

Pro Tools LE 6.4 on Macintosh

Introduction

This Read Me documents compatibility details, known issues, error codes, and corrections to the guides for Pro Tools LE 6.4 on Digidesign-qualified Macintosh systems running Mac OS X 10.3.2 only. For the latest compatibility information, visit the Digidesign Web site (www.digidesign.com/compato).

Installation and Copy Protection

Warning: Updating Pace-Wrapped Plug-Ins

Due to a recently discovered PACE copy protection bug, some users may experience instability and/or crashes when launching Pro Tools if any Pace-wrapped third party plug-ins are installed. The fix for this bug is in the latest PACE drivers included and installed automatically within the Pro Tools software installer. Updates to all plug-ins are also necessary to prevent instability and/or crashes. To determine which plug-ins are affected, we have included a utility which will scan your Plug-Ins folder and list all plug-ins that need to be updated. To use this utility, just launch the “Digidesign Plug-In Validator” application located in your Pro Tools Utilities folder. If any of your non-Digidesign plug-ins have not been updated, they will be listed in the display window. Please visit the Web site for the manufacturer of any affected plug-ins and download the update (if available), or ask the manufacturer when one will be available.

Even if you do not have updates for all your plug-ins, instability will only occur immediately after adding or removing a plug-in from your Pro Tools Plug-Ins folder. After the first crash and subsequent reboot, you should not see any further problems, unless you then add or remove plug-ins from the Plug-Ins folder.

Installing Pro Tools LE 6.4 on OS X

To ensure proper operation and file management, Pro Tools LE 6.4 software must be installed in an administrator-level account in Mac OS X. In addition, to ensure access to all plug-ins from within Pro Tools, the Pro Tools application and all Pro Tools plug-ins should be installed and used from the same administrator-level account.

Do not install or operate Pro Tools while logged in as a root-level user. File permissions of a root-level user make it possible to perform actions that may conflict with Pro Tools file management tasks.


Disable Automatic Software Update

Digidesign cannot guarantee the compatibility of automatic updates of Mac OS X or any updates to system software components. For this reason, you should disable “Automatically check for updates when you have a network connection,” in the Software Update System Preferences. For the latest compatibility information, visit the Digidesign Web site (www.digidesign.com/compato).

Plug-In Authorizations for OS X

Floppy-based copy protection authorizations will not work on Mac OS X. If you are upgrading to Mac OS X and have any registered Digidesign or Digidesign-distributed plug-ins with floppy-based copy protection that have not been updated, you can update these with the new iLok USB Smart Key copy protection developed for Pro Tools and Mac OS X. Digidesign will automatically deposit applicable authorizations for you at www.ilok.com. To set up an account, visit www.ilok.com and register.

The product registration card that comes with Pro Tools LE 6.4 asks you to go to iLok.com to set up an account and provide your iLok.com account number on the card. Instead of a number, this is actually the unique User ID that you choose when you create your iLok.com account. Once Digidesign receives your registration card, we will add your iLok.com User ID to your customer account. We will then electronically deposit assets (iLok authorizations) directly into your iLok.com account for any registered Digidesign and Digidesign-distributed plug-ins and software options. You can then log into iLok.com to retrieve your new plug-in authorizations.

 *iLok USB Smart Keys are sold separately, and are available from your Authorized Digidesign Dealer or the Digidesign Web Store.*

For more information on iLok technology, see the iLok Information page at <http://www.digidesign.com/support/ilok> and the iLok Usage Guide on your Pro Tools Installer CD-ROM or in the Digidesign Support section Technical Document Library at <http://www.digidesign.com/support/docs>.

For any third-party key disk authorized software, please contact the manufacturer about upgrading.

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/compato).

Miscellaneous Compatibility Issues

Important: Energy Saver Settings

For optimal Pro Tools performance, you must set Processor Performance (located in System Preferences > Energy Saver > Options) to Highest.

