Read Me

Pro Tools | Software 11.2.2 and Pro Tools | HD Software 11.2.2 on Mac OS X 10.8.x and Mac OS X 10.9.x

This Read Me documents important compatibility information and known issues for Pro Tools® | Software 11.2.2 and Pro Tools | HD Software 11.2.2 software on Mac OS X 10.8.x ("Mountain Lion") or Mac OS X 10.9.x ("Mavericks").

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).*

EuControl version 3.2 required for use with Pro Tools 11.2.2 and higher

Pro Tools 11.2.2 and higher require EuControl software version 3.2 or higher to enable use of EUCON-enabled devices. Update to EuControl software 3.2 or higher before launching Pro Tools 11.2.2 or higher.

iLok USB Key (2nd Generation) and Pro Tools Authorization

An iLok (2nd generation) must be connected at all times while running Pro Tools

Pro Tools requires that an iLok (2nd generation) with the appropriate authorizations be connected to the computer at all times. Do not remove the iLok while running Pro Tools. If the iLok is removed while Pro Tools is running, one of the following will occur:

Pro Tools displays a dialog giving you the following choices:

- Reinsert the iLok and click Save. Pro Tools saves the session and then quits.
- Click Quit. Pro Tools closes the session without saving and then quits.

– or –

Pro Tools displays a dialog giving you the following choices:

- Reinsert the iLok and click OK to continue working in Pro Tools.
- Click Cancel. Pro Tools closes the session without saving and then quits.

Installing Pro Tools 11 Plug-Ins

The Pro Tools Installer no longer updates purchased plug-ins. Download these installers separately.

If you have purchased any Avid plug-ins, you must download the related installers from your Products page at *account.avid.com*. The Pro Tools installer still contains all bundled Avid plug-ins, such as Channel Strip and D-Verb.

Co-Installing Pro Tools 10 and Pro Tools 11

Pro Tools 10.3.6 is the first version of Pro Tools 10 that supports installation on the same system with Pro Tools 11. Co-installation support is limited to MacOS X 10.8.x ("Mountain Lion").

If you have an earlier version of Pro Tools installed, it is recommended that you perform a clean uninstall before installing Pro Tools 10.3.6 (or higher) and Pro Tools 11.1 (or higher).

To support co-installation of Pro Tools 10 and 11, a Pro Tools application alias is no longer added to the Dock during installation.

To add aliases for each Pro Tools application to the dock, do the following:

1 Select the Pro Tools application and choose File > Make Alias.

2 Drag the alias to the Dock.

General Compatibility

Pro Tools 11 does not support video capture (PTSW-181456)

Pro Tools 11 does not have the ability to record video to the timeline. Co-install Pro Tools 10.3.6 (or higher) on the same system and use an Avid Mojo SDI to record video into Pro Tools 10. The captured video can then be used in Pro Tools 11.

Pro Tools 11 does not allow import of WMA files (PTSW-181506)

If you attempt to import a WMA file into a Pro Tools 11 session, Pro Tools cannot convert the file and posts a "file is unreadable" message. Co-install Pro Tools 10.3.6 (or higher) on the same system, import the WMA file, and convert it to a format supported by Pro Tools 11.

QuickTime Player is not currently compatible with Avid Audio Interfaces on Mac OS X 10.8 and 10.9 (PTSW-163965)

QuickTime Player does not currently support Avid audio devices as output devices with Mac OS X 10.8. Audio will not pass through and playback will not start. Please use an alternate audio interface for QuickTime Player, or use another software solution for playing back QuickTime files with Avid audio devices as a workaround for this issue.

Pro Tools 11 sessions that use more than 4 gigabytes of RAM will cause Pro Tools 10 or lower to quit unexpectedly (PTSW-181963)

If you attempt to open a Pro Tools 11 session that uses more than 4 gigabytes of RAM in Pro Tools 10 or lower, Pro Tools will quit unexpectedly. To open such sessions in Pro Tools 10 or lower, first reduce the amount of session RAM usage to less than 4 gigabytes in Pro Tools 11 by removing virtual instruments that take up system memory.

Enable Spotlight for best performance when relinking files and indexing in the Workspace (PTSW-183818)

For best performance with relinking and Workspace indexing, enable Spotlight. While enabling Spotlight is not required, it will improve performance in this area with Pro Tools.

⚠ *When Spotlight is enabled, long record passes (over 50 minutes) may stop recordings after 50+ minutes. Consider disabling Spotlight for long recording sessions and then re-enable it when you are done recording.*

OMF files that contain video are not compatible with Pro Tools 11 (PTSW-184397)

OMF sequences that contain video cannot be imported into Pro Tools 11. OMF sequences that contain embedded or referenced audio files can be imported into Pro Tools 11. To import a sequence that contains video media, use a linked AAF sequence.

Pro Tools session file formats version 4.x and lower are not supported in Pro Tools 11 and higher (PTSW-181049)

Pro Tools session files from Pro Tools versions 4.x and lower are not recognized in Pro Tools 11 and higher. In the Pro Tools Workspace, these files are listed as "unknown," and cannot be opened. Co-install Pro Tools 10.3.6 (or higher) on the same system and open the session files in Pro Tools 10. Save the session in the current Pro Tools session format, then open the session in Pro Tools 11.

Pro Tools | HDX Systems

Some Mac Pro computers with certain video cards may not have power connections available for Pro Tools | HDX cards (PTSW-156545)

Some video cards require power from the motherboard, which is also a requirement for HDX cards. If you have a video card that requires both power connections on the motherboard, a power connection for your HDX cards will not be available. To avoid this problem, use a video card that does not require more than one power connection to the motherboard.

Pro Tools | HD Native PCIe Systems

With Mac OS 10.6.8 or higher, it may not be possible to update the firmware on an HD Native PCIe card (PTSW-146374)

When launching Pro Tools HD with a HD Native card on Mac OS 10.6.8 or higher, a –1164 error may occur. This error indicates that the firmware for the HD Native card cannot be updated from version 1.0 to version 1.02 or 1.03. If this error occurs, you can only update the firmware using Mac OS X 10.6.7 or lower. The firmware update can also fail when using a Thunderbolt MacBook Pro. To avoid this error, use a Mac without Thunderbolt and use the Avid NativeCardFlasher utility to update the HD Native firmware,

> *For more information on updating Native card firmware, refer to the following Avid Knowledge Base articles:*
> *http://avid.force.com/pkb/articles/en_US/troubleshooting/en419331*
> *http://avid.force.com/pkb/articles/en_US/troubleshooting/en429831*

Eleven Rack

Eleven® Rack Guitar Window not available in Pro Tools 11 (PTSW-184398)

Pro Tools 11 does not provide the Guitar Window for Eleven Rack that is available in lower versions of Pro Tools. Avid has made available a 64-bit standalone version of the Eleven Rack Control Window found in Pro Tools 10 and earlier. Please see the following page for more information about the 64-bit standalone Eleven Rack Editor: http://apps.avid.com/eleven-rack/

VENUE

Restarting a VENUE console, including the changing of system configurations, leads to an audio interface timeout with a connected HD Native system (PTSW-183745)

When connecting a HD Native system (PCIe or Thunderbolt) to a VENUE live sound system, VENUE HDx cards acting as your interface to Pro Tools timeout when restarting the VENUE console. This includes changing the VENUE system input configuration between stage and HDx sources (Virtual Soundcheck). After timing out, Pro Tools cannot record or playback until you quit and relaunch Pro Tools.

Create Session from VENUE is not available in the Pro Tools Quick Start dialog (PTSW-190008)

Even if your Pro Tools system has previously established a connection with a VENUE system, the Create Session from VENUE option is not available in the Pro Tools Quick Start dialog when launching Pro Tools. To create a new session from VENUE, cancel the Quick Start dialog and choose File > New Session. The Create Session from VENUE option is available in the New Session dialog.

