

Pro Tools M-Powered 7.0 on Windows XP

This Read Me documents compatibility details, known issues, and guide addenda for Pro Tools M-Powered 7.0 systems on Windows.

Installation

Pro Tools Cannot Launch (Item #58531)

Pro Tools will not launch if hardware drivers are not installed or if there are no Inputs or Outputs set in the M-Audio Control Panel. If Pro Tools does not launch, be sure the M-Audio drivers were installed before Pro Tools installation. If the drivers are installed, go to the M-Audio Control Panel and make sure either the Analog or S/PDIF Inputs and Outputs are enabled.

The Delta Driver Control Panel Defaults to No Audio Output Because the Output Faders are Set to –Infinity (Minus Infinity) (Item #60160)

The Delta driver Control Panel defaults to no output fader gain because the output faders are set to –Infinity (minus infinity). To hear audio, you need to change the gain in the Control Panel.

Compatibility

Digidesign can only assure compatibility and provide support for Digidesign-qualified hardware and software configurations. For a list of Digidesign-qualified computers, operating systems, and third-party devices, refer to the latest compatibility information on the Digidesign Web site (www.digidesign.com).

Database File Compatibility

Pro Tools 7.0 requires a new Digidesign database file format. Existing database files will be deleted upon launching Pro Tools 7.0 for the first time. Please re-index your drive(s) for faster searches.

Opening the FireWire 1814 Control Panel Causes Computer to Crash or the Screen to Turn Blue (Item #57675)

The FW1814 Control Panel does not support AGP video Hardware Acceleration and Write Combining enabled. Having these items enabled can cause the computer to crash. Go to Display Properties > Settings > Advance > Troubleshoot, and set Hardware Acceleration to None, then disable “Enable write combining.” When the settings have been updated, you can open the FireWire 1814 Control Panel without causing a crash.

M-Audio Hardware Compatibility with Sony VAIO Machine (Item #58084)

There are known compatibility issues with installing M-Audio hardware drivers on some types of Sony Vaio computers. Please refer to the M-Audio customer support site for the latest updates on system compatibility.

Compatibility with Wireless Network Card and M-Audio Hardware (Item #58435)

Using a wireless networking card with Pro Tools can cause noise to be output from your hardware. To avoid this, you should disable your wireless networking card.

Known Issues

The following sections document known issues you may encounter when using Pro Tools M-Powered 7.0, along with workarounds if they exist.

Software Instrument does not Emit Sound when Inserted on an Instrument Track or Auxiliary Input (Item #65797)

Some software instruments will not emit sounds and will not play. If this occurs, manually assign a hardware input to the Instrument track or Auxiliary Input, and/or manually assign a MIDI output to the Instrument.

AudioSuite and Region Groups (Item #64410)

AudioSuite plug-ins handle Region Groups slightly differently than audio files. With audio files, an AudioSuite process can be applied to all copies of a unique audio file which appear in your session by selecting your target as Region List in the AudioSuite plug-in window and selecting Use in Playlist. However, if your target is set to Region List in the AudioSuite plug-in window while you have a Region Group selected, Pro Tools does not recognize the Region Group as processable audio and will present a No Audio was Selected error. This is because a Region Group is not treated as audio until it is actually used in a track.

To apply an AudioSuite process to all copies of a Region Group in a session at once, do the following:

- 1 Select the Region Group to be processed.
- 2 From the Region menu, select Ungroup All. All elements of the group will remain selected.
- 3 Perform AudioSuite processing.
- 4 From the Region menu, select Regroup.

When prompted, select Modify to apply the AudioSuite Process to all copies of the Region Group in the session, or Copy to apply it only to the selected Region Group.

Changing Incoming Sample Rate To FW410 Causes FireWire Bus Reset (Item #59481)

If the FireWire 410 is set to External Sync and Pro Tools is launched and the external device sample rate is subsequently changed, the FireWire 410 does a full FireWire bus reset which renders Pro Tools unresponsive. Pro Tools must be cancelled in the Task Manager and relaunched.

ASIO Client with Windows Media Player (Item #60117)

If you are playing audio from an M-Audio device using Windows Media player, ASIO client applications cannot launch. To play audio from both the ASIO client and from Windows Media Player, quit out of all applications and then launch the ASIO client first.

