

Guide: troubleshoot common DjMirror Pulse problems

Use this guide to narrow down a show problem without changing unrelated settings. Start with the symptom, confirm one cause at a time, apply the listed fix, and follow the link to the specialist guide when you need the full procedure.

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1. Start with safe checks

Before changing configuration:

1. Confirm DjMirror Pulse is open and note the version shown in **About**.
2. Confirm the intended output display/window is visible and the app has not been minimized or covered.
3. Check the relevant status indicator (audio meters, DMX status, NDI/Spout panel, server status) before changing settings.
4. Change **one** setting at a time and verify whether the symptom changes. Write down what you changed.
5. Do not delete or replace `config.json` as a first troubleshooting step. If you need to edit it, make a copy first and use the effective file path in [Config & CLI](#).

Warning

If there is an immediate lighting safety concern, use the rig's safe physical controls and follow the fixture and venue procedures. Do not troubleshoot laser, strobe or moving-beam behavior while people are in the affected area.

2. Find the matching symptom

Symptom	First checks	Section	Detailed guide
Visuals do not react to music	Select the intended audio input, check OS input level and confirm meters move	3	Audio Setup & Beat Sync
No picture, wrong crop or stretched output	Confirm a style/layer is visible; check output display and video stretch mode	4	Settings Tour , Layers , Shaders & FX
Stutter or dropped frames	Test at the target resolution, reduce layers/effects, check high-resolution media	4	System Requirements , Visualizers

Symptom	First checks	Section	Detailed guide
Playlist item is missing	Check the selected playlist, filename and the actual media file in the matching Visuals/ folder	4	Content Management
DMX fixtures do not respond	Check the selected interface/port, close other lighting apps, verify address/mode, run Diagnose	5	DMX Rig Configuration
DMX behaves unexpectedly during silence	Check audio silence status, fixture behavior and blackout; rehearse in the simulator	5	DMX Rig Configuration
Android remote cannot pair or control	Confirm desktop server is enabled, phone and computer share a network, a license is active	7	Mobile Remote
MIDI, HID or OSC control does not fire	Confirm protocol, input device/port and mapping; test a single control	6	MIDI & HID Controllers, OSC Integration
Timecode or scheduled cue does not fire	Master and row switches on, correct source mode, cue not jumped over	6	Timecode Shows, Programming Schedule
NDI or Spout output is unavailable	Confirm platform/edition support, output configuration and receiver status	8	NDI & Spout Output
MCP client cannot connect	Keep the desktop app running, verify the companion path/config and test a read-only request	7	MCP Server for Users
API request is rejected	Check host/port, API key and response status; validate the endpoint and payload	7	HTTP & WebSocket API
Second screen / client does not follow the server	Check server flag, ports 8080/8081, API key and that media exists on the client	7	Multi-Screen & Client-Server
Professional feature appears locked	Check the active tier and restart the app after activation if needed	9	License & Activation
Recording has no sound or fails	Check the selected analysis input, hasAudio, output path and available disk space	4	Recording & Snapshots
Settings reset, content missing after reinstall	Restore from your backup; do not overwrite the effective config.json blindly	12	Backup & Restore

3. Audio and beat sync

Symptom	Likely cause	Fix
Meters are dead	Wrong device, volume near 0, or OS input muted	Reselect the Main audio device, set volume to about 1.0, check the OS sound settings
Everything fires constantly	Input is clipping	Lower the capture volume or the OS input level, then watch the meters
Silence indicator flickers	Cooldown too short or threshold on the edge	Raise the cooldown; move the threshold away from the room noise floor
Beat fires twice	AND/OR policy mismatch between beat sources	Use Either , no double firing (OR)
Ableton Link peers are not seen	Different Wi-Fi/LAN or firewall blocking UDP	Same LAN, allow Link UDP traffic; wired is preferred
Link settings gone after a reset	Link settings live in QSettings, not config.json	Re-set the Link panel after any settings reset

Always verify the device and meters before adjusting visualizer sensitivity. Tuning sensitivity on a dead input only hides the real problem. See [Audio Setup & Beat Sync](#).