Issues Resolved in Pro Tools | Software 11.2.2

In certain mixer configurations, virtual instruments on Auxiliary Input or Instrument tracks that are configured to receive MIDI from standalone MIDI tracks are now correctly time-aligned in offline bounces. (PTSW-195783)

Taking Pro Tools offline and then bringing it back online while a connected Soundmaster transport is rolling no longer stops the Soundmaster transport. (PTSW-195743)

Pro Tools now correctly provides the option to switch between "clip name" and "clip name and file name" when renaming files that reside on an ISIS system. (PTSW-150520)

Pro Tools no longer quits unexpectedly when importing multi-output Kontakt 5 tracks. (PTSW-195859)

Pro Tools 11.2.2 includes a firmware update for HDX cards that fixes CPU usage spikes that can occur under certain conditions on systems with multiple HDX cards. The firmware update process is initiated when launching Pro Tools 11.2.2. (PTSW-192207)

Taking the Pro Tools transport offline during a record pass no longer removes the recorded clip from the timeline and the Clips list. (PTSW-191860)

When creating tracks from a EUCON surface, EQ and Dynamics plug-ins are no longer automatically inserted on those tracks. Instead, "Add EQ" and "Add Dyn" options are presented on the EUCON surface. A new Mixing preference, "Auto Insert Default Plug-Ins from EUCON surfaces" has been added to let you turn off this behavior. (PTSW-195825)

On EUCON surfaces, you can now access controls on all channels for multi-mono plug-ins. A "Multi-Mono" knob is available on the surface that lets you target the channel for control. (EUCON-2981)

When running Pro Tools in Deck Control mode with a Soundmaster, Pro Tools no longer stalls on a "Play-to-Rewind" command. (PTSW-195744)

When using multiple Pro Tools systems connected with Satellite Link and issuing transport controls from more than one system, Pro Tools no longer enters a state where the transport on one system does not respond to a Stop command. (PTSW-194288)

When editing video during playback with Loop Playback enabled, the Pro Tools video track now updates correctly. (PTSW-195631, PTSW-193375)

When canceling a Bounce to QuickTime command, the Video Engine no longer becomes unresponsive. (PTSW-195137)

When a video sync offset is enabled in Pro Tools, it no longer causes Pro Tools to drop frames at the beginning of a selection when using Loop Playback. (PTSW-193848)

The Disk Allocation window now displays and scrolls correctly when adjusting disk allocation for tracks in large sessions. (PTSW-194747)

Pro Tools no longer quits unexpectedly when moving a Nugen VisLM plug-in with active automation for all parameters to another insert slot during playback. (PTSW-196323)

The keyboard shortcut for soloing tracks (Shift+S) now works properly when one or more tracks of a soloed group are inactive and the Solo Mode is set to X-OR. (PTSW-178219)

A number of improvements were made to the performance of the AAX TCE (Time Compression/Expansion) plug-in when the AudioSuite handle length is set to zero. (PTSW-186693, PTSW-186522, PTSW-187101, PTSW-187104, PTSW-187149)

Level Meter values are now properly read with VoiceOver accessibility software (Mac OS X 10.9.4 and higher only). (PTSW-195524)

The Pre/Post fader button color now reflects the Send pre/post state consistently across the Mix window, Edit window and floating fader window. (PTSW-188321)

Waveform overviews for MXF sessions on Network Attached Storage are now calculated at speeds comparable to similar sessions on local drives. (PTSW-195239)

On Artist Mix and S3 control surfaces, parameters now update correctly from name to value when an encoder is touched. (EUCON-3232)

The "Use in Playlist" button in AudioSuite plug-in headers is correctly disabled when the Selection Reference pop-up menu is set to Clip List. (PTSW-178658)

The Fade In value in the Transport window is now properly retained after Pro Tools is relaunched or sessions are closed and reopened. (PTSW-195799)

Performance of Tab To Transient has been improved, especially with non-normalized, low-level track material. (PTSW-195188)

Pro Tools no longer quits unexpectedly when you click the side-chain button in the AutoPan (Native) plug-in without key input source assigned. (PTSW-195519)

Audio is now properly aligned with picture after importing an AAF file from Media Composer. (PTSW-194124)

In the Channel Strip plug-in, the Q control for the Hi-Mid EQ band now maps correctly on HUI-compatible surfaces. (AAX-977)

When activating a linked, bypassed multi-mono plug-in that was deactivated while bypassed, the Master bypass state of the plug-in channels is now correctly preserved. (PTSW-190848)

Video pull-up now works correctly so that spotted clips show correct video position. (PTSW-196751)

Pro Tools can now import MXF video originating from an EditShare Geevs system. (UME-1107)

Pro Tools can now play back MXF video created with the Avid Media Toolkit. (PTSW-195307)

Issues Resolved in Pro Tools | Software 11.2.1

When using the Import Session Data command, Pro Tools no longer incorrectly copies audio files when "Clips and Media" is not selected in the "Track Data to Import" menu. (PTSW-194293)

You can now enter a new time position in the Transport Counter during playback. (PTSW-195388)

Pro Tools no longer quits unexpectedly when creating sessions from templates or importing or rendering audio from an ISIS workspace. (PTSW-195338)

You can now nudge MIDI notes after they have been marquee-selected using the Grabber tool. (PTSW-195626)

Pro Tools no longer stops working when you play back a session, and then reactivate an inactive track that contains a send. (PTSW-195172)

Pro Tools no longer quits unexpectedly after selecting "Expand Channels to New Tracks (by match Criteria)." (PTSW-192725)

Plug-in delay compensation now works correctly. (PTSW-195299)

When routing multiple outputs from a virtual instrument on an Instrument track to multiple Auxiliary Input tracks, the destination Aux tracks are now correctly delay-compensated and remain time-aligned. (PTSW-188341, PTSW-190873)

It is now possible to view automation lanes of plug-in parameter whose names contain more than 31 characters. (PTSW-195113)

Audio waveforms are now correctly updated when waveform view is fully zoomed out. (PTSW-195086)

The "Trim Clip to File Boundaries" command now affects only selected clips. (PTSW-193874)

Parameter values in AAX plug-ins are now displaying correctly on control surfaces. (PTSW-195073)

Master Fader track metering on HDX systems now works correctly. (PTSW-194044)

If "Plug-in Controls Default to Auto-Enabled" is selected, recalling settings of a multi-mono plug-in now consistently recalls the playlist values for those controls. (PTSW-194043)

Issues Resolved in Pro Tools | Software 11.2

Video

Avid DX Driver 5.9 released, compatible with Media Composer® | Software version 7.0.4 (or higher). Run DX Driver Installer if you use Avid DX video hardware.

Improved Video Engine performance during fast forward, rewind, and cursor drags.

Importing video files during playback will no longer cause Pro Tools to stop responding. To improve stability, importing video files to the Clip List via drag-and-drop is disabled during playback. (PTSW-190546)

Video Engine no longer momentarily displays an incorrect frame when returning to zero with Insertion Follows Playback enabled. (PTSW-193879)

HD video reference rates are now selectable when the Clock Source is set to Word Clock or AES. (PTSW-174246)

Scrubbing from a Satellite-linked system with Video Engine disabled will no longer cause dropped frames on a connected system that has Video Engine enabled. (PTSW-190200)

Scrubbing on a linked Satellite system no longer prevents playback on an unlinked Satellite system. (PTSW-194066, PTSW-194204)

Single-frame nudges performed in Pro Tools are now correctly followed by Media Composer when connected with Video Satellite. (PTSW-194041)

Plug-ins

The "Plug-in Controls Default to Auto-Enabled" preference no longer interferes with settings recall in multi-mono plug-ins. (PTSW-194043)

MasterMeter no longer causes CPU usage spikes. (PTSW-193401)

Improved audio stability when using the Preview function of AudioSuite plug-ins. (PTSW-186253)

Fixed an issue that could incorrectly change the automation-enabled status of some plug-in parameters to disabled. (PTSW-194237)

Miscellaneous

You will notice some changes in our latest Pro Tools release regarding Gobbler support. For the time being, we have chosen to remove Gobbler functionality in Pro Tools 11.2. As you know, we are working to transform the industry with Avid Everywhere and our new MediaCentral Platform. We are working with all of our partners to take advantage of Avid Everywhere and enhance our customers' workflows with our platform. We will work with Gobbler and all partners in our industry to ensure that our customers have the very best seamless workflow experience with Avid products.

