



# SONOMA WIRE WORKS

## **DrumCore 4 AAX, VST3, and AU Plug-in Installation Guide Version 4.3 for macOS and Windows**

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Newest guides and FAQs can be found here: [sonomawireworks.com/guide](http://sonomawireworks.com/guide)

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# Installing, Registering, & Activating DrumCore 4

## 1 - Installing DrumCore - Overview

The DrumCore 4 plug-in requires at least 200MB of available storage space to install. If you do not have at least 200MB of storage space, DrumCore cannot be installed. If you wish to migrate your content to your computer directly or to another drive of your choice, you must have the following available hard drive space for each edition of DrumCore 4:

- DrumCore Lite: at least 4 GB of available storage space
- DrumCore Prime (Flash and Download): at least 25 GB of available storage space
- DrumCore Ultra: at least 60 GB of available storage space

Once you have moved your content to a new location, pointing DrumCore at that new location simply requires changing your DrumCore Path in the Settings tab.

**For more information on changing your DrumCore Path, see Chapter 7: Settings in the DrumCore 4 User Guide.**

DrumCore installs the following:

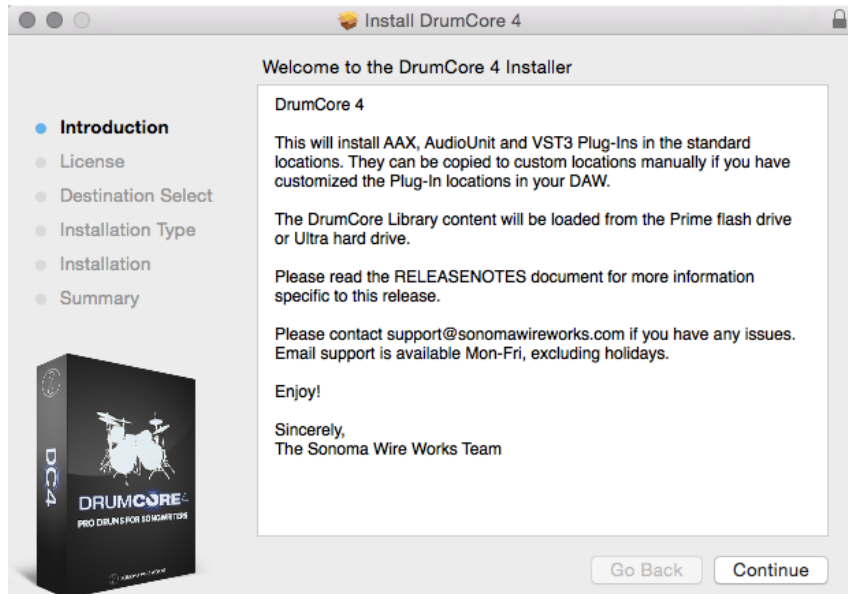
### Mac Install

Plug-In Locations
<ul style="list-style-type: none"><li>• DrumCore Audio Unit plug-in: <b>/Hard Drive/Library/Audio/Plug-Ins/Components/DrumCore.component</b></li><li>• DrumCore VST3 plug-in: <b>/Hard Drive/Library/Audio/Plug-Ins/VST3/DrumCore.vst3</b></li><li>• DrumCore AAX plug-in: <b>/Hard Drive/Library/Application Support/Avid/Audio/Plug-Ins/DrumCore.aaxplugin</b></li></ul>
Content Locations
<ul style="list-style-type: none"><li>• DrumCore Prime Flash and Ultra: <b>/DC4/DrumCore</b></li><li>• DrumCore Lite and Prime Link: <b>/Hard Drive/Library/Application Support/DrumCore</b></li></ul> <p><b>Note:</b> Some pre-beta 7 versions of DrumCore 4 use /Documents/DrumCore as the default location for your content. Check this location if you do not see your content in the default location.</p>
Plug-In Preferences Location
<ul style="list-style-type: none"><li>• <b>/Users/[username]/Library/Application Support/DrumCore/com.sonomawireworks.drumcore</b></li></ul>

## Windows Install

Plug-In Locations
<ul style="list-style-type: none"><li>• DrumCore VST3 plug-in: <b>C:\Program Files\Common Files\VST3\DrumCore.vst3</b></li><li>• DrumCore AAX plug-in: <b>C:\Program Files\Common Files\Avid\Audio\Plug-Ins\DrumCore.aaxplugin</b></li></ul>
Content Locations
<ul style="list-style-type: none"><li>• DrumCore Prime Flash and Ultra: <b>DC4\DrumCore</b></li><li>• DrumCore Lite and Prime Link: <b>C:\ProgramData\DrumCore</b></li></ul> <p><b>Note:</b> The 'ProgramData' folder is, by default, a hidden system folder. To reveal it in your file browser:</p> <ol style="list-style-type: none"><li>1. Open the Control Panel</li><li>2. Click 'Appearance and Personalization'</li><li>3. Navigate to 'Folder Options' and click the 'View' tab.</li><li>4. In 'Advanced Settings', click 'Show hidden files, folders and drives', then click OK to save that setting.</li></ol>
Plug-In Preferences Location
<ul style="list-style-type: none"><li>• <b>C:\Users\[username]\AppData\Local\DrumCore\com.sonomawireworks.drumcore</b></li></ul>

## 1.1 - Mac Installation

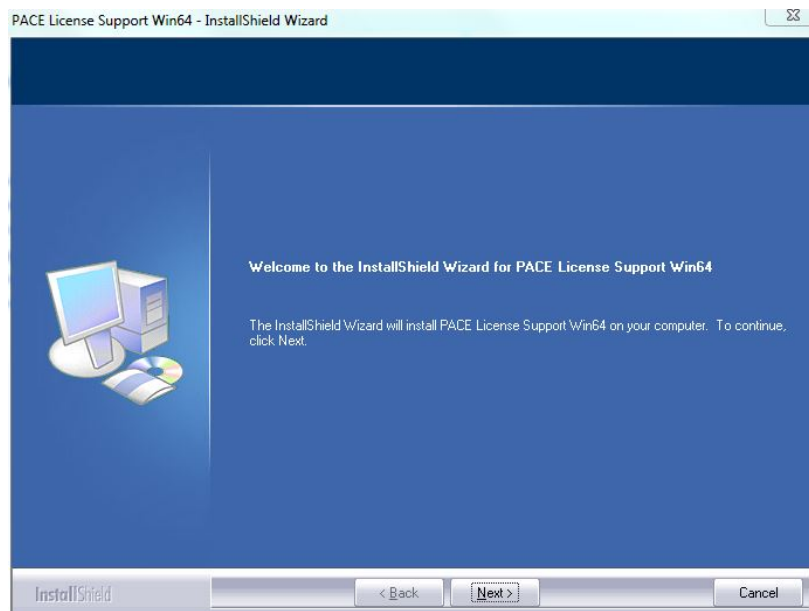


1. If you purchased DrumCore 4 on a drive (Ultra, or Prime Flash), connect your DrumCore 4 drive to your computer, and double click the Installer folder on the drive.  
-OR-  
If you purchased a download-only copy of DrumCore 4 (Prime Link, or Lite), double click on the disk image you downloaded from your Sonoma store account.
2. Double click the DrumCore 4 .pkg file to launch the installer.
3. Follow the on-screen instructions to install DrumCore 4 on your machine.