Apple's Mac OS help documentation provides the following info on Energy Saver Processor settings:

- The PowerPC G5 processor in your Power Mac G5 can run at various speeds. The default setting for this feature is "Automatic," which allows the system to run the processor at full speed when required, and at a lower speed during periods of light processing activity. Certain real-time applications, such as audio creation or gaming, may perform optimally when using the highest processor performance setting. You can change the processor performance setting in the Energy Saver pane of System Preferences.

Disk Performance and the OS X 10.3 Journaled File System

Mac OS X 10.3 incorporates a journaled file system, which will automatically log any file modifications. If your computer crashes badly enough to require a restart (or a restart from a power failure), the OS will then use the journal to aid in fixing any disk problems caused by the crash. Because any write to the disk will also incur a journal update, this will slightly slow down disk performance.

Mac OS X 10.3 ships with journaling on by default. Digidesign recommends that customers format their media drives with journaling turned off. If you are using Apple's Disk Utility program to format drives, choose "Mac OS Extended" format, instead of "Mac OS Extended (Journaled)."

If you wish to turn off journaling on your boot drive as well, perform the following steps:

- 1 Run the Apple Disk Utility.
- 2 In the main window, select the boot volume.
- 3 From the File menu, choose "Disable Journaling."

Note that this will slow recovery if your system has to be rebooted to recover from a kernel panic or power failure.

Pro Tools Does Not Support Sleep Mode

In the Macintosh System Preferences, launch Energy Saver, click the Sleep tab, and disable all Sleep features. Set “Put the computer to sleep when it is inactive” to Never. Do not manually put your computer to sleep when running Pro Tools.

Limitations to Non-Admin accounts for Pro Tools Users (Item #47080)

When setting up non-admin accounts for Pro Tools, it is suggested that you set the Limits for the non-admin account to “No Limits.” If the account is restricted, the user cannot:

- Create new session
- Record audio or MIDI
- Process AudioSuite
- Export MIDI
- Save session
- Save session as
- Bounce to disk
- Create fades
- Change playback engines
- Change disk allocation
- Use “AutoSave”

Using F9, F10, and F11 Keys in Pro Tools (Item #39985)

Because of the default F-key settings in Mac OS X 10.3.2 and Expose, the F9, F10, and F11 keys do not initially work in Pro Tools. The workaround is to change the default Expose settings in order to use these keys in Pro Tools.

31 Character Limit for Pro Tools File Names (Item #32606)

There is a 31-character limit on for all Pro Tools file names. Trying to open Pro Tools files with names longer than 31 characters will result in a DAE error -9035.

31 Character Limit for Session Parent Folder Name (Item #40320)

There is a 31-character limit for all Pro Tools session folder names. Trying to play a session whose parent folder is longer than 31 characters will result in a DAE error -9035.

Mounting FireWire Volumes with The Same Name (Item #44223)

If two FireWire volumes with the same name are mounted, and the user saves a session to the one that was mounted second, then makes an alias to that session on the desktop, Pro Tools crashes when that alias is opened using the Pro Tools Open Session file browser. Naming each drive volume with a unique name is recommended.

Amplitube Demo Plug-In May Block Pro Tools Session Launch

If a Pro Tools session is saved with a demo version of the Amplitube plug-in inserted on a channel, the session may not open again when Pro Tools is launched. In this case, the Amplitube Authorization window will appear behind the Pro Tools “Rebuilding Tracks” dialog, and you will have to perform a Force Quit to exit Pro Tools. If this occurs, the workaround to avoid this is to fully authorize Amplitube before launching the session or remove the Amplitube plug-in from the Library/Application Support/Digidesign/Plug-Ins folder.

Alternatively, if this occurs, and you want to continue using the demo version of the Amplitube plug-in, create a new session, and insert the demo version of the Amplitube plug-in on a channel. Once you have done this, close the new session and you will be able to open sessions saved previously with the Amplitube demo. This workaround must be used each time Pro Tools is launched with a session saved with the Amplitube Demo.