Fixed an issue that could cause Pro Tools to stop responding after using Bounce to Disk with a physical output as the Bounce Source. (PTSW-194437, PTSW-194441)

Clip Gain settings now remain intact after healing separations. (PTSW-194434)

Pro Tools no longer displays linked files on mounted volumes as offline when opening sessions saved with the volume un-mounted. (PTSW-194034)

Pro Tools no longer incorrectly truncates or removes volume names in file paths when saving a session. (PTSW-193752, PTSW-192676)

Fixed an issue that could corrupt audio files extracted from CD. (PTSW-194006)

Virtual instruments no longer continue sustain after the transport has been stopped. (PTSW-192827)

Fixed a case where using Import Session Data with Elastic Audio-enabled tracks could cause Pro Tools to quit unexpectedly. (PTSW-191314)

Imported tracks are now ordered correctly when using Import Session Data. (PTSW-194382)

Pro Tools no longer quits unexpectedly when healing Clip Group separations. (PTSW-194222)

Fixed a case where Pro Tools would quit unexpectedly when performing Elastic Audio analysis while automatically re-linking files. (PTSW-194002)

Issues Resolved in Pro Tools | Software 11.1.3

Video

Fixed several issues that could cause play/pause loop and missing codec errors with the Avid Video Engine. (PTSW-192437, UME-1037)

MXF AVC-Intra video can now be imported into Pro Tools. (PTSW-191562)

Fixed a case where the Video Engine was unable to create thumbnails for the video track. (UME-1038)

Fixed a case where Pro Tools would not engage in playback when video track is online. (PTSW-191953)

Video engine errors no longer occur if you are looping audio where there is no video file. (PTSW-190278)

Fixed an issue that could cause "There was a problem stopping Pro Tools" error. (UME-1011)

Switching users on OSX without a reboot no longer causes the video engine to fail to launch. (UME-1012, UME-996)

Pro Tools now selects the proper video format when opening legacy (pre- Pro Tools 11) sessions. (PTSW-191299)

Play Start Latency settings are now saved with the session. (PTSW-182391)

Fixed an issue where video clips with low frame-rates would play improperly when looping selections. (PTSW-190361)

Fixed an issue where Pro Tools would quit unexpectedly when looping video, if the in-point was not on a frame boundary. (PTSW-190579)

To prevent instability, the option to Disable Video Hardware is no longer available while the Pro Tools transport is active. (PTSW-183703)

Avid Video Engine no longer displays an error when playing a short loop where there is no video on the timeline. (PTSW-190278)

Fixed an issue that could lead to a dialog warning the user of missing thumbnails, preventing the session from playing back. (UME-1014)

Loading a video file from NFS-formatted volumes no longer results in offline media. (UME-1015)

Fixed an issue that could lead to a dialog warning the user of a missing codec. (PTSW-187153)

Plug-Ins

Gain reduction meter no longer improperly shows 5dB reduction on Master Tracks when a session is opened. (PTSW-187240)

Improved reliability of plug-in bypass. (PTSW-191334)

Plug-in automation no longer breaks linked parameters when set to Touch. (PTSW-191139)

Fixed a rare case in which some plug-ins could not be inserted. (PTSW-189279)

Fixed unexpected behavior for plug-in auxiliary output channels > 128. (PTSW-190719)

Fixed a rare case where loading certain plug-in presets would cause Pro Tools to quit unexpectedly. (PTSW-192071, PTSW-186197)

Click II no longer changes timbre randomly. (PTSW-190101)

Master bypass automation data for some third-party plug-ins no longer becomes corrupted when copied between tracks. (PTSW-192282)

Miscellaneous

OpenSSL updated to 1.0.1g. (SoundCloud and Gobbler integration)

Track Punch no longer occasionally deletes clips off the timeline. (PTSW-186681)

Fixed an issue where Beat Detective's processes were slow when its window was in the foreground. (PTSW-184608)

Performing a Bounce to Disk with six or more bounce sources in a session on ISIS no longer crashes Pro Tools. (PTSW-191594)

Groove clipboard now properly propagates to the Event Operations Window. (PTSW-190367)

Fixed a case where the Volume Trim automation lane improperly reverts to Volume lane automation display after reopening a session. (PTSW-191760)

Attempting to Automate Pan Right on stereo tracks using the MC Pro joysticks in Touch automation no longer stops automation from writing. (PTSW-191983)

(Pro Tools|HD only) C|24 scribble strip automation features are now displayed properly when HD software is running without HD hardware. (PTSW-190882)

Fixed an issue that would cause Pro Tools to incorrectly display a looping playhead when online in Remote Mode. (PTSW-191125)

Soundmaster timecode no longer quickly jumps somewhere else before locking to start location. (PTSW-190112)

Pro Tools no longer displays an error when importing audio from mounted ISIS volumes using Interplay Access. (PTSW-191143)

Fixed an issue that would cause Pro Tools to display error messages in the I/O Setup for HD|MADI devices. (PTSW-190580)

Embedded OMF files will now relink properly. (PTSW-189884)

Fixed an issue that caused Session Data Exported as Text to sort improperly in other applications. (PTSW-189277)

Editing clip gain during playback no longer results in unpredictable level changes. (PTSW-192551, PTSW-192575)

Fast surround pans now play back smoothly. (PTSW-192146)

Steep level automation no longer plays back incorrectly on the first play pass after session open and on first play pass after writing automation (HDX only). (PTSW-192502, PTSW-192316)

Fixed a case where stopping the transport while recording would create a gap at the end of a recording pass. (PTSW-192652)

Pro Tools no longer prevents scrolling of background windows when certain windows, like I/O setup, are open. (PTSW-187314)

Copy/Paste now works properly in counter fields, such as the Main Counter and Spot dialog. (PTSW-190682, PTSW-189258, PTSW-191012)

HEAT no longer silences when a native plug-in is instantiated in Insert J. (PTSW-186948)

Audio level is no longer unpredictable when editing clip gain with a mouse during playback. (PTSW-192551, PTSW-192575)

Steep volume automation no longer plays back incorrectly on first play pass after session open and on first play pass after writing automation (HDX only). (PTSW-192502, PTSW-192316)

Fixed a rare case in which overwriting the I/O Setup could cause an error when saving a project. (PTSW-192632)

Fixed a rare case in which Pro Tools would quit unexpectedly after stopping a Destructive Punch record pass. (PTSW-192573)

Trim automation no longer removes some downstream breakpoints. (PTSW-193101)

Pro Tools no longer quits unexpectedly when indexing volumes with bad UTF8 characters. (PTSW-193211)

Fixed a rare case where an invalid fade could be created adjacent to a crossfade, resulting in the clip being dropped from the timeline. (PTSW-185345)

Trim automation no longer delays the underlying written automation. (PTSW-186367)

Fixed a case where Clip Groups could be removed from the timeline when using key commands to cycle through the automation playlist view. (PTSW-146101)

Fixed an issue that would result in audio being erroneously played through the AFL/PFL path after an offline bounce. (PTSW-193306)

Fixed a case where pan automation would be removed when switching send channel counts with FMP enabled. (PTSW-193320)

HDX systems no longer display inaccurate metering on buses that pass more than 100 voices. (PTSW-192672)

Issues Resolved in Pro Tools | Software 11.1.2

Fixed a case where some plug-ins could not be switched out of bypassed state. (PTSW-191334)

Automation now properly interacts with linked plug-in parameters. (PTSW-191139)

C|24 HD-specific features are now available when using Pro Tools HD with non-HD hardware, including Aggregate I/O. (PTSW-190882)

Automation thinning no longer occurs improperly to breakpoints outside the most recent pass. (PTSW-165583)

Pro Tools now correctly extracts audio from imported AAF files. (PTSW-182235)

When there are missing files in an open session, mounting a volume no longer causes the Relink dialog to open. (PTSW-191127)

Pro Tools no longer quits unexpectedly on launch with networked home folders via OS X Open Directory. (PTSW-191277)

Pro Tools now recognizes Finder folders that contain a forward slash "/" in their name. (PTSW-191175, PTSW-190625)

Issues Resolved in Pro Tools | Software 11.1.1

When vertically dragging a clip that shares a crossfade with an adjacent clip, the crossfade will now be converted to separate fades that preserve the sound of the original crossfade. (PTSW-173175)

Pro Tools now successfully imports AAF files originally exported from Steinberg Nuendo. (PTSW-190498)

Issues Resolved in Pro Tools | Software 11.1

For a list of issues resolved in Pro Tools 11.1, please see the following Knowledge Base article:

http://avid.force.com/pkb/articles/troubleshooting/Issues-addressed-in-Pro-Tools-11-1

Known Issues

The following sections document known issues you may encounter when using Pro Tools 11 and Pro Tools HD 11, along with workarounds if they exist.

General Pro Tools Issues

The Edit and Mix windows cannot be scrolled while the Import Audio dialog is open and in the foreground. (PTSW-194730)

Scrolling is disabled when any modal dialog that can access the OS is open. To avoid this issue, close the open dialog.