Importing MP3 or MP4 Files without QuickTime Installed (Item #62994)

If Pro Tools has been run on a system on which QuickTime was not present, but then QuickTime is installed later, there is the possibility that Pro Tools has indexed QuickTime files as "Unknown." These files will remain as unknown even after QuickTime has been installed. If this occurs, either delete Digidesign Database files and try again, or navigate in the browser to any "Unknown" QuickTime file and select "Update Database for Selected."

Conversely, if Pro Tools has been run on a system with QuickTime present, but then QuickTime is uninstalled, there is the possibility that QuickTime files have been indexed as known audio file types that can no longer be understood by Pro Tools since QuickTime is now absent. If this occurs, delete all database files and try again.

Issues with Kensington Mouse and Drivers

The following may occur when using a Kensington mouse with Pro Tools:

- Alt key sticks when Zooming (Item #61823)
- Stuck Shift Key (Item #62376)
- Stuck Control Key (Items #61830, #62066, #61980, #61988, #62348, and #62559).

To clear stuck keys, press them again. If problems continue, remove the Kensington drivers.

Windows Security Alert During Launch (Item #62060)

While launching Pro Tools the following dialog may appear: "Windows Security Alert. To help protect your computer, Windows Firewall has blocked some features of this program." This is to be expected. This dialog can be dismissed and it will not affect Pro Tools performance.

Pro Tools is Not Compatible with Surround Audio in QuickTime Movies (Item #67350, 67351, 67353)

QuickTime 7 introduced the ability for QuickTime movies to have surround audio. Currently, Pro Tools is not compatible with QuickTime movies that have more than two channels of audio. Pro Tools cannot import from, or bounce to, multi-channel QuickTime movies. Also, the audio in multi-channel QuickTime movies is not recognized in the Workspace browser.

Burning CDs with iTunes while Pro Tools Is Running (Item #55192)

It is possible that Pro Tools will crash when you are simultaneously burning a CD with iTunes. Quit Pro Tools before burning CDs with iTunes.

Pro Tools Cannot Play a Session after Compacting an Audio File (Item #55038)

After compacting audio, Pro Tools will not play back and gives a -9060 error. Close the session and re-open it to enable playback.

Pro Tools Loads Until "DAE Loaded" Message, But Never Launches (Item #56701)

Disabling all of the Inputs and Outputs in the M-Audio Control Panel can cause Pro Tools to not launch. Go to the M-Audio Control Panel and make sure the S/PDIF or Analog Inputs and Outputs are enabled before launching Pro Tools.

Pro Tools Application Freezes after Disconnecting M-Audio Device (Item #58951)

If the M-Audio device is disconnected while Pro Tools M-Powered is running, Pro Tools will let you save the session, but will freeze during quit. In general, do not disconnect M-Audio devices while Pro Tools M-Powered is running. If for some reason the device gets disconnected, the current session can be saved normally. However, Pro Tools may need to be forced to quit afterwards by using Control+Alt+Delete. After a forced shut down, Pro Tools M-Powered can be re-launched as long as the M-Audio device has been reconnected. The host computer does not need to be rebooted in this case.

Screensaver Disables Output Gain Control on M-Audio FireWire Hardware (Item #59203)

If the screensaver activates while running Pro Tools M-Powered with the M-Audio FireWire 410, the FireWire 410 output gain controller may become disabled. Output gain can still be controlled from the M-Audio FireWire Control Panel. It is recommended that the screensaver be disabled when running Pro Tools M-Powered in order to avoid this issue.

Distortion, Pops or Clicks in the Audio (or DAE Errors) when Recording at 96 kHz with a 128 Buffer Size (Items #57617 and #57614)

On 2 GHz or slower CPUs, distortion, pops, or clicks (or DAE errors) can occur during recording or playback when the session sample rate is at 96 kHz and the Hardware Buffer Size is 128. Try increasing the H/W Buffer Size if this occurs. If this does not fix the problem, switch to a lower sample rate.

Changing Sample Rates During a Session Can Cause Session to Play at a Higher or Slower Speed (Item #56697)

Changing Sample Rate during a session from the M-Audio Control Panel can cause the audio to playback at the incorrect speed. Consequently, the data could be unrecoverable afterwards. Before creating a session, set the Sample Rate in the M-Audio Control Panel and do not make changes thereafter.

