1. Windows - "Controller Not Connected" message


If you get this message on the MP Host software plugin, check that your have the MIDI port connected to the computer.
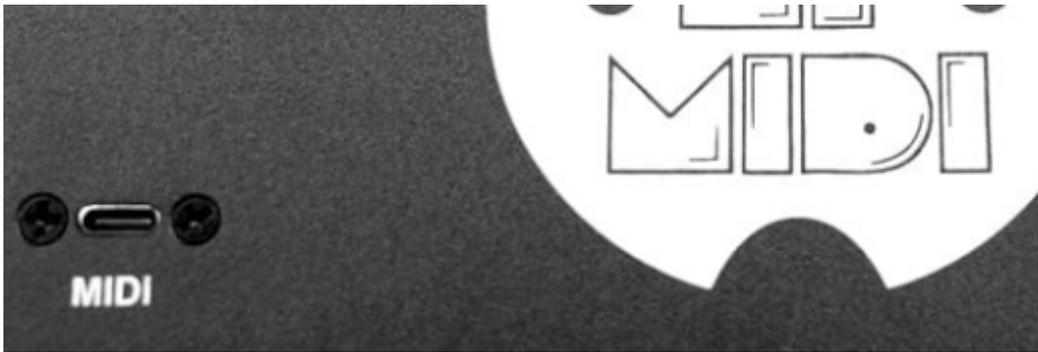
If you have it connected directly to the computer, open the Device Manager in Windows.

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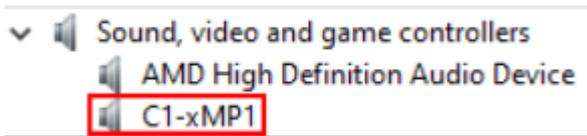
Also check that the device is enabled in the device manager. (right click on C1-xMP1).

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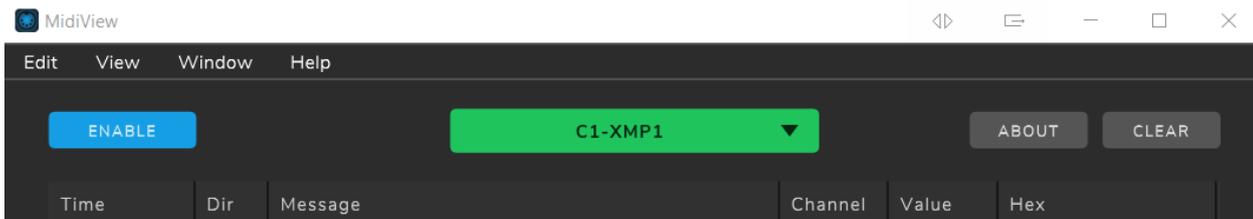
If the C1-xMP1 button is green, then all is ok.

If you get an error message:
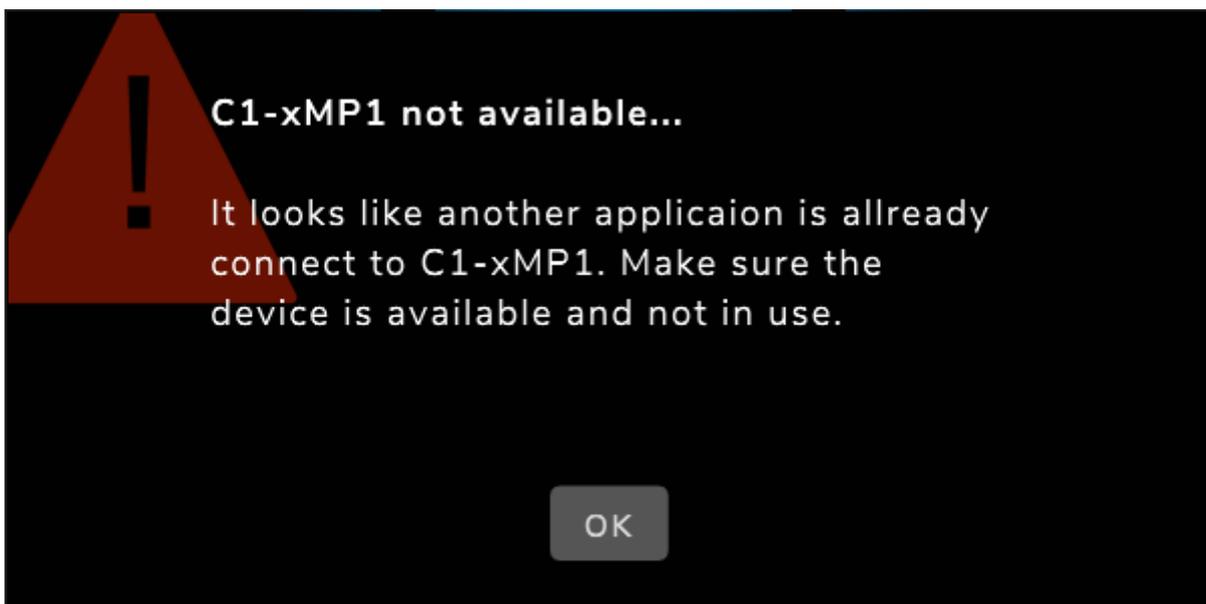
Then some software is using the C1-xMP1 and you need to find which software this is.

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 is 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

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