

# Pro Tools TDM 6.4

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## Introduction

This Read Me documents compatibility details, known issues, error codes, and corrections to the guides for Pro Tools TDM 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](http://www.digidesign.com/compato)).

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## 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 TDM 6.4 on OS X

To ensure proper operation and file management, Pro Tools TDM 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](http://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](http://www.ilok.com). To set up an account, visit [www.ilok.com](http://www.ilok.com) and register.

The product registration card that comes with Pro Tools TDM 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.

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## 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](http://www.digidesign.com)).

### 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.

### **Losing Onscreen Focus when using Expose to Show All Application Windows (Item #40132)**

It is possible to lose onscreen focus of a File Selector dialog when utilizing the Expose functionality (built into Mac OS X 10.3) to Show All Application windows.

### **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.

### **Pro Tools 3.2 Session Compatibility (Item #41535)**

When a Pro Tools 6.4 session that contains a movie is saved as a 3.2 session, reopening the 3.2 session results in a crash.

### **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.

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

There is a 31-character limit 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.

### **SYNC I/O firmware update issue (Item #47392)**

When updating SYNC I/O firmware with 1.10 firmware file, SYNC I/O front panel displays firmware version as x1.02 after you power cycle the SYNC I/O.

### **Attaching Pro Tools Legacy Audio Interfaces to Pro Tools|HD I/Os (Item #43380)**

Legacy I/Os (such as the 888|24 I/O) can power up incorrectly when connected to a Pro Tools|HD I/O, or do not pass audio. This occurs if the Pro Tools|HD I/O is powered up while the Legacy I/O is still in its boot cycle. To avoid this problem, turn on Legacy I/Os first, wait until the Legacy I/Os have completed booting, and then turn on the Pro Tools|HD I/Os. If you do not notice this state prior to launching Pro Tools, the workaround is to toggle the Legacy I/O in the Hardware Setup dialog.

### **Digidesign SCSI|128, ATTO EPCI-UL3D, EPCI-UL3D Configuration Tool**

If you have any of these cards installed in your system, you must run the ATTO Config Tool (available from ATTO).

### **TCP/IP Settings for ProControl or Control|24 (Item #32436)**

If you are using the built-in Ethernet port or a PCI Ethernet card to connect directly (rather than across a network) to ProControl or Control|24, the TCP/IP address must be set manually. The default manual settings will work in most cases. Do not use DHCP unless you are on a network.

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## Known Issues

The following sections document known issues you may encounter when using Pro Tools 6.4, along with workarounds if they exist.

### Delay Compensation

#### **Incorrect “cmp” Value Displayed on Record-Enabled Tracks while Transport is Stopped (Item #45351)**

When an audio track is armed for recording (in stop), Delay Compensation on the track is automatically suspended. The Track Compensation indicator displays should display “0”, but it will not display correctly until you press the Transport Record button.

#### **Delay Compensation For MIDI Recording Currently Not Supported in Pro Tools**

If you record a live performance via MIDI into Pro Tools with Delay Compensation enabled, your MIDI data will be recorded late by the amount of System Delay listed in the Session Setup window. To record live MIDI performances, make certain that Delay Compensation is turned off.

#### **Some RTAS Software Synths Incorrectly Report Sample Delays to Pro Tools (Item #45001)**

RTAS software synths that report sample delay to Pro Tools may cause problems when using Delay Compensation. If you are using Delay Compensation, you should Start-Control-click (Windows) or Control-Command-click (Macintosh) on the “dly” field of any track that has an RTAS software synth, so that the software synth does not report any sample delay to Pro Tools.

#### **Input Monitor Path on an Audio Track Differs from an Aux Track by Six Samples (Item #47543)**

The Delay Compensation of an Aux track and an Audio track in Input Only monitoring mode differs by six samples. This can cause “phasing” if you are monitoring the same signal in parallel through an Aux track and an Audio track. Audio played back on an Audio track will be properly compensated.

#### **Diminished Audio Record and Playback Performance while Using Delay Compensation (Item #46346)**

Delay Compensation requires a substantial amount of system resources, especially in large sessions. If you encounter DAE error -9073 when Auto Delay Compensation is enabled, turn Delay Compensation off to free system resources.