## 1.2 - Windows Installation



1. If you purchased DrumCore 4 on a drive (Ultra, or Prime Flash), connect your DrumCore 4 drive to your computer, and double click the Installer folder on the drive, and double click on the .exe file within that folder.  
-OR-  
If you purchased a download-only copy of DrumCore 4 (Prime Link, or Lite), double click on the .exe file you downloaded from your Sonoma store account.
2. Follow the on-screen instructions to install DrumCore 4 on your machine.



3. Once the install is complete, you will be prompted to complete installation of the PACE License Support tool, which will install the iLok License Manager on your machine. This tool will allow you to locally manage your license authorization for DrumCore 4.

## 2 - Registering and Activating DrumCore 4

### Important Notes on Registration:

1. **If you are an upgrading DrumCore 4 user, and have your previous version installed** on the computer you wish to install DrumCore 4, it is recommended that you use the Migration Tool to migrate your old content, as it is much faster than downloading the content. To do this, skip these next steps, and proceed to "Migrating Your Content from DrumCore 2.5, DrumCore 3, or KitCore Deluxe" (section 3). You will be completing your product registration and activation in the Migration Tool.

**If you are an upgrading DrumCore 4 user, and do NOT have your previous version installed, and do NOT wish to install it,** you do not have to use the Migration Tool. Instead, you may follow the instructions below to download (or install from Prime Flash or Ultra) the content that is part of the edition you purchased. If you purchased add-on content for your previous version of DrumCore or KitCore, email [support@sonomawireworks.com](mailto:support@sonomawireworks.com) with proof of purchase to have it added to your account.

2. If when you first load the plug-in you get the following error:  
"Library not found. Please select the DrumCore folder containing the Library."  
Proceed to "Locating the DrumCore Library" (section 4.2) in this guide for more instructions.

The first time you launch DrumCore 4, you will be asked to register your purchase and activate the plug-in. You must register DrumCore 4 to receive your authorization code.

Registered users can receive technical support by email at [support@sonomawireworks.com](mailto:support@sonomawireworks.com) or via the Sonoma Wire Works Support Forums at [sonomawireworks.com/forums](http://sonomawireworks.com/forums). Registered users will also receive periodic software update and upgrade notices.

The image displays two side-by-side screenshots of the DrumCore 4 registration interface. Both screenshots have the title "Register DrumCore 4 to activate the plugin".

The left screenshot shows the "Existing User" and "Create Account" sections. The "Existing User" section has fields for "Serial Number", "Username or Email", and "Password", with "Register" and "Forgot Password?" buttons below. The "Create Account" section has fields for "Serial Number", "Username", "Password", "Confirm Password", "Email", and "Confirm Email", with a "Create Account" button at the bottom.

The right screenshot shows the same interface but with pre-filled information. The "Existing User" section has "Serial Number" filled with "5555-5555-5555". The "Create Account" section has "Serial Number" filled with "5555-5555-5555", "Username" filled with "dc4username", "Password" filled with "DC4password!\$", "Confirm Password" filled with "DC4password!\$", and "Email" filled with "support@sonomawireworks.com".

Both screenshots feature the Sonoma Wire Works logo at the bottom left.

1. Launch compatible 64-bit DAW, and add DrumCore 4 to a track. A registration screen will appear over the plug-in window.

**For more information on loading DrumCore 4 in a compatible DAW, see Chapter 2: Getting Started with DrumCore 4 - Launching DrumCore 4 (section 2.2) in the DrumCore 4 User Guide.**

2. Fill out the information requested in the form, including the serial number included in your DrumCore packaging.

If you have an account in the Sonoma online store already, your username and password are the same as your Sonoma online store account, and you can sign in using the 'Existing User' fields. For assistance with this step, contact **support@sonomawireworks.com**. For best results, do not create a second username.

If you do not have a Sonoma online store account, fill out the 'Create Account' fields. This will not only create your account in DrumCore 4, but also in the Sonoma online store.

to me ▾

Thank you for purchasing DrumCore 4!  
Below is important information needed to register and activate your plugin. Please keep a copy of this information in a safe place for future reference.

Select and copy the Activation Code below, press the Launch Authorization button in DrumCore, and paste into the window:  
5555-5555-5555-5555-5555-5555-5555-55

Please contact [support@sonomawireworks.com](mailto:support@sonomawireworks.com) if you have any issues.

Please keep this Serial Number for reference:  
5555-5555-5555

3. If you are an existing user, once you have signed in, an email will be sent to you with an activation code.

to me ▾

Thank you for purchasing DrumCore 4!  
Below is important information needed to register and activate your plugin. Please keep a copy of this information in a safe place for future reference.

Please click on the URL below to complete the account creation process:  
<http://app.sonomaww.com/actions/drumcore/activate/xx>

Select and copy the Activation Code below, press the Launch Authorization button in DrumCore, and paste into the window:  
5555-5555-5555-5555-5555-5555-5555-55

Please contact [support@sonomawireworks.com](mailto:support@sonomawireworks.com) if you have any issues.

Please keep this Serial Number for reference:  
XXXX-XXXX-XXXX

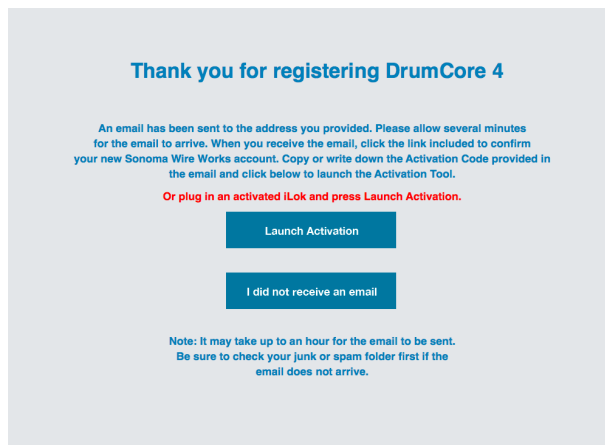
If you created a new user, an email will be sent to you with an activation code and a link to confirm your registration. New users must click the provided link in that email to confirm registration before clicking 'Launch Activation' in the plug-in window.

