

8. Troubleshooting - Windows

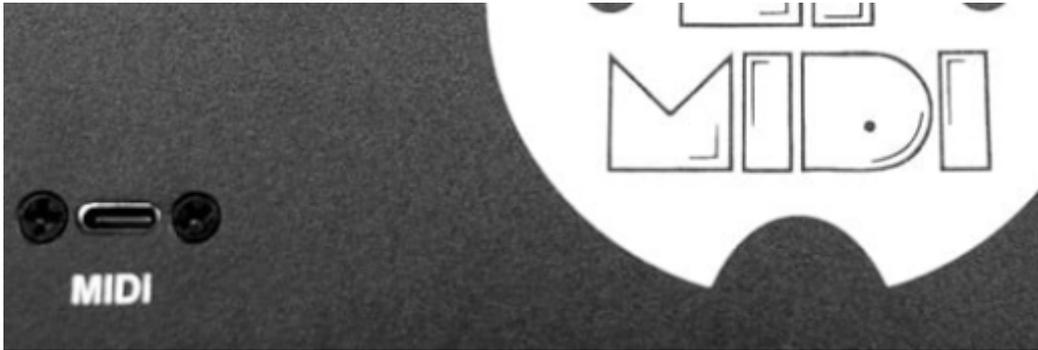
Guides on how to diagnose and troubleshoot on Windows

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1. Windows - "Controller Not Connected" message

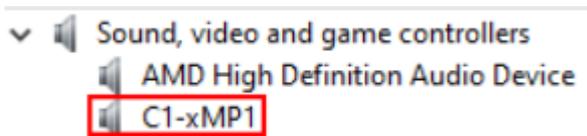


If you get this message on the MP Host software plugin, check that you have the MIDI port connected to the computer.



If you have it connected directly to the computer, open the Device Manager in Windows.

check that the C1-xMP1 shows up



Also check that the device is enabled in the device manager. (right click on C1-xMP1).

Note that if the "Controller not connected" message shows, it will affect the automation capabilities of the MP Host. You will also not be able to use any encoders to control parameters.

If the C1-xMP1 is enabled and shows up in the Device Manager, ensure you have disabled the MIDI and OUT of C1-xMP1 in the DAW as instructed [here](#)

Also, ensure that you have the latest C++ redistributables installed as shown [here](#)

If another app (including the DAW) is using the C1-xMP1 then it will not be available for the MP Host plugin to use it and it will show the "Controller not Connected" message.

All midi drivers on Windows are exclusive, meaning only one application can use them at any time. In other words, only one application can use a MIDI device. On the Mac MIDI devices can be shared in between applications.

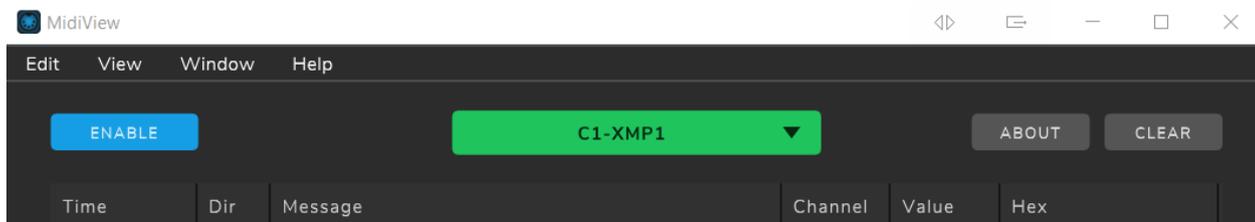
If the controller is active (MIDI IN/OUT) in the DAW, disable and restart the DAW, then load the MP Host again. The problem should be fixed.

If you believe it is disabled in the DAW, you can verify that by using a free app like [Midi View](#).

