

Pro Tools TDM 5.3.1 (Windows Systems Only)

This Read Me documents compatibility details, known issues, and guide addenda for Pro Tools TDM 5.3.1 systems on Windows.

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).

Pro Tools Authorization Window Buttons

Upon the first launch of Pro Tools, the authorization window's "Cancel" and "Validate" buttons may be only partially visible or may not be visible at all. Should this happen, you can still enter your authorization code and press enter or click the box on the right (which is the "Validate" button) to validate your copy of Pro Tools.

Setting up Pro Tools Hardware with Windows

There have been changes in the installation process since the last release of Pro Tools. After installing your hardware and starting up your computer wait for the Found New Hardware Wizard dialog to appear and leave it open. Leaving the Wizard on screen, place the Pro Tools Installer CD-ROM for Windows in your CD-ROM drive. Locate (in the Pro Tools Installer folder) and double-click the Setup icon. To avoid installation problems, please read carefully and follow the installation instructions in the Pro Tools TDM 5.3.1 Addendum.

Upgrading Plug-Ins from Earlier Versions of Windows

Before you upgrade your operating system, it is important that you de-authorize any Pace InterLok floppy disk copy protected plug-ins that you may have on a Pro Tools 5.1.1 (or earlier) system. Plug-ins can be re-authorized with the same Pace InterLok floppy disk once your operating system upgrade is complete.

Updating Windows Software And Drivers

Most hardware devices (such as MIDI interfaces) which worked on older versions of Windows will not function correctly with newer versions of Windows without software or driver updates. Please check with the manufacture of the various system devices you plan to use, to ensure you are using the latest Windows software or drivers.

Using MacOpener

Windows XP Professional may not be able to read from HFS or HFS+ drives on a system with MacOpener installed until MacOpener's MacLic.exe is run.

If you get errors such as "Access Denied" or "Error executing inpage command" when attempting to use MacOpener's HFS or HFS+ drive compatibility in Pro Tools, close Pro Tools, run MacLic.exe (the MacOpener License application that was installed with MacOpener), and relaunch Pro Tools.

Compaq EVO W8000 and DOS Boot Disks

PC-DOS boot disks are not supported with the Compaq EVO W8000. Use MS-DOS boot disks with the Compaq EVO W8000.

Dual Monitor Systems

Pro Tools does not fully support true Windows “Separate Resolution” video modes for Windows systems with more than one VGA output. On systems with a dual port VGA card, the QuickTime Movie window displays an empty white box instead of the QuickTime Movie. Other issues include dialogs and pop-up menus appearing on the first monitor connected to a dual port VGA card of Pro Tools windows that reside on the second monitor; and the Session Setup window radio buttons and their corresponding text do not appear when open on the second monitor. However, Pro Tools fully supports dual monitor modes where Display Settings are routed to multiple monitors by the Windows operating system to create a single desktop. Consult your video card driver’s documentation on how to use dual monitor VGA cards without using “Separate Resolution” modes.

Known Issues

The following sections document known issues you may encounter when using Pro Tools 5.3.1, along with workarounds if they exist.

Pro Tools Takes a Long Time to Launch

After reconfiguring your system or on Avid Unity MediaNet, Pro Tools may take a long time to launch without providing any indication that anything is happening. If the Pro Tools icon is double-clicked launched again an error will be displayed stating that only one copy at a time can be launched. Be patient when you launch Pro Tools, it will eventually launch.

“Access Violation” on Playback of Read-Only Sessions

Pressing play in a session recently restored from CD-ROM results in dialog stating “Access Violation.” The session (and it’s 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.


Task Manager CPU Usage Limit

Regardless of percentage chosen by the Playback Engine > CPU Usage Limit, Task Manager shows 99% of the CPU being used by Pro Tools when Pro Tools is running. The Task Manager measures CPU usage by keeping track of how much time an application spends “doing nothing.” Pro Tools is almost always “doing something,” and although this confuses Task Manager’s measurements, it shouldn’t directly affect the performance of other applications. The CPU Percentage shown by the Playback Engine is an accurate representation of the true amount of CPU utilization in a session with RTAS plug-ins. Sessions without RTAS plug-ins will utilize the CPU only lightly during most Pro Tools operations.

Compacting Files Slower at Higher Sample Rates

Compacting files at higher sample rates takes much longer than compacting files at 44.1 or 48 kHz. During this process, the progress bar may not advance for extended periods of time, and the only visual indication that the work is being completed is the “hour glass” cursor. This could easily be mistaken for a system crash. Do not force-quit or restart your computer after choosing the Compact Selected command. Compact Selected is a destructive command, and restarting could result in file corruption and data loss.

