



Pro Tools|24, MIX, and MIXplus for Windows NT v.5.0

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Introduction

Welcome to the world of Pro Tools. We have been at work for some time to deliver the world's most powerful digital audio workstation to the Windows NT platform. Contained within this ReadMe is late-breaking news, suggestions for configuration and usage, as well as a list of known issues regarding Pro Tools on NT. Please read through the documents thoroughly, since the information listed here may not be documented in any of your Pro Tools manuals. Thank you again for choosing Digidesign.

*** Pro Tools 5.0 on NT now supports Pro Control ***

System Requirements

Pro Tools MIX and MIXplus

Digidesign has qualified the following NT system for 64-track performance:

IBM M-Pro IntelliStation model 6889 (81u recommended)

No other systems are currently tested or certified by Digidesign for trouble-free 64-track playback/record, but some systems may perform equally as well as long as they have the following minimum requirements:

Qualified components for this PC

Video Cards: Matrox Millennium

- G400, 16MB with Millennium G400 Windows NT 4.0 driver
- G200, 8MB with Millennium G200 Windows NT 4.0 driver Version 4.07

Integrated System Audio: Integrated Crystal Audio sound driver should be removed

Other Computer Requirements

System Software: Windows NT Workstation v.4.0 with Service Pack 4 (double-byte of character versions of NT are not supported i.e. Japanese NT, Chinese NT, Arabic NT etc.)

System RAM: 256 MB minimum

Storage: Qualified SCSI disk drive(s) (refer to “Pro Tools Qualified Drives” Document), with Fat16 or NTFS file system. Note: Uses of four dedicated SCSI audio drives (two drives per SCSI channel) is required for 64 track performance.

SCSI Adapter - Choose one of the following:

Adaptec 2940UW PCI card with Bios 1.3x or higher, available on the Pro Tools CD-ROM

Adaptec 3940UW PCI card with Bios 1.3x or higher, available on the Pro Tools CD-ROM

Integrated Adaptec AIC-78xx chipsets with Bios 1.3x or higher.

Computer Monitor: Color required; 17” monitor, 800 x 600 (minimum); 1024 x 768 (recommended)

Minimum Computer Specification guidelines

Digidesign recognizes that some customers will want to build their own computer for use with Pro Tools. To help increase the potential for success, we are providing the following known system requirements. However customers should be very aware that:

- Digidesign can not provide full customer support as to the potential loss of performance for such systems. If a loss in performance is encountered Digidesign will assist customers by verifying the components of the system, to look for incompatibilities. If it is determined that the problem is inherent to a system component, a substitution to a different component may be necessary. Digidesign can not guarantee that all performance issues on these computers will be solved; however incorporating components from this compatibility document can help customers avoid problems.

- Systems adhering to this specification are in no way certified by Digidesign to provide full Pro Tools functionality or track performance. While they may be able to operate perfectly well and provide up to 64 tracks performance, they cannot be guaranteed to do so.

- It is impossible for this list to comprehensively cover all possible options. We are providing details of known requirements and known failures based on our experience to date.

Known Minimum Requirements

Processor: Intel Pentium III ¹² – 450, 500, or 550 MHz.

Intel Pentium II ¹² - 233, 266, 300, 350, 400, or 450 MHz.

Motherboard: Intel SE440BX “Seattle” or Intel SE440BX-2 “Seattle 2” Recommended

Dell Dimension XPS T (*Dell Dimension must be configured with components listed on this Compatibility Document. Windows NT equipped Dimensions are available as part of the Small Business Line of Dell PCs.*)

Intel 440LX or 440BX chipsets only

PCI slot w/3.3 V/2 A power supply for each MIX Farm/Core card ¹³

ATX form factor (Single-processor machines only)

BIOS: Phoenix (recommend - used on Intel Motherboards) or Award, with multiple PCI bridge chip support enabled, (x levels) and PCI parity disabled

PCI Slots: At least 2 available adjacent, full-length, 3.3V compliant PCI slots for MIXplus, 1 for MIX systems (*MIX cards require 3.3V supplied to the PCI slot with a maximum draw of 2A. When the MIX card is inserted and system power is turned on, a yellow LED on the top of the MIX card will confirm 3.3V power but not 2A. The top/side of your computer must be removed in order to see this LED. If the yellow LED is not illuminated, your computer is not supplying the proper level of 3.3V power to the PCI slot.*) Please refer to your computer documentation to ensure that your computer meets these power requirements.