4. Picture, media and performance

Picture

Symptom	Likely cause	Fix
Black output	No visible layer or style	Enable one layer (image, video or a visualizer), or apply a saved style
Wrong crop or stretched image	Video Stretch mode does not match the display ratio	Set Video Stretch to Crop , Fit or Stretch as needed; Crop can cut edges, Stretch changes proportions
Output on the wrong screen	Output display not selected or window moved	Re-select the output display; confirm the window is not minimized
Effects (glitch, kaleidoscope...) do nothing	Layer shader is off by default	Turn on the layer's FX (shaderEnabled)
App controls too small or large	UI scale, not the output	Adjust UI Scale (0.7–2.2); it does not change the audience output

Performance

1. Test at the **target** resolution and refresh rate of the real display, not a smaller test window.
2. Reduce the number of visible layers and shader effects, then add them back one by one.
3. Check for very large video or image files and prefer sizes suited to the output resolution.
4. Close other GPU-heavy applications (browsers with video, capture tools).
5. If you stream out via NDI or Spout, lower the frame rate or the scale before touching the visuals.

See [System Requirements](#) for sizing guidance.

Media

Symptom	Likely cause	Fix
Playlist item missing	Filename in the playlist does not match a real file	Check the selected playlist and the file in the matching Visuals/ folder
Layers are black on a client machine	Visuals/ files absent on that machine	Copy the server's Visuals/ tree or point documentsPath at a shared folder

Recording

Symptom	Likely cause	Fix
Recording has no sound	Wrong or silent analysis input	Check the selected analysis input and hasAudio in the recording status
Recording fails to start	Output path unavailable or disk full	Confirm free disk space and that the recordings folder is writable

5. DMX lighting

Symptom	Likely cause	Fix
Lights flicker or do not respond	Port held by another app, lagging interface, wrong protocol	Close other lighting software (one lighting app per interface); run Settings → DMX Controller →  Diagnose ; check skipped frames and protocol probes
Fixtures respond on the wrong channels	Wrong start address or mode	Verify the patch address and the fixture mode against the fixture manual
Nothing lights during silence	Silence behavior set to dark, or blackout is on	Check the silence status and the blackout switch — blackout always wins
Unexpected movement or strobe	Pattern or automatic strobe enabled	Disable automatic strobe, test movement away from people, rehearse in the DMX Simulator

Symptom	Likely cause	Fix
Simulator works but real rig does not	Interface/port problem, not a scene problem	Re-pick the interface and port; run Diagnose

Stop unsafe output first, check the patch, then use the simulator and diagnostics. Never test laser or strobe presets with people in the beam area. See [DMX Rig Configuration](#).

6. MIDI, HID and OSC controllers

Symptom	Likely cause	Fix
Controller not in the device list	Connected after the app started	Status → Refresh Devices
Nothing happens on a button press	No action mapped, or wrong device selected	Use Start Recording ; if no Unknown_... row appears, check the device selection
Fader acts like an on/off switch	Input range mismatch	Set inMin/inMax correctly (MIDI 0–127, HID 0–255); for OSC send floats 0–1
Button fires on press and release	Control receives both values	Use a discrete action type or set round: true
SHIFT does nothing	No SHIFT control, or other rows lack SHIFT actions	Mark one row as ⬆ SHIFT and define SHIFT actions on the others
OSC messages never arrive	OSC mode off, wrong port, or firewall blocking UDP	Check OSC mode and Listening , the sender's target host:port, and the firewall
Port unavailable (in use?)	Another program holds the port	Pick another port in both the app and the sender
Timecode cue never fires	Master/row switch off, or the cue was jumped over (> 8 s)	Enable both switches; do not locate past cues
Scheduled action does nothing	Target style/playlist/scene was renamed or deleted	Re-edit the row and re-pick from the live list
Scheduled action fires at the wrong hour	PC clock or timezone differs from the venue	Rows use local time — check the OS clock

Details: [MIDI & HID Controllers](#), [OSC Integration](#), [Timecode Shows](#), [Programming Schedule](#).

7. Network, API and remote control

Symptom	Likely cause	Fix
curl to the server times out	Firewall, wrong IP, or server is off	Check the --server flag; open ports 8080 and 8081 in the firewall
UNAUTHORIZED	An API key is configured	Send it with X-API-Key (or Bearer); phones use their deviceToken
Client starts but never syncs	Wrong IP/port or missing API key	Look in the client log for UNAUTHORIZED, 401 or WebSocket errors
Changes arrive seconds late	WebSocket port (HTTP port + 1, default 8081) blocked	Open that port; the client is falling back to slow HTTP long-poll
Port already in use at startup	Two instances both have the server enabled	Start the second instance with --no-server
QR pairing button errors	No license, server off, or no network address	Activate a license, enable the server, join the LAN
QR will not scan	Glare, tiny screen, or code expired (180 s)	Generate a new code , raise brightness, scan quickly
403 MOBILE_LIMIT_REACHED	The tier's phone limit is reached	Unpair stale phones or upgrade the tier
Phone is sluggish	Crowded 2.4 GHz or weak signal	Use a 5 GHz network, place the access point near the booth, wire the PC
APP_NOT_RUNNING (MCP)	App closed or its HTTP server disabled	Open the app and enable its HTTP server
MCP feature unavailable	Standard or Trial edition	Activate a Professional or Enterprise license
MCP server not listed in Claude	Invalid executable path or JSON, or Claude not restarted	Fix the path/JSON and fully quit and reopen Claude Desktop

