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Important Technical Information

Because of the high precision of the SCOPE hardware and the thorough tests that the product is going through you should encounter no problems related to our hardware. Experience tells us that most of the problems you can run into are related to the computer configuration or wrong Windows settings. We try to shed some light on this in the following chapters and provide you with some information which is useful for running SCOPE in the Windows environment. Please have a close look at these pages before you call our technical support team. Thanks in advance!

Graphics Cards

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

```
[mga.drv]
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" 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.

If you're using a graphics card with an S3 chip, please add the parameter busthrottle=1 under the topic [display] to the file system.ini.

```
[display]
busthrottle=1
```

AGP graphics cards are preferable, since they make no use of the PCI bus.

PCI bus frequency

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 SCOPE, or see error messages such as:

adr 0xxxx reads 0x...

or:

data 0xyyy reads 0xzzz

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.

SCOPE 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 SCOPE we guarantee only compliance with PCI Rev. 2.1, which means smooth operation at 33MHz.

Error message: 'PCI-Master-Overflow'

In rare cases, you may encounter this message:

Should this occur, we recommend using a text editor to add a maxPCchannels entry under the [dsp] section in the file CSET.INI (located in the directory ..\SCOPE\App\Bin). The complete entry should appear as follows:

```
[dsp]
maxPCchannels=100
```

In a newly-installed copy of SCOPE, a higher value (256 or 512) is used. This is a program default value and does not appear explicitly in CSET.INI. The occurrence of 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, its driver or other PCI cards and its drivers. Experiment with various values smaller than 256 until the computer works flawlessly. Good "acid tests" include opening and closing SCOPE program windows and bulk-copying files in the background while audio is playing.

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

The BIOS setting *PCI latency timer* can be increased up to 64 PCI clock but do this only when you enable PCI 2.1 support at the same time!

Please also have a look for the latest drivers for your PCI cards from time to time!

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

SCOPE is already running

You may encounter this message upon trying to start SCOPE directly following Windows startup. During its startup, Windows automatically loads a SCOPE background project which activates the card inputs and outputs (for more information about this, refer to the section about the Windows Standard Project in the Installation Guide). The SCOPE program cannot be started while this is going on. Simply wait a few moments until the SCOPE icon appears on the Windows Task Bar (next to the Windows clock, if you have it displayed), indicating that the background project has completely finished loading, and then start SCOPE. Bear in mind that the required startup time increases correspondingly with increasing complexity of your background project.

SCOPE sample rate settings

When using several digital audio devices together, it is essential to be aware of the fact that only one wordclock master can exist in a digital system. SCOPE operates as wordclock master by default, with a sample rate of 44.1kHz. For example, if you want to use Cubase VST with CreamWare's A16 Audio Interface (without starting the SCOPE program), you must set the A16 to operate as a wordclock slave (optical).

Whenever you make changes to the wordclock master/slave configuration, always be sure to define the new master device first, before changing the configuration!!! For example, set the A16 to Master mode before switching SCOPE into slave mode.

An improper master/slave configuration can result in distorted audio playback, including clicks, pops and crackling. If you experience such symptoms, the first thing to check is your master/slave settings. See the manual for instructions on how to do this, as well as for additional tips!

Installing additional audio hardware

If SCOPE is installed on your system and you install an additional (non-SCOPE) audio card, you may be confronted with a "blue screen error" when you attempt to install the drivers for the new card. If this occurs, first close the SCOPE application by right clicking on the little SCOPE icon next to the Windows clock in the task bar and click on 'close SCOPE'. Once you've done this, you should be able to install the new drivers without problems.

Windows installation fails

If, in addition to SCOPE and the "usual" assortment of cards (graphics adapter, SCSI controller), you have other cards in your computer – such as network cards or other sound cards – you may in rare cases experience computer freeze-ups during a new installation of Windows with a SCOPE card already in the computer.

Solution: Remove the SCOPE card from the computer before installing Windows. Once the Windows installation is complete, you can replace the SCOPE card in the computer and proceed to install it in the usual way, as described in the Installation Guide.

Noise when switching the computer on or off

Keep in mind that SCOPE transforms your PC into the equivalent of a 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 SCOPE 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!

SCOPE card not recognized by Windows / "Timeout" error messages

In principle, the SCOPE card should work in any PCI slot. Should Windows 95/98 nevertheless exhibit difficulties in detecting the SCOPE card 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.

Can't lock sample, not enough physical memory

This message may appear when loading Akai programs/ samples into one of the sample players. These samples are loaded into PC system memory. In some instances, the system simply does not make the required amount of memory available. The problem can sometimes be solved by simply repeating the load operation.
Should this fail to work, exit SCOPE, restart the computer, and then, as your first step following the reloading of your SCOPE project, load the Akai samples.

Optimization Tips

Virtual Memory

In general, the selection "Windows manages the settings for virtual memory" should be adequate in order to work effectively with SCOPE. When using this selection, 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 SCOPE 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 Cache

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*. 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 x 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.
PCI 2.1 Support in the 'Chipset Features Setup' can be enabled.

The *PnP OS installed* setting in the 'PnP and PCI (Configuration) Setup' should be activated (=Yes).

Also the *PCI latency timer* can be increased up to 64 PCI clock (especially when the 'PCI Master Overflow' message appears too often). Increase this value only together with enabling PCI 2.1 support!

Hardware Conflicts

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 SCOPE!

You should also check whether the SCOPE card is 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 SCOPE, as this slot often uses the same IRQ as all other installed PCI cards.

The Hotline

As mentioned above, SCOPE works flawlessly with most computers if the issues in this document are properly attended to. In addition, via the support area of our website:

http://www.creamware.com

we will constantly publish solutions for new problems as they are discovered. If you have Internet access, please check the information which is posted there before contacting us directly. The latest information and trouble-shooting assistance will always appear there first.

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.

Be sure to provide us with *all* required information about your system ...

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

2. PC CONFIGURATION

Processor:
Main board (chip set!):
Hard drive(s):
Graphics card(s) (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?):

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

SCOPE 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.
446 Harrsion St.,
Sumas, WA 98295, USA

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 SCOPE, and we wish you all the best in working creatively with SCOPE!!!

Sincerely,
Your CreamWare team!

Warranty Support

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

Shipping Address:
CreamWare US Inc.
855-C Conklin St.
Farmingdale, NY 11735
USA

Sales and Support Office:
CreamWare US Inc.
6915 Russell Ave.
Burnaby, B.C.
V5J 4R8, Canada

Tel 604-435-0540
Fax 604-435-9937
Sales 800-899-1939
Support 604-435-5158

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.

ANY IMPLIED WARRANTIES INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN DURATION TO THE LENGTH OF THIS LIMITED WARRANTY. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

IN NO EVENT WILL CREAMWARE BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES RESULTING FROM THE BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, INCLUDING, AMONG OTHER THINGS, DAMAGE TO PROPERTY, DAMAGE BASED ON INCONVENIENCE OR ON LOSS OF USE OF THE PRODUCT, AND, TO THE EXTENT PERMITTED BY LAW, DAMAGES FOR PERSONAL INJURY.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

This warranty only applies to products sold in the United States of America or Canada. The terms of this warranty and any obligations of CREAMWARE under this warranty shall apply only within the country of sale. Without limiting the foregoing, repairs under this warranty shall be made only by a duly authorized CREAMWARE service representative. For warranty information in other countries please refer to your local distributor.