System Software: Windows NT Workstation v.4.0 with Service Pack 4 (double-byte of character versions of NT are not supported i.e. Japanese NT, Chinese NT, Arabic NT etc.)

System RAM: 192 MB minimum for 32 tracks, 256 MB for 64 tracks

Video card: Matrox Millenium 2, Matrox Millenium G200, Matrox Millenium G400, Diamond Viper 550, Diamond Viper 330, ATI Rage Pro, ATI Xpert, nVidia TNT based cards, or other AGP card (ATI, Matrox, STB, nVidia, or Diamond). Note: dual port video cards are currently not supported.

System Audio: Multimedia Sound Cards must be deactivated

Storage: Qualified SCSI disk drive(s) (refer to "Pro Tools Qualified Drives" Document) with Fat16 or NTFS file system

SCSI Adapter - Choose one of the following:

Adaptec 2940UW PCI card with Bios 1.3x or higher

Adaptec 3940UW PCI card with Bios 1.3x or higher

Integrated Adaptec AIC-78xx chipsets with Bios 1.3x or higher

Boot Drive: SCSI recommended for 32 tracks or higher

Computer Monitor: Color required; 17" monitor, 800 x 600 (minimum); 1024 x 768 (recommended)

Known Issues – Computers and components

Computers

Many computer manufactures fabricate proprietary non-ATX style motherboards that utilize daughter cards for their expansion slots, for example:

- Dell Optiplex: We have seen poor performance with Pro Tools Sessions exceeding 32 tracks

- Compaq DeskPro (based on Intel 440BX chipset): Currently known to not boot properly with Digidesign cards installed

Motherboard:

ASUS – Currently not supported (does not provide required power to PCI slots)

Video card:

Currently the following cards are known to be incompatible with Digidesign cards also installed:

3DFx Voodoo Series: Voodoo Banshee, Voodoo3 Series, ATI Rage 128 (*Users of Phoenix BIOS may upgrade to the latest BIOS version, available from Phoenix, to resolve compatibility issues with these cards.*)

Expansion Chassis:

Users planing to use an Expansion Chassis with Windows NT-based Pro Tools systems playing back more than 32 tracks of audio require a SCSI boot drive and disabling of any active IDE drives.

Hard Drive Requirements

Adaptec Ultra-Wide SCSI Host Adapters only (AHA-2940UW/3940UW or embedded SCSI using Adaptec's AIC-78xx chipsets with SCSI BIOS 1.3x or later) and at least (1) Digidesign approved hard drive. See *SCSI Hard Drive Requirements and Procedures* for more details.

* For the latest Pro Tools compatibility information, including lists of qualified computers, hardware and computer requirements, contact your Digidesign dealer, call your local Digidesign office, or visit Digidesign's website at www.digidesign.com.

Installation Notes

Steps to follow for installing Pro Tools on your PC

1. Install Windows NT
2. Install Video/SCSI cards and drivers
3. Run the Install-O-Rator CD-ROM (see Install-O-Rator below)
4. Install Digidesign Hardware
5. Insert and run Pro Tools Software Installer

Install-O-Rator

Run this utility before installing Pro Tools software. The Install-O-Rator helps you pre-configure and optimize your computer for use with Pro Tools 24 and MIX systems. The Install-O-Rator works by scanning your computer for installed software and hardware components then determines what settings are optimal for use with Pro Tools. The Install-O-Rator will automatically lead you through these steps.