Pop When Opening a Session with a Different Sample Rate than the Previous Session

 *When opening a session with a different sample rate (such as a 44.1 kHz session after using a 96 kHz session), always turn down the volume of all monitoring equipment before you open the session; you may hear a loud pop when Pro Tools is making a coarse sample rate switch while it's opening a session. You can also change the Pro Tools sample rate to the new session sample rate before opening the session: Launch Pro Tools, change the sample rate in the Playback Engine or Hardware Setup dialogs, then open the session.*

Bounce to Movie

Bounce to Movie using QuickTime movie in a 192 kHz session causes DAE error –9132. Bounce to Movie using QuickTime is not supported in sessions with a sample rate higher than 96 kHz. Bounces using QuickTime at sample rates higher than this will result in a DAE error –9132.

Bounce to Windows Media

Currently, you can only bounce to windows media file if the quality is set to 6.5. As a workaround, bounce to a stereo WAV file from Pro Tools, and then use a WMA application to create the WMA file at any quality level.

Legacy 888|24 I/O in a Pro Tools|HD System

When using an 888|24 I/O in a Pro Tools|HD setup, it is possible for the 888|24 I/O to be in an unusable state when Pro Tools is launched. In this instance, power cycle the 888|24 I/O, then initialize it (as described in the “Configuring Legacy I/Os” section of the *Getting Started with HD Guide*).

Sample Rate LED (Pro Tools|24 Only)

The Sample Rate LEDs on multiple slaved audio interfaces may not respond with the master audio interface if you are *not* using a Y-cable connected to the d24 card. In systems using two or more interfaces, it is important to use a Y-cable connected to the d24 card. For example, if you have a Pro Tools|24 system with three cards, and each card is directly connected to an interface, you may encounter this issue with unresponsive Sample Rate LEDs.

Edit Pack Keyboard and Mouse

If the Edit Pack's USB keyboard and mouse do not function immediately following a firmware upgrade, reboot the computer.

Using Edit Pack Mouse with Lower “Motion Speed” Settings

When the Edit Pack mouse's Motion Speed is set to a very slow rate (in the Windows Control Panel > Mouse > Motion > Speed dialog), the mouse can only be moved to the left by moving up and to the left.

Pro Control External Transport Button

The External Transport button on Pro Control only functions to switch the Transport between Remote and Machine after it has been changed once in the Pro Tools software application. As a workaround, toggle the Transport in Pro Tools using the mouse for each Pro Tools session.

Performance issue with QuickTime 5.02

Pro Tools 5.3.1 for Windows ships with the installer for QuickTime 5.0.2. This version of QuickTime has a know bug that occurs in the stand alone QuickTime Player as well as within Pro Tools: MPEG clips will drop a few frames during the first few seconds of playback. Please check the Apple Web site (www.apple.com) for an updated version of QuickTime.

Video Playback Performance

When Movie > Highest Priority Playback is enabled, clicking on menus may affect video playback. This is a known issue and menu drop downs will be deactivated when playing back in highest priority playback mode in a future release.

Save Session Copy In

In Pro Tools, choosing File > Save Session Copy In does not allow copying of Video Files. You must manually copy video files. The OMFI sequence or “cut list” file will reside in your original session folder, while the video files themselves will reside in another folder, which you selected during capture.

Plug-Ins

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. 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 volume names longer than 11 characters, corruption of InterLok Plug-In authorizations may occur. In order to remedy this issue before corruption can occur, rename NTFS volumes to names that are 11 characters or less before installing or launching Pro Tools. Should you attempt to launch Pro Tools with NTFS drives longer than 11 characters, a dialog should appear alerting you to this fact.

Pro Tools Freeze When Loading Plug-Ins During Launch

Pro Tools will freeze during launch when the 5.3.1 version of D-FX Flanger is in the Plug-Ins folder on Pro Tools|24 MIX or Pro Tools|24 systems. To avoid this issue, remove the 5.3.1 D-FX Flanger AudioSuite plug-in (found in the DAE plug-ins folder), and then re-install D-FX Flanger using the D-FX Plug-Ins Demo Installer included in the Additional Files/Plug-In Demo Installers folder on the 5.3.1 CD-ROM.

DigiRack Dither Multichannel Limitations

The DigiRack Dither plug-in only provides eight channels of un-correlated dithering noise and is not supported for more than eight channels of Dither. If the DigiRack Dither is used on more than eight tracks, the dither's noise seeds begin to repeat themselves. For example, if two Quad DigiRack Dithers are instanced in a session, both Quad instances of dither will have all of its dither noise un-correlated. However, any additional instances of the Dither plug-in will begin to repeat its noise seeds.

