

Synclavier³ Quick Troubleshooting Guide

This guide describes several quick tests you can perform to verify your Synclavier³ hardware and software installation.

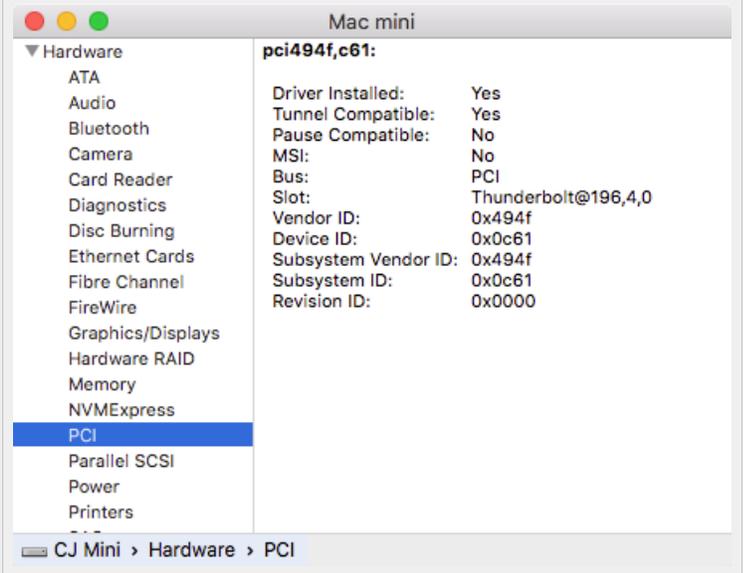
Begin by getting a System Report on your Mac (Apple-Menu, “About This Mac”).



First check the **PCI** hardware information. You should see a card identified as “**pci494f,c61**”. That is the AccesIO PCIe-DIO-48 card that is used with Synclavier³.

If the card is not listed, check for obvious problems like the Thunderbolt cable and chassis power. It is also possible the card has come loose within the chassis, or perhaps is not seated all the way in your PCI-Express PowerMac.

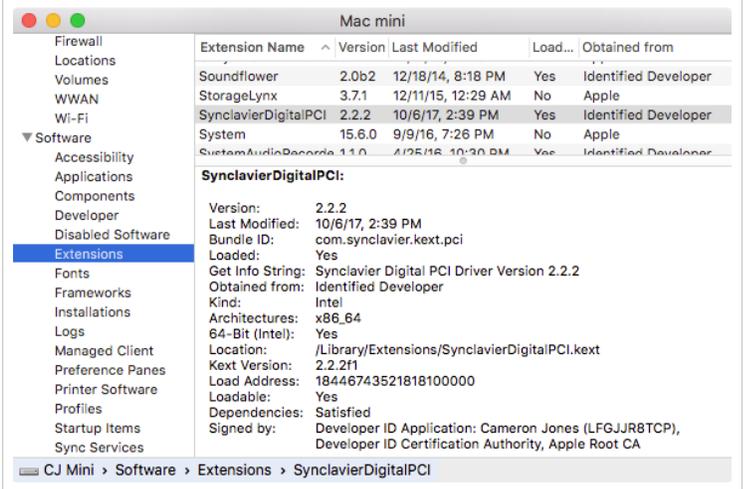
Next check the “**Driver Installed**” line. If that does not say “Yes” then your kernel extension is not installed, or perhaps the “Virtual” kernel extension is installed in its place. In Mac OS Sierra you have to specifically approve third-party kernel extensions (see [technote](#)).



Secondly, check the **Extensions** section under **Software**. You will have to scroll down to find the **SynclavierDigitalPCI** extension.

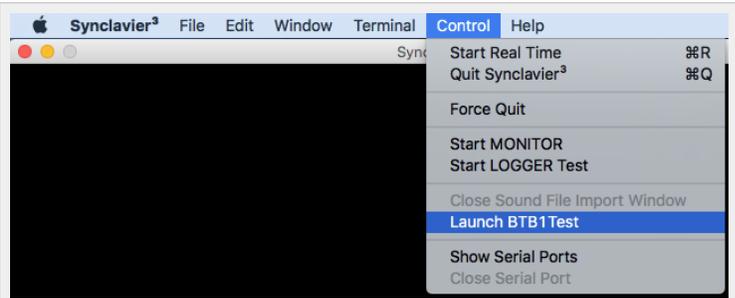
The Get Info String line will differentiate between the “PCI Driver” and the “Virtual PCI Driver”. The PCI Driver will indicate “Loaded: Yes” if it was properly matched up with the AccesIO PCIe-DIO-48.

