



pocket POD

HARDWARE VIRTUALIZING EDITOR/LIBRARIAN

TROUBLESHOOTING PDF

Welcome to the Vyzex Pocket POD Troubleshooting Manual. Please remember to check back at the Line 6 website (www.line6.com) for updates to the program and to this document.

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Minimum requirements

PC Windows XP and Vista.

P4 equivalent Processor and up, 32-bit color graphics and 1024x768 or larger display.

MAC OSX 10.4 and Up, Power PC G4, G5 and all Intel Processors. 1024x768 or larger display.

Required Connections

Before you run the Vyzex editor software, you must first connect your Pocket POD to your computer through its built-in USB MIDI interface.

Windows XP and Vista users should take note that if multi-client MIDI operation is required (i.e. you require several music software applications to access Pocket POD simultaneously), the Windows class compliant USB MIDI driver is not sufficient for this application (On Mac OSX this is not a problem).

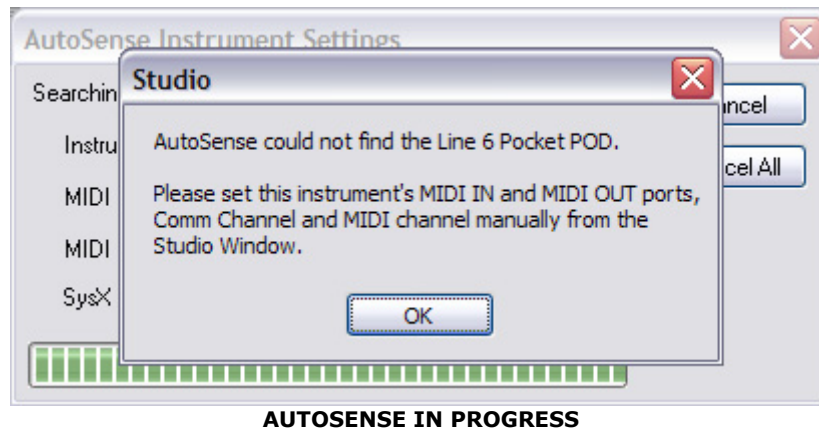


If your USB interface appears as USB Audio Device (on Windows XP) and/or does not require specific drivers from the interface manufacturer, these are indications that your interface relies on the Windows class-compliant USB MIDI driver and is therefore not capable of multi-client operation. You will not be able to run a DAW program to access your Pocket POD through this interface while the editor is open and vice-versa.

AutoSensing Problems

By default, Vyzex Pocket POD will open every MIDI In and MIDI Out port on your computer and conduct a thorough search for your Pocket POD which will be attached to one of each of these: When Pocket POD has been found on the MIDI ports it is connected to, Vyzex will select these ports automatically.

AutoSense Fails to Find Pocket POD.



The AutoSense dialog (shown here) is launched every time you start the program: If Pocket POD is not connected or is not able to respond to this scanning procedure for SysEx Channel 1, the AutoSense routine will completely step through every possible SysEx ID from 1 to 16 before finally giving up.

If this happens, are any other music software applications running while you try to run Vyzex? If so, these other programs could be causing a device conflict that prevents Vyzex from opening the MIDI ports it wants to scan. This is an important point for Windows users, since Pocket POD uses the class-compliant USB MIDI Device driver on XP and Vista, and this is not a multi-client driver.

With the above details followed, the AutoSense routine should find your Pocket POD so fast that you will likely not even see the dialog shown above. Instead, the Vyzex software will immediately begin uploading data from your Pocket POD.

If the Vyzex AutoSense routine still fails to find your Pocket POD unit and you are a Windows user, then your MIDI Interface's drivers may be experiencing a conflict. Please consult the ***Verifying that Pocket POD's MIDI driver is Correctly Installed*** section below.

Error – Can't open Midi (In / Out) Port XXXX. Driver may already be in use.

