Pro Tools LE 6.0.2 (Mac OS X Only)

This Read Me documents compatibility details, known issues, error codes, and corrections to the guides for Pro Tools LE 6.0.2 on Digidesign-qualified Macintosh systems running Mac OS X. For the latest compatibility information, visit the Digidesign Web site (www.digidesign.com/compato).

Installation and Copy Protection

Installing Pro Tools LE 6.0.2 on OS X

To ensure proper operation and file management, Pro Tools LE 6.0.2 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).

Mac OS 9 Authorization Keys and Installing Mac OS X (Item #16749)

Installing Mac OS X on your Macintosh may erase any currently installed Mac OS 9 key disk authorizations. Uninstall all key disk authorizations before installing Mac OS X.

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 iLok.com. To set up an account, visit www.ilok.com and register.

The product registration card that comes with Pro Tools LE 6.0.2 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.

Compatibility

Digidesign can only assure compatibility and provide support for Digidesign-qualified hardware and software configurations. For a list of Digidesign-qualified computers, operating systems, and third-party devices, refer to the latest compatibility information on the Digidesign Web site (www.digidesign.com).

Pro Tools LE 6.0.2 Does Not Support SCSI Devices (Item #33966)

SCSI devices are not supported by Pro Tools LE 6.0.2.

Firmware Updates Not Necessary When Switching Digi 002 Between Mac OS 9 and Mac OS X

If Digi 002 is used on a computer running Mac OS X, then later used on a computer running Mac OS 9, Pro Tools will prompt you to download a new version of Digi 002 firmware. This is not necessary. When the Download Firmware dialog appears, click Later to avoid updating the firmware. (If you do download the Mac OS 9 firmware—which again, is not necessary—then use Digi 002 with Mac OS X, you will be required to update the firmware for Mac OS X.) This dialog will appear each time Pro Tools is launched if Digi 002 is switched between Mac OS X and Mac OS 9. Ignore it.

Pro Tools Does Not Support Energy Saver

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 on 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.

Amplitube Demo Plug-In Blocks Pro Tools Session Launch

If a Pro Tools session is saved with a demo version of the Amplitube plug-in inserted on a channel, the session will not open again when Pro Tools is launched. Instead, the Amplitube Authorization window will appear behind the Pro Tools "Rebuilding Tracks" dialog, and you will have to perform a Force Quit to exit Pro Tools. To avoid this, fully authorize Amplitube before launching the session or remove the Amplitube plug-in from the DAE folder.

Alternatively, to continue using the demo version of the Amplitube plug-in, create a new session, and insert the demo version of the Amplitube plug-in on a channel. Once you have done this, close the new session and you will be able to open sessions saved previously with the Amplitube demo. This workaround must be used each time Pro Tools is launched with a session saved with the Amplitube Demo.

Known Issues

The following sections document known issues you may encounter when using Pro Tools LE 6.0.2, along with workarounds if they exist.

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 to avoid further problems.

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 When Auditioning a File While it is Being Recorded

As soon as recording is started, the Pro Tools Workspace browser will display any audio file as it is being recorded. Do not attempt to audition or drag and drop the file until you have stopped recording or Pro Tools will quit unexpectedly.

Pro Tools Can't Preview or Import 8-bit QuickTime Files (Item #33101)

Pro Tools LE 6.0.2 does not support QuickTime 8-bit audio files. Use a different application to convert 8-bit QuickTime audio files to 16-bit, or Broadcast WAV (BWF) format.

Setting CPU Usage Limit Above 95% May Cause DAE Errors (Items #33661 and #36196)

Setting the CPU Usage Limit above 95% may cause -6086, -6093, or -6097 DAE errors. If a -6097 error occurs while Pro Tools is idle, reduce the number of plug-ins active in the current session.

Monitor Outputs Are Muted (Item #35119)

If left powered on and idle for long periods (such as overnight) Pro Tools may automatically reset the Digi 002 hardware, causing its Monitor Output to be muted. To unmute the Monitor Output, press the Mute button.

Pro Tools Fails to Launch After System Changes Are Made When Logged In As Root (Item #35315)

Making changes to your computer while logged in as root (or *sudo* command in Terminal) may cause Pro Tools to fail to launch. If this occurs, shut down your computer and turn off the Digi 002. Then turn on Digi 002 and your computer again, and relaunch Pro Tools.

Waveform Overviews Are Miscalculated when Importing OMFI

(Systems with the DigiTranslator Option Only)

If you import an OMFI file that has missing audio files, you will need to recalculate the waveform overview in Pro Tools using the Recalculate Waveform Overviews command after the missing files have been found.

Cannot Bounce Sound Resource (SND) File Type (Item #19038)

Pro Tools does not support bouncing long audio clips to the Sound Resource (SND) file type. Short clips (30 seconds or less) can be bounced to the SND file type. When bouncing to the SND file type, if you encounter a "Could not complete the "Bounce to Disk" command because: end of file reached (–70)" error, try bouncing a shorter clip, or bounce to a different file type.

"You do not have the necessary access privileges (–5000)" Error During Import (Item #33092)

If you encounter an error when importing audio or video media files that states that you do not have the necessary access privileges, 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.