Known Issues

The following sections document known issues you may encounter when using Pro Tools LE 6.3.2, along with workarounds if they exist.

Files are not linked when opening a session created from XP on a Macintosh (Item #46199)

When bringing a session from Windows to Macintosh using MacDrive or MacOpener, make sure that AIFF extensions of audio files are retained. In MacDrive Properties, enable “Don't Remove Extensions.” This will ensure session compatibility when opening Windows sessions on the Macintosh.

Consolidating Timeline Selections of Sixty Minutes or Longer (Item #41513)

Consolidating very large timeline selections (60 minutes or longer) can result in seemingly unrelated error messages from Pro Tools as well as a system crash.

Bounce to Disk Does Not Check for Required Available Disk Space (Item #41080)

Pro Tools does not automatically check bounce destinations for available disk space. Before bouncing, manually verify that there is enough free space on the hard drive that you are bouncing to.

Renaming a Drive While Pro Tools is Running will Quit Pro Tools (Item #40654)

Renaming a mounted drive while Pro Tools is launched causes Pro Tools to quit automatically.

“Could Not Complete Your Request” Error when Using Finder while Open Session dialog is Onscreen (Item #41156 and 40582)

An error, “Could not complete your request because: MIDI Filter (-608),” appears if a session is double-clicked in the Finder while the Open Session dialog is onscreen, or if Pro Tools is hid then unhid while the Save Session Copy In dialog is onscreen.

Error when Quickly Quitting and Relaunching Pro Tools (Item #39958)

Quitting and relaunching Pro Tools very quickly can sometimes result in the following error: “Another application is already using the Digidesign Hardware (-1133).” Waiting a few seconds in between quit and relaunch will remedy the problem.

Using the Option Key while Inserting RTAS Plug-Ins Can Result in Unreported CPU Stress (Item #40923)

Option-instantiating RTAS plug-ins can result in overusing the CPU, even though a protective CPU-limit error is not displayed.

Restart Your Computer After Pro Tools Quits Unexpectedly or After Force Quit

If Pro Tools quits unexpectedly or if you force quit Pro Tools, restart your computer before relaunching Pro Tools to avoid further problems.

Pro Tools Quits Unexpectedly when Creating or Opening a Session (Item #33074)

If Pro Tools quits unexpectedly when trying to create a new session or open an existing session, the DigiBase Database may be corrupted. To determine whether or not the DigiBase Database is corrupted, launch Pro Tools, open the Workspace browser, and reveal the contents of each drive, one at a time. If revealing the contents of a particular volume causes Pro Tools to quit unexpectedly, its database file is probably corrupt. To correct the problem, locate the Digidesign Databases folder on the specific volume and remove or rename the volume.ddb file (for example, “old volume.ddb”). Restart your computer and launch Pro Tools to create a new volume.ddb file in the Digidesign Databases folder. If the problem does not recur, the original volume.ddb file is corrupt and should be deleted. If this does not correct the problem, contact Digidesign Technical Support. It is recommended that you regularly back up your system as a safeguard.

Setting CPU Usage Limit Above 95% May Cause DAE Errors (Items #33661 and #36196)

Setting the CPU Usage Limit above 95% may cause -6086, -6093, or -6097 DAE errors. If a -6097 error occurs while Pro Tools is idle, reduce the number of plug-ins active in the current session.

Error –5000 (Unknown Error) when Launching Pro Tools (Item #36130)

On a system with multiple partitions, if different Interlok Pace versions are installed on different partitions, Pro Tools will report an “Unknown –5000 error” on launch. To avoid this problem, install the same Pace components on all partitions on your system.

Fades in Alternate Playlists Are Not Automatically Regenerated (Item #36905)

Fades in alternate playlists are not automatically regenerated. If the original fades can't be found or have been deleted, you will have to manually recreate each fade for alternate playlists when you reopen the session.