If you do not receive the activation email, make sure to check your spam folder. If you have an email address with Outlook, msn, Hotmail, or Live, you may need to add Sonoma to your Safe Senders list. See this thread in our forums for more details on that: <http://www.sonomawireworks.com/forums/viewtopic.php?f=4&t=12489>

If you need any further assistance, contact **support@sonomawireworks.com**.

4. In that same activation email, copy your activation code by selecting the code and pressing '⌘ + C' (Mac) or 'Ctrl + C' (Win).

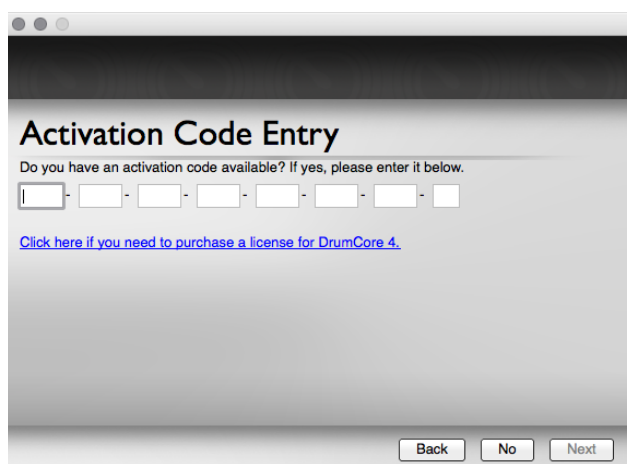




5. In the plug-in window, click the 'Launch Activation' button to begin the activation process.
6. You will be prompted to select whether you want your license to be tied to your computer, or to an iLok. If choosing an iLok, if it is not already plugged in, do so now.



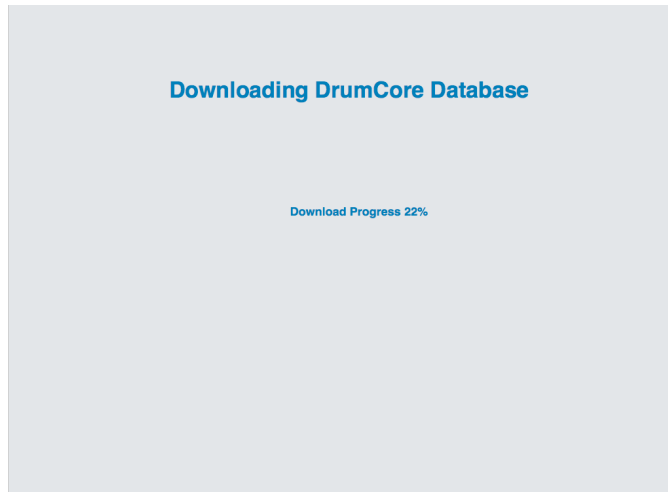
7. Click the 'Activate' button to begin the activation process.



8. The next screen will prompt you to enter the activation code that was sent to your email. Paste the code you copied using '⌘ + V' (Mac) or 'Ctrl + V' (Win).

9. Select whether you would like to 'Store' your license on your computer or an iLok.

**Tip:** During activation, regardless of whether you choose to store your license on your computer or an iLok, it is strongly recommended that you sign into, or create an iLok account, to manage your DrumCore 4 license activations. Signing into an iLok account when registering allows you to activate two computers with your serial number. Activating without signing in (anonymously), will not give you the ability to manage license activations, and you will not be able to activate on a second computer. If you skipped signing in during activation, email [support@sonomawireworks.com](mailto:support@sonomawireworks.com) for assistance.

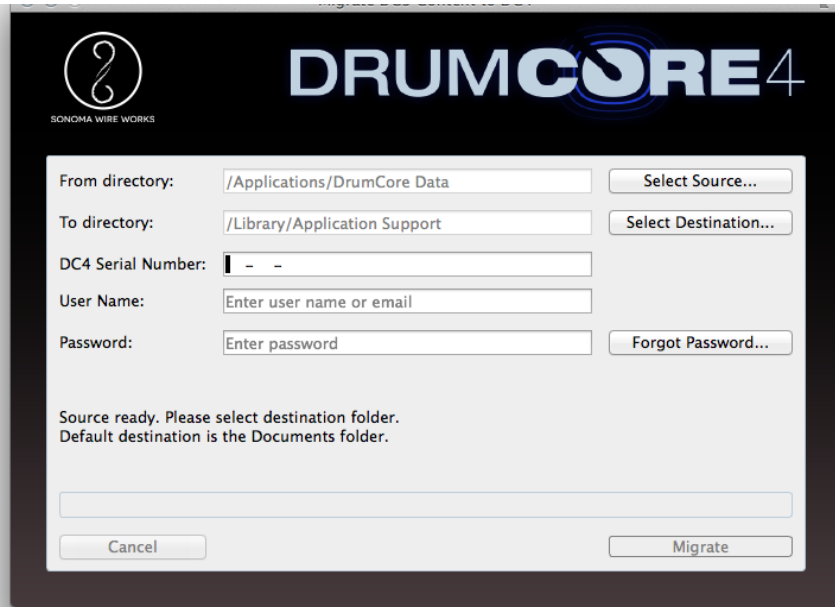


10. Once you have successfully registered and activated your copy of DrumCore 4, the plug-in will take you to a screen that says, 'Downloading DrumCore Database'. While this is running, do not close out your DAW--the plug-in will be fully operational once this final download completes.

**Tip:** If you purchased Flash or Ultra, you may use the content that comes with those editions on the drive you purchased it on, and skip this tip. If you purchased Link or Lite, the content that is available to you for the edition that you purchased may not be available to you all at once. You will need to wait for it to download within the DrumCore 4 Browser, or migrate it (if you are an upgrade user). The downloads for a file only happen while you're viewing that GrooveSet in the DrumCore 4 Browser. If you navigate away from that GrooveSet (to another GrooveSet or elsewhere) while it is downloading, it only finishes part of the GrooveSet it was downloading. Therefore, it is best to let the DrumCore 4 Browser finish downloading each GrooveSet as you go.

If you are unable to activate your copy of DrumCore 4, contact [support@sonomawireworks.com](mailto:support@sonomawireworks.com) with your Sonoma store username and DrumCore 4 serial number.