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 II Plug-in Delays May Not Copy & Paste

For stereo Mod Delay II plug-ins where a note value is active, occasionally the Delay time will be lost when copying and pasting the parameters to another stereo Mod Delay II plug-in. All other parameters are accurately copied. The only current workaround is to manually enter the Delay time for the new plug-in.

RTAS Signal Generator Playback "Pop"

The RTAS Signal Generator may produce an audible "pop" upon session playback.

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.

Pitch Shift AudioSuite Plug-In and Previewing

The Pitch Shift AudioSuite plug-in is for processing only, and cannot be previewed because the Preview control of the AudioSuite Pitch Shift plug-in does not factor in time correction.

Using AudioSuite Plug-Ins on Sessions residing in “Read-Only” Folders

Attempting to use AudioSuite processing on sessions residing in “Read-Only” folders will result in “Access Violations,” 7100 DAE errors, or -7453 DAE errors. Changing the session folder to a “Normal” status, and rebooting the session will alleviate these errors.

Canceling AudioSuite Batch Process Results in Unreadable Files

Canceling out of very large batches of AudioSuite processing will leave behind audio files that are unreadable by Pro Tools. This only occurs when canceling out of processing several thousand files at a time. Allowing the process to complete will yield healthy processed files.

Synchronization

Valid Sync and Optical Sync Mode

When setting the Clock Source to Optical in the Hardware Setup dialog, a message will appear, “Your hardware does not have sync. Check your sync cables or change the Sync Mode.” However, this message is an error and does not indicate an actual problem. Click OK, and another message will appear, “You now have a valid sync.”

Pro Tools on Avid Unity® MediaNet

Mapping Network Drives

Mapping network drives is extremely slow with Unity. It is strongly recommended that you use Avid MediaNet “Manage Connections” to mount drives. This method is quick and reliable when mounting or unmounting your Unity Workspaces.

Open Session or New Session Dialog Slow to Appear and DAE -9019 Error

On a Pro Tools Avid Unity MediaNet client, the first time you choose File > Open Session or File > New Session in Pro Tools, it may take a long time for the Open Session or New Session dialog to appear, or a DAE -9019 error may occur the first time play or record is attempted. This will only occur the first time the Unity Volume is accessed after your computer boots. The next time you open a session or create a new session, the wait should be much shorter and you should not encounter a DAE -9019 error.

QuickTime DV not Supported on Unity

QuickTime DV movie playback from Unity is not supported. DV25 Firewire created .avi and .mov files have severe drop frames on Unity. DV25 compatible QuickTime movies entail very high system requirements and are not qualified in Pro Tools 5.3.1, though users of Pentium IV based systems may find performance more than satisfactory. Copy the QuickTime file to a local drive for optimal performance.

Renaming an Audio File on Unity Only Renames Region

Renaming audio files on Unity is not supported in Pro Tools 5.3.1. The file can be renamed as a region, but the actual file must remain unchanged on the Unity volume. If the file itself must be renamed you can do so manually after you quit Pro Tools, and then, using the unique identifier the application will allow your session to recognize the file.

Pro Tools Crashes When Importing or Converting WMA on Unity

In PT 5.3.1 importing or converting a WMA file on to a Unity volume is unsupported; Pro Tools will crash if you attempt to do so. As a workaround, perform this function on to a local drive, then transfer the converted WAV or AIF file to the desired Unity workspace.

Key Commands

Key command for opening playback engine automatically after launch does not work. This is a legacy feature that may possibly be documented in certain guides but no longer exists.

Key command Ctrl-Shift-E for toggling the “compare” plug-in setting is currently not functioning.

The keys for switching between various tabs in the peripheral dialog are Ctrl + 1 through 7. If you hit Ctrl along with other keypad keys that are not numbers 1 through 7, this key command set may become stuck. As a workaround, close and re-open the preferences dialog, or use your mouse to click on the various tabs.

Additions and Corrections to Guides


The following sections document additions and corrections to the Pro Tools 5.3.1 guides (that are not included in the Pro Tools TDM 5.3.1 Addendum). Refer to the addendum for additional items.

Editing While Audio Tracks Loop or Play

On page 169 of the *Pro Tools Reference Guide* (PN 932709360 REV A 1/02), the list of edits that can be performed while audio tracks loop or play incorrectly includes “Add fades or crossfades to audio regions.” Creating fades or crossfades during playback stops the playback.