How to check if another app is using the C1-xMP1

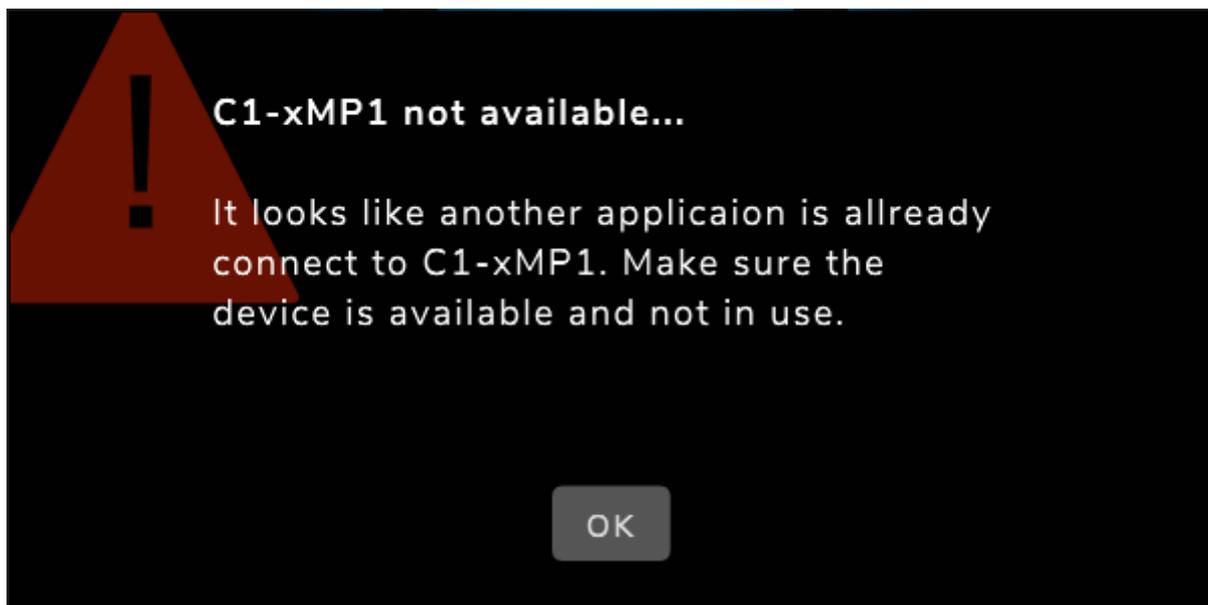
Close your DAW and any other MIDI related software.

Then Open Midi View and select C1-xMP1



If the C1-xMP1 button is green, then all is ok.

If you get an error message:



Then some software is using the C1-xMP1 and you need to find which software this is.

You can repeat the test by opening the DAW first and then opening the Midi View (without having the MP Host open). The C1-xMP1 should be available in Midi View after the DAW has opened.

If you get the error in Midi View, then the DAW is using C1-xMP1 and it will not be available to be used by the MP Host plugin, hence you will get the "Controller not Connected" message. In this case you need to disable it in the DAW as instructed [here](#).

If C1-xMP1 does not show up in the device manager

Connect the USB cable provided directly to the computer USB-A port (not USB-C) from the USB-C MIDI port on the controller. 

The MIDI port works independently from the other ports of the controller - Display & HDMI - so it does not matter if these are connected or not.

Try a different USB-A to USB-C DATA cable or connect directly to the computer instead of through a USB hub or KVM switch.

Connect the cable provided directly from the MIDI port of the controller, to the computer's USB A port (not USB-C port).

If you are connecting to a USB-A port directly to the PC and it still does not show up in the device manager, check [this article](#)

2. Windows - Model 1 A: Troubleshooting the Touch Function

The only port that affects the touch function is the Display USB-C Port on the Controller.

The only cable that affects the touch function is the USB cable connected to the Display Port and on the computer on the other end.

If connected via a usb hub, try to connect it directly on the PC.

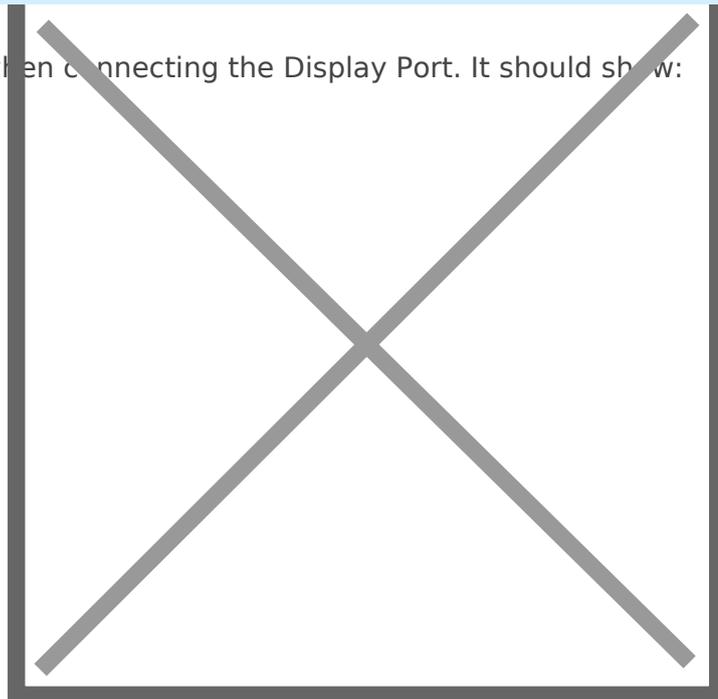
Use the 1m cables provided with the controller.