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.

Pro Tools LE Reports a Critical Error! Dialog on Launch when Emagic's Logic Platinum Installed (Item #36994)

If Emagic's Logic Platinum software is installed on the same system as Pro Tools LE, you may have difficulty launching Pro Tools LE. When launching Pro Tools LE, you may encounter the following two warnings:

- Critical Error! Dialog “A critical error occurred while registering with StreamManager. The ESB will not work properly. Please check your StreamManager installation.”
- Critical Error! Dialog “A critical error occurred while registering with StreamManager. The EXS24 will not work properly. Please check your StreamManager installation.”

If this should occur, remove the plug-ins called “EXS24 TDM OSX” and “ESB TDM OSX” from your system before launching Pro Tools LE. The plug-ins are located in the Library/Application Support/Digidesign/Plug-Ins folder.

DigiBase

Pro Tools Cannot Relink to QuickTime DV Files

QuickTime files in DV format (.dv) that do not contain audio cannot be found during the relinking process. If they have been moved from their previous location, these files must be manually re-imported into the session.

Locked or Unlocked Status of a File in the Workspace Browser

When locking or unlocking a file in the Workspace browser, the icon state will not update until the browser is closed and reopened. Though the icon state appears inaccurate, the file will be correctly locked or unlocked.

Pro Tools Writes a Digidesign Database Directory to Blank CD-ROMs and DVD-ROMs (Item #31880)

Pro Tools will recognize blank CD-ROMs or DVD-ROMs as valid record drives and write a Digidesign Database directory to the blank CD-ROM or DVD-ROM as soon as it is mounted. Always quit Pro Tools before inserting a blank CD-ROM or DVD-ROM into your optical drive to prevent this.

Pro Tools Quits Unexpectedly when Creating or Opening a Session (Item #33074)

If Pro Tools quits unexpectedly when trying to create a new session or open an existing session, the DigiBase Database may be corrupted.

Mac OS X Applications and Documents Appear in the Workspace Browser

Mac OS X applications and documents may appear as folders in a Pro Tools browser. Do not change the contents of these folders in any way. Doing so will result in the corruption of the application or file.

Long File Names Are Truncated in DigiBase Browsers (Item #37524)

Long file names (more than 31 characters) will appear in DigiBase browsers with a truncated version of the file's name. To change the file's name, do so in a DigiBase browser, not in the Finder. If you make the name change in Finder, both the new and old filename will appear in DigiBase browsers. Both items will reference the same file. Deleting one of the items from a DigiBase browser will delete both, since they reference the same file. Using both the Finder and DigiBase at the same time for file management is not recommended.

MP3 Files Appear as Video Files in DigiBase Browsers (Item #36210)

MP3 files erroneously appear as Video Files in DigiBase browsers. Consequently, searching by Kind for Video may include MP3 files in the search results.

Menu Items in the Audio Regions List Unavailable for Stereo Regions Dragged to Mono Tracks from DigiBase Browsers (Item #37713)

If a stereo audio file is dragged from the Workspace to a mono audio track within Pro Tools, the left channel will appear on the audio track as a region. Some menu items in the Audio Regions List pop-up menu may not be available to this region until another instance of the same region is dragged onto the track from the Audio Regions List.

Plug-Ins

Limitation of AudioSuite Batch Processing of Stereo Regions in the Region Bin (Item #46529)

Currently, there is a limitation on batch processing regions with stereo AudioSuite. Process the regions one at a time.

Conserving System Resources when Using ReWire (Item #43521)

In Pro Tools sessions that use ReWire (especially on single-processor computers), increasing the RTAS load (by increasing the number of RTAS plug-ins, or the number of RTAS plug-ins with low instance counts) can impact your system's CPU and result in performance errors. For best performance, record plug-in tracks to audio and inactivate plug-ins to conserve CPU resources.

