

Technical Note - TN1050w

Solving Error “MaGp is not responding” in Windows 8

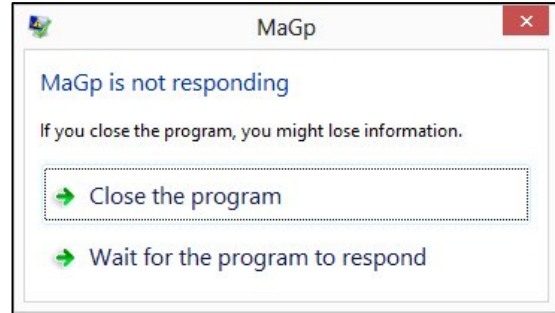
Scope

This technical note applies to all Music Ace products running on Windows 8 computers. This includes consumer (retail box) versions, single-Educator versions and Lab Pack versions.

Overview

When running on a Windows 8 computer, the program sound and animation may “freeze” during a Lesson or Game. You may then see the error “MaGp is not responding”.

This problem is caused by interaction between the Wave and MIDI audio drivers installed on the Windows 8 computer, and used by the Music Ace program.



Solution

The problem can be solved simply by selecting a different MIDI audio driver for the program to use.

Procedure

1. Start the Music Ace program and log in as any user.
2. Click the **Preferences** button in the upper-right corner of the Music Ace main menu.
3. Select **MIDI Output Driver**.
4. Set the MIDI Output driver to **Microsoft Direct Music** and use the default latency value.
5. Click **OK**.
6. Click **Return to Main Menu**.

