


# Read Me

## Pro Tools and Pro Tools | HD Software 12.7.1 on Windows 7, Windows 8.1, and Windows 10

This Read Me documents important compatibility information and known issues for Pro Tools® and Pro Tools | HD Software 12.7.1 on Windows 7 (64-bit), Windows 8.1 (64-bit), and Windows 10 (64-bit).

 For detailed compatibility information, including supported operating systems, visit the Pro Tools compatibility pages online.

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### Avid Artist Community


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.

Visit [www.avid.com/artistcommunity](http://www.avid.com/artistcommunity) to find out all the details of how to sign up and start interacting with other Community members. Once you are a registered user, visit [ac.avid.com](http://ac.avid.com) to log in.

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### 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](http://www.avid.com/compatibility)).

### Updated EuControl Appset for Artist Control, Pro Tools | Control with Pro Tools 12.5 or Later (PT-213555)

An updated Appset for Artist Control and Pro Tools | Control is provided with Pro Tools 12.5 or later. This includes an improved and more intuitive Soft Key layout as well as additional assignments for newer Pro Tools EUCON commands. Visit EuControl Appsets to download the latest EuControl Appsets.

### iLok USB Smart Key and Pro Tools Authorization

#### **An iLok must be connected at all times while running Pro Tools**

Pro Tools requires that an iLok (2nd generation or later) 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.

### **Pro Tools does not recognize iLok connected to USB3 ports (PTSW-158204)**

Texas Instruments USB3 controllers are currently incompatible with iLok generation 1 & 2 USB keys. iLok keys connected to a Texas Instruments USB3 controller will not be recognized by Pro Tools or the *ilok.com* website. Connect any iLoks to USB2 ports instead.

## Avid Application Manager

### **Use the Avid Application Manager for notifications about Pro Tools software and plug-in updates**

When you install Pro Tools 12.x, the Avid Application Manager is also installed. The Avid Application Manager is used to manage your software and entitlements related to your Avid Master Account. The Avid Application Manager helps you maintain the most current Pro Tools software and audio plug-in updates that you are entitled to when new versions become available. For more information about the Avid Application Manager, see the *Avid Application Manager Guide* (available online through the Avid Knowledgebase).

## Pro Tools 12 Installation

### **On Windows 7, Pro Tools 10.3.10 can be co-installed on the same system with Pro Tools 12.x. (Windows 7 Only)**

If you have an earlier version of Pro Tools installed, it is recommended that you perform a clean uninstall before installing Pro Tools 10.3.10 (or higher) and Pro Tools 12.0 (or higher). Installing Pro Tools 12.x will overwrite Pro Tools 11.x if it is already installed.

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

When you uninstall Pro Tools using the Programs and Features Control Panel, some components that are installed with Pro Tools 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.

### **Virus Alert on D-Control Resource412.dll file which is a part of the Pro Tools Installer Package. (PT-213567)**

Microsoft Windows users may encounter several false-positive Win64:Evo-gen (Susp) malware alerts on Korean language \*.dll files (e.g., D-Control Resource412.dll) while running the Pro Tools Installer on systems running anti-virus software. To avoid this issue, temporarily disable anti-virus software, and run the Pro Tools Installer. Consult the manufacturer of your anti-virus software for more information.

## General Compatibility

### **Pro Tools 12 does not support video capture (PTSW-181456)**

Pro Tools 12 does not have the ability to record video to the timeline. Co-install Pro Tools 10.3.10 (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 12.

### **Pro Tools 12 does not allow import of WMA files (PTSW-181506)**

If you attempt to import a WMA file into a Pro Tools 12 session, Pro Tools cannot convert the file and posts a “file is unreadable” message. Co-install Pro Tools 10.3.10 (or higher) on the same system, import the WMA file, and convert it to a format supported by Pro Tools 12.

### **HD and HD Native drivers fail to load (PT-220124)**

Pro Tools HDX and HD Native drivers are signed with SHA-2 certificates (for security purposes on Win 8 and 10), however some Windows 7 systems do not validate SHA-2 certificates. Consequently these drivers do not load, and neither Pro Tools nor Digipack will be able to recognize installed HDX and HD Native cards. To correct this issue, run the following patch from Microsoft: <https://support.microsoft.com/en-us/kb/3033929>.

### **Warning displayed when opening a session or project created in Pro Tools 12.6 in a lower version of Pro Tools. (PT-220349)**

Any session or project created with Pro Tools 12.6 presents a warning when opened in a lower version of Pro Tools (such as Pro Tools 12.5). When the session is opened following this warning, any clip effects data will be dropped from that session or project. If you save the session or project in the lower version of Pro Tools, the Save As dialog opens instead so that you do not overwrite the original 12.6 session or project.

**Pro Tools 12 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 12 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 12 by removing virtual instruments that take up system memory.

Pro Tools may not maximize while an ISO or other optical media is mounted. (PT-217858)

If minimized while an ISO or optical media disk is mounted, Pro Tools may not re-maximize from the Task Bar, Task Manager, or via Application Switching until the ISO or optical disk are ejected. To avoid this issue, ensure that no such media is mounted while maximizing Pro Tools.

**OMF files that contain video are not compatible with Pro Tools 12 (PTSW-184397)**

OMF sequences that contain video cannot be imported into Pro Tools 12. OMF sequences that contain embedded or referenced audio files can be imported into Pro Tools 12. 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 12.

