32-bit Wave
- 16 Wave Interleaved
- Possible problems reading Akai CDs (usually with SCSI CD-ROM drives). The files and directories are not displayed correctly – the Browser merely shows "strange" characters.
- With dual-CPU systems, the following occur regularly:

- PCI Master Overflows

- Copy Protection Faults / "Don't mess around with the Copy Protection." (Appears in the form of a key request, in which the actual error message is hidden by the Key Request dialog).

(These two problems can also occur with single-CPU systems – however, this occurs only seldom).

XTC functionality

Logic 4.8.1 from Emagic includes the "Plug-In Delay Compensation" feature. This option, which appears in the "Audio hardware and drivers" dialog (accessible via the "Audio" menu), makes our "XTC Delay M/S" latency compensation module unnecessary – you no longer need to use this module.

In order to use the XTC functionality of SFP software (v3.1 or higher), please note the following:

You can use either:

1: SFP software in combination with a sequencer, without (!) XTC plug-ins.

or:

2: The sequencer alone, with the XTC plug-ins. The two applications (SFP software **and** XTC plug-ins) cannot be used in parallel!

For case 1: In the SFP (Set/) Settings dialog, under "Global", make sure that "Enable XTC Mode" is **not** selected. Otherwise, you may be confronted with a series of error messages upon starting the sequencer application.

For case 2: In this case, "Enable XTC Mode" **must** be selected! Ideally, you should also deselect the "Activate Startup Project" option to prevent automatic loading of the startup project.

- During the installation some of the optional devices (e.g. the Vectron) are updated. Before you try to start Pulsar in the XTC mode for the first time, please load these devices into the SFP Routing window or with the Live Bar and enter all the keys for these devices into the registration dialog that opens.

If any devices have not been loaded and installed in SFP properly (e.g. without activation keys) they cannot be properly initialized and the program hangs during initialization in XTC mode.

- The driver setup (Windows Device Manager) includes the option '*Always open device*'. This option is important for the XTC mode. It should be enabled with Cubase VST and disabled with Logic Audio!

When you first start your sequencer after following installation of the XTC functionality it may take a relatively long time because a one-time-only initialization of all new Pulsar XTC plug-ins must be performed.

SFP cannot be used in XTC Accellerator mode/XTC-Plug not properly installed

This message appears when a Pulsar I or Luna card is used in XTC mode. These cards work only when the ASIO SCOPE driver is used. If a different ASIO driver is selected, it may still be possible to load the XTC modules, but no signal output will be obtained. To fix this problem, simply switch to the ASIO SCOPE drivers.

- In Logic Audio, the ASIO driver option "*Larger Process Buffer*" (**Audio -> Audio hardware & drivers**) should be disabled.

- The Cubase VST option "Compensate plug-in delay" in the "*Audio System Setup*" dialog (**Options -> Audio setup -> System**) should be activated.

- To obtain optimal latency values, the "**Buffer Preload**" option in the settings of an XTC plug-in should be set to "*Automatic*". If you experience audio dropout problems (clicks, etc.), experiment with larger values (as well as with increasing the ASIO driver's ASIO block size).

- Individual outputs of synthesizers which have multiple outputs (such as the Volkszämpler and the EDS8i) can not be selected in Logic Audio.

- Cubase VST does not recognize mono synthesizers. For such synths, therefore, we create two mono channels in the channel mixer. The synthesizer signal is present on one of these two channels.

- Only the following sample rates should be used: 32kHz / 44.1kHz / 48kHz / 96kHz.

- Do not attempt to use the numerical keypad on your computer keyboard for the entry of numerical values for synthesizer and effects settings, as these keys typically initiate various actions in the individual sequencer programs.

tripleDAT

When installing the tripleDAT plug-in, please note the following:

- Beginning with v3.11b, tripleDAT runs as a plug-in for Luna (v2.6 or newer), Pulsar (v3.0 or newer) and SCOPE /SP (v3.0 or newer) in computers without ISA slots. You can continue to use the tripleBOARD with tripleDAT v3.11b – when you start it, however, you may be confronted with a key request (Key 16, Key 17) if the FireWalkers and/or Osiris plug-ins are not enabled for the tripleBOARD. The key request dialog interferes with the proper startup of tripleDAT v3.11b or newer. In such cases, therefore, it is unfortunately necessary to remove the tripleBOARD (either physically or in the Device Manager), or to perform an installation of older tripleDAT software with (!) FireWalkers and/or Osiris keys, in order to be able to use tripleDAT v3.11b or newer with Luna/Pulsar/SCOPE /SP.