### 3 - Migrating Content from DrumCore 2.5, DrumCore 3 or KitCore Deluxe



All users upgrading from DrumCore 2.5, DrumCore 3, and KitCore Deluxe will receive a Migration Tool along with their upgrade copy of DrumCore 4. All upgrading users will be able to migrate most, if not all, of your KitPacks and DrummerPacks to DrumCore 4. The migration tool converts owned DrummerPacks and KitPacks to a format DrumCore 4 can use.

**Content that will NOT be migrated:** non-DrummerPack and non-KitPack content, and any DrummerPacks that Sonoma no longer has license to offer (e.g., Big Fish Audio's Bone Crushing Drums, Brain: One Stroke Done, Brush Artistry, Jazz Drums, and Roots of South America), and the Bun E. Carlos DrummerPack from Sonic Reality. For the most up-to-date details on this, see the DrumCore 4 Guide FAQ: <http://www.sonomawireworks.com/drumcore/guide/#migrate>

### 3.1 - Using the Migration Tool

To ensure your content from DrumCore 2.5, DrumCore 3, or KitCore Deluxe can be migrated, you must have all of the content you wish to migrate already installed and imported on your computer. It is strongly recommended that you install DrumCore 4 on the same computer as your earlier version, as it will dramatically reduce the time needed to complete this process.

If you are installing a DrumCore 4 upgrade on a computer that does not have a previous version of the software on it, using the Migration Tool requires that you install the previous version first, and re-import all of your DrumCore or KitCore content to ensure that the tool sees your entire content library, including add-on DrummerPacks or KitPacks.

If you are unable to install DrumCore 2.5, DrumCore 3, or KitCore Deluxe on your computer, or cannot import content: you can download the content for the edition you purchased from within the plug-in, or upgrade to a DrumCore 4 edition on a physical drive (Prime Flash or Ultra). If you purchased add-on content for a previous version of DrumCore or KitCore, email **support@sonomawireworks.com** with proof of purchase to have it added to your account.

Before running the Migration Tool, confirm you have enough room on your hard drive for the tool to do its job properly. To compare your needed space with how much content you will be migrating:

#### **Mac**

1. Right click on your hard drive and choose 'Get Info'.  
-OR-  
With your hard drive selected, use the key command '⌘ + I'.  
The pop-up window will indicate how much space is available on your drive.
2. If you own a previous version of DrumCore, in Finder, navigate to Hard **Drive/Applications/DrumCore Data**  
-OR-  
If you own KitCore Deluxe, in Finder, navigate to:  
**Hard Drive/Library/Application Support/Submersible/KitCore/KitCore Data**
3. Right click on the DrumCore or KitCore Data folder and choose 'Get Info'.  
-OR-  
With the DrumCore or KitCore Data folder selected, use the key command '⌘ + I'.  
The pop-up window will indicate the size of the folder.

#### **Windows**

1. Click on the Start menu, and then select 'Computer'. A window will open that shows how much available space is on all connected drives--you will need to know how much space remains on your C: drive to be sure migration can complete successfully.
2. If you own a previous version of DrumCore, in your file browser, navigate to Hard **C: \ProgramFiles (x86)\Submersible\DrumCore 3\DrumCore Data**  
-OR-  
If you own KitCore Deluxe, in your file browser, navigate to:  
**C:\ProgramFiles (x86)\Submersible\KitCore Demo\KitCore Data**

3. Right click on your DrumCore Data or KitCore Data folder, and select 'Properties'. In the pop-up window, you will see the size of your content library.

In order to complete migration, you will need to have at least twice the size of your DrumCore Data folder available on your hard drive for the Migration Tool to do its job properly, and the tool will stall if you do not have enough available space.

If you have only DrumCore 2.5/3 installed--with no additional DrummerPacks--your DrumCore Data folder should be just over 17GB in size, so you should make sure that you have at least 35GB of free space on your hard drive to complete the content migration process.

If you purchased an upgrade copy of DrumCore 4 Lite or Prime Link, DrumCore 4 Prime Flash or Ultra, the Migration Tool will not launch automatically, but if you have add-on packs you want to migrate, it can be run manually.

You can find the Migration Tool installed on your machine in the following location:

**(Mac) Applications/DrumCore 4/Migration Tool**  
**(Win) C:\Program Files\DrumCore\MigrationTool.exe**

To use this tool, you must be connected to the internet, as this process requires being able to contact the DrumCore 4 servers. Additionally, using the Migration Tool will register your copy of DrumCore 4, and provide you with your activation code via email.

The DrumCore 4 Migration Tool will prompt you for the following details:

1. **From Directory**

This is the location of your content to be migrated from either DrumCore 2.5/3, or KitCore Deluxe. This can be a location on an external drive, but make sure to use the full file path to your content ending with the folder titled 'DrumCore'. If you have an alias in your file path, the Migration Tool will fail.

For DrumCore 2.5/3, the default location for this is:

**(Mac) Applications/DrumCore Data**  
**(Win) C:\ProgramFiles (x86)\Submersible\DrumCore 3\DrumCore Data**

For KitCore/ KitCore Deluxe, the default location for your content is:

**(Mac) Hard Drive/Library/Application Support/KitCore/KitCore Data**  
**(Win) C:\ProgramFiles (x86)\Submersible\KitCore\KitCore Data**

If you've moved your content to another location on your hard drive, press the 'Select Source' button. A file browser will open, allowing you to navigate to the location of your content library. Once you have selected the source folder, press the 'OK' button to confirm your selection.

## 2. **To Directory**

This is the location where your migrated content will be saved.

If you purchased a copy of DrumCore 4 that came on an external drive and you want to have a single content library, unless you have changed the location of your content already, you must migrate your content to the same location as the content library on your drive. If you have moved what is on your DrumCore 4 drive to another location, like an external drive, you will need to point the Migration Tool there. It is strongly recommended that, if you do choose to migrate to a different location than the default, that you do not create a folder called 'DrumCore' within the directory you choose, as the Migration Tool will create one for you. Keep in mind that DrumCore 4 can only be pointed at one content library at a time. By default, this location is:

### **(Mac and Win) /DC4/DrumCore**

**Note:** If you've moved your content to a location other than your Prime Flash or Ultra drive, you **MUST** indicate the full file path to your content, ending with the folder titled 'DrumCore'. If you have an alias in your file path, the Migration Tool will fail.

If you purchased a download-only copy of DrumCore 4, you can choose to migrate to any location on either your hard drive, or an external drive. It is strongly recommended that, if you do choose to migrate to a location other than the default, that you do not create a folder called 'DrumCore' within the directory you choose, as the Migration Tool will create one for you. When indicating the location of an external drive, you **MUST** use the full file path to the drive where you want to migrate your content. If you have an alias in your file path, the Migration Tool will fail.