Administrator Privileges and Multiple Users

In order to install Pro Tools, you must log onto Windows NT as a user with Administrator privileges. If you do not have Administrator privileges or do not know how to set them up, please consult your Windows NT User's Guide or your Network Administrator.

The same NT system can have multiple users (with Administrator privileges), but Pro Tools must be installed within each user's login. Trying to run Pro Tools that was installed by a different user will cause an error -1109.

Plug-In for d24 system

If you are using a d24 based Pro Tools|24 system please install the Procrastinator Plug-In from the custom install. Procrastinator is a long delay that works with d24 or DSP Farm cards only. When using a MIX only system please use the Long Delay Plug-In.

Documentation

Some Read Me files are in .pdf format. You will need Adobe's Acrobat Reader to read these files. If you do not have Acrobat Reader installed, an Adobe Acrobat Reader installation program is placed into the Document Readers folder (inside the Pro Tools folder) during the Pro Tools software installation process. Double-click the Adobe installer and follow the onscreen instructions.

De-installing Pro Tools 5.0

There are two De-installers to fully remove Pro Tools; one removes only the Pro Tools application and its related files, the other removes all the shared Digidesign System Files.

To remove Pro Tools software only:

1. From the Start menu, choose Settings > Control Panels and double-click Add/Remove Programs.
2. Select "Pro Tools 5.0" from the list of installed applications and click the Add/Remove button.
3. When the removal process is complete, click OK and close the "Add/Remove Programs Properties" window.

Removing Digidesign System Files:

Only remove the Digidesign System files if you are cleaning your system of ALL Digidesign and third party applications. Once these files are removed, your system will not be able to communicate with any Digidesign hardware.

1. From the Start menu, choose Settings > Control Panels and double-click Add/Remove Programs.
2. Select "Digidesign System Files" from the list of installed applications and click the Add/Remove button.
3. When the removal process is complete, click OK and close the "Add/Remove Programs Properties" window.

SCSI Hard Drive Requirements and Procedures

Pro Tools requires a Digidesign qualified Ultra-Wide SCSI adapter and at least 1 Digidesign qualified Ultra-Wide SCSI drive. Please review the following sections to determine if your storage equipment meets the basic requirements. Note: Narrow SCSI, EIDE, ATA-2, and Ultra-DMA drives are not supported nor tested with Pro Tools.

Qualified SCSI Adapters* (at the time of this writing):

Adaptec AHA-294xUW adapters

Adaptec AHA-394xUW adapters

Adaptec AIC-78xx SCSI chipsets embedded on the motherboard

The Adaptec AHA-2940UW has three SCSI ports; internal wide, internal narrow, and external wide. According to the Adaptec setup guide, you can only use two ports at any time. This means if you have the internal narrow port connected to a SCSI CD-ROM and the internal wide port connected to an Ultra-Wide SCSI drive mounted inside your computer, you will not be able to use the external Ultra-Wide connection for external Ultra-Wide drives. Likewise, if you intend to connect an Ultra-Wide drive inside your computer to the 2940UW and an external Ultra-Wide drive to the external connector, you cannot use the internal narrow connector for CD-ROMs or other narrow SCSI devices. The Adaptec AHA-3940UW controller does not have this limitation.

* For the latest Pro Tools compatibility information, including lists of qualified computers, hardware and computer requirements, contact your Digidesign dealer, call your local Digidesign office, or visit Digidesign's website at www.digidesign.com.

Qualified SCSI Drives

Please refer to Digidesign's Hard Drive Requirements and Compatibility Information for the latest list of compatible Ultra-Wide drives.

Your SCSI hard drives should be configured to receive "term power" from the SCSI bus. Be sure to consult the drive's documentation for proper jumper settings or your hard drive reseller for proper configuration.

