Thank you for your message. Sorry, but did you not also receive our manual response to this ticket with the instructions for our diagnostics tool Syscheck? You can find them again below.

Since you mention the fact that you didn't receive a serial number with the product, pleae note that this is not a fault (and obviously not the root of your technical problem). This new, free version of Music Maker doesn't require any serial number to be used. The entry of the serial number is purely optional, and becomes relevant if you e.g. want to activate a current Music Maker edition purchased through our website, or if you want to unlock features/instruments from an older Music Maker version you own. With this newer Music Maker version, we started pursuing a completely new concept with the Music Maker product line of offering a completely free base product, which can then be expanded with audio content/loops and virtual software instruments via the built-in store system. After another update we put out for this version (to version 25.1.x), we added further functionality and content. You are now able to also purchase entire editions of Music Maker through the built-in store, which are essentially another way to get credit for picking audio/loop content, software instruments and program features. There is now basically just one single version of Music Maker, which makes it easier to maintain and ensure that every customer is using the most recent version. This version is then customised by the customer according to their individual needs, by just adding the particular audio content, instruments and program features they want. The function to enter a serial number is just needed to unlock the credits for the editions mentioned above (when purchased outside of Music Maker), or can also be used to unlock features/instruments from older Music Maker generations that some users may own. You don't necessarily need to enter anything here, if that doesn't apply to you. You would still be able to keep using the free version, and obtain add-on content or features through the built-in store system, if required.

**=> Syscheck instructions:** To help you find the problem more accurately, please download and run
the Syscheck program, it's self-explanatory and you can find it at this web address:

<http://support.magix.net/syscheck/syscheck.php?tn=2019030717005643>

Syscheck gets updated daily to weekly. It also has an "expiration
date". That's the only way to react to Windows problems or related
issues as quickly as possible.

We are constantly developing our Syscheck program so always make sure
you have the newest version.  It's of small size and takes a short
time to download, even when using a modem. After every change in your
system, please run the syscheck program again.

Before you run the syscheck program, please make sure all other
programs are closed including any Magix programs.

Double click with the left mouse button to open.

If you own a DV camera, please connect it via Firewire cable and
switch it to "play" mode with a playable cassette.

Please supply all details (starting with what Magix program you own
and its version). Please write with as much detail as possible what
the problem is and explain exactly what you did from the moment you
opened the program until the moment the problem occurred. This will
help us to speed up the process of finding the answer to your problem.

Syscheck exclusively uses Windows components for testing.
Nevertheless, this can lead to errors on a defective system. If
Syscheck crashes due to errors, this is not a problem, either. On the
next run, Syscheck will ask you whether the test shall be repeated.
Answer with "Yes" or just wait. Please only answer with "No" if you
have sorted out issues with settings or drivers according to the
instructions of your support employee.

Due to space and security reasons,the data transfer happens in packed
format. If you are interested in the contents of the Syscheck, you're
welcome to have a unpacked copy sent to you. It's just a text file
containing technical information.

Please don't forget to provide your correct e-mail address and name.
Otherwise, a proper assignment will not be possible.

If the target computer doesn't have internet access, you will be
offered to save the result to disc. In this case, please send back the
file to us via your e-mail client on a computer that does have
internet access.

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Best regards,
Ralf Hentschel

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[http://www.magix.net](http://www.magix.net/)

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\* Please make sure to include your original correspondence and  \*
\* leave the e-mail's subject line unchanged when replying. It's \*
\* necessary to properly assign your message and process it more \*
\* quickly and effectively.                                      \*
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03/09/2019 12:40 - Brian Bull wrote:

Show original message