Pro Tools LE 5.3.3 for Mbox on Windows

This Read Me documents compatibility details, known issues, and guide addenda for Pro Tools LE 5.3.3 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).

Setting up Mbox on Windows

After plugging your Mbox into an available USB port, the Found New Hardware Wizard dialog will appear. Leaving the Wizard on-screen, place the Pro Tools Installer CD-ROM for Windows in your CD-ROM drive. Next, locate the Setup icon (in the Pro Tools Installer folder) and double-click the icon. To avoid installation problems, please read carefully and follow the installation instructions in the *Getting Started with Mbox Guide*.

Upgrading Plug-Ins from Windows 98/Me Systems

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

If you are changing operating systems, Digidesign strongly recommends a clean install of Windows on a newly formatted drive or partition rather than upgrading the operating system.

Pace InterLok Floppy Plug-In Authorization Lost in NTFS Boot Drives with Long Names

If your system contains one or more drive(s) formatted with NTFS, and which have volume names longer than 11 characters, corruption of InterLok Plug-In authorizations may occur. In order to remedy this issue before corruption can occur, rename NTFS volumes to names that are 11 characters or less before installing or launching Pro Tools. Should you attempt to launch Pro Tools with NTFS drives longer than 11 characters, a dialog should appear alerting you to this fact.

Pro Tools LE 5.3.3 is Only Supported with Mbox

Pro Tools LE 5.3.3 requires Mbox hardware. Note that while Pro Tools LE 5.3.3 may seem to work with other Pro Tools LE systems, it has not been tested with these systems, and cannot be guaranteed to work with them.

Mbox and Other Digidesign Hardware

Mbox cannot exist on a computer with any other Pro Tools hardware (such as Pro Tools|HD and Digi 002), even if the other hardware is off. The computer will hang when attempting to launch Pro Tools LE 5.3.3.

Digidesign WaveDriver is Not Available for Mbox

The Digidesign WaveDriver is not supported with Mbox. It is recommend that you install a separate sound card for third-party audio programs that do not support the Digidesign ASIO Driver.

Intel HyperThreading Must Be Disabled

With Pro Tools 5.3.3 or earlier, Intel's HyperThreading technology must be disabled in the system BIOS. Not disabling HyperThreading on newer Pentium 4 based machines will result in a severe drop in plug-in count and performance.

Dual Monitor Systems

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

Blue Screen at First Launch of Pro Tools After Installing QuickTime

On some systems, where QuickTime was installed via the Pro Tools installer, a Windows blue screen may occur after the first launch of Pro Tools. Should this occur on your system, complete the following steps:

1 Uninstall Pro Tools and QuickTime via the Add or Remove Programs Control Panel.

2 Reboot your system.

3 Install Pro Tools and verify that it is working by launching it once.

4 Exit Pro Tools.

5 Install QuickTime (v5.02 is available on your Pro Tools CD; v6.0 or later is available from www.apple.com).

6 Reboot your system. You can now use QuickTime within Pro Tools.

Using MacOpener

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

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

Known Issues

The following sections document known issues you may encounter when using Pro Tools 5.3.3, along with workarounds if they exist.

"Access Violation" on Playback of Read-Only Sessions

Pressing Play in a session recently restored from a CD-ROM results in a dialog stating "Access Violation." The session (and it's audio files) are marked with the Read-Only flag. Please remove this attribute from all your Pro Tools files and folders, unless you specifically want to keep these files as read-only. If you do not know how to remove the Read-Only flag from your files, please consult Windows Help.

Audio Stops when Minimizing on XP

When running Pro Tools on Windows XP, it is recommended that you avoid minimizing the Pro Tools application. Otherwise, unexpected errors may occur.

Slow Display Times

When running Pro Tools on Windows XP, if it takes long to display screen items (such as plug-ins or large numbers of busses during session imports), turn off the "transitional menu effects."

User Interface Performance

If the Pro Tools graphical user interface halts, or becomes "choppy," try increasing the Hardware Buffer Size in the Playback Engine dialog. You can also try setting your video to 256 colors.

Use of Pre-Roll and Post-Roll During Punch ("Bounded") Record

When you record with Mbox, the audio on disk is delayed by the amount of the Buffer Size setting (in the Playback Engine dialog). In order to keep audio being recorded synchronized with other tracks already in the session, Pro Tools automatically moves the audio back to compensate for the latency created by the buffer (after a record pass is completed). At times, Pro Tools may over-compensate. Therefore, it is recommended that when doing a punch (or "bounded") record with Mbox, you should always give yourself at least 50 samples of pre-roll and post-roll.

Use Higher Buffer Size for Long Record Passes

It is highly recommended that you use a high Buffer Size setting, such as 512, when recording for extended periods of time. Otherwise, a DAE –9094 error may occur.

Invalid Clock Sources

If you are experiencing audio artifacts or unexpected performance problems, try removing any extraneous USB devices or hubs from the system to see if this alleviates the problem. Disconnecting Clock Sources or digital audio cables while slaved to an external clock may lead to unpredictable results (such as a DAE -9129 error), and is therefore not recommended.

Laptops and Power Supplies

Do not connect or disconnect the power supply to the laptop while using Pro Tools. Otherwise, errors messages could occur and Pro Tools playback could be halted.

Importing Tracks from Older Version of Pro Tools

Importing tracks from sessions originating in older versions of Pro Tools (prior to version 5.0) may sometimes lead to audio not being placed correctly in the session. To work around this, simply open the older session in Pro Tools LE 5.3.3, save it, then import the tracks from the new session.

Task Manager CPU Usage Limit

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

Bounce to Windows Media

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

MPEG Playback is Unreliable

MPEG playback is unreliable during the first few seconds of the clip, regardless of session complexity or video data rate. For greatly improved performance, Digidesign recommends the use of QuickTime 6.0, available on the Apple Web site (www.apple.com).

Video Playback Performance

When Movie > Highest Priority Playback is enabled, clicking on menus may affect video playback.

Plug-Ins

Expired Demo Plug-Ins

Using a demo plug-in whose trial period has ended may result in an "Illegal Instruction Attempted" error within Pro Tools. Removing the expired demo plug-ins from your Plug-In folder will rectify the situation.

Mod Delay II Plug-In Delay Time

After a Duration (note value) has been set in the Mod Delay II window, changing the Delay time using a control surface (such as Digidesign's Control|24) will not deselect the Duration parameter. Changing the Delay time control in the plug-in window will work correctly.

Mod Delay II Plug-in Delays May Not Copy & Paste

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

RTAS Signal Generator Playback "Pop"

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

Pitch Shift AudioSuite Plug-In and Previewing

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

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

Attempting to use AudioSuite processing on sessions residing in "Read-Only" folders will result in "Access Violations," 7100 DAE errors, or -7453 DAE errors. Closing Pro Tools, removing the Read-Only flag from the folder, and relaunching the session will alleviate these errors.

Canceling AudioSuite Batch Process Results in Unreadable Files

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

Key Commands

The following is a list of known key command issues you may encounter when using Pro Tools 5.3.3, along with workarounds if they exist:

- The key command for opening the Playback Engine automatically after launch does not work. This is a legacy feature that may possibly be documented in certain guides but no longer exists.
- Key command Ctrl-Shift-E for toggling the "compare" plug-in setting is currently not functioning.
- The keys for switching between various tabs in the peripheral dialog are Control+1 through 7. If you press Control along with other keypad keys that are not numbers 1–7, this key command set may become stuck. As a workaround, close and re-open the preferences dialog, or use your mouse to click on the various tabs.