#### **Maximum Track Voices Are Limited by Delay Compensation and High Sample Rates in 5.1 Surround Sessions (Item #46915)**

When working on a 192 kHz or 176.4 kHz session, with Delay Compensation turned on, the maximum number of 5.1 surround tracks is 18 on a non-Accel system and 29 on an Accel system, even if your system appears to have free DSP resources available.

#### **Cascading Audio Tracks with Delay Compensation Limitation (Item # 47117)**

When Delay Compensation is active, and the Record Compensation for Input and Output settings are enabled in the I/O Setup, audio tracks that are cascaded (using busses to route an audio track through another audio track, then through subsequent audio tracks) will be overly compensated. Each subsequent audio track in a cascade will be six samples early on the timeline.

#### **Up Sampling Pro Tools Sessions (Item #42970)**

When up-sampling a session (using “Save Session Copy In”) values for delay compensation and user offset in the newly created session may exceed the system limitations.

#### **Record Buffers and Automatic Delay Compensation (Item #47350)**

Record buffers only compensate for Input/Output converter delays when Automatic Delay Compensation is enabled.

### **Bus Bouncing through Input Only Monitoring Enabled Track Causes Delay Compensation Discrepancies (Item #47299)**

Using busses to route a mono audio track through a stereo audio track in Input Only monitoring mode, then through another Record Enabled track, can cause the resultant recorded stereo audio files to be out of time-alignment with themselves (right and left audio files will be offset by as many as 20 samples) when using Delay Compensation.

### **Surround/Stereo Delay Offset (Item #43423)**

When routing signals through both stereo and surround mixers to external I/O devices, a potential -1/+1 sample offset may occur.

### **Milliseconds/Samples Discrepancies (Item #44299)**

It is possible to set a User Delay Offset in milliseconds which exceeds the highest setting allowed when converted to samples. To avoid this problem, enter User Delay Offset in samples.

## **DigiBase**

### **Audible Artifacts when Dragging and Dropping Files from Workspace Browser During Playback (Item #41186)**

When dragging audio files from Workspace Browser into the Edit window during playback, a loud popping sound occurs.

### **“File Is Busy (-47)” Error in the Task Window (Item #22832)**

When attempting to delete a file for which you do not have permissions, you will encounter a “File is busy (-47)” error in the Task Window and you will not be able to delete the file. You cannot delete a file or directory for which you do not have Read and Write permissions.

### **Out of Memory (-108) Error (Item #27391)**

If you attempt to update the index on a volume with little or no disk space, you will encounter an “Out of memory (-108)” error.

### **Editing File Comments from the Workspace Browser (Item #34160)**

In the Workspace Browser, when you enter or edit text in the File Comments column, you may encounter an error message and lose the changes to the text. If this occurs, enter the text a second time for the change to take effect.

### **Deleting Session Files from the Workspace Browser (Item #34171)**

If you delete a Pro Tools session file from the Workspace browser, then create a new session from Pro Tools with the same name in the same location, Pro Tools may quit unexpectedly. To avoid this problem, use a different name for new sessions.

### **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.

### **Mac OS X Applications and Documents Appear in the Workspace Browser (Item #30469)**

In the Pro Tools 6.4 Workspace Browser, any applications or documents that are not in the Applications folder may appear as folders. Do not change the contents of these folders from Pro Tools 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.

## **Plug-Ins**

### **Bomb Factory Plug-ins Cannot Be Moved (Item #46651)**

On systems with HD Accel cards, you may experience difficulties at higher sampling rates when trying to force a Bomb Factory plug-in off an Accel DSP onto an HD Core or Process, in a situation where there should be ample DSP available on the Core or Process.

### **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.

### **Changing Playback Engine Settings in ReWire Sessions (Item #44036)**

For best performance when using ReWire, quit any ReWire slave applications before changing memory settings in the Pro Tools Playback Engine dialog.

### **Previewing Audio Files in d2 and d2 AudioSuite Plug-In Windows and Inconsistent Input/Output Metering (Item 40316)**

Input/Output meters do not move smoothly when previewing audio files within d2 and d3 AudioSuite plug-in windows.

### **Sluggish Meters with SurroundScope or Waves' C4 Plug-In Windows Open (Item #40317)**

When SurroundScope or Waves' C4 plug-in windows are open, Pro Tools meter and window movement performance may be sluggish. The workaround is to increase CPU Usage to improve performance.

