

8. Mac - Troubleshooting in depth the C1-xMP1 MIDI Controller

The C1-xMP1 is the midi device of the MP Controller.

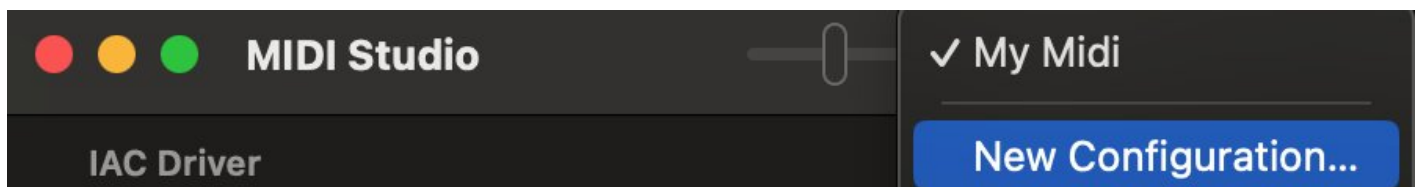
If it **does** show up in the System Report but it still does not found by the MP Host plugin then try the following.

Create a new configuration in Mac's MIDI Studio

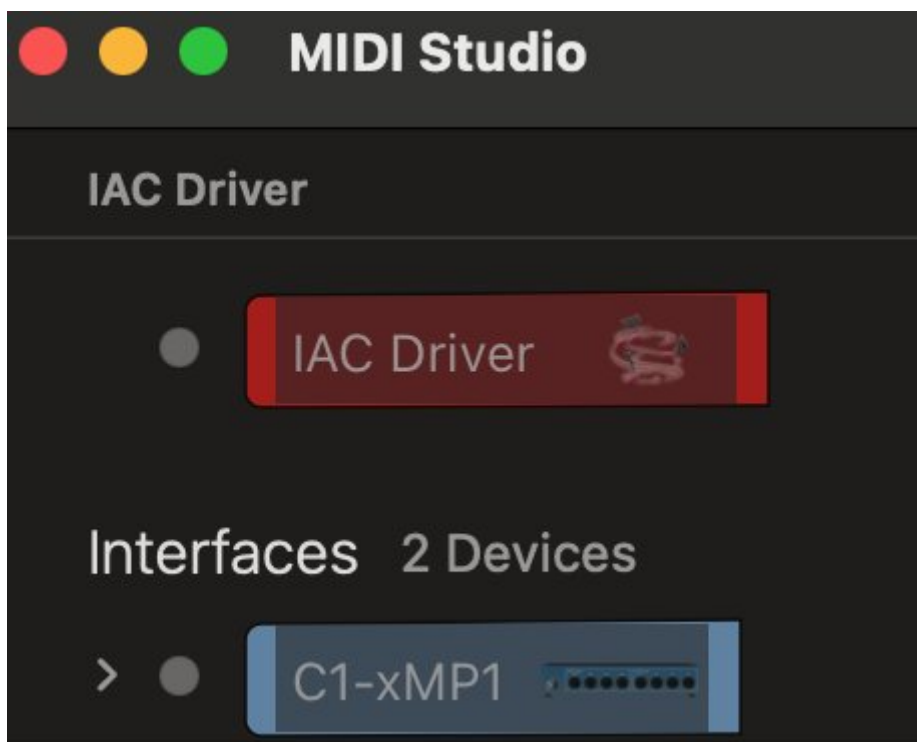
Click on the dropdown:



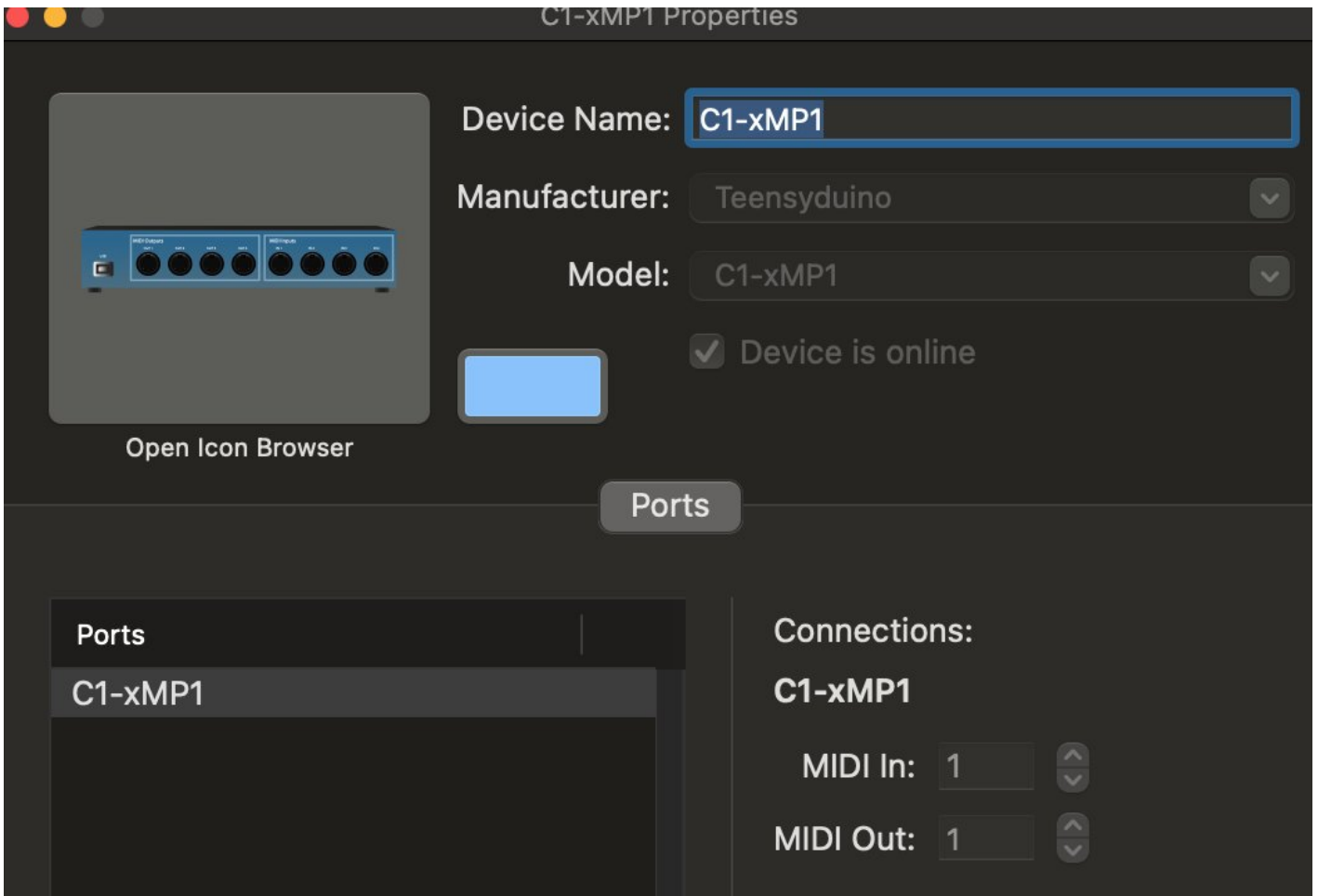
Then select New Configuration. This will reset the MIDI studio



You will see the connected MIDI devices



Double click on the C1-xMP1 and you should see that the device is online



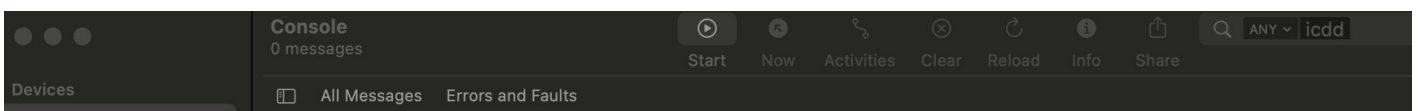
Using the Console to diagnose

The Mac has a build-in Console that shows logs of when hardware connects to the computer.

