

1

Software Support

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 E-mail: js@jososoftware.dk

1.1 Running Software from Explorer

This page describes how to run .Net and Java software from Windows Explorer.

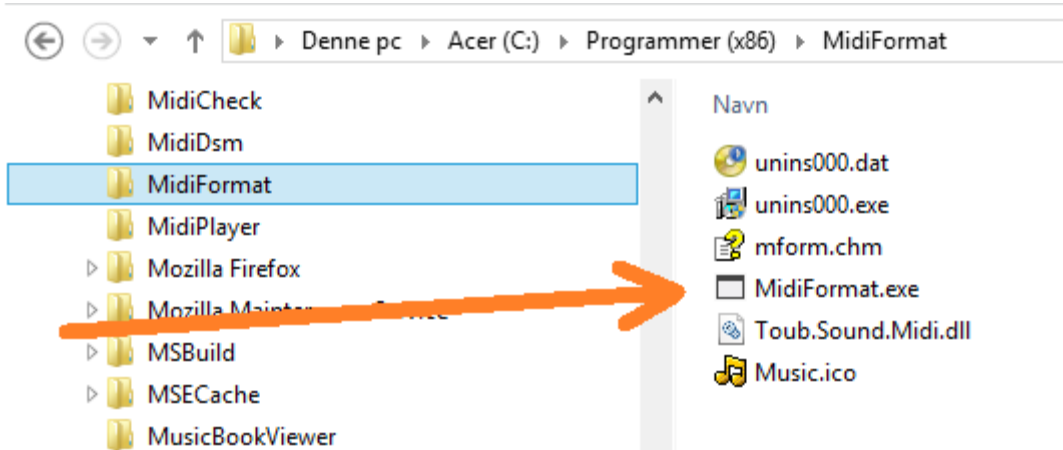
1.1.1 .Net Programs

Locate the Program folder at your hard disc.

Click the program exe file.

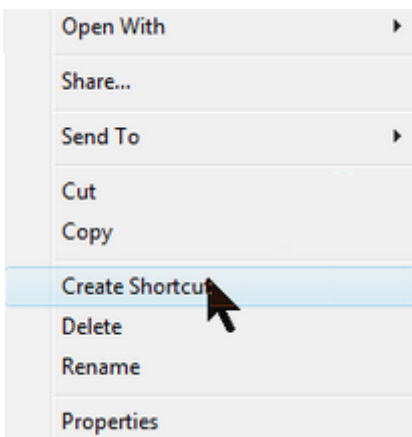
If the program does not start: Go to the Technical Problems page later in this document.

Note: The .Net Framework has to be installed at the computer.



Furthermore you can right click the ".exe" file and select "Create Shortcut".

This will create a shortcut, which can be placed at the Desktop or in the menu folder.

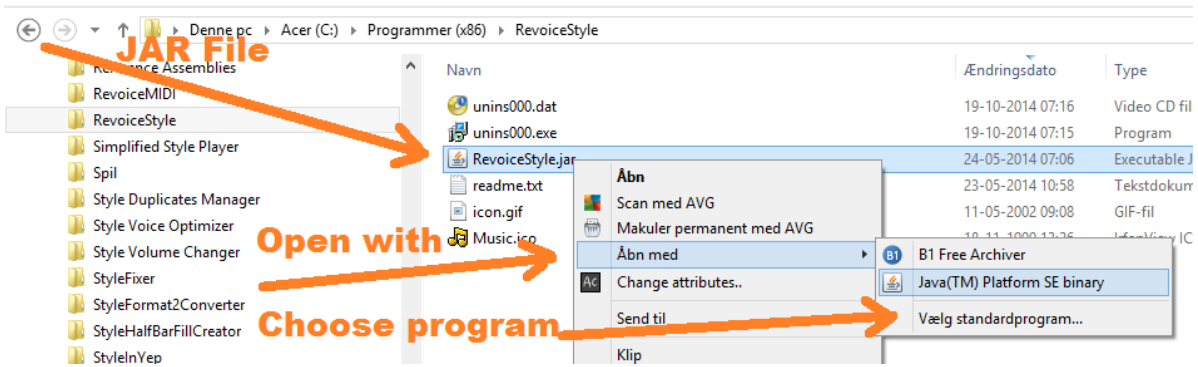


1.1.2 Java Programs

Locate the Program folder at your hard disc. Right click ".jar" file.