Importing an AAF from Pro Tools into Media Composer can result in incorrect files being linked due to matching tapename and timecode. (PTSW-194005)

Pro Tools quits unexpectedly when manually moving clips with sections out of the session length bounds (PTSW-188679)

Clips that are moved outside of the session bounds may cause Pro Tools to quit unexpectedly. To avoid this, adjust the Session Length setting (in the Session Setup window) to ensure that there is sufficient time for all material in the session.

Pro Tools quits unexpectedly when importing video during playback (UME-960)

Pro Tools may quit unexpectedly when importing video by drag and drop during playback. To avoid this issue, stop playback before importing video by drag and drop. Restart playback after the video has finished importing.

Pro Tools does not play back immediately after importing a large and complex AAF sequence (UME-905)

Importing a complex AAF sequence that contains many video files and edits may cause Pro Tools to be in a Play/Pause state after all files have finished linking. This may also happen when reopening the session. If you encounter this, stop the transport, wait 30 seconds, and then attempt playback again. To avoid this problem completely, you can bounce the video and re-import, or request that the video editor flatten the video upon export.

Export Clip Definitions keyboard shortcut does not work (PTSW-180985)

The Export Clip Definitions keyboard shortcut (Shift + Command + Y) in Pro Tools conflicts with a MacOS keyboard shortcut. To remove the conflicting MacOS keyboard shortcut, go to System Preferences > Keyboard and click Keyboard Shortcuts. Select "Services" and deselect "Make New Sticky Note."

When Bouncing to Disk or Bouncing to QuickTime, the Bounce 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 bounced file names.

When importing session data, automation is replaced instead of overlaid when using Adjust Session Start Time to Match Source Start Time (PTSW-149273)

Automation can sometimes be replaced instead of overlaid when using Adjust Session Start Time to Match Source Start Time when importing session data. This issue may occur if the source session start time (of the session being imported) is earlier than the current session start time. This issue can be avoided if you instead import the session data from the session with the later start time into the session with the earlier start time. You must also not enable the Adjust Session Start Time to Match Source Start Time option, and select Maintain Absolute when prompted.

Automatic Delay Compensation cannot not be applied to tracks recording from different types of sources (PTSW-157960)

Automatic Delay Compensation cannot compensate for cascaded records that use both I/O and bus inputs to recording tracks. An example of this is feeding an audio track (in record) from an audio input, and then bussing the output of the track to another audio track also in record. The first audio track will be compensated but the second cascaded track will not be. (This is not a common workflow.)

Audio scrubbing is offset by the overall system delay when Automatic Delay Compensation is enabled (PTSW-150138)

With Automation Delay Compensation enabled, when scrubbing audio the output is offset by the overall system delay (displayed in the Session Setup Window). Large system delays cause a noticeable offset. To avoid this issue, you can disable Automatic Delay Compensation when you want to scrub audio for editing.

DestructivePunch may not behave correctly when using Automatic Delay Compensation (PTSW-157282)

When using the Maximum amount of Delay Compensation, DestructivePunch may not behave correctly. To avoid this issue, do not use DestructivePunch with system delays over 4,096 samples at 48 kHz, 8,192 samples at 96 kHz, or 16,384 samples at 192 kHz.

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. Do the following:

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

Exporting interleaved BWF files from Pro Tools 10 and importing into Pro Tools 9.0.x and lower may cause Pro Tools to quit unexpectedly (PTSW-151579)

When exporting any greater-than-stereo multichannel interleaved WAV (BWF) files other than 5.1 from Pro Tools 10 and then importing them into Pro Tools 9.x or lower, Pro Tools quits unexpectedly. To avoid this problem, export audio files for import into lower versions of Pro Tools in another file format (such as AIFF or multi-mono).

AAF files that contain AMA-linked audio cannot be imported (PTSW-182322)

Pro Tools cannot import AAF files that contain AMA-linked audio files. AMA-linked audio must be imported or transcoded in Media Composer before the AAF is exported.

Unrendered mix and match AAFs will not properly import (PTSW-181825)

If the error "A video file and its associated clips were removed because its timecode rate is incompatible with the project type" appears, it is likely that your AAF contains unrendered mix and match video. To avoid this, render mix and match AAFs from Media Composer before or during export.

48 kHz Bounce to MP3 in Pro Tools 7.x and higher results in a 44.1 kHz MP3 File (PTSW-51960)

Bouncing to MP3 while using the "Highest Quality Encoding, Slower Encoding Time" setting with any bit rate other than 320 kbps will result in a 44.1 kHz file. This is a known limitation of the encoder.

Clip names appear incorrect after selecting Field Recorder channel matches, or expanding to new tracks. (PTSW-136012)

This can occur if the file name of a Field Recorder channel match contains a hyphen followed by a number greater than zero. Pro Tools names new clips by incrementing the number after the hyphen. If a field recorder file is already named in this way (such as "Filename-01"), then new clips created by selecting a Field Recorder channel match or by expanding a track may have names different from the parent file. To avoid this situation, avoid using hyphens in Field Recorder file names.

Field Recorder matches appear offset after AudioSuite rendering if the session timecode rate does not match the file timecode rate (PTSW-152147)

If a portion of a file has been rendered with an AudioSuite plug-in, an offset can occur when expanding field recorder matches in cases where the session timecode rate does not match the timecode rate of the audio file. To avoid this issue, you can either render the whole file with AudioSuite (rather than only a portion of the file), or use Whole File mode when rendering AudioSuite processing.

External Field Recorder matches do not show up after an initial index pass (PTSW-180659)

If external field recorder matches do not show up on a field recorder track after the initial index pass, save and reopen the session.

HDX Systems

Pro Tools does not play back when an invalid sync source is selected on SYNC HD (Word Clock or AES/EBU) (PTSW-156651)

When attempting to initiate playback, playback will fail if a SYNC HD is connected to an HDX card and an Avid audio interface with no connections to either the word clock or AES/EBU ports. Ensure that the clock is set to a working clock source to resolve this issue.

In Avid DigiTest, the reported slot number may not correspond to the physical slot number in the computer (PTSW-155373)

In Avid DigiTest, the slot number reported for HDX cards starts from 0 on up. For example, "Slot 1" does not necessarily correlate to the first physical slot in the machine. If you have an HDX card that is having problems, match the Serial Number ID on the back of the card with the Serial Number ID displayed on the Slot Info page in Avid DigiTest.

Pro Tools does not use HDX hardware if a Core Audio application is using HDX hardware (PTSW-155010)

When launching Pro Tools HD on an HDX hardware accelerated system, Pro Tools will use the Pro Tools Aggregate I/O as the Play-back Engine if a Core Audio application has already engaged the HDX hardware. Be sure to quit all Core Audio applications before launching Pro Tools HD to ensure that Pro Tools HD can use HDX hardware.

With multiple track output assignments, Native plug-ins use more voices than expected (PTSW-156089)

When using Native plug-in as the last insert on a track that has multiple outputs assigned, additional voices will be used for each voiced output assignment. This is because a voice is required for each audio channel routed from the TDM engine to the host processor and back. To avoid this issue, use a DSP plug-in, such Trim, as the last insert on the track.

HD Native PCIe Systems

Audible pops and clicks occur when changing buffer sizes (PTSW-125715)

Pops and clicks may occur when changing the Hardware Buffer Size (H/W Buffer Size) in the Playback Engine dialog while monitoring live audio through HD Native hardware. Avid recommends not changing the Hardware Buffer Size while monitoring live audio to avoid this problem. If you must change the Hardware Buffer Size while monitoring live audio, be sure to lower the monitoring volume to avoid any possible damage to your speakers.

HD Native Thunderbolt Systems

HD Native Thunderbolt headphone output stops working when low latency monitoring is enabled (PTSW-169936)

The headphone output on the HD Native Thunderbolt does not function when low latency monitoring is enabled. In this case, use alternative monitoring source such, as an Avid HD OMNI.

HD Native Thunderbolt prevents the computer from waking after sleep (–9171 error) (PTSW-169172)

Pro Tools HD and HD Native Thunderbolt do not support the sleep function of Mac OS X. If encountered, disconnect HD Native Thunderbolt to wake the computer. Disable all sleep functions in System Preferences (except display) and shut down the computer. Reconnect HD Native Thunderbolt and start the computer.