**Automatic Update Notification will not connect through a proxy server that requires authentication (108837)**

Software Updater will not find an active Internet connection when behind a proxy server that requires authentication to gain Internet access. To work around this, the client machine with Software Updater needs to be moved out from behind the proxy, or the proxy needs to allow HTTP access via port 80 without requiring authentication.

**Aero causes errors at lower HW Buffer sizes (103563)**

With Aero enabled in Windows, Pro Tools will not play back without errors at HW Buffer sizes of 128 and below. Turn off Aero if you want to use lower HW Buffer sizes.

## Eleven Rack

**Eleven® Rack Guitar Window not available in Pro Tools 12 (PTSW-184398)**

Pro Tools 12 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

**VENUE systems with two HDx Option cards may not be recognized by Pro Tools | HD Native systems (PTSW-142834)**

If a second HDx Option card is installed in a VENUE system, it may cause both HDx cards not to be recognized by HD Native systems. A single VENUE HDx Option card is recognized properly by HD Native systems, so for consistent performance it may be necessary to de-install the second VENUE HDx Option card.

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## Known Issues

The following sections document known issues you may encounter when using Pro Tools and Pro Tools HD 12.7.1, along with workarounds if they exist.

### General Pro Tools Issues

#### **Pro Tools quits unexpectedly when disabling an internal audio device (PT-220001)**

Disabling an internal audio playback device from the Windows Control Panel while Pro Tools is running may cause Pro Tools to quit unexpectedly. To avoid this issue, ensure that Pro Tools is closed before making any changes to the audio device in the Windows Control Panel.

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

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

While unzipping the downloaded Pro Tools 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.

#### **Clicking on a Pro Tools window that may be visible will not always bring Pro Tools to the foreground, especially if a process is running in Pro Tools (such as Bounce to Disk)**

If Pro Tools is not the foreground application, you can bring it to the foreground by doing one of the following:

- Click the Pro Tools icon in the Windows Taskbar.
- Press the Start+Tab keys to bring the Pro Tools application to the front.

#### **Pro Tools does not launch (58531)**

Pro Tools 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 does not launch, be sure the drivers for your audio interface were installed before Pro Tools 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.

#### **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.

#### **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, new sessions 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.

#### **Trying to load a session from an unmapped network drive results in the error: “Pro Tools application has stopped working” (PTSW-125913)**

When trying to load a session from an unmapped network drive, the error “Pro Tools Application has stopped working” will occur. To avoid this problem, be sure to map the network drive to a drive letter, set up the drive as transfer volume, and then open the session.

### **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.

### **Pro Tools reports AAE Error 2. (PT-210384)**

You may encounter AAE Error 2 if you have two or more volumes on your system with the same name. To avoid this issue, ensure that each volume on your system is uniquely named.

### **Offline Bounce takes much longer than expected (PT-202888)**

Offline Bounce times can increase significantly in sessions that have output and input assignments cascaded across tracks (for example: Track 1 output is assigned to Track 2 input, Track 2 output is assigned to Track 3 input, and so on).

### **Windows 7 Systems do not support double-clicking to launch Pro Tools session or installer on external FireWire HFS+ drive (PTSW-35457)**

On Windows 7 systems, if the session or installer is located on an external FireWire HFS+ drive, you cannot double-click on it to launch the session or installer. To launch a Pro Tools session located on an HFS+ drive, launch Pro Tools first, and then use the Open Session command in the File menu to open your session. For Pro Tools installation, copy the installer onto an internal drive, and run the installer from there.

### **Windows erroneously reports that Pro Tools has stopped responding**

Clicking on the splash screen while Pro Tools is launching can result in a Windows error stating that Pro Tools has stopped responding. Pro Tools 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."

### **Automation is replaced instead of overlaid when using Adjust Session Start Time to Match Source Start Time when importing session data (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.

### **Start+L launches the Switch Admin User prompt instead of nudging cursor to the left (PTSW-17100)**

Start+L Key launches the Switch Admin User prompt instead of nudging the cursor to the left. As a workaround, enable Keyboard Focus (A...Z) and use the L key.

### **Auto Low Latency Monitoring is lost when opening a session created in Pro Tools 12.6 or higher in versions of Pro Tools lower than 12.6. (PT-219356)**

If a session is saved with Auto Low Latency Monitoring ("Blue Mode") enabled in 12.6 or higher, it is disabled when that session is opened in versions of Pro Tools lower than 12.6 (in 12.5 for example). You will have to re-enable Auto Low Latency Monitoring if desired. This issue does not occur when opening sessions in Pro Tools 12.6 and higher that were saved with Auto Low Latency Monitoring enabled in a version of Pro Tools lower than 12.6.

### **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 session. 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. 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.

### **Cannot drag and drop media files from the Desktop to Pro Tools (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.

### **When importing audio from a network share, “file is unreadable” or other errors occur (PTSW-149570)**

When importing an audio file from a network share using the Import Audio dialog or a direct shortcut to the share, Pro Tools may display an error such as “The audio file is unreadable by Pro Tools” or “The mp3 cannot be imported because QuickTime is not installed,” even though QuickTime is installed on the system. If this occurs, map a drive letter to the network share and use the drive letter in the Import Audio dialog to navigate to the audio file.

### **Importing MP3 or MP4 files without QuickTime installed (PTSW-61863)**

If Pro Tools has been run on a system on which QuickTime was not present, but then QuickTime is installed later, there is the possibility that Pro Tools has indexed QuickTime files as “Unknown.” These files will remain as unknown even after QuickTime has been installed. If this occurs, either delete DigiBase Database files and try again, or navigate in the browser to any “Unknown” QT file and select “Update Database for Selected.”