Select "Open with" option.

If "Java(TM) Platform SE binary" is an option, select this. Otherwise, select "Choose Program" option.

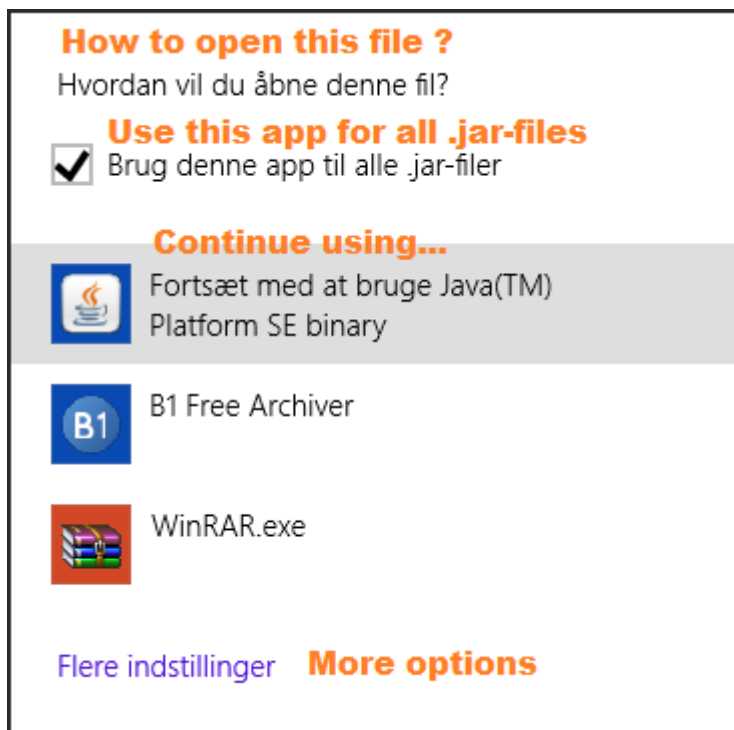


In the new window, select the "Java(TM) Platform SE binary".

Check the "Always use this program..." checkbox; and in the future you will only have to click the ".jar" file to run the program.

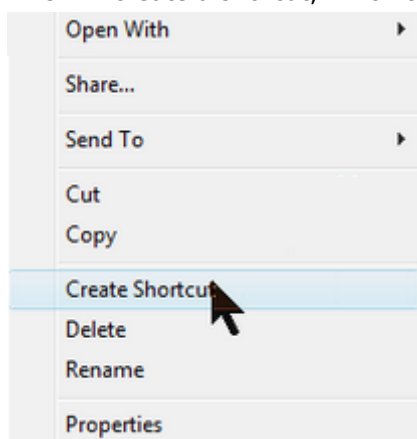
If the program does not start: Go to the Technical Problems page later in this document.

Note: Selecting "Java(TM) Platform SE binary" is only possible if Java Runtime Environment (JRE) is installed at the computer.



Furthermore you can right click the ".jar" file and select "Create Shortcut".

This will create a shortcut, which can be placed at the Desktop or in the menu folder.



1.2 Technical problems - .Net programs

This page describes some technical problems starting and running .Net programs.

If the information in this page does not help you, then mail me (in English, German or Danish, please) with information about:

- The name of the software program. (It might be difficult to guess which, if you don't tell me!)
- Does the software program install ? (If not: Any error message? What does it say?)
- Does the software program open ? (If not: Any error message? What does it say?)

