

CEDAR



Engineering note

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CEDAR HSP dongles on Thunderbolt equipped Macs

There is a well-documented problem with USB and Thunderbolt on recent Mac computers and operating systems. The consequence for CEDAR users is that the USB dongle may become invisible to the CEDAR Studio software, resulting in a failure. The cause of the problem is widely believed to be within OS X and is not accessible to 3rd-party software developers so, whilst we are working to find an interim fix, we are awaiting a permanent solution from Apple Computers.

CEDAR HSP dongles on USB3 equipped Macs

The CEDAR HSP2 dongle is currently incompatible with the USB3 ports on Mac host computers. The consequence for CEDAR users is that the dongle can become invisible to the CEDAR Studio software, resulting in a failure. Inserting the dongle into a USB2 port or using a USB2 hub connected to the USB3 port eliminates the problem. The precise cause of the problem is not known, and we await developments from the dongle manufacturer and Apple Computers to address it.

Windows/PC users are not affected.

For further information on either of these issues, please contact support@cedaraudio.com.

CEDAR Audio Ltd
20 Home End
Fulbourn
Cambridge
CB21 5BS

t: +44 1223 881771
e: support@cedaraudio.com
w: www.cedaraudio.com