

Read Me

Pro Tools | First 12.0 on Windows 7 and Windows 8.1

This Read Me documents important compatibility information and known issues for Pro Tools® | First 12.0 on Windows 7 (64-bit) or Windows 8.1 (64-bit).

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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).

Pro Tools 12 Installation

On Windows 7, Pro Tools | First can be co-installed on the same system with Pro Tools 10, 11, or 12. (Windows 7 Only)

Uninstalling Pro Tools does not uninstall all components that are installed with Pro Tools | First. (PT-202003)

When you uninstall Pro Tools | First using the Programs and Features Control Panel, some components that are installed with Pro Tools | First are not uninstalled (such as Avid Effects, Avid Application Manager, and Avid Application Manager Helper). Use the Programs and Features Control Panel to uninstall these components separately.

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.

After opening a project that has not completely uploaded, you will need to reboot your computer to continue working on the project. (PT-202615)

If your Pro Tools | First project does not completely upload to your cloud account, quit Pro Tools | First, reboot the computer, and then launch Pro Tools | First to continue working on your project.

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.

General Pro Tools | First Issues

Pro Tools | First is slow to launch and may become unresponsive if a CD or DVD is mounted by your system. (PT-201624)

If a CD or DVD is mounted by your system, Pro Tools | First takes an exceptionally long time to launch. Additionally, Pro Tools | First may become unresponsive while a CD or DVD is mounted by your system. To resolve this issue, exit Pro Tools | First, eject the disc, and then relaunch Pro Tools | First.

Pro Tools | First becomes unresponsive when changing the Playback Engine. (PT-201900)

Pro Tools | First may become unresponsive when switching from the current Playback Engine to another. To avoid this issue, exit Pro Tools | First and set the desired Playback Engine when launching Pro Tools | First by doing the following: press and hold “N” when launching Pro Tools | First, then select the desired Playback Engine when the Playback Engine window appears.

Error messages are displayed while unzipping the downloaded Pro Tools First installer zip file (PTSW-181403)

While unzipping the downloaded Pro Tools First installer .zip file, errors are displayed saying that certain files are missing. If you proceed and run the unzipped installer, then these files will be reported missing. To avoid this issue, move the downloaded .zip file to the root (top most) directory of a volume first (such as the C: drive), and then unzip.

Pro Tools | First does not launch (58531)

Pro Tools | First will not launch if hardware drivers are not installed or if there are no Inputs or Outputs set in the Control Panel for your audio interface. If Pro Tools | First does not launch, be sure the drivers for your audio interface were installed before Pro Tools | First installation. For M-Audio and some third-party interfaces, if the drivers are already installed, go to the Control Panel for your audio interface and make sure either the Analog or S/PDIF Inputs and Outputs are enabled.

Windows erroneously reports that Pro Tools | First has stopped responding

Clicking on the splash screen while Pro Tools | First is launching can result in a Windows error stating that Pro Tools | First has stopped responding. Pro Tools | First is actually still loading normally and will finish launching if you just don't do anything or if you click “Wait for the Program to Respond.”

Audio clips on tick-based tracks do not play at the correct tempo after opening a Reason song with a different tempo (PTSW-34086)

Audio clips on tick-based tracks do not play at the correct tempo after opening a Reason song with a tempo that is different from the one in your project. To correct this, make any tempo change via the Conductor track or the Manual Tempo input and the clips will play back correctly.

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.

Cannot drag and drop media files from the Desktop to Pro Tools | First (Windows 8 Only) (PTSW-181311)

If UAC is enabled on Windows 8, dragging and dropping media files from the Desktop is disallowed. To avoid this issue, disable UAC.

Issues with Kensington mouse and drivers

The following may occur when using a Kensington mouse with Pro Tools:

- Alt key sticks when Zooming (61823)
- Stuck Shift Key (62376)
- Stuck Control Key (61830, 62066, 61980, 61988, 62348, and 62559).

To clear stuck keys, press them again. If problems continue, try removing the Kensington drivers.

Groove Templates (43997)

Pro Tools | First will be unable to retrieve custom Groove Templates that are saved in an incorrect directory. Groove Templates should be saved only within the “Grooves” folder.

With the in-application Web browser, links to external sites do not work as expected (PTSW-145325)

In the Pro Tools | First Web browser, navigating to external sites using links from Avid web pages (such as links to social networks like Facebook and LinkedIn) may not work as expected. For the sake of security, the in-application Web browser is restricted to *avid.com* pages. If you want to browse sites other than *avid.com*, or share *avid.com* pages with friends, use the Launch Page in External Browser feature to view the page in your default Web browser and navigate from there.