Partitioning and Formatting Drives

In order to guarantee maximum performance with your hard drives, please follow the guidelines below:

- Digidesign recommends that all audio drives use the FAT16, NTFS file systems or the Macintosh HFS format (only available when MacOpener is installed). A demo version of MacOpener is included on your Pro Tools Installation CD-ROM. The FAT32 file system format is not supported. At least one drive in your system must be formatted with a FAT partition in order for Pro Tools' optimized disk engine to work correctly.

- Pro Tools identifies disk drives (which may contain one or more partitions) via the drive's "signature word." Drives which have been formatted under a different operating system (i.e. Win'98, MacOS) may not have a signature word. In these cases, a signature word must be created for the drive before it will be usable by Pro Tools. This can be accomplished by running the NT *Disk Administrator* program (windisk.exe), which automatically creates a disk signature for any drives connected to your Windows NT system. Disk Administrator must be launched at least once before attempting to record any audio or create a session.

- Digidesign requires that the FAT16 partitions be 4095 MB or less. When initializing/partitioning drives, please be sure to limit the size of the partition.

Creating Disk Signatures on Hard Drives with Disk Administrator

If your hard drive has been formatted from some other operating system other than Windows NT 4.0 (i.e. Windows 95/98, MacOS, Unix, etc), the Session 8 formatter, or is a brand new drive, you will need to launch *Disk Administrator*.

To launch Disk Administrator:

- Click on the Start Menu and select Programs>Administrative Tools (Common)>Disk Administrator.
- Disk Signatures will be written to your hard drives if necessary.

Optimizing SCSI drive performance

In order to gain the most performance from your audio SCSI drives, Digidesign recommends that Write and Read Cache settings be enabled.

Adaptec's EZ SCSI application (4.0 or greater) will allow you to enable the Write and Read cache on your audio drive(s). EZ SCSI is often included with your Adaptec SCSI accelerator or computer equipped with onboard SCSI ports using the Adaptec SCSI chipset.

- After installing EZ SCSI, launch SCSI Explorer
- Select the DISK CACHE tab
- Under the SCSI DEVICE LIST, select your audio drive
- Under the Write Cache tab, click on the Enable Write Cache button (It may already be enabled)
- Under the Read Cache tab, click on the Enable Read Cache button (It may already be enabled)
- After enabling the Write and Read caches, exit the program

NOTE: Under the INTERROGATOR tab, it is possible to view certain information about your SCSI drive:

- Model number and firmware revision
- Primary and Grown Defect information (useful in determining the condition of the drive)
- Mode Page parameters -- Although there is no editing allowed, this can provide useful information about the current parameters on a drive.

The parameters that affect SCSI performance relevant to Pro Tools are:
Caching Page, Disconnect/Reconnect Page, Read/Write Error Recovery Page.

Known Issues and Problems

Installation

The BIOS of some Pentium II & III models have problems updating the PCI configuration when Digidesign PCI cards have been added. This may result in the system not being able to boot or the operating system may not be able to assign interrupts correctly. If this condition occurs:

- 1) check to make sure the MIX cards are receiving 3.3V and 2A.
- 2) check that your BIOS is setup to handle multiple PCI bridges.
- 3) contact your computer manufacturer for an update to the BIOS.

A possible workaround for some computers would be to remove all PCI cards from the system (video card must remain in the system), enter the Setup program of the computer during boot (BIOS setup), set the BIOS to Default Settings, then reboot the system. Now power down the system, re-install all the PCI cards, and then power up your system.

Note: After setting the BIOS to its Default setting, it will be necessary to reset some settings that are required for Pro Tools operation as documented in the Install-O-Rator utility and the Pro Tools Installation Guide.

BIOS

The Phoenix BIOS may display a configuration error during the computers initial boot sequence. The computer may give you the option to Skip or enter the BIOS setup program. This problem may occur when one or more MIX card(s) are present in the system. Digidesign Engineering Test Services has not experienced any adverse effects when choosing to Skip.