HD Native Thunderbolt reports a clock error at higher sample rates (PTSW-168819)

With some computers, you may encounter an audio clock error when recording at higher sample rates (such as 96 kHz) and with lower HW Buffer Size settings (such as 128 samples or less). In general, higher HW Buffer Size settings are recommended at higher sample rates. For example, at 96 kHz, a HW Buffer Size setting of 256 samples or higher is recommended.

HD Native Thunderbolt is only supported as the first or second thunderbolt device in a thunderbolt chain at sample rates up to 96 kHz, and it must be the only Thunderbolt device in a chain at any sample rate above 96 kHz (PTSW-168229)

HD Native Thunderbolt is only supported as the first or second Thunderbolt device in a Thunderbolt chain at sample rates up to 96 kHz, and must be the only thunderbolt device in a chain at any sample rate above 96 kHz. Visit the compatibility pages on the Avid website for more information (*www.avid.com/compato*).

Pro Tools quits unexpectedly when selecting HD Native Thunderbolt in the Playback Engine (PTSW-167511)

After disconnecting and reconnecting HD Native Thunderbolt from your computer, Pro Tools quits unexpectedly when selecting HD Native Thunderbolt in the Playback Engine. After disconnecting and reconnecting HD Native Thunderbolt, restart your computer to avoid this problem.

Using the HD Native Thunderbolt headphone output with surround monitoring (HDM-13)

Headphone monitoring with HD Native Thunderbolt is set to mirror Pro Tools output channels 1 and 2 on the first audio interface. To use HD Native Thunderbolt headphone monitoring with sessions that use surround formats (such as 5.1),change the surround monitoring path in I/O Setup so that the Left channel is mapped to Output channel 1 and the Right channel is mapped to Output channel 2.

I/O Setup

Master Faders assigned to mapped output busses function only on that specific bus, not for the output channel as a whole (PTSW-127517)

Because a Master Fader works on a bus, not on an output path or output channel, there may be certain configurations in which the level sent to the physical I/O is not reflected on any meters in the Pro Tools application. If the configuration includes overlapping output paths or has multiple busses assigned to a single output path, the overall signal level from these combined sources (including any clipping indication) will only be displayed on the interface itself. You can avoid using multiple output paths or output busses simultaneously by routing your sources to a single mapped output bus and assign a Master Fader to that.

Overlapping outputs are not supported for AFL/PFL (PTSW-128167)

While Pro Tools I/O Setup lets you select overlapping outputs for AFL/PFL monitoring, overlapping outputs are not supported for AFL/PFL monitoring. For example, if paths A 3–4 overlap the main path A 1–2, even though you can select paths A 3–4 for AFL/PFL monitoring, you won't hear anything when monitoring AFL/PFL on paths A 3–4. You can avoid this problem by using non-overlapping paths for AFL/PFL monitoring.

Session templates retain I/O settings and some preferences, display settings, and window layouts (PTSW-47133)

Pro Tools session templates retain the I/O settings and some of the preferences, display settings, and window layouts from the system on which the template was created. Consequently, created a new session based on a template restores several session properties from the original system. These properties are retained by Pro Tools until you change them or another session or template is opened that replaces them. This also means that if a new blank session is created after using a template, the properties from the template will be used for the new session.

The properties retained from templates include default track height, view settings, window size and position, and I/O Setup. You can update templates by making the desired changes, using the File > Save as Template command (be sure to select the "Install template in system" option), and then selecting the template you want to replace.

I/O Settings Pane appears inactive after editing video track during play (PTSW-183106)

If you edit video during playback, the I/O Setting pane for the Video track appears inactive during playback, preventing you from opening the track's Output Setting tab. To access I/O settings for the track, stop playback.

Output and Send assignments may not be reactivated if they are disabled and then re-enabled in the IO Setup when DSP Usage is at its maximum (PTSW-156397)

Disabling and re-enabling an internal or mapped bus in the IO Setup does not guarantee that all associated assignments will be re-activated in a session that is using maximum DSP resources. To re-activate these assignments, save and reopen the session. You can also avoid this issue by adding additional HDX cards to your system.

IO Setup sets to Pro Tools Aggregate IO after updating HDX card firmware (PTSW-159624)

Pro Tools IO Setup may be improperly configured to Aggregate IO after performing a firmware update on an HDX card. To resolve this issue, quit Pro Tools and delete the "Last Used.pio" file from the IO Settings folder (located in the same folder as the Pro Tools application). Relaunching Pro Tools will create a default IO setup based on the peripherals connected to your HDX card(s).

File and Disk Management

After Relinking files the Relink window does not retain its "revealed/open" status (PTSW-178130)

Although the checkbox remains selected, the reveal status of volumes is not retained if the Relink window is automatically reopened. Be sure to reveal the volumes so that the enabled checkboxes are visible in order to reliably relink to missing files.

When relinking audio files, mismatched channel widths are not found (PTSW-189868)

When relinking audio files, it is possible to link files with different channel widths. This is not a supported workflow and may have unpredictable results. Ensure that the channel width of linked files match the channel widths of clips in the session to avoid this issue.

Elastic Audio

When opening legacy sessions (Pro Tools 9 and lower) in Pro Tools 10 and higher, any rendered Elastic Audio clips are automatically re-rendered (PTSW-139989)

Rendered Elastic Audio clips created in legacy sessions need to be re-rendered for use in Pro Tools 10 and higher. Re-render of these files occurs automatically when the session is opened in Pro Tools 10 and higher.

Fades on Elastic Audio-enabled tracks may not regenerate when opening sessions created with Pro Tools 10 and higher in Pro Tools 9.0.x (PTSW-152949)

When saving a copy of a Pro Tools 10 or higher session to v7-v9 and opening the copy in Pro Tools 9.x, some fades might not be re-generated even if you select the option to re-generate fades without searching. If this happens, closing and re-opening the session causes the missing fades to regenerate.

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.

Default Input Gain preference is only for Elastic Audio imported at session tempo (PTSW-34096)

The Default Input Gain preference in the Elastic Audio section of the Processing Preferences page is for Elastic Audio Imported at Session Tempo only. This preference option will not function unless Preview in Context is enabled in Workspace, and/or "Drag and Drop from Desktop Conforms To Session Tempo" is enabled in the Processing Preferences page.

Displayed Timebase is incorrect after importing Elastic Audio tracks (PTSW-46897)

The incorrect timebase is displayed after importing Elastic Audio tracks to existing tracks with opposite timebase. You will need to manually select the correct timebase for the affected tracks.

Elastic Audio clips on Playlist lanes are not rendered (PTSW-47311)

In Playlists View, any Elastic Audio clips on Playlist lanes are not rendered (waveform is "off-line") when changing the track's Elastic Audio processing from Real-Time to Rendered. Using the object grabber to select any off-line clips, promoting them to the main playlist or copying and pasting the clips in place will render using the selected Elastic Audio algorithm.

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 session. 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.

Cannot import Elastic Audio tracks with the Consolidate From Source Media option (PTSW-33894)

Use Copy from Source Media to import Elastic Audio tracks.

Timing inaccuracy in audio files converted from CAF and MP3 with Preview In Context enabled (PTSW-46707)

Audio files converted from CAF and MP3 with Preview In Context enabled can cause timing inaccuracies (gaps in the audio and inner-clip asynchronous transients issues). This is inherent with compressed file formats.

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.

When using Import Session Data on a MIDI track with Real-Time Properties enabled and set to using Diatonic transposition, transposition is based on the first key signature in the session only (PTSW-49297)

When importing session data from a session that includes multiple key signatures and a MIDI or Instrument track with the "Transpose in Key" Real-Time property enabled, the transposition will be based only on the first key in the session. This can be corrected by toggling the Real-Time Properties off and on; then the diatonic transposition will be correct for each key.

Plug-Ins

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

When opening legacy sessions, the 4-band EQ III plug-in is converted to the 7-band EQ III plug-in

The AAX EQ III plug-in does not have a 4-band option. Pro Tools will automatically convert 4-band EQ III instances into 7-band instances if you are using only AAX plug-ins.

Custom location for Avid Virtual Instrument content is not remembered (PTSW-187501)

When installing AIR Creative Collection, if you choose a custom location for the content, that location is not remembered, resulting in error messages when you try to use a virtual instrument plug-in (Boom, Mini Grand, or Xpand) that references a ".big" content file. The location is not remembered after quitting and relaunching Pro Tools.

To avoid this error, move or reinstall the AIR Creative Collection content to the default location.