See [Multi-Screen & Client-Server](#), [Mobile Remote](#), [HTTP & WebSocket API](#) and [MCP Server for Users](#).

8. NDI and Spout output

Symptom	Likely cause	Fix
No NDI source in OBS/vMix	Bridge not running, firewall, or different subnet	Start the bridge from Settings → NDI Output , allow NDI through the firewall, use the same LAN/VLAN

Symptom	Likely cause	Fix
NDI video black or frozen	Window title mismatch or window minimized	Check the window title substring; keep the window open and visible
Black frames on macOS	Missing Screen Recording permission	Enable it for DjMirrorPulseNdiBridge and DjMirrorPulse, then restart the bridge
Spout sender not listed	Output not started, receiver plugin missing, or different GPU	Confirm the output is active (GET <code>/api/v1/spout/status</code>), install the receiver's Spout plugin, use the same GPU
Spout image frozen	Window minimized or hidden	Restore the window; the panel reports <i>Running, but no frames are being produced</i>
Spout panel says <i>Not available in this build</i>	Non-Windows OS, or build without the Spout SDK	Spout is Windows-only; use NDI on other platforms
High CPU	High frame rate, many outputs, complex masks	Lower the frame rate (e.g. 30 fps), reduce outputs, simplify masks

See [NDI & Spout Output](#).

9. License and locked features

Symptom	Likely cause	Fix
Trial expired on a new install	A trial already ran on this machine	One trial per machine — enter a key; your content is preserved
Key rejected	Key belongs to a different machineId, or typo	Re-copy the machineId; paste the full key instead of retyping
Pro features still locked	Standard-tier key, or app not restarted	Check Settings → Help → Active License ; restart after activating
Temporary key stopped working	Its embedded expiry date has passed	Request a permanent or renewed key
New computer, old key fails	Keys are bound to one machine	Request a new key for the new machineId

See [License & Activation](#).

10. Collect diagnostic information

When a problem needs more than the on-screen status:

1. **Note the version** from **About** and your operating system version.

2. **Run with a console** to see log output: start the app with `--console` (Windows). To keep the log in a file from PowerShell, pipe it so the shell waits for the program:

```
.\DjMirrorPulse.exe --console 2>&1 | Tee-Object djmirror.log
```

The log ends when you close DjMirror Pulse, so do not close the PowerShell window first.

3. **For a client/server problem**, start the server and the client with `--console` and compare their logs side by side (see [Multi-Screen & Client-Server](#)).
4. **For DMX**, use **Diagnose** and copy the report text.
5. **For API problems**, repeat the request with `curl` and keep the HTTP status and response body.
6. **Take a screenshot** of the relevant panel and remove private details first.

All command-line flags are listed in [Config & CLI](#).

11. If the problem remains

Prepare a concise report before asking the distributor or support team:

- DjMirror Pulse version and operating system version.
- What you expected, what happened, and the exact steps that reproduce it.
- Which audio device, display, DMX interface or controller is involved, when relevant.
- The relevant status/error text and a screenshot with private details removed.
- What you already checked and whether the same issue happens with a simple test setup.

 Important

Do not include API keys, AI-provider tokens, license keys, private media or unredacted configuration files. If support needs configuration data, ask what specific fields they require and remove secrets before sharing.

12. Quick recovery checklist

- **Audio issue:** verify device and meters before adjusting visualizer sensitivity.
- **Visual issue:** test one visible layer/style at a time before resetting settings.
- **DMX issue:** stop unsafe output, check the patch and use the simulator/diagnostics.
- **Network/API issue:** verify server, address, port and authentication locally first.
- **Control issue:** test a single mapping with **Start Recording** before debugging the whole map.
- **Data issue:** stop the app and make a backup before restoring or editing files — see [Backup & Restore](#).