### **Transferring Sessions with Plug-Ins from Older Versions of Pro Tools to Pro Tools 6.4**

When importing data from sessions created in earlier versions of Pro Tools, any 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**

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.

### **TDM Click Plug-In Not Available on Pro Tools|24 Systems (Item #33073)**

Use the RTAS version of the Click plug-in on Pro Tools|24 systems instead of the TDM version.

### **DigiRack Pitch Is Not Phase Coherent When Using Delay Compensation (Item #38771)**

The DigiRack Pitch plug-in is not phase-coherent when using TimeAdjuster for delay compensation on the same track.

## **Digidesign Bruno and Reso Plug-Ins Lose MIDI Beat Clock Setting When Opened in Versions of Pro Tools Lower Than 6.2 (Item #39604)**

The Digidesign Bruno and Reso plug-ins automatically receive MIDI Beat Clock in Pro Tools 6.2. If you open a session created in Pro Tools 6.2 on a system with an earlier version of Pro Tools, you will need to manually reassign MIDI Beat Clock for the Bruno and Reso plug-ins.

## **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.

## **-9128 Errors When Using DigiRack ReWire with Reason (Item #35934)**

Depending upon the speed of your CPU, you may need to set the Pro Tools CPU Usage to 70% or more to avoid -9128 errors when using dense sequences from Reason.

## **AudioSuite Signal Generator Doesn't Seem to Process (Item #35900)**


The AudioSuite Signal Generator plug-in now 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 Disabled After Using TCE Trimmer Tool (Item #37836)**

Any open AudioSuite plug-ins will be disabled after using the TCE Trimmer tool. Close any open AudioSuite plug-ins before using the TCE Trimmer tool.

## **RTAS Plug-Ins on TDM Systems**

When using RTAS plug-ins on TDM systems, you may encounter DAE -6031 or -9128 errors. In these instances, you can increase the H/W Buffer Size and CPU Limit percentage in the Hardware Setup dialog (refer to the *Pro Tools Reference Guide* for details) to get better system performance. With slower CPUs, you may also need to reduce the number of RTAS plug-ins used in the session to get acceptable results.

 *In addition to slower screen redraws and UI responsiveness, larger Hardware Buffer sizes can affect automation accuracy for plug-in parameters and mute data, as well as timing for non-time stamped MIDI tracks.*

## **AudioSuite Processing and Side Chain Inputs**

Side chain inputs for plug-ins (such as d3, Compressor, and Limiter) have no effect on AudioSuite processes when the Selection Reference is set to Region List.

## **AudioSuite Processing and Multichannel Regions**

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

## **Using ProControl Fader Flip Mode to Adjust Plug-In Controls (Item #28835)**

When using Fader Flip mode on ProControl to adjust plug-in controls, the full range of certain controls may not be available on the ProControl faders. To avoid this problem, exit Fader Flip mode to adjust the affected controls.

## **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.

## **Using Maxim TDM Plug-In with Sessions of Different Sample Rates (Item #41217)**

Instantiating Maxim in a 96 kHz session after using it in a 44 kHz session could result in a crash or DAE error -1.



### **DAE Error 1 when Inserting a Maxim Plug-In (Item #41217)**

A DAE Error 1 can occur when inserting a Maxim plug-in on a track immediately after changing (increasing) the sample rate in the Playback Engine. For example, if you close a 44.1 kHz session with Playback Engine set to 1 DSP, and subsequently open a 48 kHz session with Playback Engine set to 2 DSP, attempting to insert a Maxim plug-in on a track can result in a DAE Error 1. The workaround is to quit Pro Tools and open the newer session first.

## **MIDI**

### **Limitations when Recording Sysex Data Dumps (Item #41195)**

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

### **Display ALL MIDI Regions Option+Command+D Shortcut Changes (Item #40046)**

With Pro Tools 6.4, the Option+Command+D shortcut will not function in Pro Tools as it did in previous releases. To use this shortcut for the Display All MIDI Regions command, disable the “Automatically hide and show the Dock” preference in Mac OS X 10.3. Refer to your Apple documentation for instructions on this procedure.

### **MIDI Keyboard Controller Can Trigger Wait For Note (Item #40141)**

In certain instances, a MIDI keyboard controller may trigger Wait for Note after a MIDI track has been taken out of Record Enable mode. If this occurs and is undesirable, record enable the MIDI track again.