If you want to purchase additional cables, the best cable to use from the market is the 1m Amazon Basics Cable USB 3.1 Gen 2.

Here are links for: [USA](#), [UK](#), [Germany](#)

[Here](#) are some more cable recommendations

Check the Device Manager when connecting the Display Port. It should show:



Model 1A/1A+: If, when connecting to the computer, the monitor does not stay powered ON (it flickers) then use a Y-cable as instructed [here](#)

3. Windows C++ Redistributables

It is a good practice to have the latest C++ redistributables on your Windows system.

You can download and install the official release of Microsoft from

https://aka.ms/vs/17/release/vc_redist.x64.exe

If you experience a crash of the MP Host on Windows, this most probably is due to an incompatible version of C++ redistributable installed. Install the above version (which is a permanent link to the latest release) and it should fix the issue.

4. Windows - The right click menu does not appear

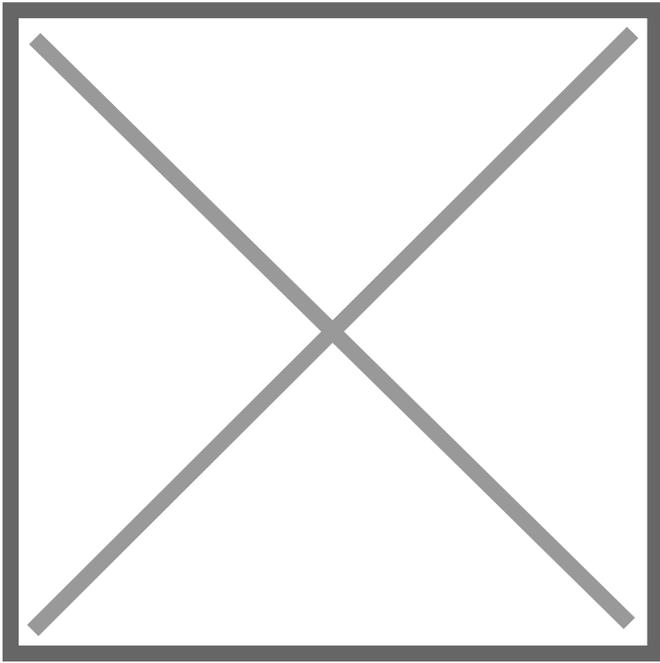
Windows High DPI Override settings

If you are running 4k displays and using the Windows scaling for these displays and you are having an issue with menus not displaying in the controller's screen then try this:

Right click on the DAW exe program file and choose properties

Then click high DPI settings

Then try these options



5. Windows - Custom VST plugin paths

On Windows 10 the path scanned for VST2 is

C:\Program Files\VSTPlugins & C:\Program Files\Steinberg\VSTPlugins

and for VST3 is

C:\Program Files\Common Files\VST3

If you cannot move your plugin in the standard VST2 folder then you can do the following easily with a folder junction on Windows.

