Read Me

Pro Tools TDM 6.4 on Windows

This Read Me documents compatibility details, known issues, and guide addenda for Pro Tools TDM 6.4 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).

Possible Error Dialog with the Command8 (Item #42224)

Pro Tools will display "Pro Tools ran out of 82 byte tokens" messages if a Command|8 is disconnected while a session is open.

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.

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.

Record Buffers and Automatic Delay Compensation (Item #47350)

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

Buss 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 audio track to become out of phase with itself (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.

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.

File and Disk Management

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

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

Disk Management when Using Macintosh Formatted Drives (Item #45459)

User must disable the MacDrive service in order to convert or re-format HFS+ FireWire drive to NTFS format.

Loss of Sharing Information when unmounting drive from Pro Tools Workspace (Item #46273)

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

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.

Sluggish Performance when a Mapped Network Drive Becomes Unavailable (Item #44420)

When using Pro Tools, make sure all mapped networks are present and available. If your computer is mapped to a network drive that becomes unavailable, Pro Tools may become sluggish.

D-Control

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.

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.

Pro Tools Instability when "Use Scrub Window" Is Deselected (Item #47159)

If you deselect "Use Scrub Window," and attempt to scrub video tracks in a session on an NTSC or PAL monitor, you may experience a Pro Tools crash or the system becoming non-responsive. Use the default scrub window for the video scrub feature.

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.

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.

Pro Tools Hangs when Playing a QuickTime Movie (Item #44004)

The standard QuickTime install only installs the core QuickTime components. Some QuickTime movies require additional components. If you do not have these additional components installed and try to play the movie in Pro Tools, Pro Tools hangs. Play the movie in the QuickTime player to determine whether or not all the necessary components are installed. If you are missing any necessary QuickTime components, the QuickTime player will prompt you to install them. After installing the additional required QuickTime components, you can import and play back the QuickTime movie in Pro Tools.

Video Playback Drops Frames (Item #43670)

If another networked system is copying files from the video drive from which you are playing back video, Pro Tools will drop frames during playback. Avoid copying files over the network during playback.

Unable to Open an AAF Sequence Linking to MPEG50 Video (Item #43692)

Pro Tools cannot open an AAF file that links to MPEG50 video clips. Pro Tools does not currently support MPEG50.

PAL Monitors are Black on Launch of Media Station|V10 or Pro Tools with AVoption|V10 (Item #10985)

When launching Pro Tools or Media Station|V10 with AVoption|V10 connected to an NTSC monitor, the monitor will display the AVoption|V10 logo, however PAL monitors remain black.

Pro Tools PAL Session Switches to NTSC (Item #45230)

The first time you create a PAL Pro Tools session, the session may switch to NTSC. Attempting to manually change the session back to PAL appears to work, but PAL video clips cannot be added to the session until it is closed and re-opened.

Pro Tools

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.

Launching Large Sessions May Cause Slow Pro Tools Response (Item #45400)

Launching very large sessions with lots of automation and midi tracks causes Pro Tools to go into an unresponsive state for up to a minute where the Pro Tools GUI will show large white graphic defects. The application will eventually open successfully.

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.

Intermittent Shuttle Lock Commands Ignored (Item #47155)

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

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."

Mode Buttons Lose Highlighting in Beat Detective (Item #45525)

Modes in Beat Detective lose visual focus when you execute a command, for example, when you choose "Capture Selection." The current mode is still retained, but the mode buttons do not stay highlighted.

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

On systems with HD Accel cards, you may be 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.

Audio Interface Settings Lost

Your audio interface is automatically reconfigured for capture when launching Media Station|V10 software, and then returned to the previous settings when quitting Media Station|V10. Should your computer crash while Media Station|V10 software is running, you may need to reset the I/O routing and clock source settings for your audio interface after launching Pro Tools.

No Audio Output from Pro Tools After Importing an AAF Sequence Exported from Media Station|V10 (Item #11675)

If there is not an existing Pro Tools Preferences file and you import an AAF sequence containing audio exported from Media Station|V10, audio from the imported sequence can't playback through the Pro Tools audio interface until you restore the default I/O settings in Pro Tools. This only occurs if there is no preference file for Pro Tools.

Audible Pops and Clicks when Launching Pro Tools (Item #45070)

When launching Pro Tools with AVoption|V10, the initialization of the video engine sets the AVoption|V10 to NTSC. If a PAL blackburst is attached to the AVoption|V10, the AVoption|V10 outputs noise over the optical audio output. Be sure to turn down the monitor volume when launching Pro Tools.

Plug-In Window Obscured by Foreground-Colored Lines (Item #43224)

When a plug-in is dragged off-screen and back on-screen or is instantiated while a section of it is off-screen, the part of the windows that was off-screen may be obscured by foreground-color lines. If you encounter this on an HP xw8000 system with the NVIDIA Quadro4 750 XGL, you will need to update the driver using Windows Update.

Correct Machine not Displayed when Switching Between Remote and Serial Machine Control (Item #43680)

When Switching Between Remote and Serial Machine Control, Pro Tools will not relinquish the Com port. Consequently, the automatically selected machine will not be displayed. You will need to manually select the correct machine, or re-open the Peripherals dialog to view the correct machine selection.

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 Fails to Launch Immediately After Booting into Windows (Item #43887)

Attempting to launch Pro Tools before Windows has fully booted (the Windows desktop appears, but system information is still being loaded from disk), may result in a quick flash of a white box opening and closing and Pro Tools not launching. Launch Pro Tools only after Windows has completely loaded.

**"Application Failed to Start Because ipl.dll was not Found. Re-installing the Application May Fix the Problem."
(Item #44939)**

If you un-install Media Station|V10 and then launch Pro Tools, Pro Tools will report the following error: "Application failed to start because ipl.dll was not found. Re-installing the application may fix the problem." You will need to reinstall the Pro Tools software.

AudioSuite Preview Doesn't Work on Unity MediaNetwork (Item #45034)

If Overwrite Files is selected in an AudioSuite plug-in, and the media is read-only/locked residing on a Unity MediaNetwork volume, AudioSuite Preview will not function.

Workspace Browser May Erroneously List a Read-Only Unity MediaNetwork Volume as R R (Item #43593)

The Pro Tools Workspace browser may erroneously list read-only Unity MediaNetwork volumes as R R. You will not be able to record to read-only Unity MediaNetwork volumes.

"Could Not Complete Your Request Because: Access Violation Occurred" on Unity MediaNetwork (Item #44866)

On Unity MediaNetwork volumes, dragging a folder into another folder in a DigiBase browser results in the following error: "Could not complete your request because: Access violation occurred." However, you can drag a file or folder from one folder to another on a Unity MediaNetwork volume in Windows Explorer.