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.

Avid Application Manager

Canceling the installation of Application Manager 2.3 patch (upgrade) corrupts dependent components (Windows Only) (RELENG-1238)

On Windows, if you cancel the installation of Application Manager 2.3, dependent components may be corrupted. To correct this problem, do one of the following:

- Reinstall the application that was installed along with Application Manager (such as Pro Tools or Media Composer).
- Log in to your MyAvid account, and download and install Application Manager 2.3 (or higher) from the Avid Download Center.

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 algorithm. 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.

MIDI

Versions of Sibelius lower than 7.5 do not launch when using the Send to Sibelius command (PTSW-24193, SIB-164)

When you first install any of the supported Sibelius packages (Sibelius, Sibelius First, or Sibelius Student), the Send to Sibelius command in Pro Tools will return a false error stating that Sibelius is not installed in the system. To avoid this problem, launch Sibelius manually and create a score document. This will only needs to be done once, after which the Send to Sibelius command should function properly.

Plug-Ins

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

Purchasing and installing a newer version of an already installed plug-in may cause a system restart (PT-201687)

If you use the In-Application Plug-in Marketplace to purchase and install a plug-in that is already installed on your system, your computer may restart during installation. This only occurs if the currently installed version is older than the version you just purchased and downloaded. If you want to buy an additional license for a plug-in you already own please do so at <https://shop.avid.com>. If you want to install the latest version of a plug-in that you already own, please visit <https://account.avid.com/subscriptions> or <https://www.avid.com/plugins>; find the version of the plug-in you want, and then download and install it.

MIDI outputs to some software synthesizer plug-ins are italicized in cross-platform projects (PTSW-33965)

With some software synthesizers, MIDI output ports show up italicized when opening a project on a different computer platform than the project was created on until you re-assign the outputs.

Known Issues with Audio Interfaces

When switching audio interfaces, some devices may fail to load proper drivers with the Found New Hardware wizard (PTSW-28118)

When switching audio interfaces, the Found New Hardware Wizard will sometimes properly identify the device, but then fail to install the needed drivers. If this happens, with the new device connected, go to Add or Remove Programs in the Windows Control Panel, choose the audio interface, select Change, and run a “Repair” install. The driver installation should complete with the Found New Hardware Wizard.

Changing sample rates during a project can cause project to play at a faster or slower speed (56697)

Changing Sample Rate during a project from the Control Panel for your audio interface can cause the audio to playback at the incorrect speed. Consequently, the data could be unrecoverable afterwards. Before creating a project, set the Sample Rate in the Control Panel for your audio interface and do not make changes thereafter.

ASIO and WASAPI

Pops and clicks can occur when using third-party ASIO audio interfaces with Pro Tools | First (PTSW-132084)

Note that audible pops and clicks can occur when using some third-party audio interfaces. Set the Optimize Engine for option to Playback in the Playback Engine dialog to avoid this problem.

Pro Tools | First cannot locate installed ASIO hardware on launch (PTSW-132125)

There are known issues with some third-party ASIO devices not being recognized by Pro Tools | First. For a list of third-party hardware compatibility issues, please visit www.avid.com/compatibility.

When Windows Audio Device is selected as the Playback Engine the input of a record enabled track cannot be monitored in Pro Tools | First (PTSW-195436)

When Windows Audio Device is selected as the Playback Engine Pro Tools | First will not be able to monitor the input audio signal of a record enabled track. If available, use an ASIO device driver for the Playback Engine to avoid this issue.

Error Messages

Error –6031 during playback (32637)

If you encounter a –6031 error while playing back a project with dense MIDI or automation, stop playback, save and close the project, quit and re-launch Pro Tools | First, then re-open the project before resuming playback.

DAE Error –9132

If a –9132 error occurs during Export Audio Mix, bus the desired source tracks to an audio track, then but record them and export the resulting audio clips from the Clips list.

Error –5000 (Unknown Error) when launching Pro Tools | First (36130)

On a system with multiple partitions, if different InterLok PACE versions are installed on different partitions, Pro Tools | First will report an “Unknown –5000 error” on launch. To avoid this problem, install the same PACE components on all partitions on your system.

Error –9128

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 –9128 errors during playback with Native plug-ins or dense automation.

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.