Some plug-ins require exclusive use of a DSP chip on HDX hardware-accelerated systems (PTSW-154614)

Certain plug-ins, such as ReVibe and Reverb One, use direct memory access (DMA) on HDX cards. DMA plug-ins cannot share HDX DSP chips with other plug-ins. Additionally, even though DMA plug-ins of the same type can share a single HDX DSP chip (for example, multiple ReVibe plug-ins can use the same HDX DSP chip), they must be of the same channel width (DMA plug-ins of the same type cannot share the same HDX DSP chip if they have different channel widths).

Native plug-ins appear unavailable at higher sample rates (such as 192 kHz) (PTSW-160300)

When using some native (host-based) plug-ins at higher sample rates (such as 192 kHz), it may be necessary to lower the number of host processors in the Playback Engine dialog. This is because in certain situations it is beneficial to leave a CPU Core processor available for other tasks, and not have the host-processor engine running on all Cores.

Pro Tools stops working when opening a session with Structure Free (PTSW-131965)

When opening a Pro Tools session that uses Structure Free, Pro Tools may hang temporarily if Structure Free is looking for files in a directory where the files are not present.

AudioSuite and Clip Groups (PTSW-57457)

AudioSuite plug-ins handle Clip Groups in the Clip List slightly differently than audio files. With audio files, an AudioSuite process can be applied to all copies of a unique audio file which appear in your session by selecting your target as Clip List in the AudioSuite plug-in window and selecting Use in Playlist. However, if your target is set to Clip List in the AudioSuite plug-in window while you have a Clip Group selected, Pro Tools does not recognize the Clip Group as processable audio and will present a No Audio was Selected error. This is because a Clip Group is not treated as audio until it is actually used in a track.

To apply an AudioSuite process to all copies of a Clip Group in a session at once, do the following:

1 Select the Clip Group to be processed.

2 From the Clip List menu, select Ungroup All. All elements of the group will remain selected.

3 Perform AudioSuite processing.

4 From the Clip List menu, select Regroup.

5 When prompted, select Modify to apply the AudioSuite Process to all copies of the Clip Group in the session, or Copy to apply it only to the selected Clip Group.

Control Surfaces

Trim Scrub and Trim Shuttle don't work on clips with fades (PTSW-46911)

If a clip has fades, Trim Scrub and Trim Shuttle don't work when trying to trim using a control surface. To work around this problem, remove any fades on the clip, then execute the Trim Scrub or Trim Shuttle, and then restore the fades.

Used HW output path indication (101095)

In Assign Matrix on your control surface, Insert mode the used HW output path will not have amber background indicating that it's already assigned after switching to a different insert on the same track.

Color indication on plug-in controls in Learn mode (PTSW-18480)

When a plug-in is in Learn mode and the track with this plug-in is not focused on the main ICON unit, all automation LEDs in the plug-in window will be red if the track is in one of auto write modes. This conflicts with red color indication on the plug-in control, which is armed for mapping. The workaround is to set the track with plug-ins to Read automation mode.

SignalTools meter ballistics on control surfaces (PTSW-52799)

SignalTools RMS, VU, BBC, Nordic and DIN meters will display inaccurate decay times when viewed on a control surface. Unaffected types are Peak, VENUE, and Peak + RMS, which only reports the Peak meter to the control surface. The attack times of the affected meters are not affected, only the decay times. All meter types display accurately in the plug-in window.

Channel Strip plug-in Expander/Gate meters appear in the Compressor/Limiter meter Instead of in the Expander/Gate meter in D-Control Dynamics section (Main Unit) (PTSW-150897)

The Avid Channel Strip plug-in uses shared meters for Expander/Gate and Compressor/Limiter processing. Because of this, both Expander/Gate and Compressor/Limiter metering appear only in the Compressor/Limiter meter in D-Control Dynamics Section (Main Unit).

Pro Tools transport must be stopped when recalibrating ICON faders (78074)

The transport in Pro Tools must be stopped when recalibrating faders on D-Command and D-Control. If one or more faders need calibration do the following: Stop playback, enter Utility mode, press TEST, press FADER, and press RECAL. After recalibrating faders. exit Utility mode.

Adjusting Clip Gain with the Jog Wheel on a EUCON control surface can result in Pro Tools quitting unexpectedly (PTSW-155028)

Adjusting Clip Gain using the Jog Wheel on a EUCON control surface during playback can result in Pro Tools quitting unexpectedly. You can avoid this issue by using the mouse or key commands to adjust clip gain instead.

Video

High CPU usage with video playback set to Pillarbox/Letterbox versus stretched video (UME-946/UME-971)

If the height and width dimensions of your picture do not match the aspect ratio of the video window, by default, the picture will be stretched to match the video window. To maintain the native aspect ratio of the picture, Right-click in the video window and select Pillarbox/Letterbox. This setting scales the picture to the largest possible size, while maintaining its native aspect ratio.

Playback of QuickTime video in Pro Tools may stutter or drop frames

When monitoring QuickTime playback in the Pro Tools Video Window on the computer screen, the video image may stutter or drop frames. To improve results with QuickTime playback, try any of the following:

• Disable Continuous Scrolling.

• Close unnecessary UI windows.

• Try using the DNxHD codec.

• A second Pro Tools, Media Composer, or Symphony DX Video Satellite option offers guaranteed performance for Avid video playback with a primary HDX or HD Native system.

QuickTime files that contain multiple CODECs may not import (UME-835)

If the Pro Tools tells you that a file cannot be imported because it may be unsupported, check to see if the file contains more than one CODEC. This can be done by opening the file in QuickTime player and examining the file properties. QuickTime files that contain more than one CODEC are not officially supported for import into Pro Tools.

H.264 video files over 2 GB play back incorrectly (PTSW-158646)

At a certain point during playback, an H.264 video file over 2GB in size will incorrectly restart playback from the beginning, even though the timeline indicates it is not playing from the beginning. The workaround is to place an edit (break) in the video clip prior to the point it starts playing incorrectly from the beginning. This issue only affects H.264 files larger than 2GB.

Playback of PhotoJPEG-encoded video experiences dropped frames or stuttering (PTSW-183056)

PhotoJPEG is not a preferred CODEC for video playback in Pro Tools. It you experience performance issues with this CODEC, please transcode to a preferred Avid CODEC, such as DNxHD or DV25. This can be done by bouncing the file to QuickTime from within Pro Tools and choosing the "Advanced Settings" in the bounce window.

Video pull factor may become invalid when video hardware is enabled (PTSW-180554)

If a software video pull factor of 0.1% is set while video hardware is disabled, enabling the video hardware may create an illegal pull setting. Video hardware only supports 0.1% pull ups at 24pPAL rates, and 0.1% pull downs at 25pPAL rates. If the pull rate is set to 0.1% at any other rate while video hardware is enabled, manually select an available option from the pull menu, which may be "none."

The Project Type does not change to reflect the new project rate after a pull factor is applied to video (PTSW-179896)

When video is pulled, the Project Type selector does not change to match the resulting project rate. This is because the fundamental rate of the project does not change. The Avid Video Engine continues to reference the fundamental rate while applying the selected pull factor.

Video may not stay in sync when video hardware is attached and Pro Tools is locked to an external clock (PTSW-178722)

If both Pro Tools and an attached video peripheral are each resolved to an external clock, but the clock is not derived from the same source, video will not stay in sync. An example of this would be if the video peripheral is locked to black burst, and the audio peripheral is locked to an audio clock not derived from the same video black burst, such as SPDIF. In this scenario, setting the video peripheral to lock to its own internal clock will allow Pro Tools to compensate for video drift over time.

Unsupported QuickTime video formats (PTSW-52140, PTSW-52155, PTSW-52156, PTSW-53625, 72961)

Several video formats supported in QuickTime are not supported in Pro Tools. These include .DivX, .flc, .m4v and .3gp format movies. Attempting to import these will generate errors or will fail to import.

QuickTime files that contain multiple CODECs may not import (UME-835)

If the Pro Tools tells you that a file cannot be imported because it may be unsupported, check to see if the file contains more than one CODEC. This can be done by opening the file in QuickTime player and examining the file properties. QuickTime files that contain more than one CODEC are not officially supported for import into Pro Tools.

"Error reading video in the QuickTime files" when importing some MPEG 1 and 2 video files in Pro Tools (PTSW-178017)

Some MPEG1 and MPEG2 files cannot be opened by Avid applications, including Pro Tools. Transcode these files to one of our primary CODEC such as DNxHD or AppleProRes for use in Pro Tools to avoid this issue.