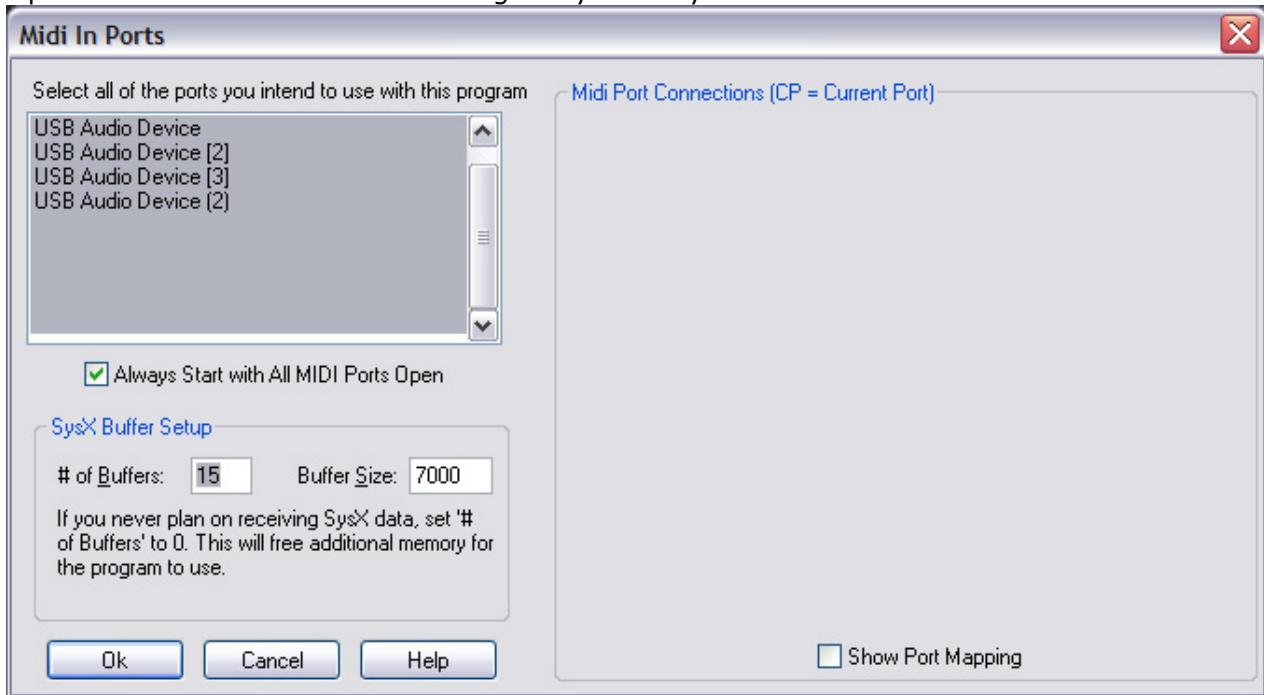
This error message will be encountered in Windows XP and Vista when some other application on your computer is already using a MIDI Port that Vyzex has attempted to open for Autosensing. This MIDI port obviously has a single-client driver, and cannot be shared by two separate programs unfortunately.

Your two options are as follows:

1. Close the other program and do not use it when Vyzex is running, or
2. Reconfigure Vyzex Pocket POD for manual MIDI Port operation (
3. on Page 7)

Verifying that Pocket POD's MIDI driver is Correctly Installed

1. Open the MIDI->MIDI In Ports dialog. Do you see your MIDI Interface in the list?



2. If you are using Windows XP/Vista and the Pocket POD MIDI driver is not shown in the list above, then you could be suffering from Logitech Driver conflicts or from the Windows MIDI Device Limit problems that are detailed on pages 5 and 6 respectively.

ERROR! SysEx Data is Missing Bytes!

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Messages
=====

ERROR! SysX data is missing bytes!

Bytes Received: 36729 Bytes Sent: 10 # of Loops: 32
Press Cancel or Cancel All to cancel the operation

ERROR! End of SysX transmission NOT found!