Peripherals

When using multiple Audio Interfaces, use DigiTest to identify the order of multiple audio interfaces connected to your Digidesign d24, MIX, or DSP Farm cards. The physical order of audio interfaces is determined by which card the interface is connected to. The order in which these cards are identified by your computer may vary.

When connecting multiple types of audio interfaces to multiple MIX or DSP Farm audio cards, we recommend that the peripherals be connected in the following order:

- 1) all 888/24 I/Os
- 2) all 882/20 I/Os
- 3) all 888 I/Os
- 4) all 882 I/Os
- 5) all 1622 I/Os

Refer to your Pro Tools Installation Guide for more information on configuring audio interfaces.

Operation

Bounce to Disk feature in Pro Tools may have delays in response time when using MIDI and TDM Plug-In automation. This problem only occurs when bouncing, not during normal playback/record. To workaround this problem, follow the directions below:

- Set all audio tracks and Aux tracks currently assigned to your main outputs to a free stereo bus (i.e. outputs 1-2 should be assigned to bus 21-22 [assuming nothing is using bus 21-22])
- Create 2 new audio tracks
- Set the input for the new audio tracks to the L-R assignment of the bus you just used for all other output tracks (in this case, bus 21 is Left and bus 22 is Right).
- Assign the output of your new tracks to your original master output (i.e. Outputs 1-2)
- Put both of your new tracks into Rec
- Press Rec and Play on the transport to create a dual mono, or L-R master of your session.
- If you need to create a stereo interleaved file, use the bounce to disk feature with your new L-R stereo pair you just created.

Under some operations Pro Tools may behave incorrectly if your audio disk(s) becomes full. Digidesign recommends that you set aside enough free disk space in order to complete your session work.

Sessions that contain very dense audio regions may produce the error "DAE was unable to complete this operation .One or more audio tracks is too dense near the current location (-9075)." Extreme cases may even crash the system.

Playback performance can be degraded if zoomed in too far. If DAE -9073 errors occur during playback, try zooming out.

Using pre-roll may reduce the maximum amount of tracks that you can record. You may run into DAE -6042 errors when using pre-roll with very high track counts.

Continuous Scrolling with Playhead does not update during playback when zoomed in to a high resolution (when waveforms must be read from disk).

Files

AIFF files with the 4 character extension *.aiff are not recognized in the Convert and Import window when the file type to look for is set for AIFF. Pro Tools defaults to the 3 character *.aif file extension when AIFF is selected. Use the All Files selection or *.* to see all files.

Do not use file names that start with “.” for any files used with Pro Tools on NT. This includes session names, audio files, midi files and plug-in settings.

WinNT OS permanently deletes files dragged into the Recycle Bin if they are very large files. There are no warning messages, so it is very easy to lose all data with one accidental move. A user is advised to be careful with several hundred MB session folders.

Graphics

PCI Load meter only displays a brief peak instead of a bar.

If Edit and Mix windows are maximized, opening up any MIDI menu dialog will take the windows out of maximize.

Clicks that have been removed via the Pencil Tool can still be seen at certain resolutions. Manually recalculating the file’s overview is the workaround.

Recording

Executing an undoable edit while recording, and then choosing Undo after recording has stopped, results in the deletion of the newly recorded file from the Playlist (but not from disk).

Pro Tools 5.0 supports recording of up to 16 audio tracks (per 32 voice audio engine) when recording on-line with a negative sample offset. Attempting to record to more than 16 tracks simultaneously in this scenario will result in DAE errors.

Pro Tools 5.0 supports recording of up to 23 audio tracks simultaneously (per 32 voice audio engine) when recording online when the playback cursor is not on a frame boundary. Attempting to record more than 23 audio tracks simultaneously in this scenario will result in DAE errors. To avoid this problem, set Pro Tools edit mode to Grid Mode and the Grid value to Frames prior to recording.

