Read Me

Pro Tools TDM 6.7 on Macintosh

Introduction

This Read Me documents compatibility details, known issues, error codes, and corrections to the guides for Pro Tools 6.7 on Digidesign-qualified Macintosh systems running Mac OS X 10.3.5 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, 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 6.7 on OS X

To ensure proper operation and file management, Pro Tools TDM 6.7 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 Mac 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 iLok.com. To set up an account, visit the iLok Website (www.ilok.com) and register.

The product registration card that comes with Pro Tools TDM 6.7 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* that you can find on your Pro Tools Installer CD-ROM or in the Digidesign Technical Document Library (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).

Important: Energy Saver Settings

For optimal Pro Tools performance with Power Mac G5s, 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."

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.

Digidesign SCSI|128 and ATTO EPCI-UL3D Configuration Tool

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

Disk Performance and the Mac OS X Journaled File System

Mac OS X 10.3 and higher incorporates a journaled file system, which automatically logs 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.

New Macintosh computers with Mac OS X 10.3 and higher ship 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.

On-Screen Focus Is Lost when using Expose to Show All Application Windows (Item #40132)

It is possible to lose on-screen focus of a File Selector dialog when utilizing the Mac OS X Expose option 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.

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

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

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 Pro-Control 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.

Known Issues

The following sections document known issues you may encounter when using Pro Tools 6.7, along with workarounds if they exist.

Pro Tools

Copying Data from CD-ROMs (Item #54913)

After copying a session from a CD-ROM to a local drive it is necessary to change the permissions of the data. Choose File > Get Info, open the Ownership & Permissions pane, and change the permissions from "Read only" to "Read & Write."

Burning CDs with iTunes while Pro Tools Is Running (Item #55192)

It is possible that Pro Tools will crash when you are simultaneously burning a CD with iTunes. Quit Pro Tools before burning CDs with iTunes.

Opening Sessions with More Than 31 Characters (Item #51923)

When opening sessions which have been renamed via Finder to names longer than 31 characters, Pro Tools truncates the name with an added unique identifier tag when the session is open. Pro Tools does not rename the session, but just visually represents the name differently.

XPressDV (4.3.1) May Not Play Sequences Properly when Using CoreAudio (Item #53237)

XPress DV (4.3.1) may not play sequences properly when using CoreAudio. This is likely the result of a buffer size mismatch between CoreAudio and XPress DV. XPress DV defaults to a buffer size of 4096 while the CoreAudio driver maxes out at 2048. To correct this, change the buffer size in XPress DV to 2048 or less. The buffer sizes will then be in sync with each other.

Using CoreAudio after quitting Pro Tools (Item #53981)

With CoreAudio installed, it is advised to wait 5-10 seconds before launching another sound/multimedia application after Pro Tools has quit to ensure smooth playback with other applications using CoreAudio.

Reverting to Saved with Auto-Saved Session Files (Item #51634)

Choosing File > Revert to Saved on an auto-saved session that has not been saved after opening will not revert it to its original state. Save the auto-saved session upon first opening it. Now, any edits you do can be dismissed by using the Revert to Saved command.

Graphic Artifacts after Zooming In and Out (Item #53910)

Graphic artifacts are left in the Edit window (at the boundaries of the previous zoom area) after changing focus of audio regions after zooming in and out.

Accessing Playback Engine after Opening a Recovered Session (Item #54319)

A recovered session from the 'Session File Backups' folder must first be saved with a new session name before it is possible to access the Playback Engine Dialog.

Pro Tools 6.7 Information Is Lost When Saving a Session in an Earlier Version of Pro Tools (Item #49923)

Color coding, Tick-based tracks, and marker comments are lost without warning when a session that is saved in Pro Tools 6.7 is opened in any earlier version of Pro Tools, or when you save the session in an earlier Pro Tools format using the Save Session Copy In command.

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

If you open a session as a non-administrator 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.

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 on Windows 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 XP sessions on the Macintosh.

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

In 44.1 kHz or 44 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 on-screen 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 Force Pro Tools to Quit (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.

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 CoreAudio 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.

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.

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 6.7, 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 Time Code Locations (Item #37628)

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

Delay Compensation

Punch In and Punch Out Offsets and Delay Compensation (Item #54032)

If you enable or disable Delay Compensation, you should re-check your punch in and punch out offsets. Punch offsets need to be changed as the delay compensation changes.

Some RTAS Software Synthesizers Incorrectly Report Sample Delays to Pro Tools (Item #54041 and 55050)

RTAS software synthesizers 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 synthesizer, so that the software synthesizer does not report any sample delay to Pro Tools.

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 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.

Upsampling Pro Tools Sessions (Item #42970)

When upsampling a session (using Save Session Copy In), values for delay compensation and user offset in the newly created session may exceed the system limitations.

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.

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

Hidden Relink Window (Item #53188)

The Relink window does not come to front when double-clicking the Relink folder in the task manager, rather it is hidden behind the edit and/or mix windows. The Relink window is in fact open, but behind the main windows. To access it, manually bring it to the front by grabbing it from behind the mix and/or edit windows.

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.

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 CDRs and DVDRs (Item #31880)

Pro Tools will recognize blank CDRs or DVDRs as valid record drives and write a Digidesign Database directory to the blank CDR or DVDR as soon as it is mounted. Always quit Pro Tools before inserting a blank CDR or DVDR into your optical drive.

Mac OS X Applications and Documents Display as Folders in the Workspace Browser (Item #30469)

In the Pro Tools 6.7 Workspace Browser, any applications or documents that are not in the Applications folder may display 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 Within the 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.