Bytes Received: 40194 Bytes Sent: 10 # of Loops: 34
Press Cancel or Cancel All to cancel the operation
```

SYSX DATA IS MISSING BYTES ERRORS

'SysX data is missing bytes!' errors will occur whenever Pocket POD fails to return the correct amount of data to Vyzex for any given request. In the example shown above, two of these errors have occurred during the uploading of a User bank from Pocket POD, each one indicating that a preset was not fully received by Vyzex.

This error message can be received under a number of circumstances: Either the MIDI interface has dropped some of the data sent by Pocket POD, or if you are on Windows XP, the operating system has lost some of the data coming in through the USB driver while it was busy performing tasks in other running applications.

Here are two possible solutions to correct this error under the circumstances described above:

1. If you are on Windows XP and have a slower machine try not to disturb the upload by switching between Vyzex Pocket POD and other applications. This is a windows issue.
2. Your 3rd party MIDI Interface cannot handle the SysEx message traffic generated by Pocket POD and the editor software. Please check to see if your particular model is one of the known offenders at www.Vyzex.com and if not, please post a request for help on our online forum.

Correcting Windows Logitech (or other 3rd party) Driver Conflicts

If you are connecting Pocket POD to a computer running Windows XP or Vista but cannot see any ports in the Vyzex MIDI IN Ports dialog, there is a possibility that you also have Logitech (or other company's) webcam, laser mouse or wireless mouse drivers that are conflicting with the Windows USB MIDI driver.

The problem Logitech driver is called **LVUSBSTA.SYS**. Here is a procedure to clear out this driver from your Windows XP system, but bear in mind that it involves editing your registry which requires extreme care. Psicraft Designs and/or Line 6 will not be responsible if you mess up your windows installation while following these instructions , so if in doubt have a qualified friend perform these steps!

1. Run Regedit from the Windows Start->Run... Menu.
2. Navigate to the following key:
HKEY LOCAL MACHINE /SYSTEM /CurrentControlset /Control /Class / {6BDD1FC6-810F-11D0-BEC7-08002BE2092F}
3. Click on this key and delete the "**LowerFilters**" item.
4. Navigate to the following key:
HKEY LOCAL MACHINE /SYSTEM /CurrentControlset /Control /Class / {6BDD1FC5-810F-11D0-BEC7-08002BE2092F}
5. Click on this key and delete the "**UpperFilters**" item.
6. Return to the root of **HKEY LOCAL /MACHINE /SYSTEM /CurrentControlset /Control /Class /**
7. Launch a search (i.e Ctrl-F with the option to search in "**Data**") and type "**LVUSBSTA**". Any time this is found in the "**Control / Class**" area of the registry, only delete the "**LowerFilters**" item (which is where LVUSBSTA will be found).

Now your class-compliant USB MIDI port driver should be operational.

Correcting the Windows MIDI Device Limit Issue

When Windows XP has installed over a certain number of MIDI devices, it will refuse to show any new ones until you delete some of the existing ones. The catch? Windows considers ANY device you've ever connected to be a valid installed device, and it won't show you these installed (although currently unused) MIDI devices in the Device Manager EVEN IF you select the 'Show hidden devices' option.

Fortunately there is a way to force Windows to be honest with you, but it involves writing a key to your registry.

NOTE: Editing your registry requires great care - You could prevent Windows from running correctly if you make any mistakes. Psicraft Designs and/or Line 6 will not be responsible if you mess up your windows installation while following these instructions, so take care or have a qualified friend perform the operation if in doubt.

Here is how you can check your Windows XP machine out to make sure your issues are not because of the device limit being reached: First, unplug your MIDI Interface's USB cable from the computer, then follow these 10 steps...

Before you proceed, make sure to back up the registry, and make sure that you understand how to restore the registry if a problem occurs. See <http://support.microsoft.com/default.aspx?scid=kb;EN-US;256986> (Microsoft Knowledge Base article 256986) for more information.

Steps 3-6 are optional, and are for your safety.

1. Click on the Start menu, then select Run.
2. Type in regedit and click OK.
3. Click on the File menu, and select Export.
4. Set the directory where you are saving the registry file to your Desktop.
5. Type in any name for the file, and make sure All is selected.
6. Click SAVE, and verify that it has created a backup file on your desktop.
7. Navigate to the System Key called:
[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Session Manager\Environment].
8. If there is an entry called **DEVMGR_SHOW_NONPRESENT_DEVICES** already there, make sure its value is set to 1. If the value is missing from within the Key, **Right-Click** over the listing and select **NEW->String Value** from the pop-up menu.
9. Rename the new **REG_SZ (String Value)** to **DEVMGR_SHOW_NONPRESENT_DEVICES** and set its value to 1. (1 = show all hidden devices, incidentally).
10. Exit regedit and restart your computer.
11. On restart, open your **control panel**, select the **system** icon, select the **Hardware** tab in the **System Properties dialog** and then press the '**Device Manager**' button. Now for the magic part: Open Device Manager's **View** menu and check the '**Show hidden devices**' option.

12. With the new registry key in place, Device Manager will actually do something for a change when this option has been checked. You can now click on the '**Sound, video and game controllers**' icon and you'll see all the ghost MIDI and Audio interfaces that windows has installed.
13. Delete any ghosted out '**USB Audio Device**' icons you see. If you see any MIDI interface drivers for hardware you no longer own, feel free to delete these too. If you delete a ghosted driver for hardware you still own, this will not cause any harm except to require you to reinstall the drivers the next time you connect that MIDI device.
14. For good measure, click on the '**Universal Serial Bus controllers**' icon and delete any ghosted USB Composite devices you see (especially if there are lots of them): This will require that Windows reinstall drivers the next time you reconnect some of your less used peripherals, but this should not be a problem.
15. Make sure that any Logitech web-cam drivers are not hanging around in ghost form! Delete them if you find them.
16. Now reboot and reconnect your USB MIDI Device. Once Windows informs you the device is ready to use, launch Vyzex and see if the interface's MIDI in ports are now available.