Conversely, if Pro Tools has been run on a system with QuickTime present, but then QuickTime is uninstalled, there is the possibility that QuickTime files have been indexed as known audio file types that can no longer be understood by Pro Tools since QuickTime is now absent. If this occurs, delete all database files and try again.

### **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.

### **Error message “Could Not Complete Your Request because the System Cannot Find the File Specified (2)” (# 50454 and # 50457)**

This message can appear while logged into a non-administrative account and doing either of the following:

- Performing destructive AudioSuite processing
- Locking files in the Workspace browser

This is possibly because the audio file has read-only permissions. In order to correct this, you must be able to log into an administrative account in Windows and change the permissions of the audio file so you have full read and write access to the audio file. If you do not have administrative access of the computer, then you must either contact the administrator of the computer to resolve this problem, or use the File > Save Copy In command to create a copy of the session with all of its audio files.

### **Groove Templates (43997)**

Pro Tools 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.

**Clip Groups may require multiple clicks to be added to the edit selection. (PT-223246)**

With a Clip Group selected, additional Clip Groups may not immediately be included in the edit selection when Shift+clicking them with the Grabber or Smart tool. If you encounter this issue, Shift+click on the additional Clip Group once to expand the Timeline Selection, then Shift+click again to add the Clip Group to the edit selection.

**Clip Groups can be dragged to tracks in Playlist view even though Clip Groups are not supported in Playlist view (PTSW-152707)**

It is possible to drag a clip group to a track in Playlist view even though clip groups are not supported in Playlist view. Normally, when switching to Playlist view from another track view, any clip groups on that track are automatically ungrouped. While clip groups dragged to tracks in Playlist view may appear to work properly, it is recommended that you ungroup them while in Playlist view to ensure proper behavior.

**Importing tracks with Import Session Data clears the Undo queue (51775)**

It is documented in the Pro Tools Reference Guide that importing tracks through Import Session Data clears the Undo queue. More specifically, the Undo queue gets cleared when Main Playlist Option is set to “Import - Replace existing playlists.” The Undo queue does not get cleared if the option is set to “Import - Overlay new on existing playlists” or “Do Not Import.”

**Rendering Clip Gain or Clip Effects on multi-channel audio clips in an interleaved session results in multi-mono files. (PT-214780)**

In an interleaved session, rendering Clip Gain or Clip Effects on a multichannel audio clip creates mono audio files for each channel rather than the expected single interleaved, multichannel audio file.

**Real-Time Fade Adjustment tool can display the fade preview outside of the Timeline under certain Window Scrolling conditions. (PT-220418)**

If the area before the start of the Timeline is visible when using Continuous Window Scrolling or if the Center Playhead option is enabled, and the area before the start of the timeline appears on-screen, then adjusting a fade using the Real-Time Fade Adjustment Tool can cause the fade preview to appear outside of the fade boundary or Timeline. To avoid this issue, only use the Real-Time Fade Adjustment Tool in No Scrolling, After Playback, Page scrolling modes, or when the start of the Timeline is off-screen.

**Recording track group output featuring 90° volume automation changes while writing VCA automation can result in unwanted fades. (PT-222834)**

If audio clips on a track within a track group feature sharp 90° volume automation changes and the track group has a VCA assigned to it, bus recording the output of the audio track to another audio track while VCA automation is being written may result in the new recorded audio fading in and out around the 90° volume automation changes. To avoid this issue, record any VCA automation first and then record the track group output in a separate record pass.

**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.

**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.

**With the Pro Tools Web browser, links to external sites do not work as expected (PTSW-145325)**

In the Pro Tools 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 Pro Tools 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.

**Clip names appear incorrectly 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.

## Layered Editing

**Fades are not restored after moving clips using the Grabber tool. (PT-207491)**

With Layered Editing enabled, moving a clip that partially covers a fade on another clip with the Grabber tool so that it no longer covers the fade does not restore the fade to its original duration. You will need to manually trim the fade to its original duration.

**AudioSuite rendering of overlapping clips may result in Layered Editing not working as expected. (PT-223594)**

With Layered Editing enabled, if overlapping clips are selected and rendered with AudioSuite set to create individual files and entire selection, Layered Editing may not behave as expected with those clips. Additionally, if a shorter clip is placed on top of a longer clip such that the longer clip begins and ends before and after the smaller clip, then both clips are selected and then rendered with AudioSuite set to create individual files and entire selection or clip by clip, Layered Editing may not behave as expected with those clips either. If you encounter this issue, choose Edit > Undo to revert to the previous layered states for these clips. To avoid this issue entirely, select only one overlapping clip to render at a time when AudioSuite is set to create individual files and Layered Editing is enabled.

**The Undo command does not remove a clip copied to a playlist by virtue of the Send Overlapped Clip to New Playlist preference. (PT-222824)**

When the Send Overlapped Clip to New Playlist preference is enabled, and you move a clip completely over another, the overlapped clip is moved to a new playlist. However, if the track is not in Playlists view, Undo restores the clip on the main playlist, but it does not remove the clip from the alternate playlist. You will have to manually remove that clip from the alternate playlist if you so desire.

**Looping clips does not send fully overlapped clips to an available playlist. (PT-219668)**

With both Layered Editing option (Options > Layered Editing) and the Send Fully Overlapped Clips to Available Playlist While Editing preference enabled (Setup > Preferences > Editing), clips that are fully overlapped by a looped clip (Clip > Loop) are not sent to an available playlist. Manually move clips that will be fully overlapped by the looped clip to another playlist before looping the clip.