Assuming the software program installs and opens:

- Software program version ? (Look in the software program Help menu -> About)
- Which steps you have done ? (e.g. load file; click button "Convert")
- What happens when program fails ? (e.g. any error message; program freezes)

Please attach "offending" files, if any.

My .Net software applications use components from the .Net Framework and Windows OS plus some Windows COM objects. In addition, some third part components are used:

- **Toub.Sound.Midi** - class library for MIDI operations in several programs
- **iTextSharp.text** - class library for PDF support in "Image to pdf" program
- **Gios.Pdf** - class library for PDF support in "Music Book Viewer" program

All my software programs can be downloaded in two versions: As a windows setup file or in a zip archive. It is recommended to use the former.

However, if there are problems running the program, try downloading and unzipping the zip archive from the Download Page at <http://www.jososoftware.dk/yamaha/software/software.htm>

And then try to start the program from Windows Explorer, as shown above in this document.

1.2.1 .Net Framework not installed

You will most probably get an error message saying: "Mscoree.dll Could Not Be Found"
.Net Framework 4.0 or higher must be installed at the computer.

More information:

- Open the Add/Remove programs window this way: Start > Settings > Control Panel > Add/Remove programs

- A list similar to this will appear:



J2SE Runtime Environment 5.0 Update 4	Størrelse	151 MB
JEDPlus	Størrelse	1,15 MB
Macromedia Flash Player 8		
Microsoft .NET Framework 1.1	Størrelse	1,13 GB

(Screen dump from Windows 2000. Other Windows versions look similar. .Net Framework 1.1 is installed here.)

Get .Net Framework from http://www.jososoftware.dk/yamaha/articles/software_6.htm#net

1.2.2 Wrong Compatibility Settings

You will most probably get an error message saying: "CLR Error:80070002 The program will terminate now" or something similar. This has been reported on WinXP systems only (Thanks René).

Check the program compatibility settings:

- Right click on the program executable file (.exe) and select the tab Compatibility.
- ALL check boxes on this tab should be kept unmarked.

All program files (incl. the executable) are by default installed to a subfolder (named as the program itself) to the Program Files folder at your system's primary hard drive (mostly the C:\ drive). The Program Files folder may have localized names, e.g. Programmer (in Danish).

Programming and configuration errors

Both situations will throw an "Unhandled exception"; and show this dialog box.

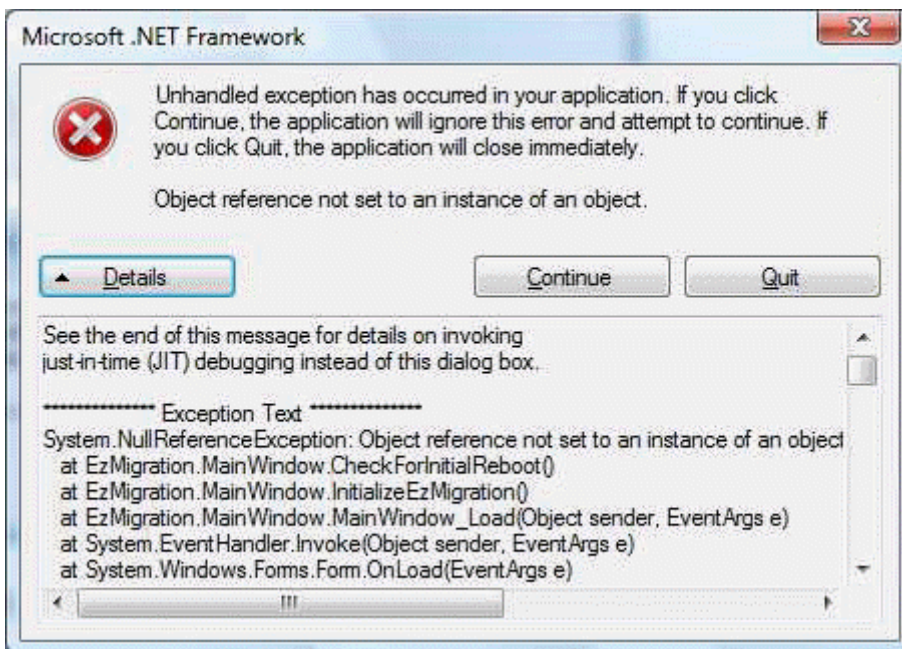


The error message is the last line. It is in your computers language.