Invalid Regions Discarded (Item #32849)

Previous versions of Pro Tools silently discarded invalid regions (regions that are too short or point to invalid audio files) when opening a session. In Pro Tools LE 6.0.2, you may see the following alert when opening sessions with these invalid region files: "Some regions were removed from the Timeline or Region List because they referred to files which are too short."

DigiBase

Pro Tools Cannot Relink to QuickTime DV Files

QuickTime files in DV format (.dv) that do not contain audio cannot be found during the relinking process. If they have been moved from their previous location, these files must be manually re-imported into the session.

"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.

Locked or Unlocked Status of a File in the Workspace Browser

When locking or unlocking a file in the Workspace browser, the icon state will not update until the browser is closed and re-opened. Though the icon state appears inaccurate, the file will be correctly locked or unlocked.

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 to prevent this.

Pro Tools Quits Unexpectedly when Closing a Session while Relinking (Item #33037)

You must manually stop any current relinking processes prior to closing a Pro Tools session.

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. See "Pro Tools Quits Unexpectedly when Creating or Opening a Session (Item #33074)" on page 4.

Mac OS X Applications and Documents Appear in the Workspace Browser

Mac OS X applications and documents may appear as folders in a Pro Tools browser. Do not change the contents of these folders in any way. Doing so will result in the corruption of the application or file.

Plug-Ins

Transferring Sessions with Plug-Ins from Older Versions of Pro Tools to Pro Tools LE 6.0.2

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

Mod Delay I Plug-In (Item #27486)

After importing Mod Delay I settings into Mod Delay II, you must save the settings file for it to appear in the Mod Delay II Settings pop-up menu. For backward compatibility with sessions created with previous versions of Pro Tools and the Mod Delay I plug-in, a Pro Tools 6-compatible version of the Mod Delay I plug-in is available in the Beta Software folder on the Pro Tools Installer CD.

MIDI Playback Stops After Opening Instrument Plug-Ins

Opening the Plug-In window for virtual MIDI instrument plug-ins during playback while the metronome is routed to it, may cause MIDI playback to stop. To recover MIDI playback, save your session, quit and re-launch Pro Tools, then open the session. Alternatively, use the DigiRack Click plug-in instead of a virtual MIDI instrument for creating an audio click.

AudioSuite Processing and Multichannel Regions

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

MIDI

No MIDI Playback or Recording in Half Speed Playback Mode

Pro Tools LE 6.0.2 cannot play back or record MIDI in Half Speed Playback mode.

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. To correctly import the Tempo/Meter Map, enable Conductor mode by clicking on the Conductor icon in the Transport window.

Video

Connecting or Disconnecting DV Devices While Launching Pro Tools May Cause DAE Errors (Item #35034)

Hot plugging a digital video device while launching Pro Tools may result in -6090, -6093, or -6097 DAE errors, or cause Pro Tools to unexpectedly quit. To avoid this, always connect digital video equipment and other FireWire devices before launching Pro Tools.

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 process is complete, a session may appear to have a missing or corrupted video file.

DV Movie File Names are Greyed-Out In Import Movie Dialog (Item #33016)

DV movie file names are greyed-out in the Import Movie dialog even though they are valid files. You can still select and import these files even though they are greyed-out.

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 by leaving the Movie window open on screen and moving the Movie window off screen.

Apple Audio MIDI Setup (AMS)

Don't Change AMS During Pro Tools Playback

Do not change the AMS configuration while a Pro Tools session is playing or system errors may occur. 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.

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 dense MIDI or automation, stop playback, save and close the session, quit and re-launch Pro Tools, then re-open the session before resuming playback.

Error –6042 PCI Bus Too Busy

If you encounter a –6042 error, please consult the Answerbase for possible causes and solutions (www.answerbase.digidesign.com).

Error –6074 (Item #32958)

In sessions with high sample rates (96 kHz or higher), inserting plug-ins during playback may cause –6074 errors. To avoid this, stop playback before inserting plug-ins.

Error –6086 Operating System Held Off Interrupts for Too Long

If you frequently encounter a –6086 error, increase the Hardware Buffer Size.

Error –6093 Operating System Held Off Interrupts for Too Long

If you frequently encounter a –6093 error, increase the Hardware Buffer Size.

Error –6097 Lost Communication with the 002 Unit

If you encounter a –6093 error, confirm that you have a valid clock source. Or, increase the Hardware Buffer Size or remove some plug-ins to use less DAE memory.

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 file names 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 LE 6.0.2, 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 LE 6.0.2, 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

If you encounter a –9073 error, refer to the Answerbase for possible causes and solutions (www.answerbase.digidesign.com).

DAE Error –9128

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 –9128 errors during playback with many RTAS plug-ins or dense automation.

– or –

If a -9128 error occurs during a long recording pass, set the CPU Usage Limit (Setups > Playback Engine) to 99%.

DAE Error –9131

Recording to or playing from a UNIX File System (UFS) formatted drive is not supported in Pro Tools LE 6.0.2.

DAE Error –9132

If a –9132 error occurs during Bounce To Disk (even with the highest Hardware Buffer setting selected), bus the desired tracks to the appropriate number and format (mono or stereo) of audio tracks, then record them to disk instead of bouncing.

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 –9128 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*.