3G2 file extension is not supported for video import (PTSW-178015)

Pro Tools 11 provides support for the .3GP file type extension for video import. These are video files often created on mobile phones. The second generation of this format uses the file extension of .3G2. Files with the .3G2 file extension will be filtered out as unavailable for video import. These .3G2 files may be available for import if their file extension manually changed to .3GP. If the files remain unavailable for import after changing their extension, they will need to be converted to an explicitly supported format such as DNxHD or AppleProRes for use in Pro Tools.

Third-Party Video Peripherals

The following issues may occur with third-party video hardware. Please contact your hardware vendor for support.

◆ In some cases, video will not stay in sync over time if the video peripheral is not, or cannot, lock to video reference. If you experience this, a workaround is to set the Pro Tools clock to internal. This will cause the video peripheral to slew overtime and stay in sync with Pro Tools. (THPV-2)

◆ When Pro Tools is running with a Blackmagic DeckLink II Extreme or Intensity video capture and playback PCI-e card installed, launching Blackmagic Design's Deck Capture utility, Final Cut Studio, or any other application which supports Black Magic hardware for video output, can result in system instability. To avoid any potential system instability only use one Blackmagic DeckLink–aware application at a time. (PTSW-19486)

◆ With some peripherals video playback will be one frame out of sync with Pro Tools audio. To compensate for this, choose Setup > Video Sync Offset and enter a 1 frame offset. (THPV-9)

◆ Some video peripherals will lose AV Sync when playback is attempted from a 9-pin controller when linked with other Pro Tools or Media Composer Satellites. To avoid this issue, attach the 9-pin controller to a Pro Tools Satellite that does not have a third-party video peripheral attached. (THPV-11)

◆ With some video peripherals, the video output will be scrambled when video is not loaded in Pro Tools, or when the video peripheral is disabled. (THPV-13)

Video Satellite

Media Composer 6.5 Video Satellite not seen by Pro Tools (PTSW-183505)

Media Composer 6.5 does not appear as a Video Satellite when used with Pro Tools 11. A Media Composer 6.5.x patch is required to run Media Composer with Pro Tools 11 in this configuration. Visit *www.avid.com* for Media Composer 6.5 updates.

23.976 or 24 fps Sequence Start Time Ending In Digits Other than ":00" Causes Time Code Offset

Media Composer uses NTSC or PAL time code when setting the sequence start time regardless of the format selected by the user for display. When you are working on a video satellite project at 23.976 or 24 fps, a Media Composer sequence with a start time that ends in a value other than *:00* causes an offset between Pro Tools and Media Composer at the session start. For example, the start time 45:02:10:15 (ending in *:15*) would cause an offset, but the start time 45:02:10:00 (ending in *:00*) would not.

As a workaround, always set your Media Composer sequence start time to a time code value ending in *00*.

Cueing from Media Composer in a 720p Project Causes 1-Frame Offset (Item # 98460)

In 720p projects, Media Composer counts at 50 or 60 (59.94) progressive fps—depending on the project type—while Pro Tools counts at 25 or 29.97 frames per second. When you cue a sequence from the video satellite in a 720p project, the Pro Tools edit cursor can be offset by as much as one frame.

As a workaround, cue and play back from Pro Tools when working with a 720p project in a video satellite system. This ensures that the two applications are always in sync. It is not possible to cue to odd 50 or 60 frame boundaries (for example, frame 47) from Pro Tools.

Audio and video may drift out of sync In Satellite Mode in certain conditions (Items # UDevC00090064, UDevC00090078, UDevC00088666, UDevC00089437, UDevC00087542)

When operating in Satellite mode, audio and video output from Media Composer may drift out of sync by as much as one frame in any of the following conditions:

• When viewing video full screen in 1394 mode. This is due to the difference between the monitor's refresh rate and the video reference rate.

• When the Edit Play Rate of the video differs from the frame rate of the video reference signal. (For example, this occurs with a 24p NTSC project with 23.976 Edit Play Rate and NTSC reference signal.)

• When looping a selection that is not aligned to video frame boundaries in Pro Tools. As a workaround, make your selection in Pro Tools using Grid mode with the Grid value set to 1-frame increments—especially when it is necessary to loop several times without stopping.

When scrubbing with a Video Satellite, video may be offset by several frames (UME-870)

Audio/video sync is not frame accurate when scrubbing a Video Satellite. An offset of several frames may be seen between the Media Composer system and the Pro Tools system. To monitor frame accurate video when scrubbing, use the Pro Tools Video window. When done scrubbing, you can continue to monitor frame accurate video on the Video Satellite.

Avid Interplay

Unable connect to Interplay server by entering its IP address (PTSW-173106)

With Interplay Access, when importing a sequence from Avid Interplay into Pro Tools, if you try to connect to an Interplay server by entering its IP address, an error message is displayed and the connection fails. To connect to the Interplay server, enter its server name instead of its IP Address. Note that this issue has been corrected with Avid Interplay version 3.0.5.

General Localization

AAF/OMF sequences with non-English characters import with garbled clip names or won't relink (PTSW-33569, PTSW-99570, PTSW-33826)

If an AAF/OMF sequence containing files or clip names with non-English characters is exported from a Mac-based Pro Tools 7.3.1 system (or lower), it may not import correctly into Avid Media Composer, or Pro Tools 7.4 and higher systems on Windows or Mac. Conversely, AAF/OMF sequences with non-English characters exported from any Pro Tools 7.4 or higher system (or higher) may not import correctly into a Mac-based Pro Tools 7.3.1 (or lower) system. To relink the files, select "Manually Find and Relink," then deselect all options except "Find by file ID." Clip names may appear garbled.

Known Issues with CoreAudio Hardware Drivers

Limitations of the Avid CoreAudio driver with CoreAudio Manager

The 003 systems have the following limitations:

Pro Tools HD and Pro Tools with 003 systems require exclusive access to Pro Tools hardware. You cannot use CoreAudio applications and Pro Tools with these systems at the same time. To use Pro Tools, make sure you quit any CoreAudio applications before launching Pro Tools on these systems. To use a CoreAudio application with these systems, make sure you quit Pro Tools before starting the CoreAudio application.

◆ The Digi CoreAudio Driver cannot be used to preview sound files from the Mac Finder while Pro Tools is running. When a sound file is located in the Mac OS X navigation window, a QuickTime transport bar is displayed next to it. The QuickTime transport bar lets you audition the sound file. With USB audio interfaces, you can preview sound files from the Mac Finder as long as Pro Tools is not running. Regardless, with FireWire and Avid HD audio interfaces, the sound will always play back though the Mac built-in audio controller (through the Mac speaker or headphone jack). However, if you double-click a sound file, the QuickTime application will launch, which can use the Digi CoreAudio Driver for playback.

The CoreAudio Driver cannot be used for playback of Mac System Sounds.

Pops when changing sample rates (PTSW-58770)

With the CoreAudio Manager, your Pro Tools hardware may produce a "pop" or "click" sound if Pro Tools was last used at a sample rate different from the one the new CoreAudio client is set to use.

Audio streaming problems when using very low H/W Buffer Sizes with 3rd party Core Audio applications (such as Logic) (PTSW-154719)

You may experience audio streaming problems when using Avid hardware with 3rd party applications such as Cubase or Logic and playing back at the lowest buffer size. The lowest supported buffer sizes when using Avid hardware are 64 at 44.1 and 48 kHz sessions, and 128 at 88.1 and 96 kHz.

Buffer sizes incompatible with Pro Tools hardware (39542)

In Cubase, Traktor, Live, and certain other applications, you can select Buffer Sizes that may be incompatible with your Pro Tools hardware. Selecting incompatible buffer sizes results in distorted sound and may cause other problems. Please make sure to select Buffer Sizes listed in the following chart:

Cubase SX Buffer Sizes Supported by Avid Audio Hardware

Avid Audio Hardware	Supported Buffer Sizes
HDX	128, 256, 512, 1024
HD Native	128, 256, 512, 1024
003, 003 Rack, 003 Rack+, Eleven Rack	64, 128, 256, 512, 1024
Mbox® and Mbox 2-series interfaces	32, 64, 128, 256, 512, 1024

Pro Tools reports a –6101 error connecting or disconnecting headphones or audio cables from the audio output jack on your computer while using Pro Tools (PTSW-159325)

You may encounter a –6101 error when connecting or disconnecting headphones or audio cables from the audio output jack on your computer while using Pro Tools. To avoid this problem, quit Pro Tools before connecting or disconnecting your headphones or audio cables.

