
Subject: MIO console preset menu problem
Posted by [devinlamp](#) on Sat, 05 May 2012 01:12:13 GMT
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hello i just received my 2882 today and i'm having a problem i can't seem to figure out no matter how much i comb thru the forums and FAQ.

when i go to the drop down menus for the presets i can see the factory preset folders but there are no presets inside them.

i can save presets and they show in the menu, but only until i switch from the plugin window and when i return the preset is gone.

i went to the path where all the presets are in `\\library\MIOpluginpresets\`
all the factory presets are there but not the ones i saved

i'm at a loss, i really need the presets to build a working setup effects wise for the rig i'm building and rehearsals start soon

Subject: Re: MIO console preset menu problem
Posted by [bj](#) on Sat, 05 May 2012 01:46:22 GMT
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It sounds like you have an ownership or permissions error on the relevant files, which is interfering with the proper operation.

If you open a terminal window and type

`whoami`

it will print out your username. Then type (or cut and paste)

`ls -ld ~/Library/Preferences/MIOPlugInPresets/`

The output should look like:

```
drwxr-xr-x@ 138 bj staff 4692 Jun 2 2011 /Users/bj/Library/Preferences/MIOPlugInPresets/
```

where, your username should be where "bj" is above. If it isn't, or if any of the files inside that folder are not owned by you, then it will keep you from being able to save presets. You can cut and paste:

```
sudo chown -R `whoami` ~/Library/Preferences/MIOPlugInPresets/
```

into the terminal. You'll have to enter your password when prompted. This will change the ownership so that you own the files, and that should fix the problem.

If not, please open a ticket with support so we can delve into it more.

Best regards,

B.J. Buchalter

Subject: Re: MIO console preset menu problem
Posted by [devinlamp](#) on Sat, 05 May 2012 03:00:58 GMT
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that fixed it perfectly. thanks so so so much. this is great. i got really close trying to repair the permissions but this fixed everything. thanks again