The default migration location for all users is:

### **(Mac) Hard Drive/Library/Application Support/DrumCore (Win) C:\ProgramData\DrumCore**

The Installer automatically places a folder named 'DrumCore' in the Application Support (Mac) or ProgramData (Windows) folder, and if you choose the default settings, all your content will be migrated there. To choose a different location from the default, press the 'Select Destination' button, and a file browser window will open, allowing you to navigate to the location where you want your migrated content to be saved. Once you have selected the destination folder, press the 'OK' button to confirm your selection.

## 3. **DrumCore 4 serial number**

For users who purchased DrumCore 4 Ultra, your serial number will be on a postcard included in the box with your drive.

For users who purchased DrumCore 4 Prime Flash, your serial number will be on the inside of your product case.

For users who purchased download-only copies of DrumCore 4--Prime Link and Lite--your serial number will be in a text file with your download in the Store. If you lose your serial number, contact **support@sonomawireworks.com**.

## 4. **User Name**

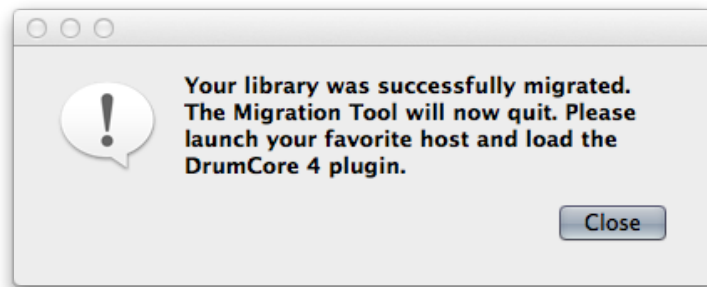
Your username is the same as the one for your account on the Sonoma online store.

## 5. Password

Your password is the same as the one you use to log in to the Sonoma Store and Support Forums.

Once you have filled out all of these details, you're ready to migrate your content. Press the 'Migrate' button, and the Migration Tool will scan your hard drive for your content, and migrate it to the location you indicated as your destination.

**\*\*IMPORTANT\*\*** Wait for the Migration Tool to finish before launching your DAW and loading the plug-in to complete activation. For DrumCore 2.5 or 3 installs without add-on packs, this can take approximately an hour. For DrumCore Deluxe, or if you do have add-on packs, this can take several hours' time.



When the process is finished, a pop-up window will appear indicating that migration was successful.

**Note:** If you want to re-run the Migration Tool after you have completed activating your license, you will find it as a standalone application located here:

**(Mac) Applications/DrumCore 4/MigrationTool**  
**(Win) C:\Program Files\DrumCore\MigrationTool.exe**

**Note:** If you need to migrate more than once, these steps remain identical. If you encounter any issues while trying to migrate more than once, contact [support@sonomawireworks.com](mailto:support@sonomawireworks.com) for assistance.

## 3.2 - Activating DrumCore 4 After Migrating your Content

Now that you've completed migrating your content, you are ready to activate your copy of DrumCore 4.

1. As part of the Content Migration process, you will receive a product registration confirmation email with your license activation code, which can be used to activate your license either with an iLok, or on your computer.

to me ▾

Thank you for purchasing DrumCore 4!

Below is important information needed to register and activate your plugin. Please keep a copy of this information in a safe place for future reference.

Select and copy the Activation Code below, press the Launch Authorization button in DrumCore, and paste into the window:

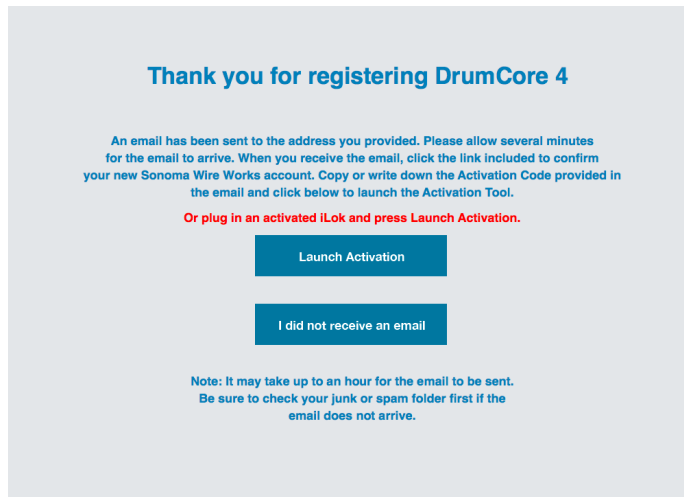
5555-5555-5555-5555-5555-5555-5555-55

Please contact [support@sonomawireworks.com](mailto:support@sonomawireworks.com) if you have any issues.

Please keep this Serial Number for reference:

5555-5555-5555

2. Copy the activation code provided in the email by selecting the code and pressing '⌘ + C' (Mac) or 'Control + C' (Win).

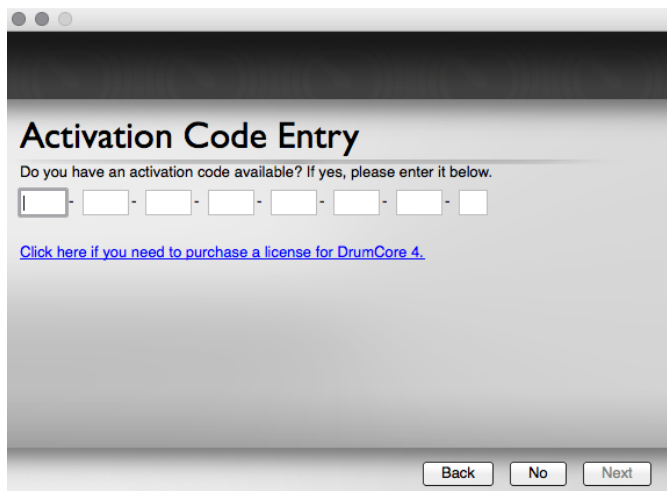


3. Launch a compatible 64-bit DAW, and add DrumCore 4 to a track. An activation screen will appear over the plug-in window.
4. Click the 'Launch Activation' button to begin the activation process.
5. You will be prompted to select whether you want your license to be tied to your computer, or to an iLok. If choosing an iLok, if it is not already plugged in, do so now.