When External Sync Changes Sample Rates, FireWire 1814 Driver Can Lose Current Sample Rate (Item #58741)

On FireWire 1814 interfaces, when the external sync changes its sample rate, the M-Audio hardware driver can sometimes get confused about the current sample rate. For instance, the dialogue “The current playback engine does not support a sample rate of 44.1kHz” is posted when opening 48kHz session after switching Sample Rate from 48kHz to 44.1kHz and back to 48kHz on an external device with S/PDIF outs.” The workaround is to get the sample rate of the external device stabilized to what you want, exit Pro Tools (to release the M-Audio driver completely), then restart Pro Tools and open your session.

M-Audio FireWire Devices can Fully Reset or Hang when Device is Locked to External Device via SPDIF and Sample Rate is Changed to a Higher Sample Rate (Item #59481)

If an M-Audio FireWire device is locked to an external device via SPDIF, changing the sample rate of the external from 44.1k/48k to 88.2k/96k while Pro Tools M-Powered is open, will cause the FireWire device to perform a full reset causing Pro Tools M-Powered to become non-responsive. The workaround is to make sample rate changes prior to launching Pro Tools M-Powered.

Error Message “Could Not Complete Your Request because the System Cannot Find the File Specified (2)” (Items #50454 and #50457)

This message can appear while logged into a non-administrative account and doing either of the following:

- Performing destructive AudioSuite processing
- Locking files in the Workspace browser

This is possibly because the audio file has read-only permissions. In order to correct this, you must be able to log into an administrative account in Windows XP and change the permissions of the audio file so you have full read and write access to the audio file. If you do not have administrative access of the computer, then you must either contact the administrator of the computer to resolve this problem, or use the File > Save Copy In command to create a copy of the session with all of its audio files.

Error Message “Could not Complete the Bounce to Disk Command because Access is Denied (Item #50488)

Bouncing to disk to the root level of any SCSI drive while logged into a non-administrative account may cause the following error: “Could not complete the bounce to disk command because Access is denied.” This is because Windows XP doesn't allow files to be created at Root level of a drive while logged into a non-administrative account. To get around this problem, you must create a sub-directory and redirect your session bounce to the newly created directory.

Recalculating Overviews While Logged into a Non-Administrative Account (Item #50537)

Recalculating overviews of audio files while logged into a Non Administrative account may cause the following error in the task window in Pro Tools: “Access denied. (5).” This is probably caused by the audio files having read-only permissions.

In order to correct this, you must be able to log into an administrative account in Windows XP and change the permissions of the audio file so you have full access to the audio file.

If you do not have administrative access of the computer, then you must either contact the administrator of the computer to resolve this problem, or use the save copy as feature of Pro Tools, and create a copy of the session with all of its audio files.

Performing Commands Which Require Saving a Session on a Non-Administrative Account (Item #53335)

When logged in as non-administrative user, and opening a session which was copied from CD-ROM (or external hard drive) onto the system, executing any command which causes Pro Tools to save the session will cause the Access to be denied. To resolve this problem, first save the session with Save As or Save Session Copy In.

Opening a Pop-Up Window or Menu Over a QuickTime Movie Crashes Pro Tools (Item #54237)

Opening a pop-up window or menu over a QuickTime video crashes Pro Tools. Keep QuickTime videos out of the way of pop-ups and menus that you intend to repeatedly open and access.

Importing Tracks with Import Session Data Clears the Undo Queue (Item #51775)

It is documented in the Reference Guide that importing tracks through Import Session Data clears all the undo queue. The undo queue gets cleared when Main Playlist Options is set to "Import - Replace existing playlists". The undo queue does not get cleared if the option is set to "Import - Overlay new on existing playlists" or "Do Not Import."

Intermittent Shuttle Lock Commands Ignored (Item #47155)

Shuttle Lock commands occasionally seem to be ignored. Click once on the Transport pop-up and the functionality will return.

