GLITCHMACHINES®

Mac Preset Installers - Tech Support Documentation

We are aware that our preset installers can fail under certain conditions. This is usually caused by system permissions settings, usually initiated by the user during the initial system/profile setup. These settings then may prevent the presets from being installed at the correct location because the installer is not "given permission" by the system to install the corresponding files.

Below are instructions on how to resolve this:

If you are reading this, you probably downloaded a zip file from our website - this zip file includes these instructions, some screenshots and our master preset folder, which includes the most recent presets for all of our active plugins as of **February 2024**.

Please unzip the file and follow the below instructions carefully:

**Be sure to back up any user presets that may reside in relevant subfolders prior to replacing the preset bank in the following steps:*

• Via any configuration menu (small icon in footer section in most plugins), choose the "OPEN PRESETS DIRECTORY" option.

• Place the **entire** master presets folder (labeled *Glitchmachines*) into the location that was opened by the above menu option. (It doesn't matter if you don't own some of the plugins).

• Check the included screenshot - it should look exactly like the folder structure shown in that image. (If there was a folder there previously, trash it and replace it with this one).

• Re-start your computer and then re-launch your DAW and open a new instance of one of our plugins in a new blank session/project; the presets should now load properly.

⚠️ *If you have any issues with a plugin triggering the Mac OS Finder to launch the appropriate window via that config menu option, you can navigate to the correct folder manually with a few extra steps:*

• Via the Mac OS desktop, navigate to the **GO** menu (top-left) and while viewing the menu, press the OPTION key on your computer keyboard. This will reveal a **HIDDEN** User Library path in the menu. Click that **Library** menu item to be taken to the correct location on your computer. (Note that this is not the same as the "System Library" - please see screenshots)

• From the **USER** Library, navigate through the following folders (as shown in attached screenshot) : *Library* / Audio / Presets / *Glitchmachines*

• From here, you can follow the rest of the instructions above to place the presets in the correct folder and move forward.

⚠️ *If our plugins are not responding as expected, you can always try trashing the preferences file as this often fixes the associated issue. Simply click the "Show Preferences File" option via the Config Menu of the respective plugin, and then trash/delete the preferences file. Upon launching the relevant plugin again, it will generate a new/default preferences file automatically.*