

Read Me

Pro Tools LE 6.0 (Macintosh OS X Only)

This Read Me documents compatibility details, known issues, error codes, and corrections to the guides for Pro Tools LE 6.0 on Mac OS X v10.2.3.

Installation and Copy Protection

Installing Pro Tools 6.0 on OS X

To ensure proper operation and file management, Pro Tools 6.0 software must be installed in an administrator-level account in Mac OS X. In addition, to ensure that access to all plug-ins from within Pro Tools, it is recommended that the Pro Tools application and all Pro Tools plug-ins 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

Pro Tools 6.0 at the time of this writing has been qualified with Mac OS X v10.2.3. 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.

OS 9 Authorization Keys and Installing OS X

Installing OS X on your Macintosh may erase any currently installed OS 9 key disk authorizations (such as ReverbOne for Pro Tools 5.1.1). Uninstall all key disk authorizations before installing OS X.

Plug-In Authorizations for OS X

Please be advised that floppy-based copy protection authorizations will not work on OS X. If you are upgrading to OS X and have any legacy Digidesign or Digidesign-distributed plug-ins with floppy-based copy protection registered with us that have not been updated, we would like to update these with the new iLok USB Hardware Key copy protection developed for Pro Tools and OS X. We can accomplish this automatically by depositing these applicable authorizations for you at iLok.com. To set up an account, please go to <http://www.iLok.com> and register.

The product registration card that comes with Pro Tools 6.0 asks you to go to iLok.com to set up an account and subsequently to 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 we receive your Pro Tools 6.0 registration card, we will add your iLok.com User ID to your customer account. Then, we will electronically “deposit” authorizations (assets) directly into your iLok.com account for any Digidesign and Digidesign-distributed plug-ins and software options that you have registered with us. At that point, you simply go to iLok.com to retrieve your new plug-in authorizations.



iLok USB Hardware 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 for Pro Tools 6.0 on your Pro Tools CD 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 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

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.

Digidesign SCSI|128, SCSI|64, ATTO EPCI-UL3D, EPCI-UL3D Support

If you have any of these cards installed in your system, you must run the ATTO Config Tool installer, located in the ATTO Utilities folder on the Pro Tools Installer CD.

Digidesign SCSI|128/ATTO EPCI-UL3D Support

If you have either a Digidesign SCSI|128 or ATTO EPCI-UL3D SCSI host bus adapter card installed in your system, you must run the SCSI128/ATTO UL3D Support installer, located inside the SCSI128/ATTO UL3D Users Install folder on the Pro Tools Installer CD.

TCP/IP Settings for Control|24

If you are using the built-in ethernet port or a PCI ethernet card to connect directly (rather than across a network) to 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.

Magma CardBus Chassis Not Supported

At the time of this writing, the Magma 2- and 4-slot CardBus Expansion Chassis are not supported by Pro Tools 6.0 on Mac OS X. Check the Digidesign Web site (www.digidesign.com) for the most current compatibility information.

Known Issues

The following sections document known issues you may encounter when using Pro Tools 6.0, along with workarounds if they exist.

Always Reboot After Crash

If Pro Tools crashes or if you force quit Pro Tools, always restart your computer before re-launching Pro Tools.

Pro Tools Crashes During Destructive Record

Pro Tools will crash during an open ended (unbound) destructive record if you are recording to hard drives that do not have the requisite 2 GB per drive per track available. To avoid this problem, make sure that you have the necessary free drive space before starting an unbounded destructive record pass, or define a bounded destructive record pass (by making a selection in the Timeline).

Pro Tools Crashes when Creating or Opening a Session

If Pro Tools crashes 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 crashes Pro Tools, 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 crash does not recur, the old volume.ddb file is corrupt and should be deleted. If this does not correct the problem, please contact Digidesign Technical Support. It is recommended that you regularly back up your system as a safe guard.

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

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

SCSI Drives Don't Mount on Startup

SCSI drives connected to some non-ATTO PCI SCSI cards (or the unsupported ATTO UL2D) will not be mounted on startup if you shut down, leave the drives on, and then startup your computer. If this happens, shut down your computer, power cycle your SCSI drives, and startup your computer.

Crash 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, otherwise Pro Tools will crash.

Pro Tools Can't Preview or Import 8-bit QuickTime Files

Pro Tools 6.0 does not support QuickTime 8-bit audio files. Use another application to convert 8-bit QuickTime audio files to 16-bit, or to Broadcast WAV (BWF).

Waveform Overviews Are Miscalculated when Importing OMFI

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

Cannot Bounce Sound Resource (SND) File Type

Pro Tools does not support bouncing long 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

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

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.

