

CyberBass Troubleshooting Tips

CyberBass has been tested and is functional on the following operating systems: MAC OS, Microsoft Windows, and Linux. It has also been successfully tested on the following internet browsers: Safari, FireFox, Chrome, Opera, and Internet Explorer. Finally it will also work for: iPhone, iPad, and Android based phones and tablets (i.e. Droid, Galaxy, etc.).

Sometimes settings local to your computer prevent the use of CyberBass. On the following page is a collection of troubleshooting tips collected over the years. This is a living document and many of the steps below were provided by CyberBass users.

One common issue is that security settings are set to high blocking CyberBass' functionality. Make sure your computer security is set to 'medium-high' (one below the highest setting).

Often new issues will arise when operating systems and internet browsers release updates. I pursue solutions as soon as I become aware of the issue. Please be patient for I am not an information technology expert, merely an amateur singer with an overly ambitious idea to assist fellow singers on the Internet.

Please remember, I am not Google, Microsoft, or Yahoo. I am one man managing a project that became bigger than I ever imagined.

Best Regards and Break-a-Leg!!!

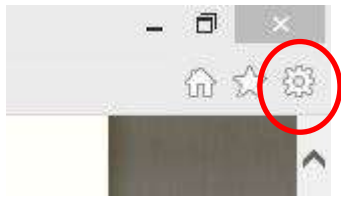
The CyberBass

OS/Browser	Symptom	Possible Solution
General	Player plays, but there is no sound	<p>There are so many reasons why sound may not play. It is hard to diagnose. Here are some general trouble shooting techniques (I know that not all of these apply to you):</p> <ol style="list-style-type: none"> 1. Speakers are not plugged in. 2. Playback is muted. There is a mixing board that you can access by double clicking the small speaker icon on the lower left hand portion of your screen to check this. <p>Still no sound ... try some of the troubleshooting steps below specific to your system.</p>
	Player plays, but cannot hear selected part.	<p>The part of interest plays back in the right speaker. Make sure that the right speaker is connected and that your sound balance is not shifted to the left. Balance functions can be accessed by clicking the small speaker icon on the lower left hand portion of your screen</p>
	General	<p>Unfortunately "advances" in operating systems have taken away this capability, however there is a possible work around. There is a group of small icons in the lower-right corner of the screen. Among them are one, possibly two, speaker icons. Double clicking on one of the sound cards will open up controls to your sound card. On these controls, there should be a balance slide. This will allow you to adjust the balance.</p>
	Cannot download MIDI files	<p>Midi files are freely available for playback on line. They are not available for download for the following reasons:</p> <ol style="list-style-type: none"> 1. Midi files propagate too easily. In the past entire pages of CyberBass lifted and incorporated onto other websites without attribution. 2. The CyberBass Project pays for the expense of running the website by selling learning CDs produced from these midi files. Making midis freely available has an adverse impact on these revenues. <p>There are several sites listed at http://www.cyberbass.com/Content/Great_Midi_Sites.htm that will give you downloadable access to thousands of midi files.</p>

Windows/Firefox & Windows/Chrome	Orange cone appears where player should appear.	<p>You have installed VLC player. It conflicts with the CyberBass embedded players. Delete VLC players from your computer</p>
	Question mark appears where player should appear.	<p>Make sure that you have downloaded the required plugin for FireFox. This can be found at: http://www.interoperabilitybridges.com/windows-media-player-firefox-plugin-download</p>
		<p>If you already have the plugin, then Change a Firefox preference so that Firefox checks the old location. Here's how:</p> <ol style="list-style-type: none"> 1. In the Location bar, type about:config and press Enter. <ul style="list-style-type: none"> • The about:config "<i>This might void your warranty!</i>" warning page may appear. Click I'll be careful, I promise!, to continue to the about:config page. 2. Search for plugins.load_appdir_plugins 3. Double-click plugins.load_appdir_plugins to change its value to true. 4. At the top of the Firefox window, click on the Firefox button and then select Exit . <p>When you restart Firefox the plugins will be enabled.</p>
		<p>User Comment: Having spent some time trying to get the Firefox plug-in to work, I discovered by chance that you need to click on the player after the installation. It asks if you wish to install the plug-in. Answer in the affirmative and hey-presto it works!</p>
Question mark appears where player should appear.	<p>If this still does not work, Copy the plugins folder to the new location. Here's how on Win 7 64-bit:</p> <ol style="list-style-type: none"> 1. Open a Windows Explorer window to: C:\Program Files (x86)\Mozilla Firefox 2. Right-click and copy the Plugins folder 3. Double-click the browser folder to open it 4. Right-click and paste 5. Right-click the new copy of Plugins and rename it to plugins <p>After restarting Firefox, the plugins in that folder should now be available.</p>	

Windows/Chrome	Installing Windows Media Plug In for Chrome	<ol style="list-style-type: none"> 1. Visit http://www.interoperabilitybridges.com/wmp-extension-for-chrome 2. Follow the on-screen instructions to download the plug-in. 3. Click Save for the file in the downloads bar to confirm that you want to download the file. Don't worry -- saving the file won't harm your computer 4. Open the setup file. 5. Click Run to start Setup Wizard. Follow instructions in wizard to finish installing the plugin. 6. Restart Google Chrome.
	Chrome will not allow JavaScript programs to run	<ol style="list-style-type: none"> 1. Click on the icon in the upper right-hand corner that looks like 3 horizontal grey lines. 2. Click on 'Settings' in the drop-down menu. 3. Click on 'Show advanced settings ...' on the bottom of the page. 4. Click on 'Content settings ...' under the privacy heading. 5. Click on 'Allow all sites to run JavaScript' 6. Click on 'OK' 7. Go to your learning page.

Windows 8.0 and Below With Internet Explorer	When you click a part, player appears to start, but will not play.	<p>This problem continues to dog CyberBass users. I am able to use CyberBass with no problems in Windows 7. Here is a possible solution.</p> <ol style="list-style-type: none"> 1. Click on the gear icon in the upper right hand corner. 2. Click on "Internet Options". 3. Click on the "Advanced" tab. 4. Click on the "Reset ..." button. <p>If this does not work, please try using CyberBass in Chrome or Firefox.</p>
	Player Controls are not Visible (two possible solutions)	<p>Security settings are too high and blocking CyberBass controls. Try this:</p> <ol style="list-style-type: none"> 1. Click on Gear in upper right hand corner. 2. Click on 'Internet Options' 3. Click on Security tab. 4. Set Security Level to 'Medium High'.



iPad/Safari	Parts will not play	Shut down and restart iPad.
	Note about the latest iPad operating system (Nov 2013)	The new operating system does not automatically stop the play pack of a track when a new track is selected. It is possible to hear multiple tracks playing back simultaneously. For now a simple, but non-optimal solution, is to refresh the page. I will look further into this, but appears that the fix will have to come from Apple, Inc.
Mac OS	Cannot control playback speed	Unfortunately, if you are using a MAC, Apple does not afford me the ability to control tempo.