Conserving System Resources in Sessions with Heavy RTAS Plug-In Loads (Item #43522)

On single-processor computers, increasing the RTAS load (by increasing the number of RTAS plug-ins, or the number of RTAS plug-ins with low instance counts) can impact your system's CPU and result in performance errors. For best performance, record tracks with plug-ins to audio and inactivate plug-ins to conserve CPU resources.

Transferring Sessions with Plug-Ins from Older Versions of Pro Tools to Pro Tools LE 6.x

When importing data from sessions created in Pro Tools 5.x or earlier, associated Plug-In Settings files are not imported. You will need to copy the Plug-In Settings files manually (in the Finder).

Transferring Sessions with Plug-Ins Between TDM and LE Systems (Item #37641)

When transferring sessions between LE and TDM systems, plug-in settings should be copied to the session's Plug-In settings folder. This helps restore the proper plug-in preset names.

Importing Mod Delay I Plug-In Settings (Item #27486)

After importing Mod Delay I settings into Mod Delay II, you must save the settings in the Mod Delay II Plug-in window for the settings to appear in the Mod Delay II Settings pop-up menu. For backward compatibility with sessions created with previous versions of Pro Tools and the Mod Delay I plug-in, a Pro Tools 6-compatible version of the Mod Delay I plug-in is available in the Beta Software folder on the Pro Tools Installer CD.

Severe Latency with MIDI Beat Clock 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 Doesn't Seem to Process (Item #34216/35900)

In Pro Tools 6.x, the AudioSuite Signal Generator plug-in defaults to Create Individual Files. This is new behavior. If you make a selection in the timeline that does not contain audio, you will need to select Create Continuous File in the AudioSuite Signal Generator plug-in. Otherwise, you may encounter a dialog warning you that no audio is selected.

AudioSuite Processing and Multichannel Regions

When processing multiple regions of different formats (mono and stereo), only regions in the format supported by the plug-in will be processed.

MIDI

MIDI Control Surfaces Go Offline Briefly when Closing a Session (Item #40354)

MIDI control surfaces go offline briefly when closing a session, but then automatically come back online once the session closes.

Limitations when Recording Sysex Data Dumps (Item #41195)

Pro Tools is currently limited to recording less than 1 minute of continuous Sysex data dumps.

Latency When Recording MIDI Tracks with Wait for Note and a Virtual Instrument (Item #43068)

When recording MIDI tracks with Wait for Note, and a virtual instrument is assigned to the track, latency occurs at Bar 1|Beat 1.

MIDI Data Assigned to A Virtual Instrument May Play Incorrectly at Session Start when Countoff is Enabled (Item #43106)

When playing a session with Countoff enabled, MIDI data that is assigned to a virtual MIDI instrument (such as Reason) may play incorrectly at the start of the session. If this problem occurs, disable the Countoff, or change the MIDI instrument.

Performance Problems when Using Virtual Instruments for MIDI Click and Recording MIDI Data (Item #43091)

When using a virtual instrument (such as Reason) for a MIDI click, and recording MIDI data, performance problems may occur. If problems do occur, the workaround is to assign a different MIDI instrument to the Click, or use the Click plug-in.

Problems when Using Virtual Instruments for MIDI Click (Item #43057)

When using a virtual instrument for a MIDI click, the instrument does not play during Wait for Note or Countoff. Additionally, the first click does not sound. The workaround is to assign the Click to a different MIDI instrument, or use the Click plug-in.

Reason Tempo Used when Pro Tools is Set to Manual Tempo Mode (Item #43161)

If Pro Tools is in Manual Tempo mode, opening a Reason file will set Pro Tools session tempo to the tempo of the Reason file just opened. Enable Conductor Mode to prevent Pro Tools tempo changing to the tempo saved with Reason files and to lock Pro Tools tempo to the session tempo map.