- During the installation of tripleDAT v3.11b or newer, the last-installed CreamWare DSP software will be searched for, and tripleDAT will be installed in the same directory as that software. Selecting "Start → Programs – > tripleDAT" will then start first the CreamWare DSP software and then tripleDAT (as a result of the "Pulsar Project Sync" option). Since the "Default project" in the DSP software most likely does not contain tripleDAT source/dest modules, you should load these as the first step (enter the tripleDAT key) and resave the default project with these modules included. tripleDAT will then work correctly.

- If the Locator in tripleDAT does not run, open the tripleDAT Remote in the Routing window and activate and deactivate the MTC Slave option (enable).

Error: -1

Playback via Pulsar/Scope is not possible because the 'tripleDAT Source' module is not loaded in Pulsar/Scope

This message occurs when tripleDAT source/dest modules are, in fact, not included in the current project, or when SFP is not running. It may also indicate a problem with sample rate. If, for example, SFP for some reason "loses" the sample rate, you should first check that the wordclock master/slave situation is in order. When in doubt, restarting the SFP software or the computer usually helps here.

"No Luna/Pulsar/SCOPE installation found"

Make certain that the installed SFP software and drivers are fully up to date! For each version of the software there are accompanying drivers. These can be found in the ..\Driver directory of the installation itself or on the installation CD. If there is any doubt as to whether your software or drivers are current, reinstall them.

- In rare cases, it can occur that no signals come into or are sent out from tripleDAT, even though the project is correctly cabled. Deletiiing and reloading the tripleDAT source/dest modules in the Routing window helps here.

- The tripleDAT source/dest modules are now key-protected. If you wish to use SFP with a version of tripleDAT earlier than v3.11b, you must use versions of these modules from a pre-v3.0 version of Pulsar. You can rename these modules and copy them into the "Software IOs" directory of your SFP installation.

- The tripleDAT plug-in (v3.11b or newer) includes no CD writing function. If you have an older full version of tripleDAT (< 3.11) including tripleBOARD, you can set up CD writing to work with v3.11 or newer as follows:

1: Copy the files GRI*.DLL, TRPLCDR.EXE and TRPL_CDR.INI from the "old" tripleDAT directory into that of the v3.11 installation (under ..\Luna, ..\Pulsar or ..\SFP).

2: Check the entry

**[CDR Settings]
Start=1**

in the file ARG.INI in the (new) tripleDAT directory and set the value to 1 if it is currently set to 0.

The CD writing function will once again be available.

Deinstalling Software And Drivers

Before completely deinstalling the SFP software, you should copy all of the projects (*.PRO files) you've created into a completely separate directory (i.e., ..\temp), to ensure that you do not lose these files during the deinstall. The same goes for any preset lists (*.PRE files).

Following a new installation, you can copy the files you've saved back to the appropriate locations.

1. Deinstalling the program software - Windows

Click on **START -> Programs -> SCOPE Fusion Platform -> Uninstall** (or **System -> Software -> Install/Uninstall -> SCOPE Fusion Platform**).

- To completely remove all files and all entries in the Windows Registry, select the option "**Custom**" and, whenever you are asked to select files, click on "**Select All**".

As a rule, however, the option "**Automatic**" is generally adequate for removing all relevant files from your hard disk.

2. Deinstalling the drivers - Windows

After deinstalling the program, open the Windows Device Manager by right-clicking on the "**My Computer**" icon on the Windows Desktop and selecting "**Properties**", and then clicking on the "**Device Manager**" tab. Locate the hardware under "**Audio, Video and Game Controllers**". Select its entry and click on "**Remove**".

Next, open Windows Explorer and navigate into the ..\Windows\Inf subdirectory. Here you will find the file '**Pulsar*.INF**', '**elupo*.INF**' or '**SCOPE*.INF**', which should be deleted. Then navigate into the ..\Windows\Inf\Other subdirectory and delete the file **CreamWare GmbH*.INF**. Finally, in the ..\Windows\System subdirectory, you will find the files **SCOPE.DRV** and **VAXED.VXD**, which should likewise be deleted.

By following the above steps, you have removed all traces of the existing SCOPE Fusion Platform software from your computer. Thus, once you've restarted the computer, you can start "**clean**" with a new installation.