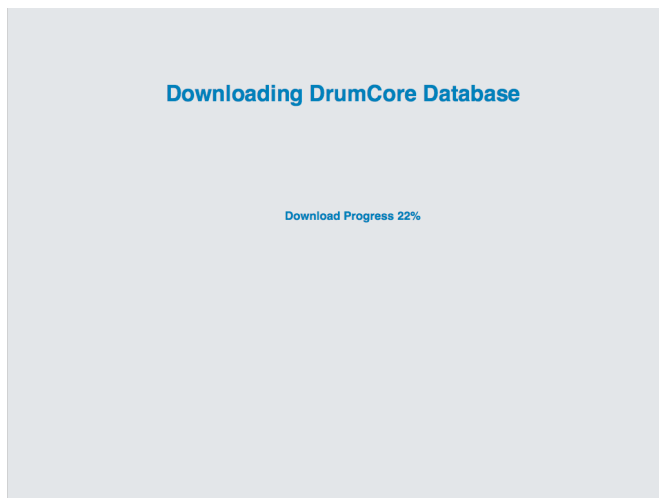




6. Click the 'Activate' button to begin the activation process.



7. The next screen will prompt you to enter the activation code that was sent to the email address you provided. Paste the code you copied using '⌘ + V' (Mac) or 'Control + V' (Win).



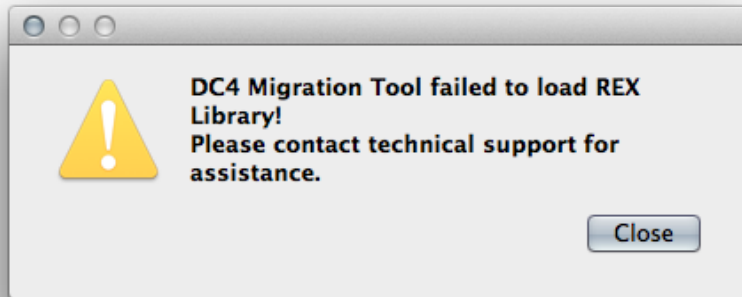
8. Once you have successfully registered and activated DrumCore 4, the plug-in will take you to a screen that says, 'Downloading DrumCore Database'. Do not close your DAW while this is running--the plug-in will be fully operational once this final download completes.

If you are unable to activate your copy of DrumCore 4, send an email to **support@sonomawireworks.com** with your Sonoma online store username and your DrumCore 4 serial number.

## 4 - Troubleshooting

Here you will find fixes for known installation and migration issues in DrumCore 4. If your issue and its fix isn't found here, refer to Chapter 9 - Troubleshooting in the User Guide. For further assistance, contact [support@sonomawireworks.com](mailto:support@sonomawireworks.com).

### 4.1 - REX Library Failed to Load



When you run the Migration Tool, it will check to make sure that it can complete the migration process before it attempts to do so. If you receive an error indicating that your REX.dll cannot be read or may be corrupted, you may need either to reinstall the REX Library on your machine, or you may be experiencing a permissions error that prevents the Migration Tool from accessing this file.

To download the latest version of the REX Shared Library, you can find it on the Propellerhead website, here: <https://www.propellerheads.se/support/user/recycle/general-recycle/rex-shared-library/>

**(Mac Only)** If the issue you are experiencing is a permissions issue, you will need to navigate to the following location on your machine to modify your permissions:

**Hard Drive/Library/Application Support/Propellerhead Software/Rex**

From there, follow these steps:

1. Right Click on the 'Rex' folder and choose 'Get Info'
2. Scroll to the bottom of the info window to the Sharing and Permissions section.
3. Change 'everyone' to Read & Write. You should now be able to run the Migration Tool.

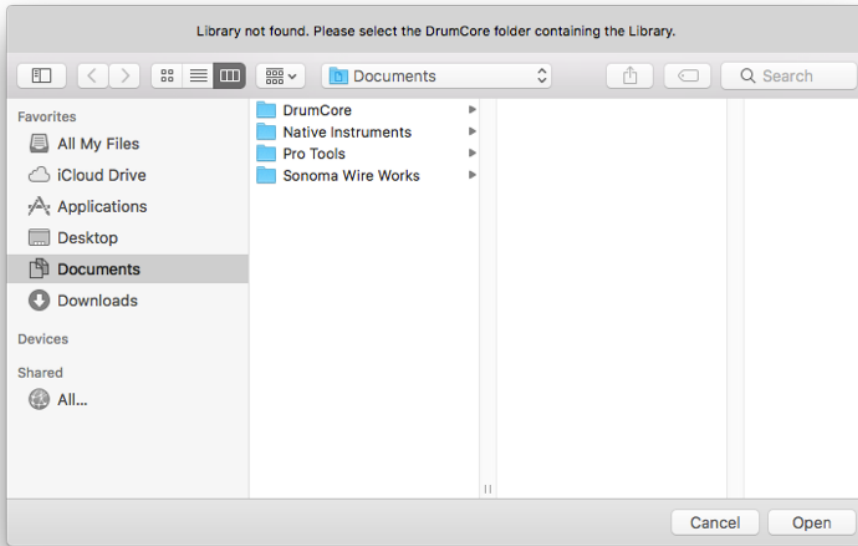
**Note:** If you can't click on the permission to change it, click on the small padlock on the bottom right corner of that window. Enter your administrator password at the prompt and the window will unlock, allowing you to change the read/write permission.

If the above steps do not work, download, extract, and run the file called 'SetRexFolderPermissions.zip' on the REX Shared Library download page on the Propellerhead site here:

<https://www.propellerheads.se/support/user/recycle/general-recycle/rex-shared-library/>

This should repair your permissions for the REX Shared Library. If you continue to experience issues, contact [support@sonomawireworks.com](mailto:support@sonomawireworks.com).

## 4.2 - Locating the DrumCore Folder



If your DrumCore drive is not connected to your computer, or your content library is not set when you attempt to load the plug-in, you will see a file browser window with the following prompt:

Library not found. Please select the DrumCore folder containing the Library.

This will also occur if you migrated your content from DrumCore 3 or earlier to an external drive, and that drive is not connected when you launch the plug-in. Additionally, Mac users installing DrumCore 4 on El Capitan and Sierra may not have a set content library location when first loading the plug-in. In all cases, you will have to set this location in order load the plug-in or to proceed to the registration screen. This step ensures that DrumCore has access your user profile information and your content library. You will not be able to navigate away from this view without selecting a valid folder.

To fix this issue:

1. For users with editions on a drive, first plug your DrumCore drive into your computer. For all users, in the file browser window, navigate to and select your DrumCore folder.
  - For DrumCore 4 Ultra and Prime Flash, the default location for the DrumCore folder (Mac and Windows) is:  
**/DC4/DrumCore**
  - For DrumCore 4 Prime Link and Lite, the default location for the DrumCore folder is:  
**(Mac) /Library/Application Support/DrumCore**  
**(Windows) C:\ProgramData\DrumCore**

**Note:** If you have moved your DrumCore folder to an alternate location on either an external drive, or an alternate location on your machine, make sure to point the plug-in at the folder called 'DrumCore'.