Tempo/Meter Maps Not Imported

When using the Import Session Data command, the Tempo/Meter Map is not imported if the destination session is in Manual Tempo mode. To correctly import the Tempo/Meter Map, enable Conductor mode by clicking on the Conductor icon in the Transport window.

SampleTank SE User Preset Settings Not Recalled when Activating and Reactivating Sample Tank SE (Item #42906)

SampleTank SE does not recall user preset settings when it is inactivated and reactivated. Manually saving user presets and settings is recommended.

Video

Streaming DV out FireWire Instability (Item #44179)

Performance errors or system instability can occur when playing a DV movie out of the FireWire port on tower CPUs, This can be corrected by using a third-party PCI FireWire card.

Bouncing to QuickTime Movie (Item #45953)

When bouncing to a QuickTime movie that is longer than 30 minutes, audio bounces correctly, but the resulting video is black, except for the last frame. Movies shorter than 30 minutes work bounce correctly for both audio and video.

Unrecognized Movies in Pro Tools (Item #46792)

QuickTime and DV movies can lose their .mov or .dv suffix in OS 10.3.2. If a Pro Tools session contains a movie that has lost its suffix, the movie will not be recognized as a valid file by Pro Tools and cannot be opened. To work around this, close the session, manually add the .dv or .mov suffix to the movie in question and then re-open the session.

Opening a Session with a QuickTime Movie as a Non-Admin User Can Prevent the Movie from Playing Back (Item #47053)

If you open a session as a non-admin user and you do not have permissions for the QuickTime movie file, Pro Tools will tell you that the movie file cannot be found and prompt you to relink. In the relink window the movie can be found and Pro Tools will *appear* to relink to it but it will still not play back. For correct playback, make sure you have permission to use the QuickTime movie file.

Connecting or Disconnecting DV Devices While Launching Pro Tools May Cause DAE Errors (Item #35034)

Hot plugging a digital video device while launching Pro Tools may result in -6090, -6093, or -6097 DAE errors, or cause Pro Tools to unexpectedly quit. To avoid this, always connect digital video equipment and other FireWire devices before launching Pro Tools.

Background Copies of Video Files Don't Appear in the Task Manager

Be sure to allow ample time for video media to copy. Until the copy process is complete, a session may appear to have a missing or corrupted video file.

DV Movie Doesn't Update to Cursor Location (Item #33128)

When stopping DV FireWire playback, the movie location will not update to the current cursor location if it is different from the stop location. You can avoid this by leaving the Movie window open onscreen and moving the Movie window off screen.

Unable to Scrub QuickTime Movie (Item #36509)

After relinking to a QuickTime DV movie, you will not be able to scrub the movie. To be able to scrub the QuickTime movie, you will have to Save the session, quit Pro Tools, and then relaunch Pro Tools and open the session.

Unable to Maintain Original Timecode Locations (Item #37628)

(DV Toolkit for Pro Tools LE Only)

When redefining timecode, Pro Tools may incorrectly report that it is "unable to maintain original timecode locations with the entered start time because a region or an alternate playlist would exist outside the session boundaries. Click OK to maintain relative timecode." If you click OK, the timecode will be remapped properly.

Digi 002 and Digi 002 Rack

Low Latency Option for Digi 002 or Digi 002 Rack Appears Twice and Is Unselectable (Item #47540)

After switching Digital Input from "RCA=S/PDIF" to "Optical=S/PDIF" or vice versa, the "Low Latency" option in the Operations menu will appear twice, greyed out and unselectable. Low Latency monitoring will only be available after re-launching Pro Tools.

Pro Tools with Digi 002 or Digi 002 Fails to Launch After System Changes Are Made When Logged In As Root you are (Item #35315)

Making changes to your computer while logged in as root (or making *sudo* commands in the Terminal) may cause Pro Tools to fail to launch. If this occurs, fully shut down your computer and turn off the Digi 002. Then turn on Digi 002 and your computer again, and relaunch Pro Tools.