As the message in the dialog says, you can try to click the "Continue" button. This might work...

However, I would like to have these errors reported; including some details.

Therefore click the "Details" button...



The first 2 lines in the ***** Exception Text ***** defines the exception type and cause; and points to the origin of the exception. Please report these to me!

In this example, please report:

"System.NullReferenceException: Object reference not set to an instance of an object"

"at EzMigration.MainWindow.CheckForInitial
Reboot()"

1.3 Technical problems- Java programs

This page describes how to handle technical problems starting and running Java programs.

If the information in this page does not help you, then mail me (in English, German or Danish, please) with information about:

- The name of the software program. (It might be difficult to guess which, if you don't tell me!)
- Does the software program install ? (If not: Any error message? What does it say?)
- Does the software program open ? (If not: Any error message? What does it say?)

Assuming the software program installs and opens:

- Software program version ? (Look in the software program Help menu -> About)
- Which steps you have done ? (e.g. load file; click button "Convert")
- What happens when program fails ? (e.g. any error message; program freezes)

Please attach "offending" files, if any.

All my Java software applications use exclusively classes from the Java Development Kit (JDK) from Oracle, originally from Sun. No third party components are used.

All my software programs can be downloaded in two versions: As a windows setup file or in a zip archive. It is recommended to use the former.

However, if there are problems running the program, try downloading and unzipping the zip archive from the Download Page at <http://www.jososoftware.dk/yamaha/software/software.htm>

And then try to start the program from Windows Explorer, as shown above in this document.

1.3.1 Java Runtime installation error

The correct version of Java Runtime Environment (read Download Page at <http://www.jososoftware.dk/yamaha/software/software.htm>) must be installed at the computer.

Windows 8

- Right-click on the screen at bottom-left corner and choose the Control Panel from the pop-up menu
- When the Control Panel appears, select Programs
- Click Programs and Features
- The installed Java version(s) are listed

Windows 7 and Vista

- Click Start
- Select Control Panel
- Select Programs
- Click Programs and Features
- The installed Java version(s) are listed



J2SE Runtime Environment 5.0 Update 4	Størrelse	151 MB
JEDPlus	Størrelse	1,15 MB
Macromedia Flash Player 8		
Microsoft .NET Framework 1.1	Størrelse	1,13 GB

(Screen dump from Windows 2000. Other Windows versions look similar.

Java JRE: "J2SE Runtime Environment 5.0 Update 4" is installed).

Action

If no JRE is installed, install JRE.

If more versions of JRE are installed: Uninstall all versions and install newest JRE version.

If an old version of JRE (less than 8) is installed: Uninstall the old version and install newest JRE version.

If version 8 or higher of JRE and no other versions are installed: Your installation is OK.

Get JRE at http://www.jososoftware.dk/yamaha/articles/software_6.htm#jre

Mac OS systems

- To check your JRE version on Mac OS X, go to the Apple menu, and then choose System Preferences » Software Updates.
- Click "Installed Updates" for a list of updates that have been applied.
- If Java 1.8 (or higher) is not in the list, go to Get JRE for Mac at http://www.jososoftware.dk/yamaha/articles/software_6.htm#jre.

Other non-Windows systems

- Check that the correct Java Runtime Environment (JRE) version is installed.
- If JRE (in the required version) is not installed: Get JRE for Linux | Solaris SPARC | Solaris x86 | Linux AMD64 at http://www.jososoftware.dk/yamaha/articles/software_6.htm#jre.