Pro Tools 7.0 Information Is Lost When Saving a Session in an Earlier Version of Pro Tools (Item #49923)

When saving a Pro Tools 7.0 session in 5.1-->6.9 format, only those attributes supported by that lower format will be maintained when the session is opened using a lower version of Pro Tools. For example, when saving a Pro Tools 7.0 session to Pro Tools 5.1-->6.9 format and then opening the session under Pro Tools 6.9, Instrument tracks will be split to corresponding MIDI and Auxiliary Input tracks. See the *Pro Tools Reference Guide* for more information on compatibility and session transfer.

Pro Tools 7.0 MP3 Codec Exports Non-Copyright Files Only (Item #68985)

The new MP3 codec in Pro Tools 7.0 does not have the ability to encode an attribute for the file to be copyrighted. This is a limitation of the new codec from Fraunhofer.

File Management

System Crash on Startup with Macintosh Formatted FireWire Drives (Item #45288)

After installing MacDrive, mount Macintosh formatted FireWire drives only after Windows has finished starting up. Starting up with FireWire drives connected after installing MacDrive causes a system crash.

Loss of Sharing Information when Unmounting Drive from Pro Tools Workspace (Item #46273)

Information relevant to the Shared Folders and Permissions for a given drive, or the folders within it, is lost when a drive is unmounted from within a Pro Tools workspace.

Missing Files when Opening a Session Created by an Earlier Version of Pro Tools (Item #37572)

When opening some sessions created by an older version of Pro Tools, some files may be missing. You should be able to relink these files in the Relink window by Name and Duration. In some cases Match Format may not result in found links.

"Access Violation" on Playback of Read-Only Sessions

Pressing play in a session recently restored from CD-ROM may result in a dialog stating "Access Violation." This happens if the session (and its audio files) are marked with the Read-Only flag. If you do not know how to remove the Read-Only flag from your files, please consult Windows Help.

MIDI

MIDI Performance Affected by Adjusting Volume Knob on Unit During Playback (FireWire 1814 Only) (Item #58159)

Changing the volume level on the M-Audio FireWire 1814 while in playback will make the recorded MIDI information stutter and stall. To avoid this, close Pro Tools, launch the M-Audio Control Panel, set the output volume to 0 dB or to your preference, and then disengage the Link button. In Pro Tools, your Master Fader (or separate track faders) now become your output control.

MIDI Inputs and Output Seem to be Missing from the Screen, or Appear to Scroll off Screen (Item #53611)

When the screen resolution is set to 1024x768, users with large MIDI configurations might notice MIDI inputs/outputs missing from the MIDI input/output routing pop-up dialogs. Resize the screen to a higher resolution to resolve this problem.

Control Surfaces

Sends F-J Cannot be Displayed in Channel View on Command|8 (Item #70342)

On Command|8, when you use Channel View to display the sends on a single Pro Tools channel, you can only view Sends A-E. To view Sends F-J, use Console view. Press the Send switch to put Command|8 into Sends view, then hold the Shift/Add switch and press the corresponding Send Position switch (A=F, B=G, C=H, D=I, E=J).

Plug-Ins

Demo Mode with 7.0 Plug-Ins and Software Options

Digidesign 7.0 plug-ins and Pro Tools 7.0 software options no longer include time-limited demos. Instead, plug-in and option demos require an iLok USB Key and an iLok license for evaluation. If you would like to obtain a demo license, please visit the individual product pages located on the Digidesign Web site (www.digidesign.com) and click on the Demo button.

MIDI Outputs to Software Synthesizer Plug-Ins Are Italicized in Cross-Platform Sessions (Item #54173)

MIDI output ports show up italicized when opening a session on a different computer platform than the session was created on until you re-assign the outputs.

Expired Demo Plug-Ins

Using a demo plug-in whose trial period has ended may result in an “Illegal Instruction Attempted” error within Pro Tools M-Powered. Removing the expired demo plug-ins from your Plug-In folder will rectify the situation.

Pace InterLok Plug-In Authorization Lost in NTFS Boot Drives with Long Names

If your system contains one or more drive(s) formatted with NTFS, and which have drive names longer than 11 characters, corruption of InterLok plug-in and M-Powered authorizations may occur. In order to remedy this issue before corruption can occur, rename NTFS volumes to drive names that are 11 characters or less before installing or launching Pro Tools M-Powered. Should you attempt to launch Pro Tools M-Powered with NTFS drives longer than 11 characters, a dialog should appear alerting you to this fact.