Known Issues with Audio Interfaces

S3L

Distorted audio with S3L and low Hardware Buffer sizes in Pro Tools (PTSW-185113)

Audio may distort with the Avid S3L when Pro Tools is set to use the lowest Hardware Buffer sizes (32 or 64). To avoid this issue when using the Avid AVB64 driver, set the Hardware Buffer size in Pro Tools to more than 64 samples.

HD OMNI

Noise in the output signal from HD OMNI with digital input (PTSW-1614)

If HD OMNI is connected to a digital source with a mismatched clock and Sample Rate Conversion (SRC) is not enabled, you will hear noise (including loud "pops") in the output signal. To correct this problem, either enable SRC or ensure that the clock of the digital source and HD OMNI are matched correctly.

HD OMNI front panel Setup menus are unresponsive after Pro Tools quits unexpectedly (PTSW-125692)

HD OMNI will not automatically recover "stand-alone" mode if Pro Tools quits unexpectedly (or if you disconnect the DigiLink cable from HD OMNI while Pro Tools is running). As a result, some of the SETUP functions accessible from the front panel will be unavailable. Power cycle HD OMNI to recover stand-alone mode.

Graphic redraw problems in the Hardware Setup dialog (PTSW-122690, PTSW-1346, and PTSW-1235)

When changing the Hardware Setup configuration for HD OMNI, it is possible to encounter graphics redraw problems in some cases. To force a graphics redraw of the Hardware Setup dialog, close and reopen the Hardware Setup dialog.

No sound on output after hardware reset (PTSW-126575)

After resetting the HD OMNI interface to the default factory settings using the front panel controls, the HD OMNI interface stops emitting sound in sessions where the outputs are not assigned to the Monitor output path. To correct this problem, press the ALT monitor button to switch to the ALT Monitor path, and then press it again to switch back to the Main Monitor path.

Loss of Monitor path when launching Pro Tools with HD OMNI off or disconnected (PTSW-127313)

When launching Pro Tools and opening I/O Setup after powering off HD OMNI or disconnecting it from the system, the inactive Monitor path is not present in Output tab. You may need to restore the default I/O Settings and remap the corresponding Output Busses.

Output paths are not automatically created in the Output page of the I/O Setup after disabling the corresponding Monitor path in the Monitor page of the Hardware Setup and re-assigning the Outputs from "None" to physical outputs in the Main page of the Hardware Setup (PTSW-127559)

After disabling the Monitor path in the Monitor page of the Hardware Setup and re-assigning the corresponding Outputs from "None" to physical outputs (such as "A 1-2") in the Main Page of the Hardware Setup, these Output paths are not automatically created in the Output Page of the I/O Setup. You will have to manually create the appropriate Output paths in the I/O Setup (or click Default).

Changing Monitor path Output assignments in the Hardware Setup does not update the Output paths in the Output page of the I/O Setup (PTSW-127563)

When changing Monitor path Output assignments in the Monitor page of the Hardware Setup (such as setting the Monitor path Format to None or assigning the Monitor to different physical outputs), the Output paths in the Output page of the I/O Setup do not reflect the corresponding changes. You will have to manually create the appropriate Output paths in the I/O Setup (or click Default).

When creating new sessions, using the I/O Settings selector can result in unexpected Output assignments if HD OMNI has an assigned Monitor path (PTSW-123896)

If HD OMNI has an assigned Monitor path, Output paths created by the selected I/O Settings option in the New Session dialog may be offset by the channel width of the Monitor path. If this happens, you will have to manually create the appropriate Output paths in the I/O Setup (or click Default).

I/O Setup Bus page erroneously adds monitor paths (PTSW-127739)

With both MAIN and ALT Monitor paths declared, toggling one of the CR Monitor paths from the current format to "None" and then back to the starting Monitor format from within the Hardware Setup Monitor page, causes the Bus page in I/O Setup to erroneously add an extra Monitor path with the abbreviation with "(1)." This can happen numerous time and each new Monitor abbreviation increments accordingly.

003 Series Interfaces

Reconnecting an 003 after losing the connection with Pro Tools (PTSW-20351)

If your 003 series interface looses its connection with Pro Tools, increasing your buffer size may bring the device back online without having to close Pro Tools or restart your computer.

Importing .PIM Files on an 003 System with a C|24 (PTSW-46401)

When importing a custom map .PIM file created on a 003 to another 003 system with a C|24, 003 displays "<No Track>" on the scribble strips instead of staying in Plug-in Edit mode with a restored newly imported Plug-in Map. You will need to switch to another mode on 003 and then re-enter Plug-in Edit mode to correct this.

Mbox Pro

Pro Tools appears unresponsive with Mbox Pro (PTSW-184498)

Avid recommends connecting the Mbox Pro before powering up the computer. If Pro Tools appears to be unresponsive with Mbox Pro, check to ensure that the Mbox Pro is synchronized to the proper clock source (Setup > Hardware), and that the clock source and your Pro Tools session have matching sample rates. If Mbox Pro encounters a problem with the clock source (such as mismatched sample rates between the clock source and the session), Pro Tools may become unresponsive.

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

–6101 error when previewing audio with Pro Tools Aggregate I/O (PTSW-132996)

When previewing audio in the Import Audio dialog with Pro Tools Aggregate I/O selected as the Current Engine (in the Playback Engine dialog), and with the Mac OS File view is set to Columns view, you may encounter a –6101 error. Try changing the Mac OS file view from Columns to List or Icons view, or use any of the built-in audio devices instead of Pro Tools Aggregate I/O to avoid this problem.

Changing sample rates in Audio MIDI Setup can cause Aggregate I/O to disappear in I/O Setup, resulting no audio output (PTSW-132281)

When Pro Tools Aggregate I/O is selected as the Current Engine in the Playback Engine dialog, changing sample rates in Audio MIDI Setup can cause the Pro Tools Aggregate I/O to be removed from I/O Setup resulting in no audio output. To correct this problem, click the Default button on the Output page of the I/O Setup.

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

Pro Tools may indicate that a given Aggregate I/O device has not automatically adjusted its sample rate when a session with a different sample rate is opened. You may subsequently be presented with a dialog indicating that the session needs to be closed and reopened 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. If this happens, quit Pro Tools and delete the Pro Tools Aggregate I/O device from AMS. Pro Tools will re-create the driver the next time it is launched.

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

Third-Party Core Audio Devices

Using low buffer sizes with Studio Monitor Express may result in Pro Tools quitting unexpectedly with a loud burst of noise (PTSW-132513)

Using Studio Monitor Express with some Core Audio Devices may result in Pro Tools quitting unexpectedly along with loud bursts of noise. Studio Monitor Express is not recommend for use with Pro Tools at this time.

Error Messages

Error –1150 (PTSW-144422)

When launching Pro Tools HD on HDX hardware, if you encounter a –1150 error, quit Pro Tools, shut down your computer, and ensure that the HDX TDM cable is properly connected.

Error –6042

If you repeatedly encounter –6042 errors, open the System Usage window and check the PCI gauge. If the gauge is peaked, you will need to reset the PCI bus. To reset the PCI bus, make all tracks inactive and start playback. If you still encounter a –6042 error, quit and relaunch Pro Tools, open the Playback Engine dialog, and change the Number of Voices setting to use fewer voices per DSP.

Error –9073 without reaching the 2 GB file limit

If you encounter a –9073 error, and you have not reached the 2 GB file size limit, please refer to the Knowledge Base for possible causes and solutions (*www.avid.com/onlinesupport*).

Error –9128

In sessions with high sample rates (96 kHz or higher), you may need to set the Hardware Buffer Size to 512 or more to avoid –9128 errors during playback with Native plug-ins or dense automation.

Error –9131 (92747, 20843)

GUID partitioned drives will not allow you to record beyond the third partition when running on OS X. A workaround is to partition audio drives using Apple Partition Map instead of GUID.

  – or –

Recording to or playing from a UNIX File System (UFS) formatted drive is not supported in Pro Tools.

Error –9132 (32397)

If a –9132 error occurs during Bounce To Disk (even with the highest Hardware Buffer setting selected), bus the appropriate tracks to the appropriate number and format of audio tracks, and record to disk. You can then use the resulting audio files as you would have used bounced files.

Error –9155

In sessions with high sample rates of 96 kHz or more, you may need to set the Hardware Buffer Size to 512 or more to avoid –9155 errors during playback with dense automation