1.3.2 Wrong Java Runtime installed

Make sure you install the correct "exe" file version:

- the 32 bit JRE version at 32 bit Windows systems - (at the JRE download page called: "Windows x86 Online" or "Windows x86 Offline")
- the 64 bit JRE version at 64 bit Windows systems - (at the JRE download page called: "Windows x64")

1.3.3 Java Runtime is disabled

The installation of another program might have disabled the JRE.

Check at https://java.com/en/download/help/update_runtime_settings.xml for more information

1.3.4 Classpath incorrect

The Classpath variable is used by Windows to tell the Java Runtime Environment (JRE) in which folder(s) to look for class files (Java executables).

If the Classpath variable is set to "C:\Program Files\SomeApplication" the JRE will look for the class file in this folder.

Classpath variables can be combined to cover multiple folders like this: "C:\Program Files\SomeApplication;C:\Program Files\AnotherApplication".

Note: The semicolon delimiters multiple folder paths.

To force the JRE to look into the current (active) folder add ".;" in front of a Classpath variable like this: ".;C:\Program Files\SomeApplication".

Note: The period is shorthand for current folder.

Some installation programs writes/modifies the classpath variable incorrectly.

Mostly these programs define their own folder only - and forgets the ".;" as the first folder path in the classpath line.

Omitting ".;" will force JRE to look for class files in the program's own folder exclusively - and NOT in the current folder.

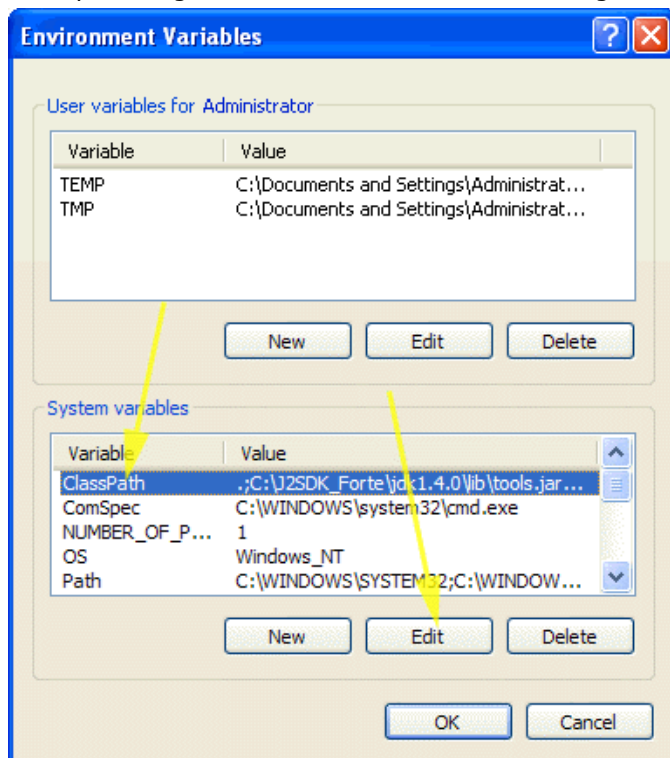
I think you understand why this is a very, very bad habit: Windows will tell the JRE to look for class files in the program's folder only and will never look for class files in the current folder.

Note: At many computers the Classpath variable is not set at all. This will work like the period (current folder).

Editing Classpath

Editing the Classpath variable in Windows Vista, 7 and 8

- Go to Control Panel
- Select System and Maintenance
- Select System
- Select Advanced system settings
- Select the Advanced tab
- Click button Environment Variables
- Find Classpath in the System Variables window
- If Classpath is present highlight this and click Edit
- Add a **period** and a **semicolon** in front of the line as shown in the blue line in the image
- Keep clicking OK until all windows are closed again



1.3.5 Path incorrect

The Path variable is used by Windows to tell Windows where to look for the Java Runtime Environment (JRE). The JRE file name is javaw.exe.

If for some reason this file is not found in one of the folders listed in the Path variable; the JRE will not be found; will not be started; and Java-based applications can not run.

Normally the javaw.exe file is stored within the folder "C:\windows\system32"; which normally is the first folder name in the Path variable.