Mod Delay II Plug-In Delay Time

After a Duration (note value) has been set in the Mod Delay II window, changing the Delay time using a control surface (such as Digidesign’s Control|24) will not deselect the Duration parameter. Changing the Delay time control in the plug-in window will work correctly.

Mod Delay Plug-In and Automation Data

Mod Delay cannot have automation data copied and pasted to the adjacent left or right audio channel, even when the automation data is to or from the same control. For example, Feedback Left automation data cannot be copied to Feedback Right.

To apply automation data to both the left and right channels of the Mod Delay stereo outputs, use multi-mono plug-ins in place of the stereo or mono-to-stereo Mod Delay. Multi-mono plug-ins allow automation to be linked, thereby providing the same automation data to all linked channels.

Severe Latency with MIDI Beat Clock when Using DigiRack ReWire (Item #35457)

If MIDI Beat Clock data is sent from Pro Tools to a ReWire client, extreme latency may be heard when using a MIDI Keyboard to trigger the ReWire client. It is recommended that you do not route MIDI Beat Clock data from Pro Tools to a ReWire client.

AudioSuite Signal Generator Does Not Process (Item #35900)

The AudioSuite Signal Generator plug-in defaults to “Create Individual Files.” If you make a selection in the timeline that does not contain audio, you will need to select “Create Continuous File,” or you will encounter a dialog warning you that no audio is selected.

Signal Generator Pink Noise

The Signal Generator plug-in has an improved pink noise signal output that makes Signal Generator appropriate for room calibration and similar applications. This pink noise output level is much higher than in versions prior to version 5.3 of Signal Generator. To avoid audible distortion while running pink noise, set the Signal Generator volume slider to -12 dB to avoid clipping.

Pitch Shift AudioSuite Plug-In

When batch processing several stereo or multi-mono files in the Regions List using the AudioSuite Pitch Shift plug-in with time correction turned off, the right channel of each resulting file after the first is random audio or white noise. If using the AudioSuite Pitch Shift plug-in, process each stereo or multi-mono file individually, or split the files into individual mono files prior to batch processing.

Video

Video Playback Performance

When Movie > Highest Priority Playback is enabled, clicking on menus may affect video playback.

Uninstalling Pro Tools 6.8 and Installing an Earlier Version of Pro Tools (Item #37997)

In order to maintain Avid compatibility (for example, with Avid Xpress DV), the following files are not removed when uninstalling Pro Tools 6.8: Keyfilter.dll, Winmmfix.dll, dsi.dll, and directio. If you need to revert to an earlier version of Pro Tools, you will need to manually remove these files before installing.

General Localization

Relinking Using MacDrive Version 6 to Open Sessions from Other Platform (Item #65528)

MacDrive version 6 strips the extensions off of files in "Normal Use" mode - you need to use "Backup/File Transfer" mode to avoid having the extensions stripped off. However, "Backup/File Transfer" doesn't work well with multibyte characters, as "International Use" does. "International Use" also strips the extensions, so you either have to not use multibyte characters, or have the trouble with stripping extensions. These used to be separate options in MacDrive 5, but in 6 you can't get one without the other. To get around the stripping extensions, you can do a Relink by ID only, and have it search through all the files to match them up - this is the only workaround.

Error Messages

"DAE Error -6006" when Launching Pro Tools after Recording Audio via S/PDIF 9-10 Inputs (Item #58585)

If you see a DAE error -6006 when launching Pro Tools, it means that the Firewire driver for your M-audio device has failed to launch. Should this happen, power off the Firewire device, wait 15 seconds, power the device on again, wait another 15 seconds, then launch Pro Tools again.

Error -6031 During Playback (Item #32637)

If you encounter a -6031 error while playing back a session with dense MIDI or automation, stop playback, save and close the session, quit and re-launch Pro Tools, then re-open the session before resuming playback.

DAE Error -9131

Recording to or playing from a UNIX File System (UFS) formatted drive is not supported in Pro Tools M-Powered 6.8.

DAE Error -9132

If a -9132 error occurs during Bounce To Disk (even with the highest Hardware Buffer setting selected), bus the desired tracks to the appropriate number and format (mono or stereo) of audio tracks, then record them to disk instead of bouncing.