Editing

The Separate Region command operates within single regions. It is unavailable in instances when one or more region boundaries are contained within the selection. Use Copy/Paste or the Separate Grabber Tool as a workaround.

When using the Smart Tool, creation of fade-in and fade-outs is not constrained to prevent the user from creating “illegal” fades. In certain instances, creating Fades will not execute and a warning dialog is not posted. Using the Trimmer Tool to edit fades prevents creation of “illegal fades.”

When multiple Tempo events exist in a session, selections should not be created by double-clicking on existing regions, as this may create a selection that is not quantized to Bar/Beat, which, in turn, could lead to rounding errors (especially when moving a selection via Shift- \leftarrow or Shift- \rightarrow). Instead, the selection should be created using the Selector Tool and physically dragging to create a new range selection (to the desired length).

Some audio clicks that have been removed using the Pencil Tool may be erroneously viewable at certain resolutions. Selecting the “Recalculate WaveForm Overview” option from the Audio menu will create the correct waveform view.

Pro Tools will crash or behave abnormally if a track is deleted when its comments field is active (i.e. highlighted and ready for additional data entry).

MIDI

MIDI data does not reach the MIDI interface if the interface is turned on after you launch Pro Tools.

MIDI data does not play back in tandem with audio data while in Shuttle play mode.

SysEx messages larger than 8000 bytes are not recorded.

MIDI does not playback correctly with audio when fast forwarding or rewinding when “Audio During FF/Rewind” is enabled in Preferences. When fast forwarding, MIDI tracks incorrectly play back at regular speed. When rewinding, MIDI tracks incorrectly play in the forward direction at regular speed.

Importing the same MIDI file multiple times results in addition of files with identical region names within the MIDI Regions List. To overcome this problem, select the duplicate MIDI regions and rename them.

All MIDI Controller messages in Pro Tools employ a 0 to 127 value range, this includes Controller #64 (Sustain Pedal) which typically receives an on/off message.

If a MIDI region selection is created and saved with the session, loop playback of the selection after the session has been re-opened can result in playback of a very slightly longer selection, (a few sub samples). This relates to how the selection is currently saved in the session. To overcome this problem when using Pro Tools 5.0, re-select the section once the session has been re-opened.

The Metronome/Click disregards user-defined tempo events when “Wait for Note” is enabled.

Using “Select Note” may yield inconsistent results, e.g. “Select Note” does not properly adhere to its parameter settings when a group of non-quantized notes is selected.

An exported MIDI file from Pro Tools will not include proper time signature and tempo event positions when imported back into Pro Tools.

If the session’s Main Counter is at a negative bar location when exporting and re-importing a MIDI file, the negative bars are gone from the MIDI file upon re-import as expected, but the Main Counter is still at the same pre-export negative bar value. To avoid various subsequent errors, return the Transport to the session start before beginning playback after the export/import has been completed.

It is possible to crash Pro Tools under certain circumstances when extensively editing meter events.

The Thin Automation is not designed to operate on MIDI automation data. At this time, this function is erroneously available when MIDI automation data is selected.

Plug-Ins

TCE and Pitch Shift AudioSuite will add a tail of zero value samples several milliseconds long at the end of any processed region.

Pro Tools 24 based sessions that used the original EQ and Dynamics Plug-Ins included with Pro Tools 4.2.1 (rather than new EQ II or Dynamics II or Compressor Plug-Ins included with 4.2.6) may not open correctly (old plug-ins may be lost) when switching to a Pro Tools 24 MIX or MIXplus system. If this situation occurs, please convert your older EQ and Dynamics to the newer DigiRack EQII and DynamicsII.

The DigiRack Compressor algorithm (Mac & NT) has been updated with a more useable Soft Knee setting. However, this creates an incompatibility between the new v2.1 Compressor settings in PT5 & the previous v2.0.x version in PT4.x. A PT5.x session saved with the Compressor inserted will not open on a PT4.x system. A reminder dialog appears in PT5 whenever “Save Copy as Pro Tools 4.3” is selected and a Compressor is used in the session. (A potential work-around could be to use the new v2.1 Dynamics II Plug-In with PT4.x.)