If javaw.exe is NOT in this folder, the EASIEST method is to locate "javaw.exe" in the file system; probably "C:\Program Files (x86)\Java\jre version\bin" - (jre version) is e.g. jre1.8.0_31

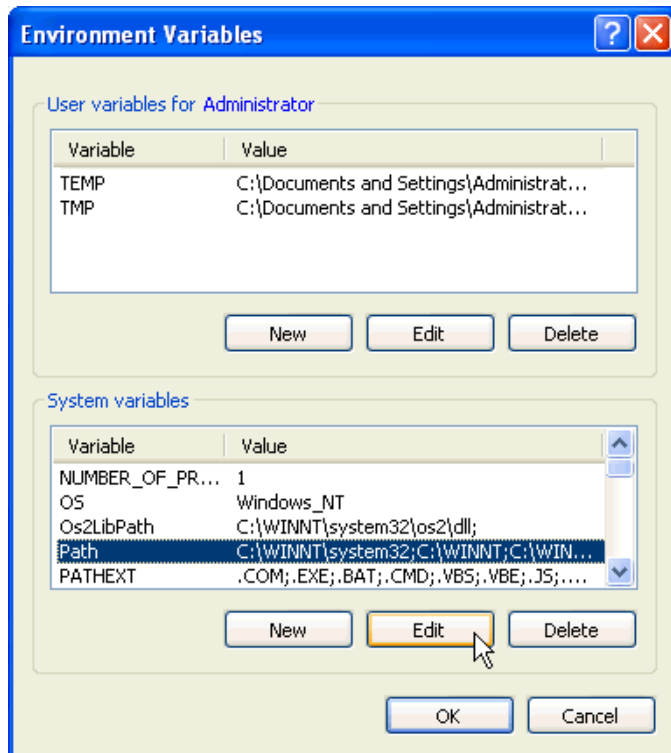
Now CREATE A COPY of "javaw.exe"; and place it in the "C:\windows\system32" folder.

A more difficult and more risky operation is to add the name of the folder where javaw.exe is stored (e.g. "C:\Program Files (x86)\Java\jre1.8.0_31\bin") to the Path variable.

Editing Path

Read in the section above how to view and edit System variables.

If you edit the Path variable remember to type a semicolon between folder names.



Sorry, it is so complicated; but the Java-installers from Oracle does not do a proper job. Much better in the old SUN days...

1.3.6 Programming / Configuration errors

A programming error - or an error in the programs configuration file - will create a Java Runtime error and will stop the program execution.

When this happens nothing else but closing the program can be performed.

But the following information will be an invaluable help to me.

Please report:

- The program version number. See the "About" box.
- Which operation were you performing when the error occurred: Which menu was just selected; Which button was just clicked; etc.

Next, try opening a command prompt in the program folder. And now run the command:

```
java -jar <file.jar>
```

where <file.jar> is the name of the only jar file in this folder. Check the image for details.

This will run the program; and if it does not run any error messages will be shown.

Take a screen shot as this information will be an invaluable help to me.


```
C:\Program Files>cd Midi2style

C:\Program Files\midi2style>java -jar midi2style.jar
Exception in thread "main" java.lang.NumberFormatException: For input string: ""
    at java.lang.NumberFormatException.forInputString(Unknown Source)
    at java.lang.Integer.parseInt(Unknown Source)
    at java.lang.Integer.parseInt(Unknown Source)
    at Midi2Style.<init>(Midi2Style.java:58)
    at Midi2Style.main(Midi2Style.java:134)

C:\Program Files\midi2style>
```

1.4 Required Software

1.4.1 .Net Framework for .Net based software

Get .Net Framework 4 at <https://www.microsoft.com/en-us/download/details.aspx?id=17718>

- Click the "**Download**" button at the page
- Download the .Net Framework
- Install .Net Framework

Check .Net Framework version at http://www.jososoft.dk/yamaha/articles/software_4.htm - must be 4.0 or higher.