**Fully overlapped clip not sent to new playlist if the clip is overlapped by creating a fade. (PT-220888)**

When a clip is fully overlapped by the creation of a Fade In or Fade Out, the overlapped clip is not sent to a new playlist even though the Send Fully Overlapped Clips to Available Playlist While Editing preference is enabled. To avoid this issue, create a shorter fade and then extend it to fully overlap the clip in question. That clip is sent to a new playlist. Alternatively, manually move the clip to a new playlist.

**When moving clips in Warp view with Layered Editing enabled, partially overlapped clips may disappear unexpectedly. (PT-220557)**

When moving clips in Warp view with Layered Editing enabled (Options > Layered Editing), partially overlapped clips may disappear unexpectedly. To avoid this issue, conduct multilayered editing in other track views (such as Waveform view).



**With Layered Editing enabled, deleting overlapping clips that were created with Duplicate or Repeat can result in some overlapped clips being unexpectedly edited as well. (PT-220491)**

With Layered Editing enabled, deleting overlapping clips that were created with Duplicate or Repeat can result in some overlapped clips being unexpectedly edited as well depending on the order in which the overlapping clips are deleted. To avoid this issue, delete any overlapping clips in order from left to right.

## Projects and Collaboration

**“Failed: couldn’t connect to server...” errors encountered after restarting your computer. (PT-225252)**

Cloud Client Services require a few minutes to start, so if you encounter “Failed: couldn’t connect to server...” errors when using Pro Tools collaboration features right after a system reboot, just wait a few minutes for Cloud Client Services to start and then relaunch Pro Tools.

**Clip effects settings are lost when sharing tracks with Pro Tools 12.5.x. (PT-220478)**

Track collaboration between Pro Tools HD 12.6 and lower versions of Pro Tools will result in losing clip effects settings on shared tracks. Earlier versions of Pro Tools drop clip effects settings from tracks that are shared from Pro Tools HD 12.6. There is no warning when clip effects settings are lost while collaborating. To avoid this issue, render clip effects for all clips with clip effects on tracks you want to share with any collaborator running a lower version of Pro Tools.

**Additional Playlists indicator does not appear on shared tracks with collaborators' systems (PT-219746)**

If you duplicate a playlist on a shared track, the Additional Playlists indicator does not light for collaborators. Subsequently making a change to the alternate playlist, however, does notify collaborators.

**Projects may not synchronize to Avid Cloud after remaining open overnight. (PT-220208)**

After a Project has been open for a protracted period of time, saving to the Avid Cloud may not succeed. If you see a Project upload not completing in the Task Manager, it is recommended that the Project be saved and closed, and that you sign-out and then back in again. You should then be able to complete the Project upload.

**After canceling a Project upload, it can take up to two minutes before any remaining uploads in the Task Manager begin. (PT-220170)**

If Project uploads are canceled and other upload tasks remain in the queue, it can take up to two minutes for these uploads to begin. If this issues occurs, simply wait for the remaining projects to begin uploading.

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

**“There was a problem uploading the project” error (PT-204847)**

If your Documents folder (e.g., C:\Users\JohnDoe\Documents) is configured with Windows encryption, you may encounter a “There was a problem uploading the project” error. To avoid this error, right-click the Pro Tools folder and “disable encryption.”

**It is strongly recommended that you do not log in to the same project on multiple systems using the same Avid Master Account login**

When you are connected to the internet and then you open a Pro Tools Project, Pro Tools checks to see if there are any other machines that are logged in to the same Avid Master Account and both with the same project open. If the project is detected as being open on another system it should be closed. This prevents the project bundle on the cloud from becoming corrupted by competing updates from multiple systems using the same account. To avoid this situation, it is strongly advised that you close projects when leaving systems idle if it is possible that you will be working on the same project from another computer with the same Avid Master Account.

**Change the default Project Media Cache location so that it is not on your system drive (PT-212755)**

Projects in Pro Tools 12.5 default to storing cached project data in a common location in your local Documents folder. It is recommended that you change the default location of your Project Media Cache on the system drive to another location on any Avid-qualified storage. You can Change the location of the Project Media Cache in the User Media and Settings Project Media Cache preference in the Pro Tools Operation Preferences. Any form of Pro Tools compatible storage, including shared storage, is a valid location to cache your project data and media. However, at this time, multiple individual Pro Tools systems in a networked facility cannot refer to a shared cached project bundle on shared storage. If there are multiple systems in a facility with shared storage, each Pro Tools system must download its own project bundle to the specified local Project Media Cache bundle location.

**Removing a collaborator from your project may not relinquish ownership of tracks claimed by that collaborator (PT-211627)**

When a collaborator who has ownership over shared tracks is removed from a project that you own, their track ownership may not be automatically relinquished. Should this issue occur, click the Track Ownership button for these tracks and ownership should be returned to you after about five minutes.

**Project uploads may pause while Shuttle Lock is active (PT-213277)**

Entering Shuttle Lock mode while project uploads are in progress may temporarily prevent uploads from finishing until the playhead comes to a stop. To avoid this issue, confirm that all uploads have completed in the Task Manager before using Shuttle Lock mode in a project.

