DigiTest 5.3.1 r2

DigiTest

DigiTest is a diagnostic software utility designed to test Digidesign cards and confirm proper card installation as well as proper card order in a Pro Tools system. DigiTest also provides tools to update the firmware of your Pro Tool|HD-series audio interfaces.

System Requirements

For full system requirements, please refer to the Digidesign Web site for all Pro Tools 5.3.1 compatibility information at:

www.digidesign.com/compato

Supported Digidesign Cards

DigiTest 5.3.1 r2 is compatible with Digidesign Pro Tools|HD systems only. Pro Tools|24 MIX, Pro Tools|24, and Pro Tools-III systems are not supported. DigiTest is not compatible with Pro Tools LE systems (such as the Digi 001).

Other Third Party Cards

DigiTest does not test or identify any third party video capture cards.

The identification of third party SCSI accelerator cards is now supported and displayed, but DigiTest does not test the cards. Please refer to the Digidesign Web site for all Pro Tools 5.3.1 compatibility information at:

www.digidesign.com

Known Issues

The following sections document known issues you may encounter in using DigiTest 5.3.1 r2, along with workarounds if they exist.

Running DigiTest with a SampleCell II TDM Card Installed

Running DigiTest 5.3.1 with a SampleCell II TDM card installed can result in system crashes. Please remove the TDM piggy-back from the SampleCell II card in order to successfully run DigiTest.

SBS (Bit3) Expansion Chassis and PCI Host Card

While Digitest 5.3.1 r2 supports SBS (Bit3) 13-slot model DD23 chassis, it does not detect the PCI host cards in the CPU (under "Computer" graph).

Launching DigiTest

Launching DigiTest can take several minutes so that DigiTest can collect information from the cards. Launch time will increase for systems with more cards.

Using DigiTest

Make sure to quit all applications before using DigiTest. When DigiTest is finished, restart your computer. Launching DigiTest while Pro Tools is already launched may cause your system to crash. Likewise, launching Pro Tools before quitting DigiTest and restarting your computer may cause your system to crash.

nVidia GeForce 3 Video Card

DigiTest cannot be used on any Macintosh containing the optional nVidia GeForce 3 video card.

Instructions for Running DigiTest

Before Running DigiTest

Make sure all of your audio interfaces and other Digidesign peripheral devices are connected and powered on. Be sure to lower the volume on audio monitoring equipment, because the audio interfaces output digital noise during some tests. Quit Pro Tools if it is running.

Testing Digidesign Cards with DigiTest

To use DigiTest:

1 Quit any open applications before launching DigiTest.

2 Double click the DigiTest application icon. When DigiTest opens, a text based listing of supported cards is displayed. Each card type and its slot location is identified. Be sure to turn down your volume before continuing.

3 Click the Run button. DigiTest will run through a series of diagnostic tests and list the results for each card in your Pro Tools system.

One of the first tests that DigiTest will perform is the verification that the identified cards are installed in the correct slot order. If they are not, a dialog box will open informing you that the system is configured incorrectly and the test will stop. Error codes will appear for any identified cards that are incorrectly configured. To continue testing the hardware, hold down the Command key while clicking the Run button. This will bypass the configuration check and allow the hardware to be tested as is. However, be aware that this only tests whether or not your hardware is functioning correctly. Bypassing the configuration check does not guarantee that Pro Tools will run correctly. Pro Tools requires the cards to be in a certain slot order and configuration to run successfully. Make sure to install the cards in the correct configuration. Please refer to "Error Code Descriptions" on page 3. Also refer to the *Extended Systems Guide*, the *AVoption|XL Guide*, and the Digidesign Web site for compatibility information:

www.digidesign.com

4 If DigiTest reports that your system is configured incorrectly, shut down your system and reconfigure your cards in the correct order (see the *Getting Started with HD* and *Expanded Systems* guides for more information about correct slot order). Once you have correctly configured your cards, start up your computer and run DigiTest again.

5 After testing the cards, the status box will indicate Passed or Failed for the tested cards. To get more details, click the Info button for the corresponding Failed slot and select Show Detailed Test Results from the pop-up menu. DigiTest only reports valid test results for slots which contain Digidesign cards.

6 If any cards fail the diagnostic tests (noted by a status of "Failed"), shut down your computer, re-seat the failed Digidesign card in the same slot, or another slot if appropriate, and restart the computer. Run DigiTest again. If a Failed appears on the same card in the slot location, write down the failed information listed in the detailed window for that slot location and contact Digidesign Technical Support to obtain a Return Authorization (RA) Number to facilitate the return and repair of your card.

7 If all of the Digidesign cards have Passed, quit DigiTest and restart the computer before running any Digidesign application.

Updating the Firmware of Pro Tools|HD Audio Interfaces

To update the firmware of your audio interfaces with DigiTest:

1 Quit any open applications before launching DigiTest.

2 Double click the DigiTest application icon. When DigiTest opens, a text based listing of supported cards is displayed, in which each card type and its slot location is identified.

3 Click the Info button for the card to which the audio interface you want to update is connected. The Slot Information dialog will open.

4 In the Slot Information dialog, click the Update button. The Peripheral Firmware Update Tool will open.

5 Click the Begin Update button. The firmware will be updated for the specified audio interface.

6 When you are done, quit DigiTest and restart your computer.

DigiTest 5.3.1 r2 Error Codes

Error Code Descriptions

Err3 Incorrectly mixing card types per Pro Tools system. Please check the *Getting Started Guide* for correct installation configuration.

Err4 Cards marked are installed in the wrong order. Please rearrange them according to the directions in the *Getting Started Guide*.

Err5 Too many cards of this type are installed in the system. Please check the *Getting Started Guide* for maximum allowed cards.

Err6 Card is installed in a reserved slot, such as a Digidesign card installed in the slot reserved for the expansion chassis host interface card. Please check the *Getting Started Guide* for correct installation configuration.

Err1220 SCSI accelerator card is installed in the wrong slot. Please check *Getting Started Guide* for correct location of SCSI card.

Err1221 Expansion chassis host interface card is installed in the wrong slot. Please check the *Getting Started Guide* for correct location of host card.

Err1301 HD Core card is not installed. A Pro Tools|HD Core card is required to run Pro Tools 5.3.1 r2.