2. Click 'Open'. Your session will load normally, with DrumCore on it, but the plug-in will open to the registration screen.

3. If you have not yet registered your copy of DrumCore 4, and do not have a username in the Sonoma Wire Works online store, register as a new user. All other users may sign in as an existing user.

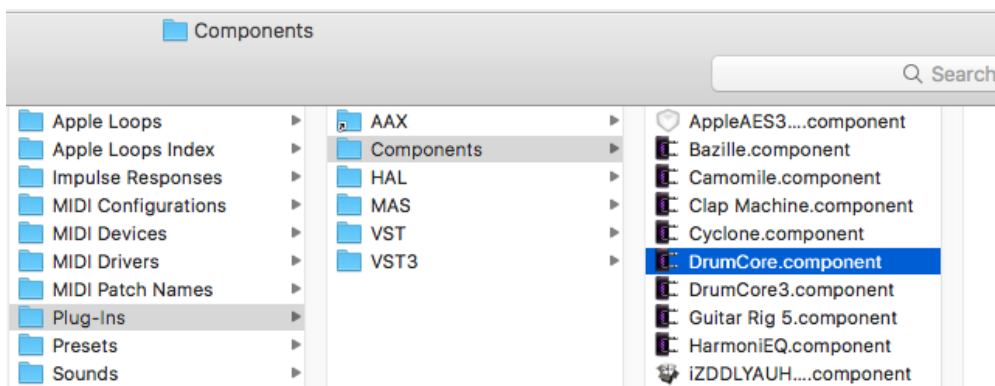
In instances where the drive with your content was disconnected, you may also be able to follow these steps:

1. Save your current session and close your DAW.
2. Connect your DrumCore drive to your computer.
3. Re-open your DAW by either reloading your previous session, or by opening a new one.
4. Reattempt loading the plug-in onto a track. It should operate normally.

### 4.3 - Audio Unit Not Found

In some rare cases, the Audio Unit (AU) plug-in version of DrumCore 4 doesn't install on first pass, and therefore won't show up as an available instrument in a session. To confirm whether AU installation did complete, navigate to the following location on your machine:

**/Hard Drive/Library/Audio/Plug-Ins/Components**



A file named 'DrumCore.component' should be in that folder. If it is not present, re-run the DrumCore 4 installer and check again. It should complete installation the second time.

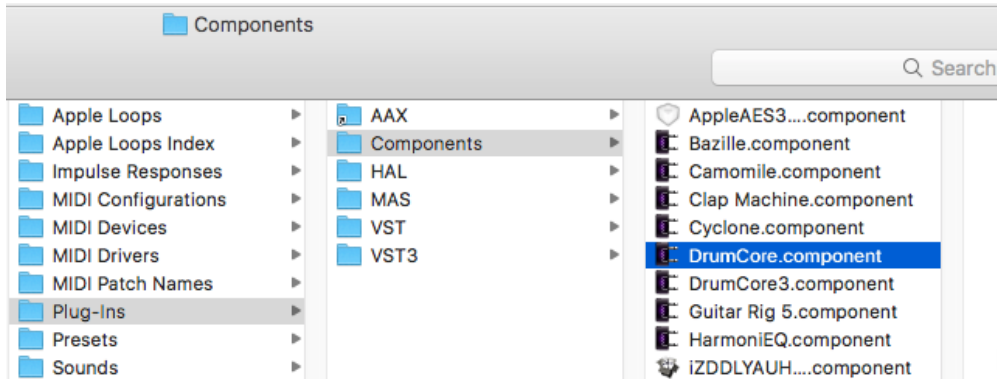
If it is present and not appearing in your session, there is a conflict between the DrumCore 3 and DrumCore 4 installers. To fix, delete 'DrumCore.component' and re-run the installer.

**Note for Logic Pro X Users:** If the component file is present and the plug-in is not showing up as a multi-out plug-in in your session, you will need to rescan your plug-ins. See section 4.4 - Logic Pro X: Rescanning Plug-Ins for instructions.

## 4.4 - Logic Pro X: Rescanning Plug-Ins

If you have successfully run the DrumCore 4 installer and the plug-in doesn't show up as a multi-output plug-in, or updates are otherwise not showing in Logic Pro X, you will need to rescan your plug-ins. **This fix applies to all users updating from a 4.0 version to 4.1, and will activate multi-output routing.**

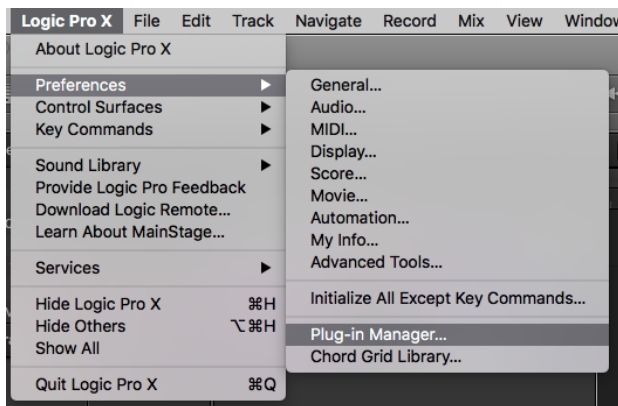
To fix this issue:



1. Confirm that the plug-in did install by navigating here:

**/Hard Drive/Library/Audio/Plug-Ins/Components**

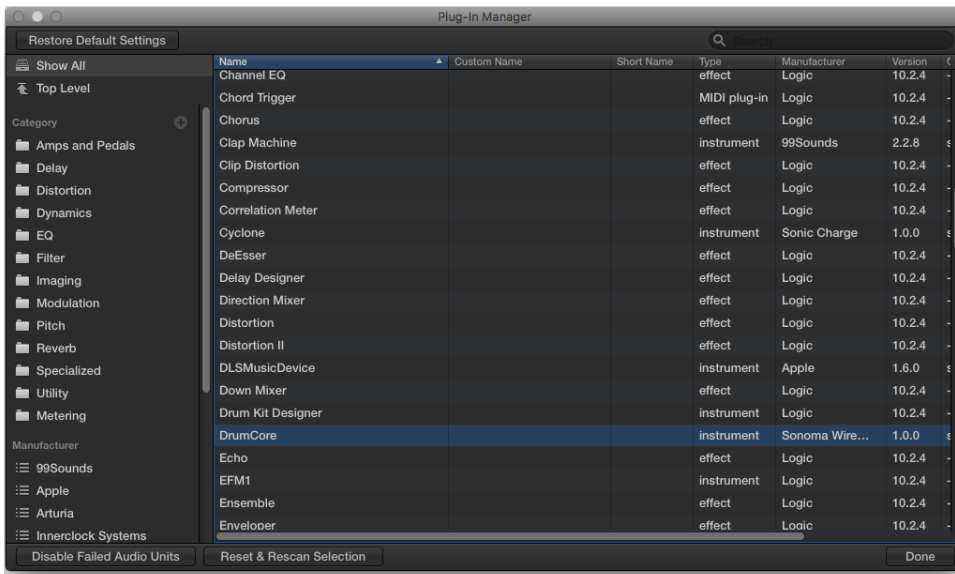
You will see a file there named 'DrumCore.component'.