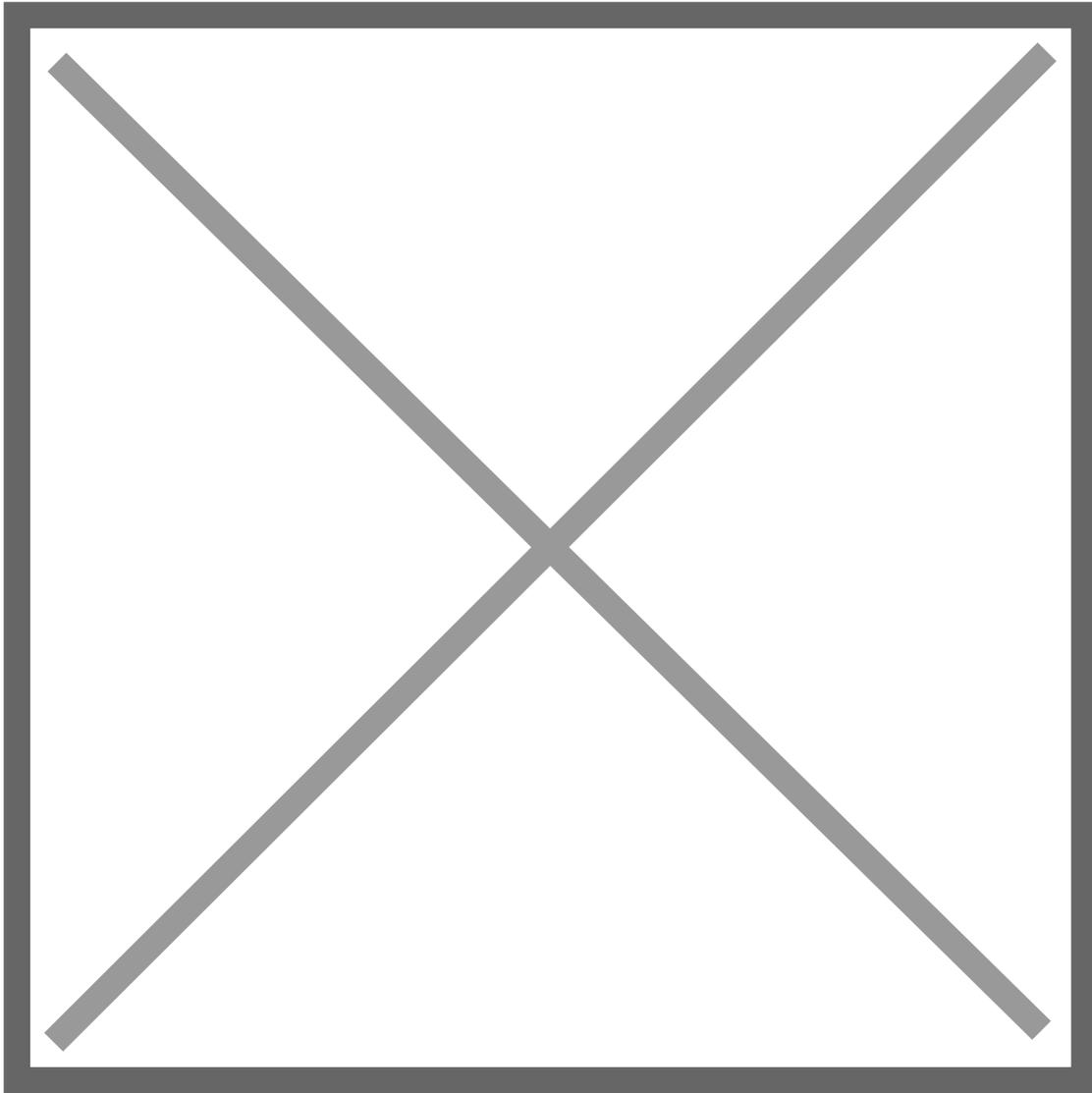
A junction is like a shortcut, but Windows sees it as a real folder, without consuming extra space. It is like having a virtual clone of the original folder. When you delete, add or edit a file in that junction folder is like you are doing it in the original folder.

Creating a Junction via Symlinker

You can download Symlinker from [here](#)

Create the junction with the following. The Destination Folder should be the folder you currently have your VST2 plugins.

