

Read Me

Pro Tools | First 12.0 on Mac OS X 10.8.x, 10.9.x, and 10.10.x

This Read Me documents important compatibility information and known issues for Pro Tools® | First 12.0 software on Mac OS X 10.8.x (“Mountain Lion”), Mac OS X 10.9.x (“Mavericks”), or Mac OS X 10.10.x (“Yosemite”).

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Avid Artist Community is the new marketplace where you can share and promote your creative work and skills to a large community of audio, film, TV, broadcast, and other media professionals.

On <http://apps.avid.com/store/community/help/index.html> you can find further details how to sign up and start interacting with other Community members.

Once you are a registered user, you can use <http://ac.avid.com> to login.

Compatibility

Avid can only assure compatibility and provide support for qualified hardware and software configurations.



For the latest compatibility information—including qualified computers, operating systems, and third-party products—visit the Avid website (www.avid.com/compatibility).

Co-Installing Pro Tools | First and Pro Tools 10, 11, or 12 (Mac OS X 10.8.5 Only)

On MacOS X 10.8.5 (“Mountain Lion”), Pro Tools | First can be co-installed on the same system with Pro Tools 10.3.10, 11.3.1, or 12.0

Known Issues

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

Pro Tools | First Project Synchronization and Account Issues

When signing out of one account and then signing into another, you remain signed in to the first account. (PT-202410)

In order to use Pro Tools First, you must sign in with your Avid Master Account. If you attempt to sign into your account right after signing out of another account, Pro Tools First signs back in to the first account. In order to successfully switch accounts, quit and relaunch Pro Tools | First and then sign in to the desired account.

Opening the same project on two systems at once, under the same user account is disallowed. (PT-202614)

Projects should only be opened on one system at a time under the same user account. Any conflicts will prompt you to choose if they want the latest cloud or local version. The selected option overrides the cloud copy.

Disconnecting from the internet or closing a project during project synchronization can result in failed project synchronization. (PT-202643)

To prevent potential synchronization with projects, do not disrupt the project synchronization while it is in progress. Avoid disconnecting from the internet, turning off WiFi, shutting your laptop, or quitting Pro Tools | First during this time. To monitor the progress of project synchronization, choose Window > Task Manager.

Transfer fails after restarting due to transfer client being unable to create the database. (EXPED-1270)

If Pro Tools | First fails to upload or download your project and reports a CopyBundle error, save your project and restart your computer. Then, launch Pro Tools | First and synchronize your project.

Failed to load URL <https://avid.com/US/accountilok/gettoken> with error (-102). (PT-202688)

In some cases, after installing and launching Pro Tools | First for the first time, Pro Tools | First reports the following error: "Failed to load URL <https://avid.com/US/accountilok/gettoken> with error (-102)." If this occurs, use the iLok License Manager application to authorize the machine manually. By default, iLok credentials match the Avid Master Account email and password if no previously created iLok account was linked during the Pro Tools | First activation process.

If the Keep Me Signed In option is enabled, Pro Tools | First may quit unexpectedly on launch. (PT-202757)

If the Keep Me Signed In option is enabled, Pro Tools | First may quit unexpectedly on launch. This issue can be resolved by deleting the "Pro Tools" folder from the following location: Macintosh HD/Users/<username>/Library/Application Support/Avid/Pro Tools

You can get to this location by holding the Option key while choosing Go > Library in the Finder. The Pro Tools folder will be rebuilt the next time you launch Pro Tools | First.

General Pro Tools | First Issues

Pro Tools | First quits unexpectedly when exporting audio mix with the Mixdown Source set to a physical output. (PTSW-200520)

Pro Tools | First quits unexpectedly when physical outputs are selected as the Mixdown Source in the Export Audio Mix window. To avoid this problem, bus record your mix to another audio track and then export the resulting audio clip from the Clip List.

When exporting audio mix, the export hangs if the file name contains an illegal character-such as ":" or "ü" (PTSW-183327)

To avoid this issue, do not use non-standard characters for exported file names.

