Issues & Solutions

Cubase SL 2.2

This document describes Issues you may encounter using the software and possible solutions to workaround them.

Issue	Solution
Adding a MIDI Track can disturb the audio engine. ASIO Sample rate can be changed or lost. If a Direct Music MIDI port (example: MIDEX 8) is opened for the first time (f.i. by adding a MIDI track), it may happen Windows Direct Music causes a short system halt, which can disturb Cubase's audio engine.	Go to Device Setup/VST Multitrack and do Reset.
Quantizing Audio does not work, if a MIDI Track is placed ABOVE the audio tracks	Re-order the tracks so that the audio tracks are above the MIDI tracks.
MIDI recording from VST Instruments onscreen keyboards or pads creates endless notes	Switch OFF Cycle Mode
Importing MPEG 1 video files does not work (Mac version only)	Convert video files to standard Quicktime format before importing
Inaccurate results if the Time Stretch Tool is used in the project window	Depending on the algorithm selected, modifying the event length using the Time Stretch tool Use the Time Stretch Offline Audio Process instead
Pool - "Prepare Archive" does not work for video files (only if video is present on video track)	Copy video file to the project folder manually or do Prepare Archive while the video is not present on the Video Track but in the Pool
Opening Video Window (Direct Show Player) or importing video files can affect sample rate of the ASIO audio card	If this happens frequently, a dedicated soundcard (or built-in sound chip) should be set as Preferred Device in the Windows Multimedia panel.
Crash: Changing Accuracy of Pitch-Shift-Envelope while previewing	Stop the Previewer before making adjustments, then re-start the preview
Stuttering Playback of video files through Firewire OUT (Mac version only)	Performance problem - try less compressed video codec (e.g. DV format)
Paste Time doesn't work on Marker Track	Use "Insert Silence" function instead
Step Designer MIDI plugin "pattern change" automation can not be written	Use the function to record the "pattern changes" as MIDI notes
Performance / Playback problem due to sample rate mismatch between Cubase and the audio card (Mac version only)	If your audio interface is clocked externally (e.g. via Word Clock), Cubase might not take notice of sample rate changes (e.g. from 48 khz to 44,1 khz), which will disturb the audio playback. Make sure the sample rate is properly set in the Project Setup window.

MOTU PCI 324 Interface driver crashes if the device is clocked externally and you try to change the sample rate from Cubases project setup	Incompatibility, will be fixed in MOTU driver update
Length of the mixdown can be inaccurate if Midex MIDI interface is connected. The Direct Music components of the operating system can cause a timing problem of the audio engine.	If this happens on your system, please use the Windows MIDI ports instead of the DirectMusic ports of the MIDI interface driver. Please read the "MIDI Portfilter.txt" document.
Crash on startup if connected audio interface (e.g. MOTU 2408) is switched OFF (Mac version only)	Make sure the interface is switched ON
Automation is read inaccurately	If the ASIO block size (latency) is very big, the automation is read inaccurately. Lower the ASIO buffer size
imported Cubase SX 1.x projects containing Halion 1.x loads with 'pending connections' if Halion 2.x is installed	Manually set the MIDI connections and save the project.
Crash with some plugins (Mac only): Entering numeric values by pressing [ENTER] key instead of the [RETURN] key	Always enter values by using the [RETURN] key
Projects sometimes load with wrong Generic Remote Preset.	Set the correct preset manually after loading.
Mixer shows Channels in "hidden" status	Saving the project with the Mixer window CLOSED solves this.
Possible crash: Setting VST Connection busses to audio card inputs / outputs when a new project is based on one of the built-in surround templates	If this occurs, assign the VST Connection busses to your audio card inputs / outputs *before* the template is recalled.
Linking MIDI Channel faders (MIDI Mixer) does not work correctly (faders "jump")	Do not link the faders if at least one of them is all the way down. Setting the faders to a level other than "OFF" lets them link correctly
Old Magneto plugin may crash.	Use the built-in version of this plugin
Some windows are "gone" when a project was saved on a dual-monitor setup but is loaded on a single-monitor setup	Make sure the window is not in "Always on Top" status when it's saved. The window will then appear at a suitable position on a single-monitor setup.
Some editing functions (e.g. Split at Cursor, Split Loop) do not work if there is a LOCKED track involved.	Un-lock the tracks or move the locked track BELOW the tracks to be edited. Or use the Scissors Tool
Playback doesn't work after a VST Instrument was frozen and a "Disk Full" message was given	Save, close and re-open the project, then it will play again
VST Instrument "Freeze" claims "Not Enough Disk Space" although the disk is not full	Reduce the project length

VST System Link doesn't submit Nudge Up / Down ([CTRL]+[NUM+], [CTRL]+[NUM-] accurately no a slaved system	Nudge locally on the slaved system
Crash when importing certain Cubase 5.x Songs	Can be solved in many cases by deleting the "Audio Mix" Track in Cubase 5.x before importing them.
Possible VST System Link problem if "Activate ASIO Port for Data only" is enabled - computer might freeze	Disable this option if the problem occurs
VST Instruments don't play when a project was transfered from a PC to a Mac - MIDI tracks show "Pending Connections".	After setting the MIDI connections to the VST Instruments manually, they will be kept correctly.
Possible VST System Link synchronization problem when the same port is used for both audio and VST System Link	Run VST System Link through dedicated port if this occurs.
VST System Link synchronization: The slaved system doesn't follow "Preroll" of the master correctly	Disable "Preroll" if VST System Link synchronization is required
If audio parts and events are layered under each other it may happen that you hear different signals as shown in project window graphically	Avoid that audio parts and events are layered
After switching between different projects, it may happen that at remote Mackie Control the faders does not respond anymore	Push at Mackie Control button "Motors"
UNDO command does not work after toggling between projects if Marker window is in front.	Close the marker window before UNDO.
Step input may work wrong if quantize values are used with tripled values	
Function Duplicate works only right for several times, if no sub tracks in folder tracks are used	
Resizing folder tracks to minimum let folder track disappear	Avoid resizing folder tracks to minimum. Undo helps if it has happened
Key command "zoom to event" works in opposite way	
Video-Import: MPEG1-Videofiles cannot be played back under "Video for Windows"-Playback-Method	use different playback methods
Very high track delay values (above 1000 ms) on MIDI tracks may result in bad MIDI timing	Do not use high MIDI tracks delays if possible
only Mac: Cubase may crash if UAD plugIns are used and Cubase is quitted and the projects have not been closed before	Close first all projects before Cubase is quitted

Using the function Edit/Range/Insert Silence does not update the playlist/playback directly after usage.	The inserted silence can be first heard after moving and removing back one of the audio events
Sample Editor: in some cases it may happen that hit points can not be edited because the resolution (zoom) is not high enough	increase resolution until hit points can be edited
Only Mac: if Multiprocessing mode in VST Engine Export Settings is used it is possible that crackles appear on Rewire channels	Don't use Multiprocessing mode if Rewire channels are used
Relocating in negative bar range with keycommand "input location" may result in crash	Avoid to relocate in position before 0:1:1:0 with key command "input location"
Feature "Import Audio CD": This function is currently not supported for USB CD drives. If you try to use this feature with USB CD drives, malfunction may happen.	
Problems when receiving MIDI Sysex data through an Interface with DirectMusic MIDI ports, like Steinberg Midex 3 and 8.	Please disable the DirectMusic ports for the Midex in the DirectMusic Setup page. And enable the Midex ports in the Windows MIDI setup page.