

# Table of Contents

<b>Chapter 15: Troubleshooting</b> .....	3
<b>Log Pane</b> .....	3
<b>External Logging</b> .....	4
<b>Metadata</b> .....	4
<b>Scrambled Controls</b> .....	4
<b>When Things Are Not Working</b> .....	5
<b>Subscriptions</b> .....	7
<b>Options for Getting Help</b> .....	7



# Chapter 15: Troubleshooting

## Log Pane

The *Log Pane* can be very useful to determine what is happening in terms of MIDI messages.

The Log is opened from the *More* menu.

Log as of version 2.313 (with annotations - in color):

The screenshot shows the MIDI Designer Pro 2 Log Pane interface. At the top, there are 'Pause' and 'Clear' buttons. The log displays a series of MIDI messages with the following annotations:

- MPD2 Control Name:** A pink box highlights 'Preset 32D' in the first message.
- Snapshot 2:** A pink box highlights 'Snapshot 2' in the second message.
- Inbound notes:** A blue bracket groups the messages from 42:00.544 to 42:01.855.
- Inbound SysEx:** A blue bracket groups the messages from 42:24.062 to 42:24.124.
- Inbound Cc:** A blue bracket groups the messages from 42:24.125 to 42:24.228.

At the bottom, there are two buttons: a green '→ Outbound' button and a brown '← Inbound' button.

- When the Log Pane is open, all outgoing and incoming MIDI messages are logged. Otherwise they are discarded.
- If the Log Pane is paused - Pause Button (Toggle) is ON - messages are discarded.
- You may clear all data in the log by using the *Clear* button.

The log was enhanced in version 2.313. Data shown:

- Arrows for outbound (right) or inbound (left) data
- Time in minutes, seconds, and fractions
- Data - three byte messages show the command, channel, and two data bytes
- Outbound messages - the originating control label

On initial load, it will show the MDP2 version and build numbers.

The log will also show when StreamByter input and output rules load successfully.



You can select and copy data in the log to paste in to other apps, including Mail.

## External Logging

On occasion, an external log may help in troubleshooting. Two useful free (currently) MIDI log tools are:

- Protokol (iPadOS) - [hexler.net](https://hexler.net)
  - MIDI Monitor (MacOS) - [snoise.com](https://snoise.com)
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## Metadata

In the *More* → *Config* → *Actions* menu, there is an option to mail Meta data.

This option creates a draft e-mail with three spreadsheet files (.csv format)

- Layout info (shows the data for layouts controls, such as Label, Type, Subtype, Supercontrols, Subcontrols, etc.)
- Unused Control Changes
- Unused Notes

These files can help troubleshooting large layouts.

The files can be accessed by e-mailing them to yourself, or by saving the draft e-mail, then accessing them from the drafts folder of you e-mail client.



As of 2.320, the layout info file does not include SysEx control data.

## Scrambled Controls

In the early days, things were easy with a single display aspect ratio iPad. As larger aspect ratios appeared, we have allowed “native” aspect ratio layouts. The downside of this is when a layout created in a larger aspect ratio is loaded on a smaller display, controls that do not have room in the different aspect will stack up to the top right.

All the controls are still present, they need to be manually rearranged to conform to the actual display aspect. Go to design mode and rearrange the stacked controls.

# When Things Are Not Working

## Check Version Number

Ensure you are on the most recent version of MIDI Designer. Check the App Store for update.

If you are using an older version of MIDI Designer, you may get an error message when loading a layout created with a more recent version of MIDI Designer.

## Close and Reboot

May seem a cliché, but when strange things are happening, closing all apps and rebooting is a good first step and clears many issues. Please try this before reporting a problem.

