Digitiser Troubleshooting
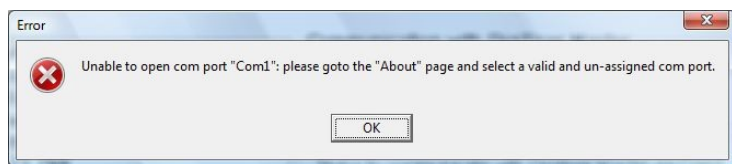
Problem:

Suggested Remedy
1) Ensure that the Digitiser control cable is connected to the Digitiser, the Digitiser power is turned on (The 'Stop' button is lit) and the 9-pin connector is connected to a working COM port on the computer. Note: A working COM port includes a properly configured USB to serial adapter.

2) Check in the Windows device manager and ensure that the COM port is correctly configured.
The correct COM port settings for the Digitiser are: BPS 19200, Data bits 8, Parity None, Stop bits 1, Flow control none.
3) If you are using a USB to serial adapter, ensure that the drivers are correctly installed. Trying the adapter in a different USB port sometimes helps.

4) Go to the 'About' page and try all of the COM ports in the drop down list under COM??

5) If you upgraded your XP system and the digitiser no longer works you may need the latest version of the Digitiser software, contact us and we will email or post to you the latest version of the software.

Problem

This problem has multiple causes and can usually be solved.

Before going any further ensure that your sound cards are fitted properly, turned on (in the case of E-MU 0202) and the drivers correctly installed. Check the Windows device manager – (start menu / control panel / device manager). The sound cards should show in the device manager if they are correctly installed. If they are in the device manager with a small exclamation mark or cross, they are not installed correctly.

Background
The Digitiser software checks windows for the sound cards installed on your system and writes the results into a file named SoundCardLog.txt, the information is written to the file when you close the "about" page on the digitiser software.
You can find SoundCardLog.txt in a directory on your hard drive.
If you are running Vista or Windows 7, the file can be found in C:\ProgramData\Graff Digitiser\
(note: ProgramData is a hidden directory, view hidden files needs to be activated)

If you are running XP The file can be found in C:\Program Files\Graff
Digitiser\

Open the file with notepad, you should get something similar to the text (in
quotes) below.

"This file contains a list of the soundcards found in the system

(The soundcard description is preceded by its system id)

0: microphone (2- usb audio CODEC
1: S/PDIF (M-Audio Delta AP 192)
2: Line 1/2 (M-Audio Delta AP 192)

The digitiser has assigned the sound cards as follows:"
Please note, the contents of this file will depend on which sound cards are installed on your computer.

The Digitiser then compares this information to a list of sound cards stored in another file – DTBuild.cfg.
The list includes all of the 192k samples/second sound cards that the Digitiser will work with.

DTBuild.cfg can be found in the following directory.
(C:\Program Files\Graff Digitiser\DTBuild.cfg)

If you open the file with notepad you can see the list of sound cards that the Digitiser will
work with.

Under normal circumstances the Digitiser compares the contents of SoundCardLog.txt with the list in DTBuild.cfg. If there
is a match the Digitiser will work as normal. Providing that the sound cards remain correctly installed, the Digitiser will
continue to work.

Reasons why this process might fail

Sound card incorrectly installed
Sometimes when the sound card drivers are installed, Windows truncates the sound card name so that the Digitiser does
not recognise it. You can tell this has happened by comparing the information contained in SoundCardLog.txt with the list in
DTBuild.cfg. One line has to match the list exactly for a mono and two lines have to match exactly for a stereo.

Example:

SoundCardLog.txt entry:
1: Line 1/2 (2- M-Audio Delta AP 1

DTBuild.cfg entry:
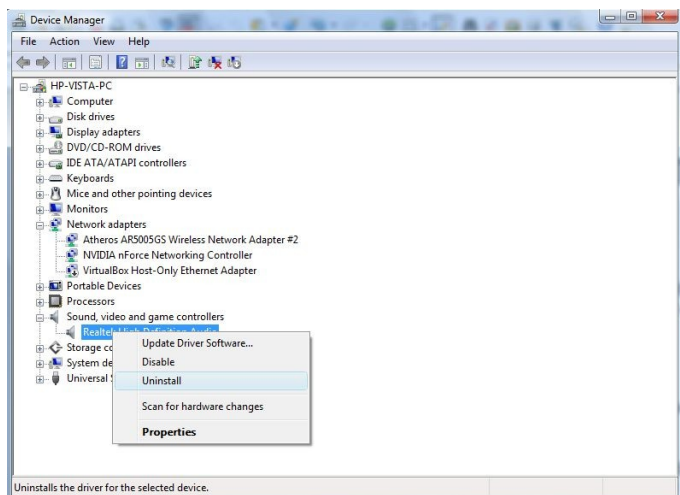
SoundCard22=Line 1/2 (M-Audio Delta AP 192)
SoundCardChannels22=2

SoundCard23=Line 1/2 (M-Audio Delta AP 192) (2)
SoundCardChannels23=2

The lines highlighted in red should match exactly.

This can usually be remedied by uninstalling the drivers in device manager, rebooting the computer and re-applying the
driver. This may need to be repeated.

Please note: If you check the SoundCardLog.txt file always start the Digitiser software, go to the 'about' page an close it to
get a current picture of the state of your sound cards.

Sound card installed correctly but beyond the scope of the list in DTBuild.cfg

Example:

SoundCardLog.txt entry:
1:Microphone (4- E-MU 0202 | USB)

DTBuild.cfg entry:

SoundCard19=Microphone (2- E-MU 0202 | USB)
SoundCardChannels19=2

SoundCard20=Microphone (3- E-MU 0202 | USB)
SoundCardChannels20=2

Remedy
Add a line to DTBuild.cfg to match your sound card.

Example
SoundCard19=Microphone (2- E-MU 0202 | USB)
SoundCardChannels19=2

SoundCard20=Microphone (3- E-MU 0202 | USB)
SoundCardChannels20=2

SoundCard21=Microphone (4- E-MU 0202 | USB)
SoundCardChannels21=2

Note the added entry to DTBuild.cfg (in red), also note how the numbers follow on in the list (highlighted in magenta).

How to edit DTDuild.cfg.

1   Always create a backup of the original file.

2   Make a copy of DTBuild.cfg on the desktop.

3   Edit the copy as detailed above using notepad

4   Save the file by clicking on file - save, do not use 'save as', as this will save the file as DTBuild.txt and will no longer work.

5   Open the folder C:\Program Files\Graff Digitiser\ and drag the edited file from the desktop into the folder.

6   Accept to replace or overwrite the file.

Please Note DTBuild.cfg is an important configuration file for the Digitiser: Do not make any changes to to the file other than those outlined above.

Sound card installed correctly but Windows installation is non-english language.

Example: (German Language)

SoundCardLog.txt entry:
1:Mikrofon (E-MU 0202 | USB)

DTBuild.cfg entry:

SoundCard18=Microphone (E-MU 0202 | USB)
SoundCardChannels18=2

SoundCard19=Microphone (2- E-MU 0202 | USB)
SoundCardChannels19=2

SoundCard20=Microphone (3- E-MU 0202 | USB)
SoundCardChannels20=2

Remedy
Add a line to DTBuild.cfg to match your sound card.

Example
SoundCard19=Microphone (2- E-MU 0202 | USB)
SoundCardChannels19=2

SoundCard20=Microphone (3- E-MU 0202 | USB)
SoundCardChannels20=2

SoundCard21=Mikrofon (E-MU 0202 | USB)
SoundCardChannels21=2

SoundCard22=Mikrofon (2- E-MU 0202 | USB)
SoundCardChannels22=2

Note the added entry to DTBuild.cfg (in red), also note how the numbers follow on in the list (highlighted in magenta).

How to edit DTDuild.cfg.

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2   Make a copy of DTBuild.cfg on the desktop.

3   Edit the copy as detailed above using notepad

4   Save the file by clicking on file - save, do not use 'save as', as this will save the file as DTBuild.txt and will no longer work.

5   Open the folder C:\Program Files\Graff Digitiser\ and drag the edited file from the desktop into the folder.

6   Accept to replace or overwrite the file.

Please Note DTBuild.cfg is an important configuration file for the Digitiser: Do not make any changes to to the file other than those outlined above.