Invalid Regions Discarded

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 6.0, 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.”

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

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)

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 unlocking or locking 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

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 computer.

Pro Tools Crashes when Closing a Session while Relinking

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

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 6.0

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.

Mod Delay I Plug-In

After importing Mod Delay I settings into Mod Delay II, you must Save the setting before it will appear in the Mod Delay II Settings pop-up menu. For the sake of backwards compatibility with sessions created with previous versions of Pro Tools using the Mod Delay I plug-in, 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 (such as Bruno and Reso) during playback, while the internal click is routed to it, may cause MIDI playback to stop. To recover MIDI playback, save your session, quit and re-launch Pro Tools, and then open the session.

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 (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 6.0 currently 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. You must disable Manual Tempo mode to import the Tempo/Meter map from another session.

Video

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 File Names are Greyed-Out In Import Movie Dialog

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

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.

Mbox

Playback, Record, or Bounce to Disk Results in -9094 or -9136 Errors

When using FireWire drives with a slower CPU (such as 400 MHz), disk related processes (such as Playback, Record, or Bounce to Disk) may be interrupted by -9094 or -9136 errors. To alleviate this problem, increase the Hardware Buffer Size setting (Setup > Playback Engine) to 1024 or 2048.

Apple Audio MIDI Setup (AMS)

Emagic MIDI Interfaces

At the time of this writing, Emagic MIDI interfaces do not retain the cable routing setup within AMS after AMS has been closed.

MIDI Interface Offline

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.

AMS Unexpectedly Quits

When defining a new external device in AMS, AMS may unexpectedly quit when closing the Device Properties window. This will not adversely effect your configuration and you can re-launch AMS to continue working.

Don't Change AMS During Pro Tools Playback

Do not change the AMS configuration while a Pro Tools session is playing or you may encounter problems. If you need to edit AMS, stop playback in Pro Tools first.

Error Messages

“Could not complete your request because: a program error occurred (-608)”

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

If you encounter a -6031 error while playing back a session with especially dense MIDI or automation, stop playback, save and close the session, quit and re-launch Pro Tools, and 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

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 -6074 errors.

DAE Error -9035 when Opening Sessions or Files on HFS Volumes

You will 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 6.0, 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 6.0, 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, please consult 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 RTAS plug-ins or dense automation.

DAE Error -9131

Recording to or playing from a Unix File System (UFS) formatted drive is not supported in Pro Tools 6.0.

DAE Error -9132

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 –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*.

Additions and Corrections to Guides

The following sections document additions and corrections to the Pro Tools 6.0 guides.

Control|24 Guide

PN 932709088-00 3/01

Headphone Jack and Controls

On page 37 of the *Control|24 Guide*, the section titled Headphone Jack and Controls incorrectly states that, “the jack is located on the lower-left of the Control Room Monitor section.”

Correction:

The section titled Headphone Jack and Controls should say that, “the jack is located on the lower-right of the Control Room Monitor section.”

Contrast Mode Pages

On page 143 of the *Control|24 Guide*, the sections titled Prefs Pages and Contrast Mode Page are incorrect.

Correction:

The sections for Prefs Pages and Contrast Mode Page should be ignored because these pages are not available on the Control|24.

Expanded Systems Guide

PN 910609434-00 REV A 06/02

Magma CardBus Chassis

On page 23 of the *Expanded Systems Guide*, it fails to state that Magma Cardbus Chassis are not supported in Pro Tools 6.0 on Mac OS X v10.2.3.

Correction:

At the time of this writing, the Magma 2- and 4-slot CardBus Expansion Chassis are not supported by Pro Tools 6.0 on Mac OS X. Check the Digidesign Web site (www.digidesign.com) for the most current compatibility information.

Pro Tools Reference Guide (Japanese Version Only)

PN 910610773-00 REV A 12/02

Pro Tools Inputs

(Pro Tools 6.0 Only)

In the Enabling Input Devices section of Chapter 13: MIDI Recording in the *Pro Tools Reference Guide*, information about Pro Tools Inputs was committed.

Correction:

Pro Tools has four virtual MIDI inputs, called Pro Tools Inputs, that can receive MIDI from other supported software applications. For example, you can use Pro Tools Inputs to synchronize to MIDI Time Code generated from another supported software application, control software synthesizer plug-ins in Pro Tools (such as Bruno/Reso), or record MIDI data from another MIDI sequencer to Pro Tools MIDI tracks.



MIDI Patchbay is a useful application for routing MIDI between applications that support virtual MIDI inputs (such as Pro Tools), and applications that don't (such as Reason). For more information, see <http://pete.yandell.com/software>.