Uninstalling the Software and Driver - MAC OS

With the MAC it is necessary only to first run the program '**xxx*Stop**' found in the **...:App:Bin** directory, and then drag the SFP software directory into the trashcan. To remove the driver, drag the Creamware Audio Driver and Alloc.Dll files from the **System:Extensions** directory to the trashcan. To remove all information about the SFP software installation from your MAC, drag '**xxx*Startup**' into the trashcan. Finally, not to forget the ASIO driver - this file is located in your audio application's ASIO directory.

Optimization Tips - Windows

Virtual Memory

In general, the selection "Windows manages the settings for virtual memory" should be adequate in order to work effectively with the SFP software. When using this option, make certain that you always have adequate free disk space available (at a minimum, an amount equal the amount of system RAM you have installed in your computer).

Insufficient swap space may be signalled by the SFP software via error messages during startup or while in operation ("runtime error").

An alternative is the use of a permanent swap file. The swap file must be larger than the amount of system RAM you have installed! We recommended setting the size of the swap file to twice the amount of installed RAM. You'll find this setting under *Start -> Settings -> Control Panels -> System -> Performance -> Virtual memory*.

The following settings are significant in connection with hard disk recording:

"Disable write-behind caching for all drives"

Check the "Disable write-behind caching for all drives" option. You can find this option under *Start -> Settings -> Control Panels -> System -> Performance -> File System -> Troubleshooting*. Write-behind caching must *not* be activated in a real time recording environment.

Read Ahead

If you experience audio problems during recording or playback, change "Read Ahead Cache" from its default value of 64 kB to a smaller value such as 16 kB or 8 kB, or turn it off completely. This setting is found under *Start -> Settings -> Control Panels -> System -> Performance -> File System*. If you have more than 24 MB of system RAM installed, you can also change the *Typical role of this machine* to "Network server". This setting improves overall performance under Windows 95/98.

VCACHE parameter

Particularly in connection with hard disk recording, having this entry in your SYSTEM.INI file will improve performance. To determine the best value for your computer, divide your installed RAM amount in MB by 4 and multiply the result by 1024. (Example: 128 MB RAM -> $128/4 = 32$ -> $32 \times 1024 = 32768$). Add this entry under the section [vcache] in SYSTEM.INI (*Start -> Run -> type "Sysedit<Enter> -> select SYSTEM.INI, make the modification as shown below, SAVE the modified file!*)

```
[vcache]
MinFileCache=32768
MaxFileCache=32768
```

Defragmentation

Use SCANDISK and DEFRAG regularly (*Start -> Programs -> Accessories -> System Tools -> Disk Defragmentation*).

BIOS Settings

Disable **Power management** in your computer's BIOS setup, along with all other time-activated options. If you aren't using any USB devices, disable **USB support** as well.

In addition, this menu often contains the item **PCI Latency Timer**. If you are experiencing "PCI capacity limit reached" messages, set this parameter to **64 PCI Clocks** (or higher) (see *Error Messages*).

In the *Chipset Features* menu you will generally find the option **PCI 2.1 Support**, which should be set to **YES/Enabled**.

Hardware Conflicts - Windows

If a device is marked with a yellow exclamation point or a red X in the Device Manager (*Start -> Settings -> Control Panels -> System -> Device Manager*), there is an IRQ or address conflict or a driver incompatibility which needs to be resolved. Often, this can be handled by installing a so-called "chip-set patch". You may find this on the CD that came with your motherboard, or you may be able to download it via the Internet from the Web site of the motherboard manufacturer.

Only a system which is free of hardware conflicts can guarantee smooth operation of our products!

You should also check whether our DSP cards are sharing an IRQ with other PCI cards. This is generally permissible but should be avoided where possible in order to maximize the stability of the system. Ideally, the last PCI slot (4) should not be used for our DSP cards as this slot often uses the same IRQ as all other installed PCI cards.

The first PCI slot can also be problematic, since AGP graphics cards often share an IRQ with this slot.

Repositioning of the cards in the computer often works wonders!

Furthermore, you should make sure that you obtain and use the newest available **drivers and BIOS versions** for each of your components.

If you are uncertain with regard to the issue of hardware conflicts, you should enlist the help of a local computer specialist.

The Hotline

As mentioned before, the operation of our products is trouble-free in most computers given that attention has been paid to the various notes described earlier. Any known problems beyond this are described in the Support chapter, the README file, or on the support pages at our website:

<http://www.creamware.com>.

Please use our Internet support, the manuals and the current README files on the CD before contacting our hotline.

Our hotline personnel will ask if you have done so!