Firmware Updates Not Necessary When Switching Digi 002 Between Mac OS 9 and Mac OS X

If Digi 002 is used on a computer running Mac OS X, then later used on a computer running Mac OS 9, Pro Tools will prompt you to download a new version of Digi 002 firmware. This is not necessary. When the Download Firmware dialog appears, click Later to avoid updating the firmware. (If you do download the Mac OS 9 firmware—which again, is not necessary—then use Digi 002 with Mac OS X, you will be required to update the firmware for Mac OS X.) This dialog will appear each time Pro Tools is launched if Digi 002 is switched between Mac OS X and Mac OS 9. Ignore it.

Pro Tools LE with Digi 002 or Digi 002 Rack Doesn't Synchronize To Incoming MIDI Time Code (Item #36448)

If Apple's Audio MIDI Setup applications (AMS) is launched and left running before launching Pro Tools, Pro Tools LE with the Digi 002 or Digi 002 Rack cannot synchronize to incoming MIDI Time Code (MTC). Be sure to quit AMS before launching Pro Tools.

-6097 Errors or Pro Tools LE Freezes with Plug-In Heavy Sessions (Item #37973)

When creating or opening a session with more plug-ins than the host CPU is able to support, Pro Tools LE may repeatedly lose communication with the Digi 002 or Digi 002 Rack and report a -6097 error, or Pro Tools may freeze. To recover from this condition, you may have to turn off the Digi 002 or Digi 002 Rack and quit Pro Tools when prompted. Be sure to reduce the number of plug-ins before playing back the session on the same system.

Mbox

Recommended Hardware Buffer Size for Mbox and Pro Tools LE (Item #38657)

Optimal disk performance with Mbox and Pro Tools LE will likely be achieved by setting the Hardware Buffer Size to 512 samples.

Mbox May Not Be Detected If It Is Connected While Pro Tools LE Is Launching (Item #43449)

The Mbox interface may not be detected if it is connected to the computer's USB connector during Pro Tools LE launch. For best results, connect Mbox to the computer before launching Pro Tools LE.

Force Quitting Pro Tools While Connected to an Mbox Results in a System Freeze (Item #39210)

Force quitting Pro Tools with Mbox connected to the USB port results in a system freeze. The workaround is to first unplug the Mbox from its USB connection, then force quit Pro Tools.

Mbox Mac OS X Firmware Updater Stalls (Item #35047)

The Mac OS X Firmware Updater for Mbox may stall when reconnecting the USB cable to Mbox. You will need to reboot your computer and run the updater again.

Mbox Hardware Setup Dialog Incorrectly Displays “No Interface” Under Peripherals (Item #37383)

When using Mbox, the Hardware Setup dialog may inaccurately display “No Interface” in the Peripherals section. This does not indicate a problem and can be ignored.

Apple Audio MIDI Setup (AMS)

Don't Change AMS During Pro Tools Playback

To ensure optimal performance, do not change the AMS configuration while a Pro Tools session is playing. If you need to edit AMS, stop playback in Pro Tools first. In addition, do not launch Pro Tools if AMS is already open. Quit AMS first, then launch Pro Tools. You can then launch AMS from within Pro Tools by choosing **Setups > Edit MIDI Studio Setup**.

Error Messages

Error –608 “Could not complete your request because: a program error occurred” (Item #26407)

The New Session or Open Session dialog should remain in the foreground until it is closed or you may encounter the message “Could not complete your request because: a program error occurred (–608).”

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 relaunch Pro Tools, then re-open the session before resuming playback.

Error –6042 PCI Bus Too Busy

If you encounter a –6042 error, please consult the Answerbase for possible causes and solutions (www.answerbase.digidesign.com).

Error –6086 Operating System Held Off Interrupts for Too Long

If you frequently encounter a –6086 error, increase the Hardware Buffer Size.

Error –6093 Operating System Held Off Interrupts for Too Long

If you frequently encounter a –6093 error, increase the Hardware Buffer Size.