**“Expand Alternates To New Playlists” may not trigger track or project uploads (PT-212809)**

When a track has loop-recorded alternates that are not on any playlists, choosing to “Expand Alternates To New Playlists” may not trigger an auto-upload or allow manual uploading using the Track or Toolbar upload buttons. If this issue is encountered, making any change or edit to the track or its playlists will enable uploading with the Track upload button.

**Edit selection moved to the wrong playlist on a shared track. (PT-220200)**

On a shared audio track received from a collaborator who reordered the track's playlist lanes (by click-dragging the lanes up and down), the Move To... commands in the Right-click menu sends the selection to the wrong playlist. The collaborator reordering lanes and sharing can be on a Mac or Windows system, however, only Windows systems will have the issue on the receiving end. To avoid this issue, make sure that collaborators do not manually reorder playlist lanes on shared tracks.

**Tracks that are Shared As Frozen must be manually uploaded and saved. (PT-216854)**

Any track that is Shared As Frozen must be manually uploaded (even if Global Auto Upload Changes is enabled) in order to render and share changes with collaborators. If an edit is performed on a track that is Shared As Frozen, the project must be saved in order to preserve that edit, otherwise the edit will be lost.

**Destructive Punch record passes are not transmitted to collaborators (PT-212577)**

Using Destructive Punch to update a shared file does not transmit a track change and the file is not updated on collaborator systems.

**Changed Display Name in Artist Chat is not updated in the Dashboard until signing out and signing back in (PT-209796)**

After making a change to the Display Name in your Artist Chat profile, the Pro Tools Dashboard is not updated with the new user name until you sign out and sign out and back in.

### **Artist Chat messages of 1,800 characters or more may not be received or even sent (PT-211701 and PT-214391)**

Attempting to send an Artist Chat message of 1,800 or more characters can appear to send but may not be received by other users in the chat or they may not be sent at all. The actual maximum limit for Artist Chat messages is 2 kilobytes per message. It is recommended that uncommonly long messages be posted in shorter segments.

### **Dropped Keystrokes in Artist Chat and Sign On Window (PT-211627)**

In some cases keyboard keystrokes will fail to be transmitted to the Sign On and Artist Chat windows.

### **Pasting a text string inside of the “< >” characters into Artist Chat results in a blank entry (CLOUD-3285)**

Any text contained by “<” and “>” is disallowed for security reasons. Please do not use these characters in Artist Chat messages.

### **When sharing a track with plug-ins such as Melodyne or Space, only the waveform cache inside the plug-in is uploaded and shared, but not the referenced audio file (PT-212607)**

Media assets for Plug-ins (such as Melodyne or Space) that use external media, like a waveform cache or impulse responses, may not always be copied with the shared tracks to the cloud for use by other collaborators.

## 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.

## I/O Setup

### **I/O Setup files can be saved with illegal characters when Enforce Mac/PC Compatibility option is not enabled (60730)**

When importing I/O Setup files (.pio files) from Mac sessions that were not saved with the Enable Mac/PC Compatibility option enabled, files that have illegal characters are not converted successfully—illegal characters do not get replaced with an underscore.

### **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 output subpaths 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.

### **Opening a session saved to .ptf (Pro Tools 7–9) from Pro Tools 12.x or higher in Pro Tools 8.1 or lower results in incorrectly mapped IO (PTSW-194443)**

For any session saved to .ptf (Pro Tools 7–9) from Pro Tools 12.x or higher requires that IO Settings be manually corrected when opening that session with Pro Tools versions 8.1 and lower. Manually map the correct IO settings in the IO Setup before playing back the session.

## File and Disk Management

### **Auto-saving with external hard drives that have little free space can result in data loss (PTSW-32639)**

When recording to hard drives that do not have much free space available and when the Auto-Save preference is turned on, it is possible to completely fill your record drives, and cause data loss. While this occurrence is rare, it can also result in external drives that will fall offline and not be able to be used on the Windows system. It is recommended that you do not allow your record drives to become completely full, and that you manually back up your projects on a regular basis.

**Pro Tools unable to relink to audio files and fade files that have illegal characters when Enforce Mac/PC Compatibility is not enabled (PTSW-57355)**

A Pro Tools session is unable to relink to audio files and fades that have illegal characters if the session was copied without the Enable Mac/PC Compatibility option enabled. The workaround is to open the DigiBase Project Browser and manually relink each file by Unique ID.

**Importing interleaved BWF files exported from Pro Tools 10 and higher 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 higher, 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).

**Media tagged with names starting with symbols may not be returned during a Workspace search. (PT-223082)**

If an audio file is tagged in Soundbase with a tag that begins with anything but a letter or number, that file may not be returned during a search. To avoid this issue, use only tags that begin with a letter or number.

**Database SQL Error when entering more than 66 tags in the Tags Search pane. (PT-221907)**

If more than 66 tags are entered in the Tags Search bar in Soundbase, a database SQL error may occur. This error will prevent you from a tag-based search until the number of tags is reduced.

**Unable to open Mac sessions from Workspace if illegal characters in session name were converted to underscore symbols (PTSW-52463)**

You will not be able to open a Mac session from the Workspace if the session name contains illegal characters that were converted to underscores. The workaround is to open the session using the File > Open command.

**Multiple files with the same name do not relink properly when Save Copy In command is used with Preserve Folder Hierarchy option (PTSW-28069)**

When saving a session copy with Preserve Folder Hierarchy checked, files with the same name may not relink properly when using Manual Relink. When opening the session copy, use Automatically Relink to locate the correct files. If the session has already been opened using Manual Relink and some files are still offline, select Relink Offline in the Project Browser to manually relink the remaining files.