### **Wait for Note May Not Work with Duplicated Tracks that Contain a Default Program Change (Item #40140)**

In certain instances, the Wait for Note feature will not work correctly with duplicated tracks that have a default program change. If this problem occurs, create a new MIDI track with the same settings, and the Wait for Note feature will work correctly.

### **MIDI Data Can Only Be Sent and Received on IAC Bus 1 (Item #41169)**

This release of Pro Tools, in conjunction with Mac OS X 10.3.2 will only allow MIDI data to be sent and received on IAC bus1. Future Pro Tools releases will allow greater functionality of the IAC bus.

### **Instability when Assigning a MIDI Track's Output to an IAC Bus While Recording (Item #41172)**

Problems may occur when assigning a MIDI track's output to an IAC bus while recording MIDI data. The MIDI track's output can be assigned to a MIDI port while recording.

### **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. You must disable Manual Tempo mode to import the Tempo/Meter map from another session.

### **Insertion Point Or Selection Can Be Lost When Trimming MIDI Note Data Across Grouped Tracks (Item #39631)**

When using the Trimmer tool on MIDI note data across several MIDI tracks that are grouped together, the cursor or selection may disappear from the first track in the group. This is a screen redraw issue and does not affect editing, which will continue to follow grouped behavior.

### **Pro Tools Quits Unexpectedly During Launch with MIDIMan USB Driver v 3.1 (Item #33407)**

If you install the MIDIMan USB Drivers v 3.1 and then launch Pro Tools, the Pro Tools application may quit unexpectedly. To avoid this problem, restart your computer after installing the MIDIMan USB Drivers.

### **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.



### **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.

## **Synchronization and Machine Control**

### **Pro Tools Generates Time Code at Video Reference Frame Rate when SYNC I/O Locked to Video Reference (Item #24219)**

When the SYNC I/O clock source is linked to video reference, Pro Tools can only generate time code at the frame rate of the video reference. To generate time code at a frame rate other than that of your video reference, set the SYNC I/O Clock Source to a non-video reference, or “Internal.”

### **Pro Tools Remote Mode Chase LTC**

When using Pro Tools Remote Mode Chase LTC, if a stop command is issued to Pro Tools while it is recording, and the LTC source does not stop running, Pro Tools may attempt to relock to the LTC source and record. The resulting recorded region may contain garbage data instead of audio.

### **Unable to Use ProControl or Control|24 to Control the Transport of a Machine Control Device (Item #37553)**

To use ProControl or Control|24 as an external transport controller for a machine control device, you must first select Transport=Machine in the Pro Tools Transport window. You can do this from your control surface by pressing EXT TRANS twice. Pressing EXT TRANS just once will not change the Pro Tools Transport to Transport=Machine.

### **Using the “Machine Cues Intelligently” Preference Works Poorly with Non-Linear Decks (Item #46200)**

The “Machine Cues Intelligently” preference should not be used with non-linear decks.

## **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.

### **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.

### **Hard Drive Requirements for Recording Video on G5s (Item #42546)**

On G5s, Video can only be recorded to a hard drive connected to a SCSI card in the expansion chassis. Attempting to record to a hard drive attached to a SCSI card inside the G5, or to the internal SATA bus will result in a hard freeze of the computer.

### **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 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 issue by leaving the Movie window open on the screen 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 re-launch Pro Tools and open the session.

## **Control Surfaces**

### **Auto/Input button on D-Control Main Unit (Item #46626)**

Pressing Auto/Input button on D-Control Main unit while holding Option key (Macintosh) or Alt key (Win) will enable/disable Auto Input monitoring on all tracks in the session, regardless of their record-enabled status.

### **Downloading firmware for D-Control (Item #46015, 46990)**

While downloading firmware updates on D-Control, do not adjust any controls in the main unit's monitoring section, or transfer files on your computer. Doing so may interfere with a successful firmware download.

### **Using the Jog wheel in Utilities Mode on D-Control (Item #47123)**

Jog wheel functionality within the Pro Tools application, (scrub, trim, shuttle) is not locked out when first entering Utility mode. Exit any jog-wheel dependent mode within Pro Tools before entering Utilities mode on the D-Control main unit.

### **Entering Utility Mode from a D-Control Fader Pack (Item #46948)**

The switch combination for entering Utility mode directly from a Fader Pack that is documented in the D-Control Guide has not been implemented.