1.4.2 JRE for Java based software

Get JRE (Java Runtime Environment) at

<http://www.oracle.com/technetwork/java/javase/downloads/index.html>

- Click the "**Download JRE**" button at the page
- Download the JRE version for your operating system. *)
- Install JRE

*) Make sure you install the correct "exe" file version:

- the **32** bit JRE version for **32** bit Windows systems - (at the JRE download page called: "Windows x86 Online" or "Windows x86 Offline")
- the **64** bit JRE version for **64** bit Windows systems - (at the JRE download page called: "Windows x64")

Note: Anything labeled "**JDK**" is for Java developers only. Others have no use of it.

Check JRE version at http://www.jososoft.dk/yamaha/articles/software_5.htm - must be 8.0 or higher.

1.4.3 Acrobat Reader for various software

Get Acrobat Reader at <http://get.adobe.com/dk/reader/otherversions/>

- Select the version for your operating system

1.4.4 File archive compress and extract

Get WinZip at <http://www.winzip.com/index.htm> for zip files. Not free!

Get WinRar at <http://www.rarsoft.com/for> rar files. Not free!

Get a freeware program for file compression and extraction at <http://www.snapfiles.com/freeware/system/fwzip.html>

1.5 Software Compatibility

At this page you will find information about compatibility issues in my software programs vs. Yamaha keyboards.

Software	Compatibility Issues
<ul style="list-style-type: none"> • OTS Editor • OTS Viewer 	<p>Compatible with: Genos Tyros: 5 - 4 - 3 - 2 - 1 PSR: SX900 - SX700 - S975 - S970 - S950 - S910 - S900 - S775 - S770 - S750 - S710 - S700 - S670 - S650 - S550 - S500 PSR: 3000 - 2100 - 2000 - 1500 - 1100 - 1000 - A3000 - A2000 - OR700 CVP: 709 - 705 - 701 - 609 - 605 - 601 - 509 - 505 - 503 - 501 - 409 - 407 - 405 - 403 - 401 - 309 - 307 - 305 - 303 - 301</p> <p>For other models the model specific effects data list is not integrated. However, many common effects can be handled.</p> <p>Help: Multi Pad selection is not yet implemented in Genos; PSR SX900; PSR SX700; PSR S975; PSR S775; PSR S670; PSR A3000; PSR A2000 and PSR OR700 I need help to reveal the secret internal data from users of these models. More information at http://www.jososoft.dk/yamaha/articles/software_10.htm</p>
<ul style="list-style-type: none"> • CASM Editor • Style Old Format Converter 	<p>Compatible with SFF1 format styles only; i.e. styles for all Tyros, PSR, DGX, CVP and YPG models except Tyros 5, Tyros 4, Tyros 3, the PSR S-serie models, and the CVP 7xx/6xx/5xx-serie models.</p> <p>These programs will handle SFF2 format styles if these styles have been converted to the SFF1 format, i.e. using the Style Format 2 Converter software program.</p>
<ul style="list-style-type: none"> • Voice Finder 	<p>Compatible with: Genos Tyros: 5 - 4 - 3 - 2 - 1 PSR: SX900 - SX700 - S975 - S970 - S950 - S910 - S900 - S775 - S770 - S750 - S710 - S700 - S670 - S650 - S550 - S500 PSR: 9000 Pro - 9000 - 8000 - 3000 - 2100 - 2000 - 1500 - 1100 - 1000 - 740 - 640 - 550 PSR: E463 - E453 - E443 - E433 - E423 - E413 - E403 - E363 - E353 - E343 - E333 - E323 - E313 - E303 - EW410 - EW400 - EW300 - K1 - A3000 - A2000 - OR700 - i500 - i455 - i425 CVP: 709 - 705 - 701 - 609 - 605 - 601 - 509 - 505 - 503 - 501 - 409 - 407 - 405 - 403 - 401 - 309 - 307 - 305 - 303 - 301 DGX: 660 - 650 - 640 - 630 - 620 - 530 - 520 - 505 - 500 - 305 - 300 YPG: 635 - 625 - 535 - 525 YPT: 420 - 410 - 400 - 360 - 340 - 330 - 320 - 310 - 300</p>
<ul style="list-style-type: none"> • Music Finder File Manager 	<p>Compatible with: Tyros: 5 - 4 - 3 - 2 - 1 PSR: S970 - S950 - S910 - S900 - S770 - S750 - S710 - S700 PSR: 3000 - 2100 - 2000 - 1500 - 1100 - 1000 CVP: 609 - 605 - 509 - 505 - 503 - 501 - 409 - 407 - 405 - 403 - 401 - 309 - 307 - 305 - 210 - 209 - 208 - 207 - 206 - 205 - 204 - 203</p> <p>Help: This program is yet not compatible with CVP 709; CVP 705; CVP 601; CVP 509; PSR A3000; PSR A2000; PSR OR700; PSR S650; PSR S550; and PSR 550. I need help to reveal the secret internal data from users of these models. More information at http://www.jososoft.dk/yamaha/articles/software_10.htm</p>