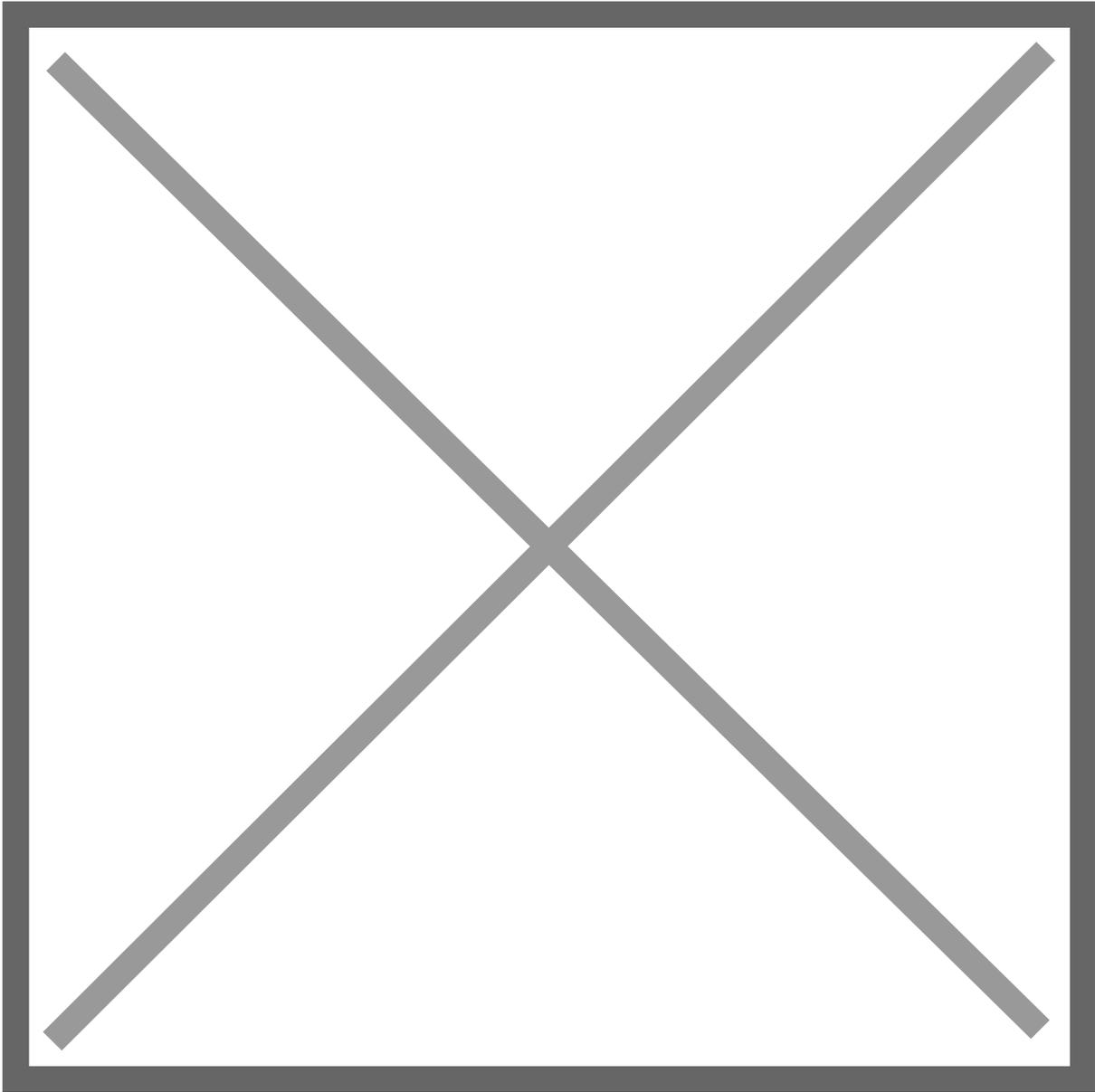
If C:\Program Files\VSTPlugins exists you have to rename it or delete it so it can be recreated as a junction folder.



You should see the C:\Program Files\VSTPlugins in your file explorer after you create it.

After you create the junction folder run "Quick Scan" in the MP Host to find the VST2 plugins.

Alternatively you can download it from [here](#)



Creating a Junction via the command line

Use `/J` to create a hard link pointing to a directory, also known as a directory junction:

```
mklink /J Link Target
```

```
mklink /J C:\LinkToFolder C:\Users\Name\OriginalFolder
```

This links the 2 folders (link and your vst folder) and behave as one.

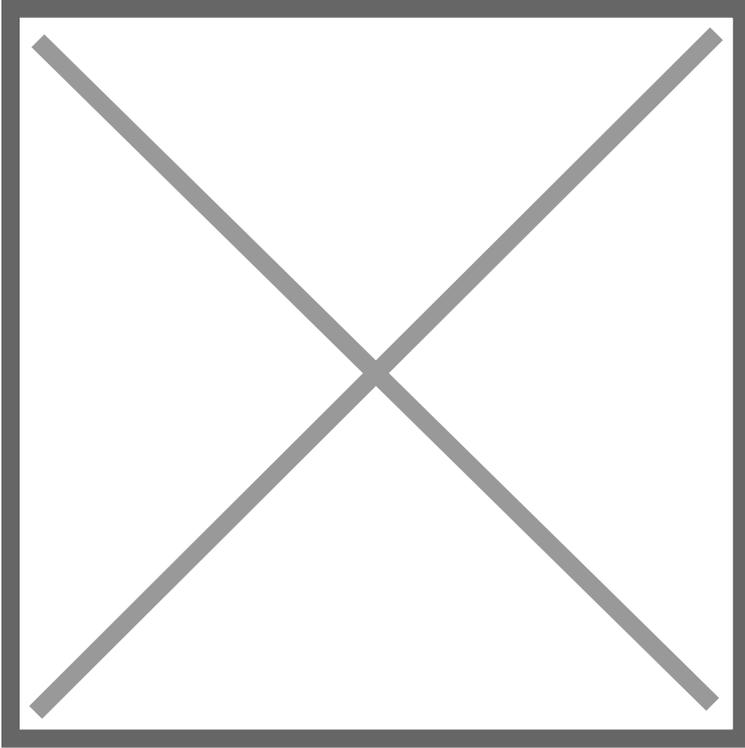
The LinkToFolder should be inside `C:\Program Files\VSTPlugins`