**Missing files when opening a session created by a lower version of Pro Tools (37572)**

When opening some sessions created by a lower version of Pro Tools, some files may be missing. You should be able to relink these files in the Relink window by Name and Duration. In some cases Match Format may not result in found links.

**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.

**“Access Violation” on playback of read-only sessions**

Pressing play in a session recently restored from CD-ROM may result in a dialog stating “Access Violation.” This happens if the session (and its audio files) are marked with the Read-Only flag. If you do not know how to remove the Read-Only flag from your files, please consult Windows Help.

**Unable to create a session when navigating through the Windows 7 Libraries directory (PTSW-133266)**

When creating a session in Pro Tools, if you navigate to the location where you want to save the session through the Windows 7 Libraries directory path, you will be unable to create the session. To avoid this problem, navigate to the location where you want to save the session through another directory path, such as Drive:\Users\User Name\My Documents\... .

**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

### **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.

### **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.

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

Use Copy from Source Media to import Elastic Audio tracks.

## Track Commit and Track Freeze

### **Frozen Tracks are opened in a partially frozen state in certain versions of Pro Tools 12 (PT-208260)**

Opening sessions created in Pro Tools 12.4 that have frozen tracks in Pro Tools 12.0 to 12.2.1 will result in graphical issues for “frozen” clips (such as waveforms overlaying clip boundaries, missing clip boundaries, or clip boundaries that move without waveforms), tracks and inserts (inserts can be in an inactive/frozen state and cannot be activated). In versions of Pro Tools 11.3.2 and earlier, or Pro Tools 12.3, these problems do not occur and the track is opened in it's unfrozen state.

### **Relinking to missing rendered “frozen” Auxiliary Input tracks does not yield any results when reopening a session (PT-210026)**

If there is missing rendered audio from frozen Auxiliary Input tracks, they cannot be relinked after first time of reopening a session. Task Manager will report: “Some Files to relink Not Found.” To correct this issue, close and reopen the session, and try to relink to the missing files again.

### **Frozen tracks are not translated by AAF and Interplay unless committed (PT-210128)**

Only the unprocessed source audio on frozen tracks is translated by AAF and Interplay To ensure that the desired track audio processing is translated accurately for AAF sequences (and Avid Interplay), commit those tracks rather than freeze them.

### **Committing clips on Instrument tracks by dragging them to audio tracks with the Downmixer plug-in may render an incomplete clip. (PT-207317)**

Committing MIDI clips on Instrument tracks by dragging them to audio tracks with Downmixer may render an incomplete clip. Using the Grabber tool on these incomplete clips may not function over the incomplete areas of the clip. To avoid this issue, Commit Instrument track clips to new Audio tracks before inserting the Downmixer plug-in.

### **When committing from two or more Instrument tracks in a session with tempo changes by dragging and dropping to audio tracks, and where the Instrument tracks include a mix of sample-based and tick-based tracks, the tick based committed clip is trimmed to match the source MIDI original duration even though the audio committed from tick-based MIDI follows the tempo changes. (PT-208300)**

To avoid this issue, use the Trim tool to reveal the rest of the committed audio or commit sample-based MIDI clips and tick-based clips separately.

## 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 need to be done once, after which the Send to Sibelius command should function properly.


### **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, at which point the diatonic transposition will be correct for each key.

### **Unavailable MIDI input paths for MIDI and Instrument tracks are not indicated (PTSW-46839)**

The device or path name for MIDI Input on MIDI and Instrument tracks is not italicized and grayed out when opening a session on a system where the device or path are not actually present.

## 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.

### **Plug-in controls may become unresponsive with 150% Display scaling (PT-219942)**

If the option to scale on-screen items is set to 150% in the Display page of the Windows 7 Control Panel, parameters for AudioSuite, Insert, and Clip Effects plug-ins may become unresponsive. To avoid this issue, scale on-screen items up to 125% or less.

### **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.

### **Plug-In Find and Relink with file types not supported by Pro Tools (111704)**

Find and Relink will not be triggered by plug-ins in situations where plug-ins are missing links to file types that are not natively supported by Pro Tools (such as REX files). To have full Plug-in Find and Relink support, the file types used by plug-ins must also be supported by Pro Tools.

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

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

### **When replacing one plug-in with another, the new plug-in inherits previously auto-enabled parameters. (PT-202826)**

With the Plug-in Controls Default to Auto-Enabled preference enabled, all available automation parameters become unexpectedly re-enabled (merged) after replacing one instance of the plug-in with another. Disable this preference before replacing one plug-in with another to avoid this issue.

### **Clip effects may be rendered when rendering clip gain. (PT-218043)**

When rendering clip gain for a clip, any active clip effects may also be rendered. To avoid unintentionally rendering clip effects, bypass clip effects for the clip before rendering clip gain.

## 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.

### **Audio stops in certain circumstances with multi-card HDX systems (PTSW-158701 and PTSW-157600)**

Signal routing issues are known to occur with HDX systems on HP Z800 Workstations. To resolve these issues, run HP Performance Advisor software after installing Pro Tools, and load the Avid optimized settings.

### **Corrupted audio when bus recording or bouncing to disk (PTSW-158063 and PT-202030)**

HP Z800 workstations can drop samples while recording or bouncing to disk when an HDX card is present in PCIe Slot #3 (connected to the Southbridge). This problem is resolved by updating the HP Z800 to the latest BIOS (3.54) or by installing the card in another PCIe slot. Use the HP Performance advisor to update your machine before or after installing your HDX card(s).