To enter Utility Mode directly from a Fader Pack, press and hold the Modifier Keys in the lower left of the Fader Pack in the following sequence: Shift + Command/Alt + Option/Win. The encoder Select switches in the bottom row flash to indicate that the Utility mode is active.

### **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.

### **Waves Demos and Adjusting ProControl Plug-In Parameters (Item #39914)**

Before using ProControl to adjust plug-in parameters, it is necessary to dismiss any Waves plug-in demos. Failure to do so will crash Pro Tools.

### **F1–F3 on Edit Pack Don't Toggle Link Controls (Item #37193)**

The F1, F2, and F3 buttons do not toggle Link controls when channels are linked. You will have to do this manually with the mouse.

## **Apple Audio MIDI Setup (AMS)**

### **MIDI Interface Offline (Item #31795)**

If your MIDI interface goes offline when making changes in AMS while Pro Tools is running, you may need to quit and re-launch both Pro Tools and AMS.

### **Don't Change AMS During Pro Tools Playback (Item #33006)**

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.

## 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”

### 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.

### Changing Playback Engine Preferences (Item #47153)

When setting session preferences in the Playback Engine dialog, change only one preference at a time. When multiple preferences are changed, not all the changed settings will be reflected when the session re-opens.

### 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.

### 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 XP sessions on the Mac.

### Some Hardware Buffer Size selections removed (Item #45621)

Some DSP engine configurations do not allow the selection of certain H/W buffer sizes. This was done to improve MIDI and automation performance.

### Beat Detective message: “The selection must not contain crossfades” (Item #45526)

Do not press the Spacebar while Beat Detective is creating crossfades in the background. Doing so will trigger the message: “The selection must not contain crossfades.”

### **Maximum Playback Engine Settings for 44.1/48 kHz Sessions with Pro Tools|HD Accel Configurations (Item #42161)**

In 44.1 kHz or 48 kHz sessions on Pro Tools|HD systems, setting the Playback Engine to “Max Voice (192 voices)” and DAE Playback Buffer to “Level 8” (which will allocate 300 MB of memory), may cause a Kernel Panic at startup. This problem will only occur if the Playback Engine and DAE Playback Buffer are set to this configuration upon initial launch of Pro Tools. The workaround is to initially set the Playback Engine to another combination (such as 192 voices with a DAE Playback Buffer of 4), allow those settings to be saved in preferences, and then change the Playback Engine to 192 voices and the DAE Playback Buffer set to Level 8.

### **Switching Sample Rates when Using Large Engine Sizes with Chassis Configurations (Item #41705)**

For best performance with chassis configurations, use engine sizes of 4 DSP, medium voices, or less. Switching between 48 kHz and higher sample rates, while running engine sizes of 5 or 6 DSP and max voices, can result in DAE error –6074 and Pro Tools automatically quitting. This automatic quit is not a crash; it is simply a rapid quit by Pro Tools.

### **Waveforms Recalculated when Relinking Dialog is Opened (Item #41168)**

Waveforms will be recalculated in Pro Tools if the Relinking dialog opens onscreen when a session is opened.

### **Compacting Large Numbers of Selected Regions (Item #40541)**

Compacting all selected regions in a big session may result in the following error: “Assertion in Cmm\_Interval.cpp, line 103.” If this situation occurs repeatedly for a particular session, the workaround is to use Save Session Copy As to save it onto another drive and try again.

### **Resizing the Audio Regions Bin (Item #40538)**

Resizing the Audio Regions Bin sometimes results in graphic oddities. Resizing the bin again usually fixes the problem.

### **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.

### **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.

### **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 re-launching Pro Tools.

### **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.

### **Pro Tools Quits Unexpectedly During Bounce To Disk or when Canceling Bounce To Disk**

If you change the DAE Playback Buffer setting and then perform a Bounce to Disk, Pro Tools may quit unexpectedly. Be sure to quit and relaunch Pro Tools after changing the DAE Playback Buffer setting.

### **Using Hyphens as Part of a Track Name Causes Auto-Naming Problems (Item #36223)**

If you have an audio track with a name that includes a “-” (such as “Mixdown-Full”), any audio file recorded on that track will not preserve the part of the name that follows the dash. For example, a track named “Mixdown-Full” will auto-name the recorded audio file “Mixdown.”

