

# Troubleshooting

## Alert Messages

### **"Playback sample rate changed, all audio files in the song will now play back with a different speed."**

This message appears when you change the sample rate for a Song while the Audio Pool still contains audio files.

Changing the sample rate is not the same as carrying out a sample rate conversion. It changes the playback length and the pitch, while a conversion changes the playback resolution, thereby preserving the playback length and the pitch.

We do not recommend you change the sample rate while having files in the Audio Pool.

Instead, try deleting the files from the Audio Pool (but not from disk!). Change the sample rate, then re-import them, using the main File menu or "Import Audio File" in the Audio Pool. This will automatically convert the files to the correct sample rate.

### **"The audio file needs to be converted into a 16 bit Wave file..."**

Internally, Cubasis Audio LITE only uses 16 bit WAV format files. When loading files the program therefore converts WAV files that use another resolution and AIF files into this format.

### **"This file cannot be used. It cannot be played back from the disk, it is an unrecognized sound file format or it is damaged."**

This message appears whenever a file cannot be opened. The file you intend to use might contain compressed data.

Try using a third-party program to convert the file into an uncompressed WAV or AIFF format.

### **"One or more audio files are in use by another application, they cannot be played back."**

This message appears when you edit a sound file in another application and switch back to Cubasis Audio LITE. Some applications do not permit shared access to a sound file.

Under certain circumstances Cubasis Audio LITE does not recognize that a file is used by another application. The program will then simply not be able to play back the respective audio file.

### **"One ore more audio files have been changed, Arrangement and Pool will be adjusted to reflect the changes."**

This appears when you have edited a sound file in another application and switch back to Cubasis Audio LITE. Changes in file size, sample rate, sample size and channels will be recognized and adjusted.

### **"System too slow. Playback stopped..."**

When this message appears the audio playback has been interrupted due to performance problems in your setup.

The problem might originate in a slow performance of the CPU, low memory bandwidth (no 2nd level cache), a slow hard disk, hard disk interface or graphics card. Use the Performance Test program and check its results.

The hard disk might be too fragmented. Try using a defragmentation program.

Network access in Windows for Workgroups can interrupt the computer for an unpredictable time.

When starting Windows for Workgroups type "Win /n" instead of just "Win". This will disable network connection.

The problem might even originate in the fact that you have held down the mouse button for too long, when moving a window on the screen. Windows will then wait for the mouse button to be released before it carries on providing the sound system with data.

**"Playback failed. The audio system does not seem to respond."**

When this error message appears make sure that no other application uses the audio hardware. Also make sure that your audio hardware is capable of playing back MIDI and Wave files at the same time.

## **Other possible Problems**

### **No audio playback**

Make sure Wave playback is not muted or volume turned off in the sound card mixer applet.

### **Only silence is recorded**

Use the sound card mixer applet to select the correct audio input and set it to an appropriate level (gain).

### **Sound contains crackles or other noise**

Check the (playback) Volume levels in the Monitor Window. If the overall level is too high this results in distortion.

Make sure it's not the recording itself that contains the noise. The reason might have been an incorrectly set input gain resulting in distortion. For information on proper level settings please refer to the sound card documentation.

The sound card hardware and its software driver might be configured differently (differing settings for IRQ, DMA or Base Address). Please refer to the sound card documentation.

The card might have interference problems with graphic or SCSI cards. Try to fit the cards into slots that are not adjacent to remedy the problem.

Try using SCANDISK or another disk diagnostics tool to find out whether your hard disk is damaged or shows other anomalies.

### **Audio and MIDI playback do not synchronize correctly**

Try changing the playback and recording delay parameters in the Hardware Setup dialog.

Under rare circumstances it is possible that Audio/MIDI synchronization is lost due to unpredictable computer network activities. Performing a Stop/Start or starting the computer without network access should resolve this.