External Clock Output in Setups with a Legacy I/O

On both page 46 of the *Getting Started with HD Guide* and page 26 of the *Pro Tools Addendum version 5.3.1 for TDM on Windows*, the step 6 note on setting Ext. Clock Output incorrectly states that Ext. Clock Output automatically switches to Slave256x after the Legacy I/O has been *enabled*, instead of after it has been *initialized (declared)*. The note also incorrectly includes steps for resetting the Ext. Clock Output. The note for step 6 should read as follows:

 *If a Legacy audio interface is listed in the Peripherals list (that is, it has been initialized—declared—in Hardware Setup), then the Ext. Clock Output automatically switches to Slave256x. In this case, Ext. Clock Out can only be used for the Legacy I/O. (To set a Legacy I/O to No Interface, select its name in the Peripherals list, then click on No Interface in the Interface pop-up menu.)*

Refer to “Configuring Legacy I/Os in the Getting Started Guide” for steps to initialize a Legacy Port.

Pro Tools 5.0.1 (or Earlier Sessions) and Offline Regions

Offline Regions (a feature which debuted in Pro Tools software version 5.1) is not available when opening sessions created in Pro Tools 5.0.1 or earlier. When opening Pro Tools 5.0.1 or earlier sessions (including Pro Tools Free sessions), skipped audio files will not come up as blue “off-line” regions. Instead, they will be dropped.

Mono Sub-Path Names Now Based on the Name of Their Stereo or Multichannel Main Path

Mono sub-paths are now automatically named (or appended), based on the name of their stereo or multichannel main path. For example, stereo path “nameX” will produce sub-paths “nameX1,” “nameX2,” and so on. If a stereo path is renamed, its sub-paths will also be renamed.

Auditioning at 176.4 or 192 kHz

Auditioning regions in the Regions List and previewing crossfades and AudioSuite processes use Direct I/O for output routing. The output path is defined using the Audition Path setting in the I/O Setup dialog.

With sessions at 176.4 or 192 kHz, Direct I/O is limited to the first six physical outputs. Audition Path outputs 7 and higher are not available, and are grayed out. Additionally, if you haven’t defined an Audition Path in I/O Setup, the Audition Path defaults to outputs 1–2. (Note that previously when using Pro Tools 5.3 and 176.4/192 kHz sessions, the Audition Path outputs erroneously defaulted to outputs 7–8 when outputs 1–6 were in use by a main Output path.)

Upsampling and Session Length

Upsampling a lengthy session with the Save Session Copy In command can result in the loss of region data beyond the session end point. This is because sessions with higher sample rates have shorter maximum durations (see Table 1).

Table 1. Session lengths, based on session sample rates

Session Sample Rate	Maximum Session Length
44.1 kHz	12 hours and 24 minutes
48 kHz	11 hours and 24 minutes
88.2 kHz	6 hours and 52 minutes
96 kHz	5 hours and 52 minutes
176.4 kHz	3 hours and 21 minutes
192 kHz	2 hours and 21 minutes

Tip for Cutting (or Copying) and Pasting Right Pan Automation Data

After cutting Right Pan automation data, the cut automation data can only be pasted to another right side of a stereo track, unless you hold down the Control key. Hold down the Control key whenever pasting different automation types.

Tip for Improving Performance

Pro Tools performance is affected by the number of levels of Undo defined. To ensure optimized Pro Tools performance, set the Levels of Undo to the lowest acceptable value for you in the Editing pane of the Pro Tools Preference dialog. This can be especially helpful when performing edits involving large numbers of regions (for example, more than a few thousand).

Tip for Creating New Fades

To save time (up to two times faster) when creating new fades using the Batch Fades dialog, disable the Adjust Existing Fades checkbox.

Creating Fades on a Region Abutted to a Second Region

When attempting to create a Fade In or Fade Out on a region abutted to a second region, the Crossfade dialog appears instead of the Fade In or Fade Out dialog. In these instances, use the Smart Tool to create a Fade In or Fade Out, or use the Fade to Head and Fade to Tail commands.

Key Commands

The following corrections are for the *Pro Tools Keyboard Shortcuts for Windows Systems*:

- Key command for “Trim left edge of region to right/left by Nudge value” may be listed as “Alt - Start - +/-”. The correct key command for this is “Alt - +/-”.
- Key command for “Trim right edge of region to right/left by Nudge value” may be listed as “Ctrl - Start - +/-”. The correct key command for this is “Ctrl - +/-”.
- Key command for “Bypass Plug-in Insert” may be listed as “Alt - click on insert name in Inserts view”. The correct key command is “Ctrl - click on insert name in Inserts view”.
- Key command for “Send mute” may be listed as “Alt - click on send name in Sends view”. The correct key command is “Ctrl - click on send name in Sends view”.