## Read Me

# Pro Tools TDM 5.3.3 for HD Systems on Windows

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

### Pro Tools TDM 5.3.3 is Only Supported with Pro Tools|HD

Pro Tools TDM 5.3.3 requires Pro Tools|HD hardware. Note that while Pro Tools TDM 5.3.3 may seem to work with other Pro Tools TDM systems, it has not been tested with these systems, and cannot be guaranteed to work with them. For example, you cannot use the Universal Slave Driver along with Pro Tools TDM 5.3.3 on Pro Tools|24 MIX or Pro Tools|24 systems.

### Setting up Pro Tools Hardware on Windows

After installing your hardware and starting up your computer wait for the Found New Hardware Wizard dialog to appear and leave it open. Leaving the Wizard on screen, place the Pro Tools Installer CD-ROM for Windows in your CD-ROM drive. Locate (in the Pro Tools Installer folder) and double-click the Setup icon. To avoid installation problems, please read carefully and follow the installation instructions in the Pro Tools TDM 5.3.3 Addendum.

### 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.

### Upgrading Plug-Ins from Windows NT or Windows 2000 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.

### Using MacOpener

Windows XP Professional 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.

**Compaq EVO W8000 and DOS Boot Disks**

PC-DOS boot disks are not supported with the Compaq EVO W8000. Use MS-DOS boot disks with the Compaq EVO W8000.

**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.

# Known Issues

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

**Buffer Underruns when using Continuous Scroll Modes in Sessions with 1:1 Video**

When attempting to use Continuous Scroll options in sessions with 1:1 Video tracks, you may get an error message telling you there has been a "Buffer Underrun." Continuous Scroll modes are not supported with 1:1 video. The workaround is to disable Continuous Scroll or choose compressed video.

**"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.

**Task Manager CPU Usage Limit**

Regardless of 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.

**Compacting Files Slower at Higher Sample Rates**

Compacting files at higher sample rates takes much longer than compacting files at 44.1 or 48 kHz. During this process, the progress bar may not advance for extended periods of time, and the only visual indication that the work is being completed is the "hour glass" cursor. This could easily be mistaken for a system crash. Do not force-quit or restart your computer after choosing the Compact Selected command. Compact Selected is a destructive command, and restarting could result in file corruption and data loss.

**Pop When Opening a Session with a Different Sample Rate than the Previous Session**

⚠ *When opening a session with a different sample rate (such as a 44.1 kHz session after using a 96 kHz session), always turn down the volume of all monitoring equipment before you open the session; you may hear a loud pop when Pro Tools is making a coarse sample rate switch while it's opening a session. You can also change the Pro Tools sample rate to the new session sample rate before opening the session: Launch Pro Tools, change the sample rate in the Playback Engine or Hardware Setup dialogs, then open the session.*

**Bounce to Movie**

Bounce to Movie using QuickTime movie in a 192 kHz session causes DAE error –9132. Bounce to Movie using QuickTime is not supported in sessions with a sample rate higher than 96 kHz. Bounces using QuickTime at sample rates higher than this will result in a DAE error –9132.

### Bounce to Windows Media

Currently, you can only bounce to 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.

### Legacy 888|24 I/O in a Pro Tools|HD System

When using an 888|24 I/O in a Pro Tools|HD setup, it is possible for the 888|24 I/O to be in an unusable state when Pro Tools is launched. In this instance, power cycle the 888|24 I/O, then initialize it (as described in the "Configuring Legacy I/Os" section of the *Getting Started with HD Guide*).

### Edit Pack Keyboard and Mouse

If the Edit Pack's USB keyboard and mouse do not function immediately following a firmware upgrade, reboot the computer.

### Using Edit Pack Mouse with Lower "Motion Speed" Settings

When the Edit Pack mouse's Motion Speed is set to a very slow rate (in the Windows Control Panel > Mouse > Motion > Speed dialog), the mouse can only be moved to the left by moving up and to the left.

### Pro Control External Transport Button

The External Transport button on Pro Control only functions to switch the Transport between Remote and Machine after it has been changed once in the Pro Tools software application. As a workaround, toggle the Transport in Pro Tools using the mouse for each Pro Tools session.

### 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. This is a known issue and menu drop downs will be deactivated when playing back in highest priority playback mode in a future release.

## 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.

### DigiRack Dither Multichannel Limitations

The DigiRack Dither plug-in only provides eight channels of un-correlated dithering noise and is not supported for more than eight channels of Dither. If the DigiRack Dither is used on more than eight tracks, the dither's noise seeds begin to repeat themselves. For example, if two Quad DigiRack Dithers are instanced in a session, both Quad instances of dither will have all of its dither noise un-correlated. However, any additional instances of the Dither plug-in will begin to repeat its noise seeds.

### 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 only current 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.

## Synchronization

### Valid Sync and Optical Sync Mode

When setting the Clock Source to Optical in the Hardware Setup dialog, a message will appear, "Your hardware does not have sync. Check your sync cables or change the Sync Mode." However, this message is an error and does not indicate an actual problem. Click OK, and another message will appear, "You now have a valid sync."

## Pro Tools on Avid Unity® MediaNet

### Open Session or New Session Dialog Slow to Appear

On a Pro Tools Avid Unity MediaNet client, the first time you choose File > Open Session or File > New Session in Pro Tools, it may take a long time to for the Open Session or New Session dialog to appear, or a DAE –9019 error may occur the first time play or record is attempted. This will only occur the first time the Unity Volume is accessed after you boot or reboot your computer. The next time you open a session or create a new session, the wait should be much shorter and you should not encounter a DAE –9019 error.

### When Using Open Ended Record on Unity, the Drives Session Files Cannot be Saved if Drives are Full

If you record audio until your Unity drives are full, you may not be have adequate drive space available to save your session file. Under Preferences > Operations, set your Open Ended Record Allocation to an amount that fits on your assigned drives. 2Gb provides about 6 hours per track.

### Mapping Network Drives

Mapping network drives is extremely slow with Unity. It is strongly recommended that you use Avid MediaNet "Manage Connections" to mount drives. This method is quick and reliable when mounting or unmounting your Unity Workspaces.

### QuickTime DV not Supported on Unity

Though users of Pentium IV-based systems may find performance more than satisfactory, DV25 QuickTime movies are not qualified for playback from Unity drives.

**Renaming an Audio File on Unity Only Renames Region**

Renaming audio files on Unity is not supported in Pro Tools 5.3.3. The file can be renamed as a region, but the actual file must remain unchanged on the Unity volume. If the file itself must be renamed you can do so manually after you quit Pro Tools, and then, using the unique identifier the application will allow your session to recognize the file.

**Pro Tools Crashes When Importing or Converting WMA on Unity**

In PT 5.3.3 importing or converting a WMA file on to a Unity volume is unsupported; Pro Tools will crash if you attempt to do so. As a workaround, perform this function on to a local drive, then transfer the converted WAV or AIF file to the desired Unity workspace.

## Key Commands

Key command for opening 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 Ctrl + 1 through 7. If you hit Ctrl along with other keypad keys that are not numbers 1 though 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.