### **“Another Application is Already Using the Digidesign Hardware (-1133)” (Item #37175)**

If the Digidesign Core Audio Driver is installed on your system, you will not be able to launch Pro Tools after launching Classic mode. Quit Classic mode before launching Pro Tools.

### **“You do not have the necessary access privileges (-5000)” Error During Import (Item #33092)**

If you encounter an error when importing media files (audio or video) stating that you do not have the necessary access privileges, you will need to quit Pro Tools and change the permissions of the files. To change permissions for one or more files, switch to the Finder, select the files, choose File > Get Info, click the Owner and Permissions tab, and select your username from the Owner pop-up menu. You may need to click the Lock icon and authenticate your username to change Ownership.

### **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.

### **Global MIDI Playback Offset (Item #22744)**

The value “-1” should not be used in the Global MIDI Playback Offset field, in the MIDI preferences dialog because it will prevent the session from being played from the start. Enter any other valid numeric value.

### **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.

### **Clicks and Pops Occur When Starting or Stopping Playback (Item #38454)**

An audible click or pop may occur when starting or stopping playback when a track is record-enabled. If you hear a click or pop under these circumstances, turn off record-enable on any record-enabled tracks.

### **Invalid Regions Discarded (Item #32849)**

In previous releases, Pro Tools would silently discard invalid regions (regions that are too short or point to invalid audio files), when opening a session. In Pro Tools 6.4, you may see the following alert when opening some sessions informing you of these invalid region files, which will then be discarded: “Some regions were removed from the Timeline or Region List because they referred to files which are too short.” You can safely ignore this warning.

### **Unable to Maintain Original Timecode Locations (Item #37628)**

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.

### **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.

### **Cannot Open Sessions Referencing Grooves Not Stored on Current Computer System (Item #39698)**

If you try to open a session where the current Groove listed in the Region Conform section of Beat Detective is not stored on the system being used, the session will not open. To open the session, copy the missing Groove file or folder to the current system, in the location Applications/Digidesign/Pro Tools/Grooves.

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## **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 especially dense MIDI or automation, try increasing the Hardware Buffer Size. You may also need to stop playback, save and close the session, quit and re-launch Pro Tools, and re-open the session before resuming playback.

### **Error -6042 with Chassis Configurations with 192 kHz Sessions and Higher Playback Engine Settings (Item #39789)**

On systems with a PCI chassis, running 192k TDM sessions with Playback Engine sizes of 5 or 6 DSPs can result in -6042 errors when playback is engaged in Pro Tools. For best performance with chassis configurations with sessions at 192 kHz, use Playback Engine sizes of 24 Voices or less.

### **Error –6042**

If you repeatedly encounter –6042 errors, open the System Usage window and check the PCI gauge. If the gauge is peaked, you will need to reset the PCI bus. To reset the PCI bus, make all tracks inactive and start playback. If you still encounter a –6042 error, quit and relaunch Pro Tools, open the Playback engine dialog, and change the Number of Voices to a setting that uses fewer per DSP.

For more information, refer to the Answerbase for possible causes and solutions ([answerbase.digidesign.com](http://answerbase.digidesign.com)).

### **Error -6074 when Running Pro Tools|HD Accel in 32-bit PCI Expansion Chassis (Item #41705)**

For best performance when running Pro Tools|HD Accel hardware in 32-bit chassis configurations, use Playback Engine sizes of 5 DSP, medium voices, or less. Switching between 48 kHz and 192 kHz (or lower) while running a Playback Engine size of 6 DSP, max voices, can result in DAE error -6074 and Pro Tools auto-quitting. The auto-quit is not a crash, it is simply an accidental rapid quit by Pro Tools.

### **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 filenames 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 6.4, 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 6.4, 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 ([answerbase.digidesign.com](http://answerbase.digidesign.com)).

**DAE Error –9128**

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

**DAE Error –9131 (Item #20843)**

Recording to or playing from a UNIX File System (UFS) formatted drive is not supported in Pro Tools 6.4.

**DAE Error –9132 (Item #32397)**

If a –9132 error occurs during Bounce To Disk (even with the highest Hardware Buffer setting selected), bus the appropriate tracks to the appropriate number and format of audio tracks, and record to disk. You can then use the resulting audio files as you would have used bounced files.

**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 –9155 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*.