As part of a fix for an existing bug, the Settings file is changing for the following 4.2.X NT Plug-Ins: D-Fx, TC/E and Pitch Shift. This renders any previous (PT4.2.X) saved settings incompatible with their PT5.0 versions.

The new version of D-Verb (v.1.7) does not properly load the Hi Frequency Cut automation of the older Windows version of D-Verb (v.1.4). Please be aware that if you open an older session that used the original Windows version of D-Verb, you may have lost the Hi Frequency Cut automation.

Upgrading from v.1.5 of the 4-Band EQ Plug-In to v.1.7 will cause any saved settings associated with that session to be lost.

Pitch Shift AudioSuite plug-in may introduce clicks when used on extreme settings (like -24 semitones). You should get better results by processing several times using smaller increments.

The TDM version of Maxim will incorrectly clip a track's VU meter when the ceiling is set to -0.0 dB.

Audible noise can occur when modifying or automating both the TDM and the RTAS versions of DigiRack Delay Plug-In controls during playback.

Key Listen only auditions the right channel on the TDM Compressor and Limiter plug-ins.

The Expander functionality of the DigiRack Expander/Gate is currently not operational due to the Ratio parameter on the TDM version of the DigiRack Expander/Gate plug-in not functioning. While changing the Ratio parameter alters the visual graph, there is no affect on the audio signal.

An audible "pop" or glitch may occur during the first two seconds of playback while previewing in AudioSuite Maxim.

Instantiating a mono/stereo plug-in above an existing mono/stereo plug-in and then removing it leaves a mono plug-in in place of the original mono/stereo plug-in.

When selecting "Region List" as the source location for AudioSuite processing, the processed file gets created in the same folder as the original file, including when the original file location is not the Audio Files folder for the current session.

If you switch the AudioSuite plug-in source from Playlist to Region List (or vice versa), the name of the setting file displayed on the settings pop-up menu will automatically switch to the default (either the factory default or the User default - depending on the preference). However, the actual parameter settings will not change.

SCSI

Connecting a SCSI drive that has been formatted as a FAT16 drive in Windows 95 does not show up in the disk allocation window. (See Creating Disk Signatures on Hard Drives with Disk Administrator in the above documentation.)

Connecting a SCSI drive that has been formatted Using the Session 8 Formatter does not show up in the disk allocation window. (See Creating Disk Signatures on Hard Drives with Disk Administrator in the above documentation.)

24 bit audio is not supported on IDE drives.

Machine Control

When switching between Pro Tools as transport master and machine control as master, using the keyboard shortcut updates the counter to the machine's location, but not back to the edit cursor location. When using the transport control window to switch, the counter switches properly back and forth, but the edit view goes to the machine's location and remains at that time location.

Pro Control

Alpha Numerics 1,2,3,4 and 5 do not access the different Zoom levels on Pro Control.

Some of Pro Tools 5.0's F key shortcut assignments do not currently have equivalents directly from Pro Control or HUI. In particular selecting a different Grabber or Trimmer Tool, selecting the Pencil Tool and selecting Wait for Note. This will be addressed in an upcoming Pro Tools release.

Pro Control does not allow use of the ESCAPE or ENTER buttons for canceling or OK'ing the following dialogs: Import, Convert and Import, Playback Engine, Hardware Setup.

Switching ProControl to re-record mode has to be done via the Utilities menu.

There is a flash/timing error on Assign/Mute button's LEDs when "locking in" new routings.