### **Assertions occur when opening a Pro Tools 12 session that uses the Native format of HEAT in Pro Tools 11.x and assigning track outputs. (PT-204124)**

A session saved from Pro Tools HD 12 on a Native system with HEAT enabled might not display DSP usage for HEAT when opened on Pro Tools 11.x on an HDX system. To avoid these assertions and see DSP usage for HEAT on the HDX system, turn HEAT off and then back on.

## HD Native Systems

### **Audible pops and clicks 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.

## 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 (PTSW-17559)**

In Assign Matrix, 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.

### **Send/Pan mode on D-Command for Sends F–J (PTSW-50046)**

In Pro Tools 7.3 and higher, if you save a session on D-Command which is in Send/Pan mode for Sends F-J, the session will open in previous versions of Pro Tools with the channel fader controlling that Send level, as if in Flip mode. To avoid this, open the same session in Pro Tools 7.4, take the session out of Send/Pan mode, and re-save the session.

### **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 (PTSW-54678)**

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.

### **The Edit and Mix windows do not follow banking on EUCON control surfaces (PTSW-133466)**

When the Edit Window Follows Bank Selection and/or the Mix Window Follows Bank Selection preferences are enabled in Pro Tools (Setup > Preferences > Mixing), after banking your EUCON controller, neither the Edit nor Mix window scroll to follow. You will have to manually change the view of the Edit or Mix windows to see the tracks that correspond to the EUCON controller if they are off screen.

## Video

### **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 or Media Composer Video Satellite option offers guaranteed performance for Avid video playback with a primary HDX or HD Native system.



### **Unsupported QuickTime video formats (PTSW-52140, PTSW-52155, PTSW-52157)**

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.

### **Closing the QuickTime window during session playback may result in –9092 errors that stop playback (PTSW-162502)**

To avoid this issue, try increasing the number of CPU Cores available for Pro Tools processing and/or raise the H/W Buffer Size in the Pro Tools Playback Engine dialog.

### **“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.

### **MPEG-1 and MPEG-2 video freezes at edit points (79182)**

Editing MPEG-1 & MPEG-2 video is not officially supported. If you experience this problem, try switching playback to the Video window, or convert the movie to a supported format using a 3rd party application. Removing the audio from an MPEG-1 or MPEG-2 movie with a 3rd party application may also fix the problem.

### **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.

### **Audio and video will not stay in sync when using ASIO4ALL (PTSW-179261)**

When ASIO4ALL is selected as the Pro Tools Playback Engine, video may drift out of sync and even drop frames. To avoid this, use a supported Avid audio interface.

### **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.”

### **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.

### **Video 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.

## 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)
- ◆ 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)
- ◆ 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-32)

## Synchronization and Machine Control

### **Recording with serial timecode (PTSW-63013, PTSW-60432)**

Occasionally, it is possible for the Tascam DA-98 servo lock bit behavior to cause Pro Tools to think the DA-98 is servo locked before it actually is. This could cause a synchronization offset when Pro Tools locked to serial timecode generated from a DA-98. Pro Tools will now handle these cases, but if you experience this problem, try increasing the amount of frames to 10 in the “Delay before locking to Timecode” preference.

### **The “Machine Cues Intelligently” preference should not be used with non-linear decks (46200)**

Pro Tools overshoots and posts an “Error Cueing Machine” dialog if the Machine Cues Intelligently preference is checked when using non-linear playback devices.

## Video Satellite

### **Pro Tools and Media Composer Video Satellite Quit Unexpectedly when Disconnecting an Additional Pro Tools System During Playback (PTSW-23142)**

When multiple Pro Tools systems are connected via Satellite Link in conjunction with a Video Satellite, always stop playback before disconnecting any of the systems.

### **“Pro Tools Cannot Currently Play” Error (Item # UDevC00116083)**

In a Video Satellite configuration, when the system is sitting idle, Media Composer may post the dialog, “Pro Tools cannot currently play, is online with Machine Control, or is in Transport = Remote Mode. Please resolve the issue with the Pro Tools system and try again.” To avoid this problem, link the Video Satellite from the Pro Tools Administrator system rather than from Media Composer.

### **Media Composer Video Satellite cannot be enabled when Pro Tools is co-installed on the same computer (UME-956)**

When Media Composer and Pro Tools are co-installed on the same computer, that system cannot be used as a Video Satellite. To use the computer as a Video Satellite, uninstall Pro Tools and re-install Media Composer.

### **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.

## General Localization

### **Relinking using MacDrive Version 6 to open sessions from other platform (PTSW-63606)**

MacDrive version 6 strips the extensions off of files in “Normal Use” mode - you need to use “Backup/File Transfer” mode to avoid having the extensions stripped off. However, “Backup/File Transfer” doesn't work well with multibyte characters, as “International Use” does. “International Use” also strips the extensions, so you either have to not use multibyte characters, or have the trouble with stripping extensions. These used to be separate options in MacDrive 5, but in 6 you can't get one without the other. To get around the stripping extensions, you can do a Relink by ID only, and have it search through all the files to match them up - this is the only workaround.

### **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.

### **Inconsistent MIDI performance on Dutch OS with English Pro Tools (59608)**

When running the English version of Pro Tools on Dutch OS, MIDI output can slow down with extended use.