i.e. `mklink /J C:\Program Files\VSTPlugins\myplugins D:\Plugins\`

Think of it like a shortcut of a folder but it will behave like a folder duplicate, while not taking any space.

Here is an example:

Right click on cmd and choose to run it as an administrator.



You want your plugins in D:\Plugins\ to appear in C:\Program Files\Steinberg\VSTPlugins

The syntax is:

```
mklink /J Link Target
```

Keep in mind that the Link folder must not exist.

So, if the C:\Program Files\Steinberg\VSTPlugins exists you will need to delete it and it will be recreated.

Paste in CMD:

```
mklink /J "C:\Program Files\Steinberg\VSTPlugins" "D:\Plugins\"
```

Now if you navigate to C:\Program Files\Steinberg\VSTPlugins in Windows explorer you will see there all your plugin files that exist in D:\Plugins\

You can now scan with the MP Host and it will find all plugins that exist there.

6. Windows - License not found

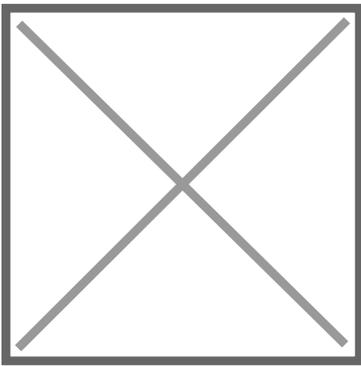
The “License not found” will appear if you have an invalid mph.license and/or an invalid hardware.id file.

One possible cause is that you are using a license generated for another computer (if for example you transferred all your data from your previous Windows computer).

You should not copy hardware.id and mph.license files from other computers.

Delete the hardware.id file and run the MP Host in the DAW to generate a new hardware.id file by just running once the MP Host plugin.

The files should look like this in Windows file explorer:



Do not rename any of the files above.

License not found due to non-latin characters

If you believe you are generating the license correctly as shown in your initial setup guide,

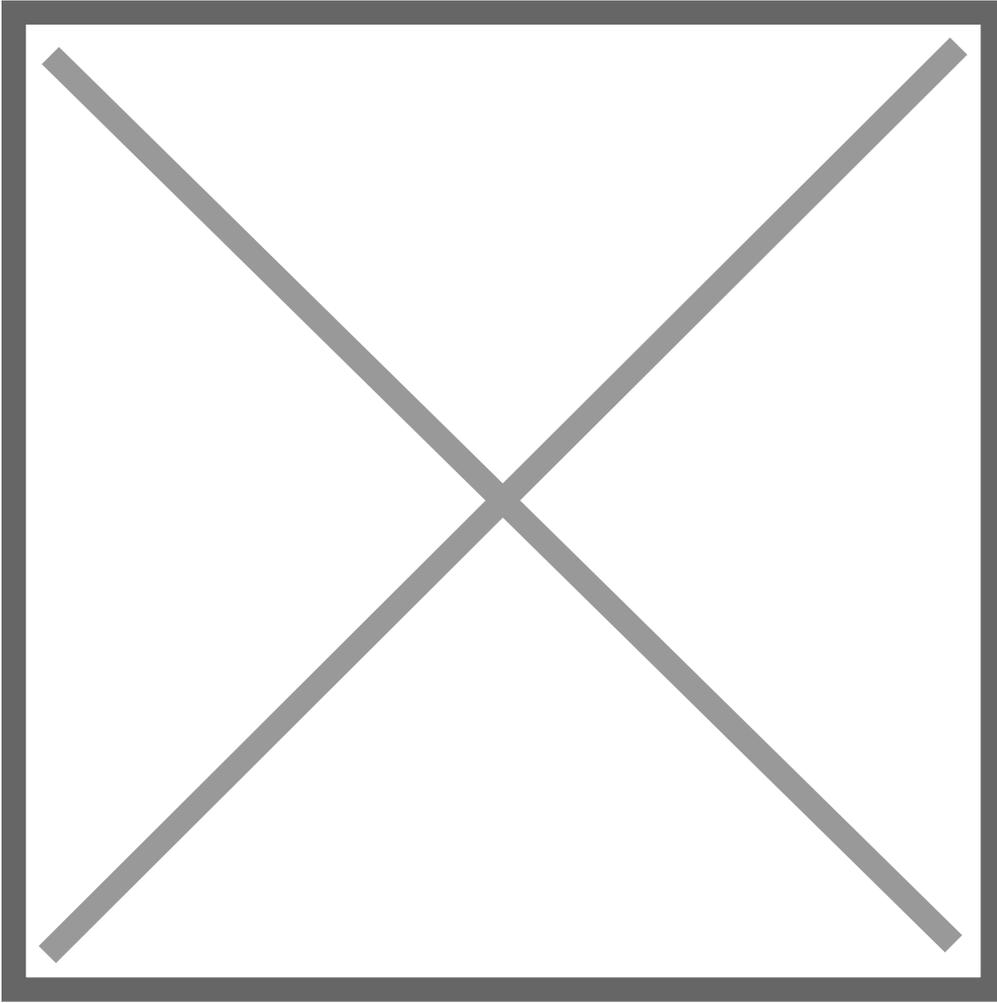
then the reason may be because of non-latin characters in your user name in Windows.

