

# Pro Tools TDM 6.3 on Windows

This Read Me documents known issues you may encounter when using Pro Tools TDM version 6.3 on Windows, along with workarounds if they exist.

### Audio Interface Settings Lost

Your audio interface is automatically reconfigured for capture when launching Media Station|V10 software, and then returned to the previous settings when quitting Media Station|V10. Should your computer crash while Media Station|V10 software is running, you may need to reset the I/O routing and clock source settings for your audio interface after launching Pro Tools.

### No Audio Output from Pro Tools After Importing an AAF Sequence Exported from Media Station|V10 (Item #11675)

If there is not an existing Pro Tools Preferences file and you import an AAF sequence containing audio exported from Media Station|V10, audio from the imported sequence can't playback through the Pro Tools audio interface until you restore the default I/O settings in Pro Tools. This only occurs if there is no preference file for Pro Tools.

### Audible Pops and Clicks when Launching Pro Tools (Item #45070)

When launching Pro Tools with AVoption|V10, the initialization of the video engine sets the AVoption|V10 to NTSC. If a PAL blackburst is attached to the AVoption|V10, the AVoption|V10 outputs noise over the optical audio output. Be sure to turn down the monitor volume when launching Pro Tools.

### OMF Parsing Error on Video Import (Item #43294)

If you encounter an OMF parsing error when importing a video file from a network drive, you will need to do one of the following:

- Map the network volume to a letter.
  - or –
- Manually copy the video file to a mapped volume.

### Pro Tools Interface is Unresponsive while Importing or Copying Video (Item #43467)

If the Pro Tools interface is unresponsive while importing or copying video, wait for the video import or copy to complete before engaging the Pro Tools interface.

### Pro Tools Hangs when Playing a QuickTime Movie (Item #44004)

The standard QuickTime install only installs the core QuickTime components. Some QuickTime movies require additional components. If you do not have these additional components installed and try to play the movie in Pro Tools, Pro Tools hangs. Play the movie in the QuickTime player to determine whether or not all the necessary components are installed. If you are missing any necessary QuickTime components, the QuickTime player will prompt you to install them. After installing the additional required QuickTime components, you can import and play back the QuickTime movie in Pro Tools.

### Video Playback Drops Frames (Item #43670)

If another networked system is copying files from the video drive from which you are playing back video, Pro Tools will drop frames during playback. Avoid copying files over the network during playback.

### **Unable to Open an AAF Sequence Linking to MPEG50 Video (Item #43692)**

Pro Tools cannot open an AAF file that links to MPEG50 video clips. Pro Tools does not currently support MPEG50.

### **PAL Monitors are Black on Launch of Media Station|V10 or Pro Tools with AVoption|V10 (Item #10985)**

When launching Pro Tools or Media Station|V10 with AVoption|V10 connected to an NTSC monitor, the monitor will display the AVoption|V10 logo, however PAL monitors remain black.

### **Plug-In Window Obscured by Foreground-Colored Lines (Item #43224)**

When a plug-in is dragged off-screen and back on-screen or is instantiated while a section of it is off-screen, the part of the window that was off-screen will be obscured by foreground-color lines. If you encounter this on an HP xw8000 system with the NVIDIA Quadro4 750 XGL, you will need to update the driver using Windows Update.

### **Correct Machine not Displayed when Switching Between Remote and Serial Machine Control (Item #43680)**

When Switching Between Remote and Serial Machine Control, Pro Tools will not relinquish the Com port. Consequently, the automatically selected machine will not be displayed. You will need to manually select the correct machine, or re-open the Peripherals dialog to view the correct machine selection.

### **Pro Tools Fails to Launch Immediately After Booting into Windows (Item #43887)**

Attempting to launch Pro Tools before Windows has fully booted (the Windows desktop appears, but system information is still being loaded from disk), may result in a quick flash of a white box opening and closing and Pro Tools not launching. Launch Pro Tools only after Windows has completely loaded.

### **“Application Failed to Start Because ipl.dll was not Found. Re-installing the Application May Fix the Problem.” (Item #44939)**

If you un-install Media Station|V10 and then launch Pro Tools, Pro Tools will report the following error: “Application failed to start because ipl.dll was not found. Re-installing the application may fix the problem.” You will need to reinstall the Pro Tools software.

### **AudioSuite Preview Doesn't Work on Unity MediaNetwork (Item #45034)**

If Overwrite Files is selected in an AudioSuite plug-in, and the media is read-only/locked residing on a Unity MediaNetwork volume, AudioSuite Preview will not function.

### **Pro Tools PAL Session Switches to NTSC (Item #45230)**

The first time you create PAL Pro Tools session, the session may switch to NTSC. Attempting to manually change the session back to PAL appears to work, but PAL video clips cannot be added to the session until it is closed and re-opened. The workaround is to manually switch all the Session Setup indicators over to PAL.

### **Computer Keyboard Can't Navigate the Missing Files Dialog (Item #45133)**

The computer keyboard doesn't function to navigate the Pro Tools Missing Files dialog. You will have to use the mouse to navigate the Missing Files dialog.

### **Workspace Browser Erroneously Lists a Read-Only Unity MediaNetwork Volume as R R (Item #43593)**

The Pro Tools Workspace browser erroneously lists read-only Unity MediaNetwork volumes as R R. You will not be able to record to read-only Unity MediaNetwork volumes.

### **DAE Error -9073 During Save Session Copy In to a Unity MediaNetwork Volume During Playback (#43633)**

Pro Tools will report a DAE -9073 error if you attempt a Save Session Copy In to a Unity MediaNetwork volume during playback. You must stop playback to use Save Session Copy In to a Unity MediaNetwork volume.

**“Could Not Complete Your Request Because: Access Violation Occurred” on Unity MediaNetwork (Item #44866)**

On Unity MediaNetwork volumes, dragging a folder into another folder in a DigiBase browser results in the following error: “Could not complete your request because: Access violation occurred.” However, you can drag a file or folder from one folder to another on a Unity MediaNetwork volume in Windows Explorer.