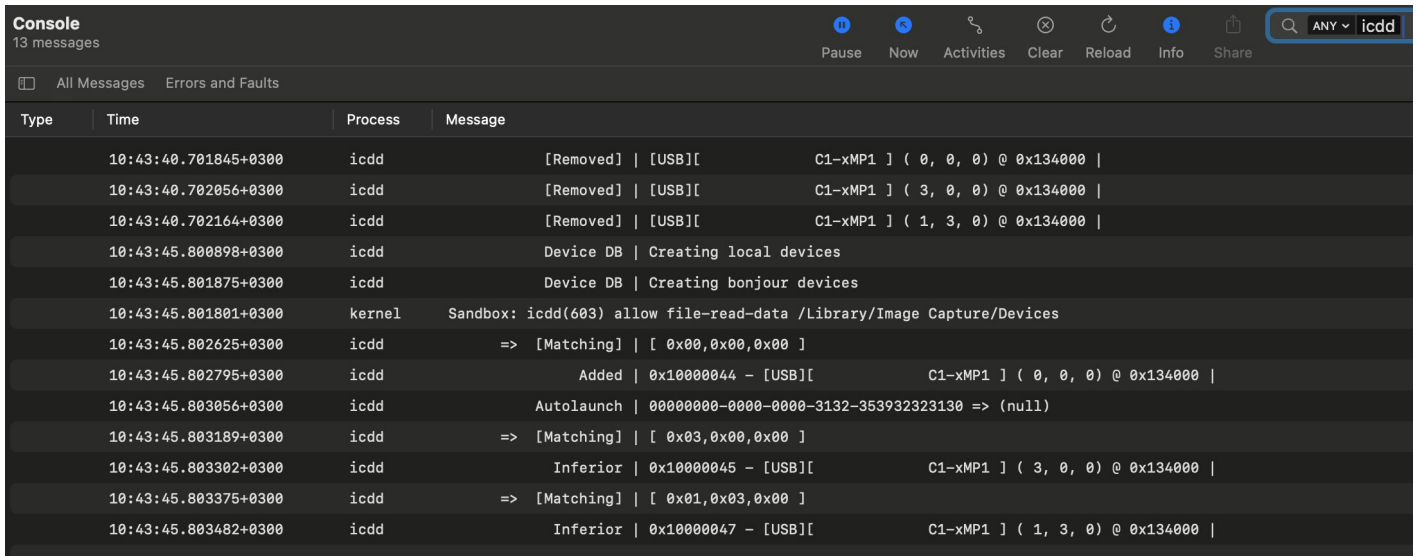
Open the Console



Type in the search area: **icdd**, **hit enter** and then click on Start

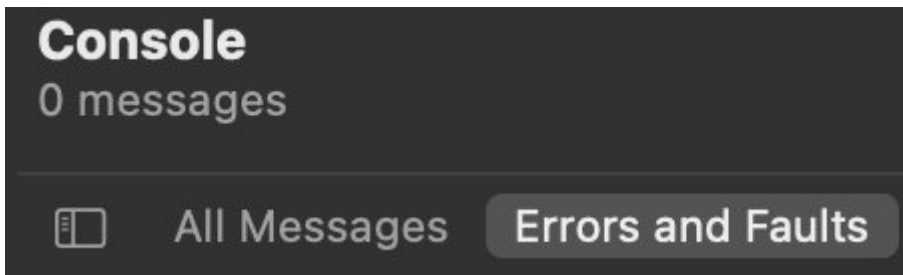


Disconnect the C1-xMP1 cable from the Mac and then connect it again (always on a USB-A port). You should see the following data being populated on the Console.



Type	Time	Process	Message
	10:43:40.701845+0300	icdd	[Removed] [USB][C1-xMP1] (0, 0, 0) @ 0x134000
	10:43:40.702056+0300	icdd	[Removed] [USB][C1-xMP1] (3, 0, 0) @ 0x134000
	10:43:40.702164+0300	icdd	[Removed] [USB][C1-xMP1] (1, 3, 0) @ 0x134000
	10:43:45.800898+0300	icdd	Device DB Creating local devices
	10:43:45.801875+0300	icdd	Device DB Creating bonjour devices
	10:43:45.801801+0300	kernel	Sandbox: icdd(603) allow file-read-data /Library/Image Capture/Devices
	10:43:45.802625+0300	icdd	=> [Matching] [0x00,0x00,0x00]
	10:43:45.802795+0300	icdd	Added 0x10000044 - [USB][C1-xMP1] (0, 0, 0) @ 0x134000
	10:43:45.803056+0300	icdd	Autolaunch 00000000-0000-0000-3132-353932323130 => (null)
	10:43:45.803189+0300	icdd	=> [Matching] [0x03,0x00,0x00]
	10:43:45.803302+0300	icdd	Inferior 0x10000045 - [USB][C1-xMP1] (3, 0, 0) @ 0x134000
	10:43:45.803375+0300	icdd	=> [Matching] [0x01,0x03,0x00]
	10:43:45.803482+0300	icdd	Inferior 0x10000047 - [USB][C1-xMP1] (1, 3, 0) @ 0x134000

If you don't see this data then click **Pause**, then on **Clear** and then on **Errors and Faults**



Disconnect the C1-xMP1 and click on Start. Then connect the C1-xMP1.

Check if there are any errors related to C1-xMP1 that appear on the Console.

If there are errors it means there is an issue with the connection. If you are connecting via USB-A and it is still producing errors, you can try using a USB Hub or USB-C docking station that has USB-A ports.

Revision #2

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