Cannot run Reason or Record as ReWire clients if they have not first been launched and set up as a standalone application (PTSW-133070)

Reason and Record need to be launched and setup as a stand-alone applications before running them as a ReWire clients with Pro Tools | First. Do the following:

- Launch Reason or Record in stand-alone mode and follow the on-screen instructions.
- Quit Reason or Record.
- Launch Pro Tools | First and insert Reason or Record as a ReWire plug-in on an audio, Auxiliary Input, or Instrument track.

Elastic Audio

Maintaining phase coherency with Elastic Audio pitch processing (PTSW-20602)

When there is Elastic Audio Pitch processing enabled on a track, switching from Polyphonic, Rhythmic, or X-Form to Monophonic or Varispeed can disrupt phase coherency. To preserve phase coherency in this case, be sure to clear all Elastic Audio Pitch processing from the track before switching to the Monophonic or Varispeed algorithm.

Drift in an audio file may occur when using Elastic Audio and the Monophonic or X-Form algorithms (PTSW-33768)

Drift in an audio clip may occur when using elastic audio depending on how much the clips is expanded or compressed when using the Monophonic or X-Form algorithms. If you are using elastic audio with material that contains transient information in it that you would like to keep from drifting, you should use the Polyphonic or Rhythmic algorithms.

Clip Groups containing Elastic Audio are not recognized as Elastic if the Clip Group itself has not had any Elastic functions applied (PTSW-34335)


If a clip group contains Elastic Audio inside it, but no Elastic Audio operations have been performed on the outermost level of the clip group itself, then the clip group will not register as Elastic Audio. When used to create a new track, the track will not automatically be Elastic Audio-enabled, and the elastic audio inside the clip group will be rendered using the default Elastic Audio plug-in for the project. As a workaround, add a warp marker to the clip group to force it to register as an elastic clip. Or, create an Elastic Audio-enabled track first, then add the clip group to it.

MIDI

When recording MIDI, Wait for Note does not respond to MIDI input from ReWire (PTSW-30511 and PTSW-34550)

When performing a MIDI record, Wait for Note will not respond to any MIDI received from ReWire. If you are recording MIDI generated from a ReWire application, you will have to start the transport manually or use a countoff instead of Wait for Note.

Plug-Ins

 *For known issues about specific plug-ins, see the Audio Plug-Ins Read Me.*

On Mac OS X 10.10.x, Avid Core Audio Plug-in causes audio disruption with Native Instrument plug-ins (PT-201944)

You cannot launch Native Instruments plug-ins if the Avid Core Audio plug-in is installed. To avoid this issue, remove the Avid Core Audio plug-in from the Audio/Hal folder.

Known Issues with Audio Interfaces

Pro Tools Aggregate I/O (Mac Built-In Audio)

Error messages when opening a project with a different sample rate from the Aggregate I/O sample rate setting (PTSW-131779)

Pro Tools | First may indicate that a given Aggregate I/O device has not automatically adjusted its sample rate when a project with a different sample rate is opened. You may subsequently be presented with a dialog indicating that the project needs to be closed and re-opened to update the sample rate setting of the Aggregate I/O device.

Renaming Pro Tools Aggregate I/O driver in AMS corrupts the driver (PTSW-131383)

If you rename the Pro Tools Aggregate I/O driver in Audio MIDI Setup (AMS), the driver be corrupted the next time you launch Pro Tools | First. If this happens, quit Pro Tools | First and delete the Pro Tools Aggregate I/O device from AMS. Pro Tools | First will re-create the driver the next time it is launched.

Pro Tools | First quits unexpectedly when enabling the built-in digital I/O (PTSW-132189)

When enabling built-in digital I/O for Pro Tools Aggregate I/O in Audio MIDI Setup, Pro Tools | First quits unexpectedly. To avoid this problem, enable the built-in digital I/O in Audio MIDI Setup before launching Pro Tools | First.

Error Messages

Error –9128

In projects with high sample rates (96 kHz), in the Playback Engine dialog set Optimize Engine for option to Playback to avoid –9128 errors during playback with Native plug-ins or dense automation.

Error –9132 (32397)

If a –9132 error occurs during Export Audio Mix, bus the desired source tracks to another audio track, and bus record to the mix. You can then export the bus recorded audio clips from the Clips list.

Error –9155

In projects with high sample rates (96 kHz), you may need to set the Optimize Engine for option to Playback in the Playback Engine dialog to avoid –9155 errors during playback with dense automation.