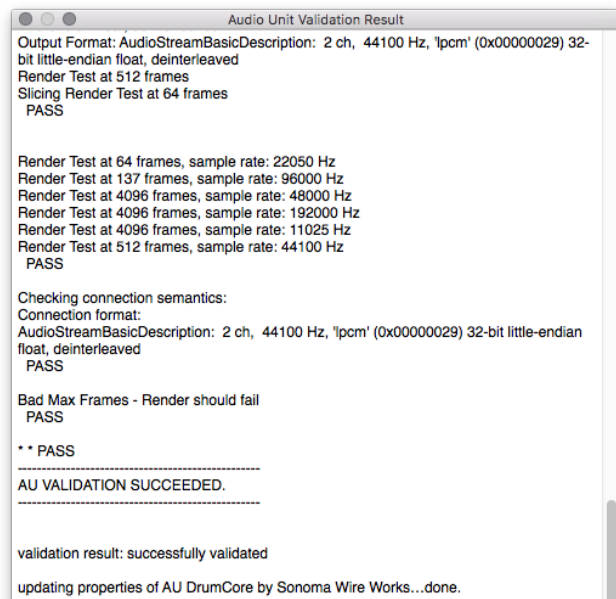
2. If the plug-in is there, open Logic Pro X and navigate here:

**Logic Pro X -> Preferences -> Plug-In Manager**

This will open the plug-in manager window, which will show a list of all of your Audio Unit format plug-ins.

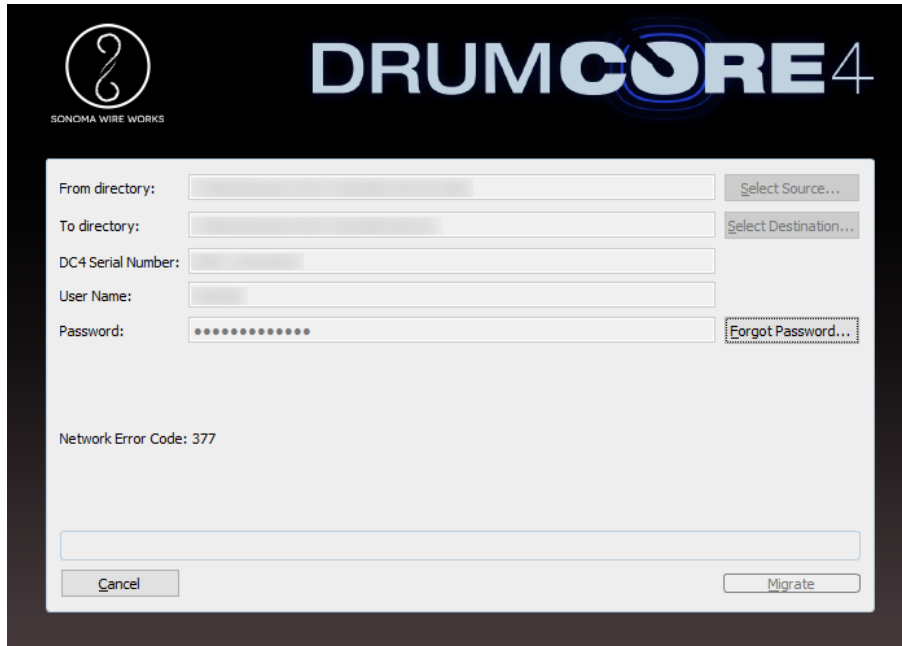


- In the plug-in manager list, select DrumCore.

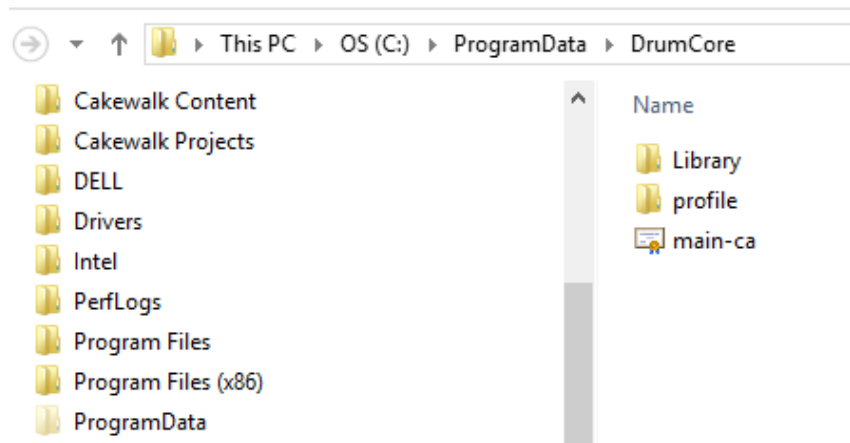


- Click the button that says 'Reset & Rescan Selection'. A Terminal window will appear showing the rescanning process, after which the most recent update to DrumCore 4 will be available in your instruments.

## 4.5 - Windows Migration Error: Network Error Code 377



Network Error Code 377 is caused by a missing certificate required by the Migration Tool. By default, this certificate is installed here: **C:/ProgramData/DrumCore/**



This location also happens to be the default install location for the DrumCore 4 content library in all installs of Prime Link and Lite. If you choose to move the content library, **C:/ProgramData/DrumCore/main-ca.cert** must remain in its original location.

**Note:** The 'ProgramData' folder is, by default, a hidden system folder. To reveal it in your file browser:

1. Open the Control Panel
2. Click 'Appearance and Personalization'
3. Navigate to 'Folder Options' and click the 'View' tab.
4. In 'Advanced Settings', click 'Show hidden files, folders and drives', then click OK to save that setting.

For more details on moving the content library, see section **7.2 - Managing Your Content Library (DrumCore Path)** in the User Guide.