Plug-Ins

Pro Tools Cannot Play a Session after Compacting an Audio File (Item #55038)

After compacting audio, Pro Tools will not play back and gives a –9060 error. Close the session and re-open it to enable playback.

HTDM Plug-Ins and Distortion (Item #53549)

Distorted sound through HTDM plug-ins can still persist even after changing and matching hardware buffer size and/or using larger Stream Manager buffer. Deactivating and reactivating the problematic plug-in may fix the problem.

HTDM (Macintosh) to RTAS (Windows) Cross-Platform Plug-In Incompatibility (Item #52959)

HTDM software synthesizer plugs-ins previously saved on Mac OS X will not be recognized (converted to RTAS) on Windows XP.

Pro Tools Posts an Erroneous "The Plug-In Could Not Be Made Active Because It Is Not Preceded by an RTAS Instrument Plug-In" Dialog (Item #53606)

This message occurs on sessions created with one Pro Tools configuration, and opened on another. This is because either the user does not have the necessary plug-in in the plug-ins folder, or the plug-in version available on the different Pro Tools systems do not match.

Plug-Ins Patch Window with Ram-Based Samplers and Software Synthesizer (Item #53245/53314)

Synchronic and other ram–based software instruments make a "hiccup" sound when you exit out of the plug-in patch Window by pressing Cancel. Additionally, the plug-in patches will be forced to re-load the existing sound when previewing sounds within plug-in Patch window.

Song Position Pointer Messages Are Not Received in "Continuous Scroll with Playhead" Mode (Item #54587)

When in "Continuous Scroll with Playhead" mode, Synchronic, Intakt (Native Instruments) and other MIDI-enabled plug-ins stop receiving Song Position Pointer messages, and cannot catch up when toggling/priming playback.

Transferring Sessions with Plug-Ins from Older Versions of Pro Tools to Pro Tools 6.7

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 manually to the session's Plug-In Settings folder. This will restore the proper plug-in preset names.

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.

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.

Plug-Ins Lose MIDI Beat Clock Setting When Opened in Versions of Pro Tools Prior to 6.7 (Item #39604)

Some plug-ins (such as the Digidesign Bruno and Reso plug-ins) automatically receive MIDI Beat Clock in Pro Tools 6.7. If you open a session created in Pro Tools 6.7 on a system with an earlier version of Pro Tools, you will need to manually reassign MIDI Beat Clock for these 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 Does Not Process (Item #35900)

The AudioSuite Signal Generator plug-in defaults to "Create Individual Files." If you make a selection in the timeline that does not contain audio, you will need to select "Create Continuous File," or you will 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.

MIDI

Software Instruments Keep Playing after Half-Speed Playback Is Stopped (Item #54807)

Occasionally, software instruments keep playing even after playback is stopped. This problem occurs after choosing the half-speed playback mode. To reset the MIDI notes, open the Playback Engine dialog and immediately click OK to close it, or choose MIDI > All Notes Off.

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 (Item #40046)

To use the Option+Command+D shortcut for the Display All MIDI Regions command, disable the "Automatically hide and show the Dock" preference in Mac OS X. Refer to your Apple documentation for more information.

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)

Pro Tools, in conjunction with Mac OS X 10.3.5, will only allow MIDI data to be sent and received on IAC bus 1.

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. To resolve, disable IAC input devices.

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.

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 without restarting your computer, the Pro Tools application may quit unexpectedly. To avoid this problem, restart your computer after installing the Midiman USB Drivers.

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

When recording a virtual MIDI instrument track in Wait for Note mode, 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.

The "Machine Cues Intelligently" Preference Should not Be Used with Non-Linear Decks (Item #46200)

Pro Tools overshoots and posts an "Error Cueing Machine" dialog if the Machine Cues Intelligently preference is checked when using nonlinear playback devices.

Video

Changing Session Start Times when Editing a Video Track (Item #54795)

A locked QuickTime movie can lose its proper position when you change the session start time. To resolve the problem, unlock the movie prior to changing the session start time.

Bounce to Movie While Converting Sample Rate Creates White Frames in Quicktime Movies (Item #54220)

While bouncing audio to a Quicktime movie it is not possible to convert the sample rate of the audio during the bounce without compromising the video/audio synchronization. Bounce audio and convert it to the correct sample rate first, and then import this audio into another session created at the appropriate sample rate. Import the audio and the movie and then bounce to create a new movie.

Unrecognized Movies in Pro Tools (Item #46792)

QuickTime and DV movies can lose their .mov or .dv suffix in Mac OS X when transferring a movie from OS 9. 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 will not be opened. To work around this, close the session, manually add the .dv or .mov suffix to the movie, 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 bounce correctly for both audio and video.

DV Movie Does Not 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

Downloading Firmware for D-Control (Items #46015 and 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.

F1–F3 on Edit Pack Do Not 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 to bring the interface back online.

General Localization

No Double-Byte Character Entry in Browser When Mac/PC Mode Is Enabled (Item #54387)

You cannot name files with double-byte characters in a browser window if a Pro Tools session is created in Mac/PC enforced mode. To use double-byte characters, make sure Mac/PC mode is disabled in the session.

Error Messages

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.

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

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.

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

On systems with a PCI chassis, running 192 kHz 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.

–6074 Error When Toggling All Plug-Ins Between Active and Inactive Mode During Playback (Item #55049)

In large sessions, deactivating and reactivating all the plug-ins can cause Pro Tools to post the following error: "The engine DSP ran into the TDM2 deadband. Too many I/Os to the TDM2 chip (–6074)." To resolve the problem, activate and deactivate plug-ins in smaller groups.

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 –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 –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 of 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*.