- Style Format 2 Converter
Compatible with SFF2 format styles only; i.e. styles for Genos, Tyros 5, Tyros 4, Tyros 3, the PSR S-serie models, and the CVP 7xx/6xx/5xx-serie models. SFF2 is also known as SFF GE.
- midi2style
Compatible with:
- MIDI Revoicer
Genos
- Style Revoicer
Tyros: 5 - 4 - 3 - 2 - 1
PSR: SX900 - SX700 - S975 - S970 - S950 - S910 - S900 - s775 - S770 - S750 - S710 - S700 - S670 - S650 - S550 - S500
PSR: 9000 Pro - 9000 - 8000 - 3000 - 2100 - 2000 - 1500 - 1100 - 1000 - 740 - 640 - 550
PSR: E463 - E453 - E443 - E433 - E423 - E413 - E403 - E363 - E353 - E343 - E333 - E323 - E313 - E303 - EW410 - EW400 - EW300 - K1 - A3000 - A2000 - OR700 - i500 - i455 - i425
CVP: 709 - 705 - 701 - 609 - 605 - 601 - 509 - 505 - 503 - 501 - 409 - 407 - 405 - 403 - 401 - 309 - 307 - 305 - 303 - 301
DGX: 660 - 650 - 640 - 630 - 620 - 530 - 520 - 505 - 500 - 305 - 300
YPG: 635 - 625 - 535 - 525
YPT: 420 - 410 - 400 - 360 - 340 - 330 - 320 - 310 - 300
For other models the voice data must be entered in the User Interface:
- From the keyboard manual get the Prg.; MSB and LSB values for the voice; e.g. Prg. = 34, MSB = 0, LSB = 114.
- As Prg. values are 1-based in manual, subtract 1 from the Prg. value; e.g. 34 - 1 = 33.
- Select Prg.; MSB and LSB values in User Interface of the software program; e.g. Prg. = 33, MSB = 0, LSB = 114.
- All other software programs
No compatibility issues.
Works with all Yamaha keyboards, or compatibility consideration is not relevant.

1.6 Software Settings Files

1.6.1 Settings Files Location

Settings files are saved in a subfolder (named jososoft) to the Users Application Data Folder.

In newer Windows versions you will find the Settings Files in folder:

C:\Users\

1.6.2 Settings Files Editing

It is NOT recommended to edit the Settings Files manually.

However, you can edit files with ini and dat extensions in Note Pad.

When saving the edited file make sure to save it in the right name by selecting All Files when saving. Otherwise you will get a file with double extension, e.g. 'programdata.ini.txt'.

Files with other extensions than the above mentioned are not manually editable.

If Settings Files are deleted the program will automatically create new files. Notice that these new Settings Files will hold default values.

Notice that the Settings Files format is not documented; and I cannot make any troubleshooting if the Settings Files has been edited manually.