Error –6097 Lost Communication with the 002 Unit

If you encounter a –6093 error, do one of the following:

- Confirm that you have a valid clock source.
- Increase the Hardware Buffer Size
- Remove some plug-ins to use less DAE memory.

DAE Error –9035 when Opening Sessions or Files on HFS Volumes (Item #33211)

You may encounter a –9035 error when opening Pro Tools sessions or media files residing on an HFS-formatted hard drive if the file names contain “international characters” (any characters in the Extended ASCII set). You should transfer any Pro Tools files from the HFS volume by opening them in Pro Tools LE 6.3.2, and then using Save Session Copy In to save a copy to an HFS+ formatted hard drive. Files can also be copied from an HFS volume to an HFS+ volume in the Finder. However, in order to use these files in Pro Tools LE 6.3.2, you must first remove the original HFS files from your system, either by deleting the files from the HFS volume, or by unmounting the HFS volume.

DAE Error –9073 when Recording to a FireWire Drive and the 2 GB File Limit is Reached (Item #42611)

When the 2 GB file limit is reached during recording to FireWire drives, a 9073 error is posted instead of the expected “Recording has been terminated because a disk is full” dialog. This error is benign, and does not signal any data loss or problem with the hard drive.

DAE Error –9073 other than when Recording to a FireWire Drive and the 2 GB File Limit is Reached

If you encounter a –9073 error, refer to the Answerbase for possible causes and solutions (www.answerbase.digidesign.com).

DAE Error –9128

In sessions with high sample rates (96 kHz or more), you may need to set the Hardware Buffer Size to 512 or more to avoid –9128 errors during playback with many RTAS plug-ins or dense automation.

– or –

If a –9128 error occurs during a long recording pass, set the CPU Usage Limit (Setups > Playback Engine) to 99%.

DAE Error –9131

Recording to or playing from a UNIX File System (UFS) formatted drive is not supported in Pro Tools LE 6.3.2.

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.

DAE Error –9155

In sessions with high sample rates (96 kHz or more), you may need to set the Hardware Buffer Size to 512 or more to avoid –9128 errors during playback with dense automation.

DAE Error –9735

When Pro Tools reaches the end of its time limit in the time line, or if Pro Tools has been in continuous play for longer than the maximum time limit, you will encounter a DAE error –9735. The maximum time limit for Pro Tools depends on the session sample rate. For more information, see the *Pro Tools Reference Guide*.

Corrections to the Guides

Getting Started with Digi 002 Rack Guide

PN 932011240-00, revisions A through C

Digi 002 Rack in Playback Engine and Hardware Setup Windows

In the *Getting Started with Digi 002 Rack Guide*, Digi 002 Rack appears in screen shots of both the Playback Engine and Hardware Setup windows.

- The settings section of the Playback Engine is shown as Digi 002 Rack Settings.
- The Peripherals choice in the Hardware Setup window is shown as Digi 002 Rack

Correction:

In the Playback Engine and Hardware Setup windows, Digi 002 Rack should appear as Digi 002. For both Digi 002 Rack and Digi 002 systems:

- The settings section of the Playback Engine will show “Digi 002 Settings.”
- The Peripherals choice in the Hardware Setup window will be Digi 002 Rack

Getting Started with Digi 002 Rack Guide (and Getting Started with Digi 002 Guide)

PN 932011240-00, revisions A through C

S/PDIF Output Cat. Code in the Hardware Setup Window

In the *Getting Started with Digi 002 Rack Guide* (and in the *Getting Started with Digi 002 Guide*), the S/PDIF Output Cat. Code choice appears in screen shots of the Hardware Setup window.

Correction:

The S/PDIF Output Cat. Code option choice is not available for Digi 002 and Digi 002 Rack systems. It should not appear in the Hardware Setup window when Digi 002 or Digi 002 Rack are the chosen peripheral.