

[english] - setup infos for troubleshooting

If you have problems with the MIDI Remote script, then you should note the following:

(It makes sense to always restart your system between these steps.)

Perform all these steps slowly and without haste so that all steps are processed safely by the system and the FaderPort.

? Have you installed the latest UNIVERSAL CONTROL Software from PreSonus, Version 4.2.0.96206 and (with this) set up the Firmware of the FaderPort to v3.74 ?

Sometimes it can help to **reload the current Firmware**, even if it is already up to date.

Warning: If the Firmware is being loaded, this process must not be interrupted under any circumstances.

After that, you always have to **set up the FaderPort** again to the native **Studio One mode** like this:

To select the native Studio One mode, switch off the FaderPort (= power off), press and hold the Next button while powering on the FaderPort, wait for the FaderPort's lights to illuminate, release the Next button and then press the **Solo** button.

The PreSonus user manual from the FaderPort describes how to switch to the MCU (Cubase) mode there. However, **do not do this**, because this factory mode of PreSonus has nothing to do with the operation of the script. The FaderPort must be in native Studio One mode, because only then a communication between Cubase and the FaderPort based on the MIDI Remote script can take place.

Don't define the FaderPort as a MCU/HUI-Device in Cubase, only copy the File **PreSonus_FaderPort.js** to the special folder like this:

C:\Users\YOUR USERNAME\Documents\Steinberg\Cubase\MIDI Remote

\Driver Scripts\Local\PreSonus\FaderPort\PreSonus_FaderPort.js

(The path depends on the language of your system.) If this folder does not exist, you have to create the missing folders and subfolders.

Something more, that could help:

Delete all program settings of Cubase per starting Cubase with Ctrl-Alt-Shift (= Strg-Alt-Shift) to **delete all Cubase Preferences**.

This is usually also necessary if a new Cubase update has been installed.

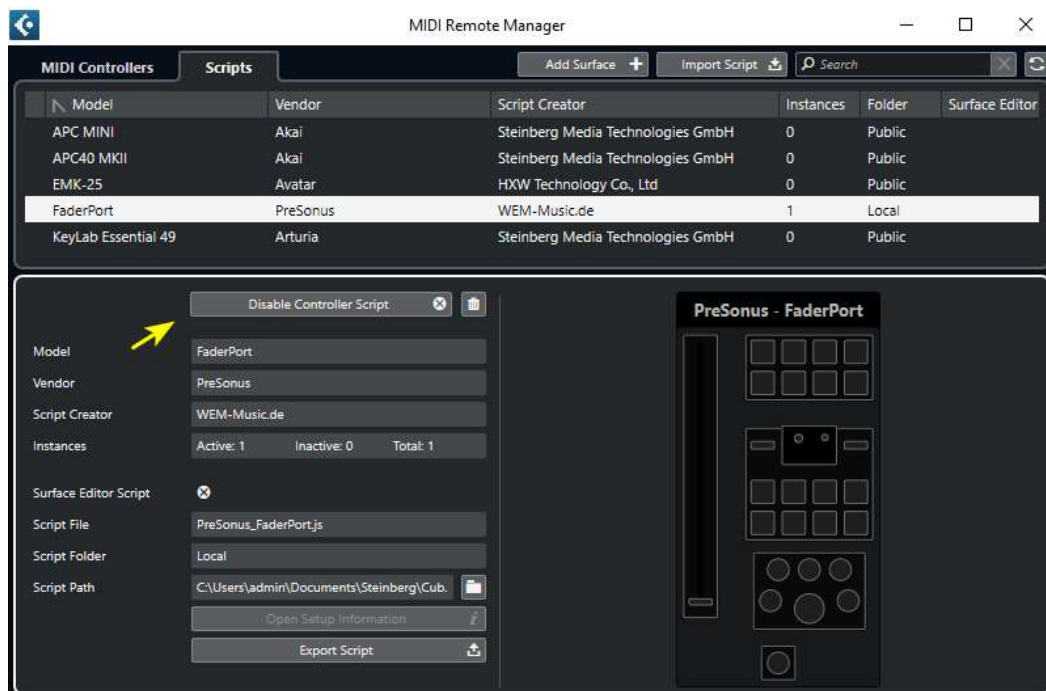
Delete as far as possible the content of this hidden system folder (not the folder itself):

c:\Users\YOUR USERNAME\AppData\Local\Temp

(The path depends on the language of your system.)

Always turn on the FaderPort only after the PC is completely booted and start Cubase (Version 12.0.70 or Version 13.0.10 must be installed) after that. Always turn off (= power off) the FaderPort before you shut down your system.

In some cases it may help to **set the script** in Cubase once to **disable** and then back to **enable**:



If the Rotate Knob works irrationally, turn it once to the left for 30 seconds and once to the right for 30 seconds and then carry out the troubleshooting steps mentioned here. If the Rotate Knob continues to work irrationally, it should help if the Rotate Knob is treated with electronic spray. Further general information on this can be found on the web.

Further note (known issue):

As long as you have opened a context menu in Cubase with the right mouse button, the connection to the FaderPort is interrupted. Therefore, close this context menu before you press a button on the FaderPort.