PURITY User Manual

Document authored by : Sonic Cat Inc. (a.k.a. Luxonix Inc.)
Software version : 1.4.5 (09/2024)

5. Troubleshooting

5.1 Question & Answer

Most crashes & problems are caused by incorrect installation or wrong incorrectly entered license keys.
Please uninstall Purity, reboot system, and then reinstall Purity following the installer instructions.

When Crashed or Wrong note played.
(If Purity was installed into the correct directory by installer.)
1-1. (Win) Ctrl+Alt+Shift+A on the Purity in DAW.
1-2. (Mac) Click Shift+A on the Purity in DAW. Then you can "De-Authorization".
2. Reboot your system.
3. Reload your DAW and load Purity.
4. Then you can Re-Authorization.
5. When input your license keys, please "copy & paste" all sentence at once in Authorization window "correctly". (In some DAW, please copy and mouse right click paste.)

Purity is just plugin for DAW on 64-bit Mac.
Did you install Purity?
Please load Purity in your DAW, then you will be seen registration window.

1st Installation
Please see 2.1 Installation / Uninstallation.

New version re-installation.
1. Install Purity as follow Installer.
!!! Don't install Purity in other you want directory/folder !!!
2-1. (Win) Load Purity on standalone mode or Load your DAW and load Purity in the instrument track (or channel rack).
2-2. (Mac) Load your DAW and load Purity in the instrument track (or channel rack).

Do you have custom presets .usr file?
If so, move/copy that .usr file into the popup folder after click "ADD" button in the Preset Browser.
This is the popup folder's directory.
Win: c:\user\user name\AppData\Roaming\SonicCat\Purity
Mac: c:/user/user name/Library/Application Support/SonicCat/Purity

Uninstall Purity
Win: Uninstall in Settings\System\Apps&features or Control Panel\Programs\Uninstall a program
Mac: Uninstall by Uninstaller in folder Application/SonicCat.

PURITY does not appear in the list of available plugins inside my host application.
Please update the list of plugins consulting the manual of your host application. Maybe PURITY is installed incorrectly. Please install PURITY again taking care of the path that the plugins are installed in.

Why can't I hear any sound?
Please make sure that your speakers are turned on, and audio cables are connected correctly. If you can hear other sound but not from PURITY, check the MIDI input and audio output setting.

PURITY sounds 'glitch'.
Please increase the latency or the size of buffer. Please refer to the manual of your audio device or the host application.

How can I cut down the latency?
Decrease the latency or the size of buffer setting. If the size of buffer is too small, it may cause 'glitch' sound. Please refer to the manual of your audio device or host application.

Any or some hot-keys don't work at all.
Some host applications doesn't support the computer keyboard hot key to plugins. Or it can be disabled in some conditions. Please refer to the manual of the host application.

With Cakewalk Sonar, how can I use PURITY as multi-output instrument?
Please make sure that 'All Synth Outputs' option is checked in Insert DXi Synth Options. (View – Synth Rack)

With AU version, MIDI-controlled parameter value doesn't be written to the track automation.
This problem is caused by the structure of AU. It's not a bug, it's inevitable limit.

Can I use the MIDI Bank Select and Program Change message?
You can use 000 Bank Select MSB, 032 Bank Select LSB and Program Change message.
(MSB LSB PROG)
– 000 000 073 : GM Normal patch 073 (Flute)
– 000 000 008 : GM Rhythm patch 008 (Room Kit) (channel 10)
– 127 052 005 : category 052, patch 005 (Bell & Perc – Bell Pad)

PURITY makes very weird sound.
PURITY makes my computer very slow.
I'm given an error message, "...file is wrong..." every time.
Some files may be damaged or broken by some reasons such as sudden shut-down. Before everything, please install PURITY again. If the problem isn't solved by re-installing, the only one solution to solve the problem is to delete the file manually. Please note that the user's data may be erased by deleting the file.

Support Information

If you cannot solve your problem with this manual, please don't hesitate to contact us for user support.
https://sonic-cat.com/contact/

Is your link expired? For download & update, please register first.
Web: https://sonic-cat.com/member-register/

Payment gateway is just our payment solution. You must register on our web for update/download.

Must keep your purchasing email. When will be supported, need your Full name, order number and product license keys.