HUI

The Mackie HUI has minor problems fully initializing when used in conjunction with the Opcode 64x MIDI interface at session start-up. Here are the known symptoms and very simple workarounds:

- 1) Faders in the banks will not initialize and scribble strips will be blank - toggling banks will initialize the faders and scribbles.
- 2) The EDIT/ASSN display in HUI's upper left corner remains blank (it should default to showing LPAN at session start up). You can initialize the display by choosing any other parameters (RPAN or SENDS).
- 3) The main counter may appear blank at session start up. Toggling the Time Scale Selector (to the left of the Time Line in the Edit window) will correctly initialize the counter.

Due to a HUI design limitation, when you enable the ALL group, reset faders to 0dB, then walk down the strip of faders moving rapidly from one to the next fader, the grouping will eventually develop a noticeable offset. This is the result of the fader release time. If you see this problem you might adjust your release time between faders allowing a slight pause.

HUI may go offline while using it with the 64X interface on NT. Workaround: move a fader.

When using HUI with Bruno/Reso instantiated, the error message saying Pro Tools cannot communicate with HUI (or any MIDI controller) will appear constantly, even though HUI continues to work.

SampleCell

When loading samples into SampleCell while Pro Tools is playing back in the background, you may get DAE error -6031 (Unknown driver is using too much CPU bandwidth).

Pro Tools 5.0 will not launch if the SampleCell Editor software has been installed but no compatible SampleCell PCI card is installed in the system. If this problem occurs, ensure that the SampleCell card is correctly installed, otherwise if no card exists, de-install the SampleCell Editor software from the system.

Crossplatform Issues

Pro Tools Mac 3.x and earlier Sessions can not be opened with Pro Tools for Windows NT. A Pro Tools Mac 3.2 session can be opened from a Mac using Pro Tools 4.0 or greater. Please open the session on a Mac with version 4.0 or later, save the session in the new format, then transfer the session to NT.

NT sessions can only be saved in 5.0 versions.

HFS formatted drives (Mac drives) are only supported when they have been formatted on a Macintosh using a supported format utility such as FWB's Hard Disk Toolkit.

Digidesign does not support Mac Opener "Extension Mapping" for Sound Designer files. If you have already added this feature, then you should disable it: go into MacOpener Driver Preferences, Extension Mapping and Edit your Sound Designer mapping - select "Don't use in either direction (temporarily off)", then reboot your computer. Sessions that contain SD2 files with "Extension Mapping" turned on will not found upon launch of the session without using the Find-File dialog and manually selecting each file.

Canceling an AudioSuite Process will leave 0 byte audio files on your HFS (Mac) drive. You may safely delete these 0 byte audio files in Explorer if you choose.

Warning: All session files on HFS (Mac) drives are 0 bytes in length because all the information is stored in the associated resource fork. Take extreme care when deleting any session file, you will most likely NOT be able to undelete any files that have been deleted from a HFS drive.

International Considerations

Pro Tools 5.0 has been redesigned to work with non-English versions of Windows NT. However, double-byte character sets have still not been tested. This includes, but not limited to, Japanese, Chinese, Korean, Russian, Greek, Arabic, Hebrew and Thai versions of Windows NT.

Reporting Bugs

While we have labored long and hard to remove any problems in the software, sometimes problems arise that are unexpected. If Pro Tools unexpectedly encounters "A Program Error has occurred." while running, it will generate an "Exception Log" file. The file will appear in the following location:

Program Files\Digidesign\Pro Tools\Pro Tools Utilities\ExceptionLogFiles

Exception Logs are a useful tool that will help Digidesign determine the cause of your problem and aid in removing bugs from the program in future releases. If you experience a Program Error in Pro Tools that does not cause you to lose data or time, please send an e-mail detailing how the problem occurred with the log file generated as a result of the error to the following address:

pt_bugs@digidesign.com

If you encounter a "Program Error" which does cause loss of time or data, please contact your local Digidesign Technical Support office (listed in your registration packet). Exception logs are not standard text files so you will not be able to read them but they may assist Digidesign Technical Support in determining your problem.