### iPad

Close all apps:

<https://support.apple.com/en-us/HT212063>

Restart iPad:

<https://support.apple.com/guide/ipad/restart-ipad-ipad63d30b5a/ipados>

### iPhone

Close all apps:

<https://support.apple.com/en-us/HT201330>

Restart iPhone:

<https://support.apple.com/en-us/HT201559>

### Mac

⌘ + Q on each app, select *Restart...* from “Apple” menu

## Single Control

Very occasionally, we have seen meta data for a control might get scrambled. If a single control is misbehaving, and no other troubleshooting seems to correct it, try deleting the control and rebuilding it.

## Corrupt Layout

On rare occasions, a layout might become corrupted. You may need to redownload from the Q&A site, or restore from a backup version. If you use the Dropbox backup IAP, see if the last version saved there is uncorrupted.

## Local Storage

Loading layouts can be more reliable when the layouts are on local storage (vs Dropbox, iCloud, etc.), especially with marginal connectivity.

□ With more recent OS versions, we are seeing more robust performance with layouts loading directly from iCloud.

## Remove Autosaves

If you get the error message: *Problem Restoring, Rolling Back* or an immediate crash when loading a layout, try removing **autosave.mididesigner** and **backup.mididesigner**. If this does not resolve the problem, then also remove **config.xml**.

## iPHoneOsS / iPadOS

These files are located in the MIDI Designer folder

## MacOS

These files are located in *Users / your user name / Library / Containers / MIDI Designer / Data / Documents*

## Reinstall

If all else fails:

1. \* Copy all your layouts from the MIDI Designer folder to a new folder
2. Delete the MIDI Designer app, including data
3. Reinstall MIDI Designer
4. \* If desired, move desired layouts back into the MIDI Designer folder

\* iPad / iPhone only - on the Mac, layouts are stored in your documents folders

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## Subscriptions

We do not control subscriptions (mostly) - they are managed by Apple servers.

Start looking under *Config | Actions* . If you see a *Restore Purchases* option, select that option.

Some users have reported delays for subscriptions to appear on other devices. If your subscription does not appear after a “reasonable” time, here are some ideas from [Apple support](#):

Check your subscription in Settings > [Your Name] > Subscriptions and ensure the desired subscription is there. [Steps 1 - 3 in Change your subscription from Apple](#).

If the subscription is there:

1. Restart your device and look again.
2. If it continues update the app and check again. [How to manually update apps on your Apple device](#).

If the subscription is not there:

1. Make sure you are signed into the correct Apple ID.
2. Check your purchase history. [See your purchase history for the App Store, iTunes Store, and more](#)
3. Check your payment method. [Change, add, or remove Apple ID payment methods](#)

## Options for Getting Help

Options for getting help include:

- [MIDI Designer Q&A Forum](#)
- [MIDI Designer Facebook group](#)

The FB group and forums are best for getting more eyes on your question quickly and leveraging the community knowledge. We watch the group and forum. When these do not provide and answer, contact us directly from the app **Config → Actions → Email Us** or the [Contact Form on the MD Website](#).

## Short, Self-Contained, Correct Example

If you are asking a question to other users or to Tech Support, please try to create a short, self-contained, and correct example (if possible). This means:

- **Short**—Please try to “slim” your question. For example, if there are 40 buttons not related to your example, please remove them. If you can produce the problem with one slider, present that. The better you can locate the problem, the easier it is for people to help you.
- **Self-Contained**—Provide everything so that somebody else can also see the problem occur. You might need to include files, and even MIDI specs, but hopefully you can simplify the problem so that this isn't necessary. (Sometimes, other people might just need to have the same expensive synth you do to solve the problem. In that case, you cannot make the example self-contained)
- **Correct**—The example should be readable and everything that is not part of the problem should work. Other problems in your layout should be corrected or, better yet, removed.
- **Example**—Make sure you can see the problem clearly in the question and the resources provided. If you are asking others to download an MD layout which shows the problem, download it yourself to make sure the problem can be seen.



The easier it is to see your issue the faster you can get a solution. Please submit the minimum sample necessary to view the issue, with any extraneous controls removed.

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