

## [ 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 (re-)loaded, this process must not be interrupted under any circumstances.

If you have (re-)loaded the firmware, you can **uninstall** the UNIVERSAL CONTROL Software to optimize your CPU performance.

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), then 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 of 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 MIDI Remote 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: **(Notes:** The path specified here refers to the usual default installation of Cubase and it is therefore possible that the path for installing the script is different if Cubase is not installed like the default installation. The path depends also on the language of your system. If the folder does not exist, you have to create the missing folder and subfolder. For this, you may also need to carry out measures in the configuration of your operating system in order to be able to create the missing folders.)

Windows:	C:\Users\<USERNAME>\Documents\Steinberg\Cubase \MIDI Remote\Driver Scripts\Local\PreSonus\FaderPort\PreSonus_FaderPort.js
Mac:	/Users/<USERNAME>/Documents/Steinberg/Cubase /MIDI Remote/Driver Scripts/Local/PreSonus/FaderPort/PreSonus_FaderPort.js

## Further Problem Solutions

Delete all program preferences 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 or release has been installed.

When Windows is used, delete as far as possible the content of this hidden system folder (not the folder itself):

C:\Users\<USERNAME>\AppData\Local\Temp (The path depends on the language of your system.)

In some cases it may help to set the MIDI Remote script in the setup of Cubase once to **disable** and then back to **enable**.

To do this, click this button in the setup of Cubase twice (or three times if the script is set to disable):

Studio > MIDI Remote Manager > Scripts > FaderPort, PreSonus > button **Disable Controller Script**

If unwanted sounds are triggered when an Instrument track is active, you should check the **MIDI input** for this Instrument track in the Channel Editor. There, the input should not be assigned to the FaderPort. Also set this option for the PreSonus FaderPort to **disable**:

Studio > Studio Setup > Remote Devices > MIDI Port Setup > **In 'All MIDI Inputs'**

But you have to **enable** this option, if you want to work with the MIDI Remote script using there the Motorfader Mode **direct**.

Always turn on the FaderPort only after the PC is completely booted and start Cubase (Version 12.0.70 or Version 13.0.10 / 13.0.20 must be installed) after that. Always turn off (= power off) the FaderPort before you shut down your system.

The Steinberg Forum also refers to various general possible system problems with the **USB connection** that are not listed here.

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 (reload the current firmware, etc.) 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.

## issue with context menus

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.