If your home folder has non-latin characters like (Ç, Ş, Ğ, İ, İ, Ö, Ü) or other non-latin characters

for example C:\Users\Ümmet\

This may prevent the MP Host from finding the license on your computer.

Paste your user path [here](#) to check if you get a warning



To solve the issue, please create a Windows account that contains only Latin characters.

Please note that if there is a problem with the license, then it will not allow the hardware Controller to be connected to the MP Host.

7. Windows - "Invalid mph.license" message

If you get a message on the left bottom corner of the MP Host that the license is invalid it means that the mph.license file does not match the hardware of the computer you are using.

If you have copied the mph.license file from another computer **delete** both the mph.license and hardware.id files and run the MP Host in the DAW to create a new hardware.id file.

“ Unload any instances of the MP Host and then load one MP Host in the DAW to create the hardware.id file.

Then, **log on your account** (sent via email when you purchased the MP Controller) and upload the hardware.id file to generate a new mph.license.

The hardware.id and mph.license files should have these 2 exact names.

You can get to the MP/Host folder using the right click menu. See [here](#)

8. Windows - C1-xMP1 does not show up in the device manager

The MIDI port of the MP Controller should be connected with a USB-A port and does not require any drivers to be installed as it is a USB MIDI class compliant device.

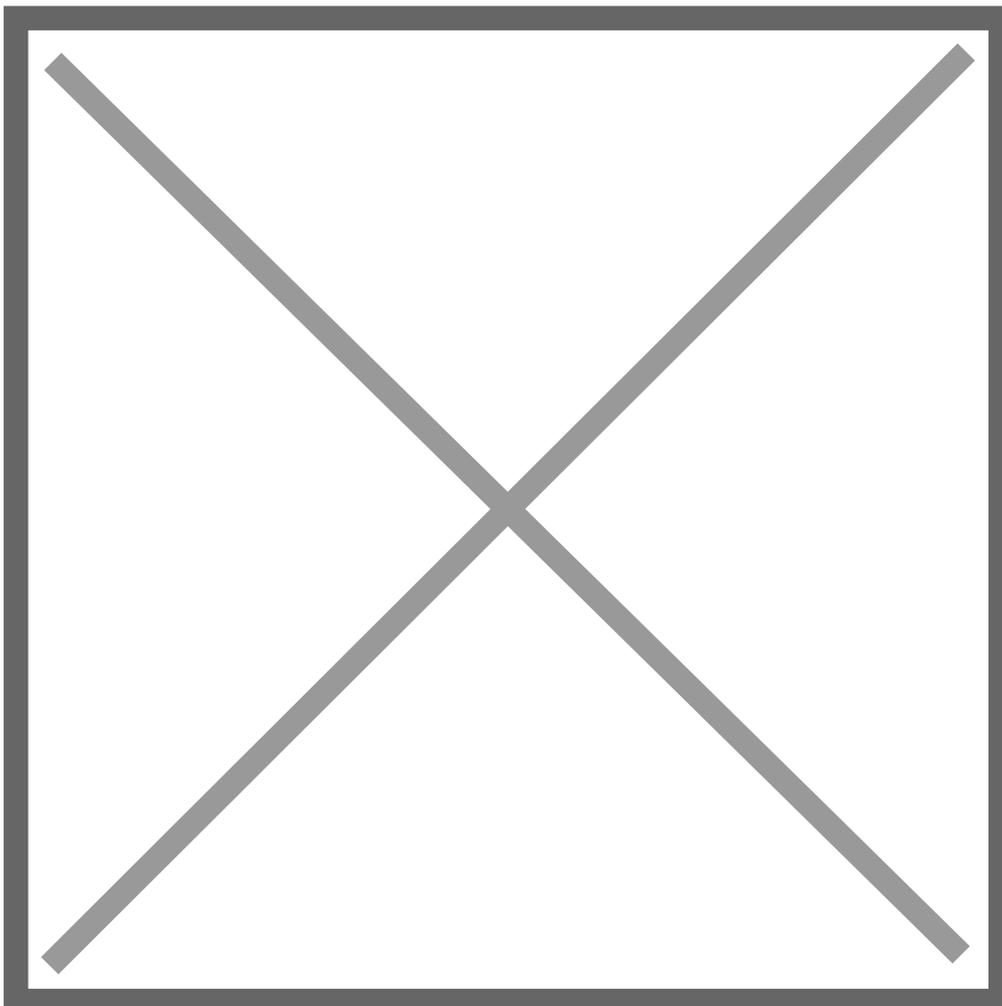
If you are connecting to a USB-A port directly (not via a USB hub) to the PC and C1-xMP1 still does not show up in the System Report, you need to check the internal micro-USB cable that connects on the MIDI board.

To get to that port, you need to unscrew the bottom cover.

Open up the bottom cover by unscrewing the bottom screws.

Disconnect the microUSB cable from the C1-xMP1 and connect the data cable directly on the Mac.

Disconnect by gently pulling the microUSB cable and connect it again.

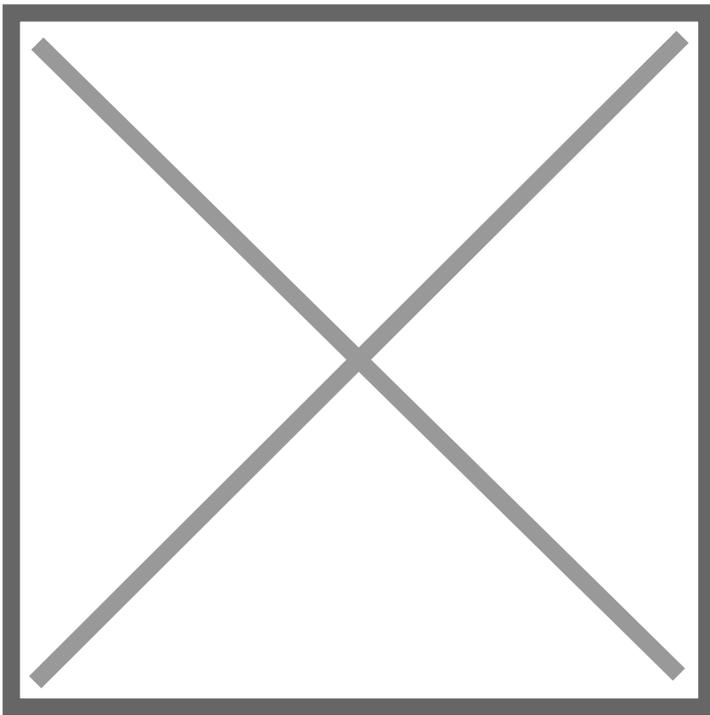


If it is still not showing in the System Report, connect it on another computer and check the device manager to see what device is shown when it is connected.

Bypassing the internal USB Port

Additionally, you can try to bypass the internal port of the C1-xMP1 and connect it directly from the MIDI board to the PC using a microUSB to USB-A DATA Cable like [this](#).

Please note that not all microUSB cables are data cables. Many are just charging cables and these will not work. Ensure you are using a data cable.



If these steps do not solve the issue, send us an email to advise further on how to proceed.

9. Windows - The display does not power ON. (Black screen)

If the display does **not** power ON at all **[see this article](#)**