The Virtual PCI Driver, if installed, is loaded in all cases.



Next, launch the Synclavier³ application **while you are holding the shift key**. Holding the shift key will prevent the Synclavier[®] Real Time Software from automatically starting up.

Look at the **Control** menu, and you should see a menu option to **Launch BTB1 Test**. Launch the BTB1 Test from the Control Menu.

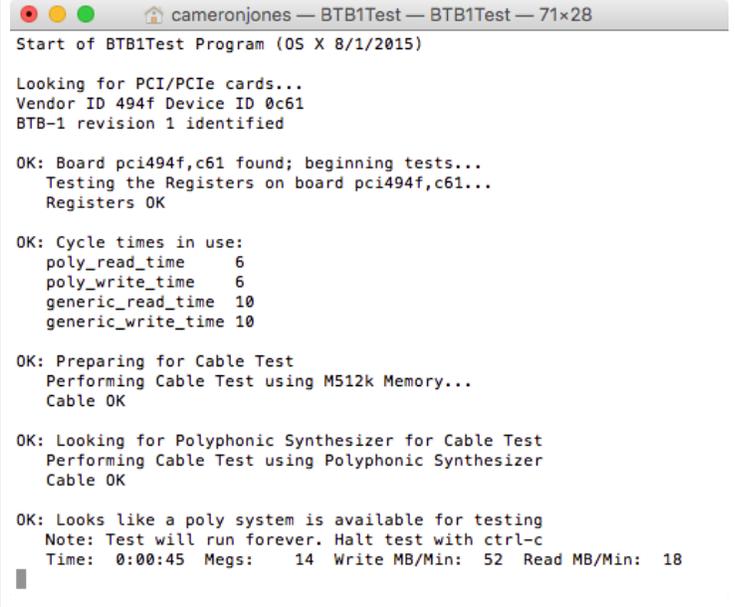


The **BTB1 Test** performs a low-level data transfer between your Mac and your Synclavier[®] hardware. The test opens up in its own window using the Mac OS Terminal application.

If your Synclavier[®] hardware is powered off you will see the message No M512k card found for M512k cable test and No poly memory available for test.

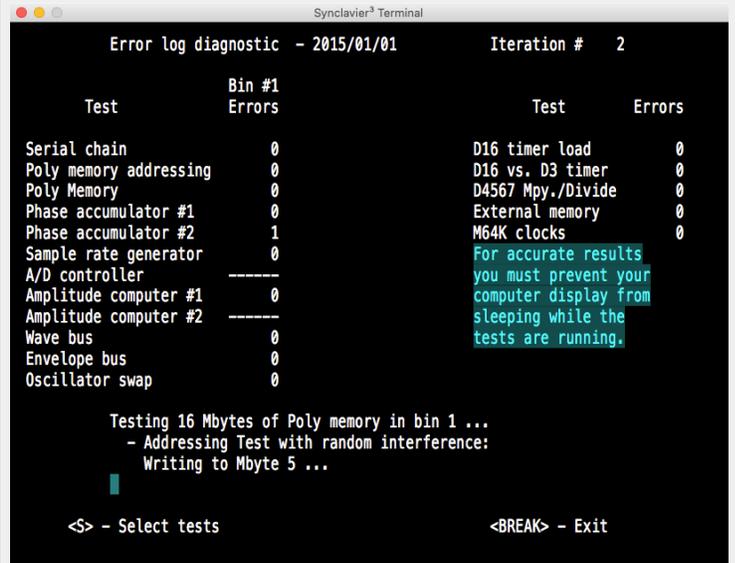
The Registers Test would fail, for example, if the BTB-1 Bus Transceiver was not connected the Accesio PCI-DIO-48 Digital I/O Card.

In some cases the read and write timings may need to be adjusted. Factors such as power supply voltage and bus loading affect the timing requirements.



The **Logger** performs a detailed self-test of the Polyphonic Sampling hardware in your system.

The **Logger** test will occasionally report a small number of errors with one of the “Phase Accumulators”. This is due to microscopic timing differences between your Mac and your Synclavier[®] hardware and is not indicative of an actual hardware problem.



The **Software Version** identified in the different **Get Info** panels does not provide a consistent guide to identifying compatible software modules.

The only practical method to assuring the proper software installation is to **run the installer** and then **use the Synclavier³ application from the same downloaded disk image.**

A new version numbering scheme will be introduced in 2018 to provide a more accurate guide to software compatibility between modules.