If you have checked all of the information presented here and on the Web site and you are still unable to solve your problem, there are various ways to contact us directly for advice.



Once again, however, we request that you recheck all of the information presented above *before* doing so!

In any event, only ***registered users*** are entitled to direct technical support, so please register now!

If you write or email us, be sure to provide us with all required information about your system. You will find a form below to assist you with this. If you call us, please have this information ready to give to the technical support representative. It's best to first fill out the form completely and then either send it to us or have it ready at hand when you call us.

1. I have tried all suggestions given in this document: **Yes**

2. Computer Configuration

Processor:

Main board (chip set!):

Hard drive(s):

Graphics card (which slot / IRQ / driver version?):

RAM:

CD writer:

SCSI controller (which slot / IRQ?):

CD-ROM:

Sound card (which slot / IRQ?):

other internal devices/cards (which slot / IRQ?):

How old is the power supply (!):

3. CreamWare products:

triple1-Board ROM serial number (which IRQ / Port?):

Your software keys?

triple2-Board ROM serial number (which IRQ / Port?):

Your software keys?

TDAT16 ROM serial number
(which slot / IRQ / driver version / program version?):

Your software keys?

A8 / A16:

Pulsar ROM serial number
(which slot / IRQ / driver version / program version?)

Luna ROM serial number
(which slot / IRQ / driver version / program version?)

SCOPE ROM serial number
(which slot / IRQ / driver version / program version?)

Pulsar ROM serial number
(which slot / IRQ / driver version / program version?)

4. Connected Devices:

Mixers:

Synthesizers:

Synchronizers:

Samplers:

Recorders (DAT / ADAT etc.):

Other (Atari, MAC, MIDI patchbays etc.):

5. Installed Software

Operating system:

Sequencer software:

Audio applications:

Other:

6. Description of the problem

When and where does it appear?

Can it be made to recur via a specific series of actions? How?

Which parts of the program are involved (modules / devices)? *Which* devices? *How* are they connected?

There are four ways to reach our support department:

In the USA and Canada:

email: support@creamware.com

Fax: (604) 435-9937

Phone: (604) 435-5158

Mail: CreamWare US Inc.
6879 Russel Avenue
Burnaby, B.C.
V5J 4R8
Canada

All other countries:

email: support@creamware.de

Fax: (++49) 22 41 - 59 58 57

Phone: (++49) 2241 - 59 58-12

Mail: CreamWare Datentechnik GmbH
Support
Wilhelm-Ostwald-Strasse 0/K1
53721 Siegburg
Germany

But for now – enough hints about possible problems. As an experienced computer user, you are no doubt well aware that neither software nor hardware which is one-hundred percent perfect exists. We at CreamWare strive continually to improve our products, and we welcome your criticism and suggestions.

Having said that – we hope (and expect) that you won't encounter problems with our products, and we wish you all the best in working creatively with your CreamWare product!!!

Sincerely, Your CreamWare team!

Before sending in your DSP card for warranty support, please call the Support office to obtain an RMA number for your card.

Testing and repair of hardware which is sent to us without making prior arrangements is given a lower priority and can take correspondingly longer.

Warranty and Disclaimer

CREAMWARE GmbH ("CREAMWARE") warrants this product to be free of defects in materials and workmanship for a period of one (1) year for parts and for a period of ninety (90) days for labor from the date of original retail purchase. This warranty is enforceable only by the original retail purchaser.

To be protected by this warranty, the purchaser must complete and return the enclosed warranty card within fourteen (14) days of purchase.

During the warranty period CREAMWARE shall, at its sole and absolute option, either repair or replace free of charge any product that proves to be defective on inspection by CREAMWARE or an authorized service representative. In all cases disputes concerning the warranty shall be resolved as prescribed by law.

To obtain warranty service, the purchaser must first call or write CREAMWARE at the address and telephone number printed below to obtain a Return Authorization Number and instructions concerning where to return the unit for service. All inquiries must be accompanied by a description of the problem. All authorized returns must be sent to CREAMWARE or an authorized CREAMWARE repair facility postage prepaid, insured, and properly packaged. Proof of purchase must be provided in the form of a bill of sale, canceled cheque, or some other positive proof that the unit is within the warranty period. CREAMWARE reserves the right to update any unit returned for repair. CREAMWARE reserves the right to change or improve the design of the product at any time without prior notice. This warranty does not cover claims for damage due to abuse, neglect, alteration or attempted repair by unauthorized personnel, and is limited to failures arising during normal use that are due to defects in material or workmanship in the product.

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