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## Known Issues with Audio Interfaces

### **Avid DigiTest firmware updates appear to freeze when DigiTest is not the front-most application (PTSW-138994)**

When clicking outside the Avid DigiTest window, the Graphical User Interface (GUI) may appear to freeze. However, the firmware update will complete successfully. If you encounter this issue, please wait for the firmware upgrade to finish. You will know that the firmware update completed successfully when the GUI becomes responsive again.

### **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 session can cause session to play at a faster or slower speed (56697)**

Changing Sample Rate during a session 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 session, set the Sample Rate in the Control Panel for your audio interface and do not make changes thereafter.

## 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 with 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.

## Avid Audio Interfaces with ASIO Third Party Client Software

### **When adjusting the Hardware Buffer Size in a third-party audio application (such as Reason), the Avid Hardware ASIO driver may quit unexpectedly (PTSW-162469, PTSW-154719)**

It is possible to select an unsupported hardware buffer size for some Avid audio interfaces when using third-party ASIO client software (such as Reason or Cubase). To avoid this issue, use the Avid hardware driver control panel to change the hardware buffer size.

## 003 Series Interfaces

### **Windows Standby Mode and the 003 interfaces (47054)**

Always disconnect 003 interfaces before putting Windows into Standby mode.

### **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<sup>®</sup> Pro (PTSW-184498)**

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.

## Mbox 2 Pro

### **The Mbox 2 Pro driver version 11 does not work with Pro Tools 10.x (PTSW-182163)**

The Mbox 2 Pro driver version 11.0.0 will not work with Pro Tools 10 or lower. Use Mbox 2 Pro driver version 9.0.2 with Pro Tools 10 or lower.

### **External clock not supported at higher sample rates with Mbox 2 Pro (PTSW-59087, PTSW-59095, PTSW-59097, PTSW-58879)**

Although Mbox 2 Pro supports sample rates of up to 96 kHz, its external clock sources (S/PDIF and Word Clock) are only supported in 44.1 and 48 kHz sample rate sessions.

### **Transport disabled after changing sample rate of external sync source (PTSW-58879)**

If the Pro Tools Clock Source is set to S/PDIF or Word Clock, and the sample rate of your external source changes, sync will be lost and you may not be able to play back when sync resumes due to –9092 errors. This is most likely to appear if the sample rate of your external source changes while the Pro Tools transport is moving.

To avoid this condition, make sure your external source is always set to the same sample rate as Mbox 2 Pro, especially during playback.

**To correct this condition should it occur, do the following:**

- 1 In Pro Tools, choose Setup > Hardware and set the Clock Source to Internal
- 2 Make sure your external sync source is properly connected and at the same sample rate as Mbox 2 Pro.
- 3 In Pro Tools, choose Setup > Hardware and set the Clock Source back to the desired source (S/PDIF, Word Clock, or Internal).

### **Some machines may encounter “Audio Play Startup Deadline was Missed” errors at HW Buffer size 64 or if “Minimize Additional I/O Latency” is enabled (PTSW-28238)**

On some machines, and with Mbox 2 Pro, enabling “Ignore Errors During Playback/Record” and selecting “Minimize Additional I/O Latency” in the Playback Engine dialog, or running at a HW Buffer size of 64 samples may cause you to encounter “Audio Play Startup Deadline was Missed” errors when starting the transport. This may be compounded if the Mbox 2 Pro is synced to an external clock. If you encounter this, set your clock source to Internal and, if needed, deselect “Minimize Additional I/O Latency” and set the HW Buffer size to 128 or higher.

## Mbox 2

### **MBox 2 can have lower track counts on Windows 7 on the HP 8600**

Depending on your CPU, you may need to disable your computer’s network cards in order to achieve the maximum possible track counts.

### **Audio pop through Mbox 2 outputs when enabling/disabling AC-3 Mode (63293)**

In the Mbox 2 Control Panel, checking or unchecking the option for AC-3 produces an audio pop through the analog output.

### **Mbox 2 does not support sample rates of 49 kHz or Above (63141)**

Mbox 2 does not support sample rates of 49 kHz or above due to the bandwidth limitations of USB 1.1 and the USB Controller. This is only an issue when syncing to an external S/PDIF clock that is pulled up 2% or more above a nominal 48 kHz sample rate.

## ASIO and WASAPI

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

Note that audible pops and clicks can occur when using some third-party audio interfaces even if Error Suppression is disabled. Try increasing the Hardware Buffer size for the device to avoid this problem.

### **Pro Tools 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 10.x. For a list of third-party hardware compatibility issues, please visit [www.avid.com/compatibility](http://www.avid.com/compatibility).

### **When using Pro Tools or Pro Tools HD with WASAPI or ASIO, Pro Tools cannot create or open sessions that have a different sample rate than Windows default audio interface. (PT-201662)**

When using Pro Tools or Pro Tools HD software with WASAPI, Pro Tools cannot create or open sessions that have a different sample rate than Windows default audio interface. To avoid this issue, exit Pro Tools, disable the audio interface in the Windows Control Panel, and then launch Pro Tools to create or open a session using the desired sample rate.

### **Enabling the Avid Video Engine with WASAPI set as the Pro Tools Playback Engine results in no video playback. (PT-202291)**

Loss of video playback can occur if WASAPI is selected as the Playback Engine when the Avid Video Engine is enabled. This configuration is unsupported at this time.

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## Error Messages

### **Error –6031 during playback (32637)**

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

### **DAE Error –9132**

If a –9132 error occurs during Bounce To Disk (even with the highest Hardware Buffer setting selected), bus the desired tracks to the appropriate number and format (mono or stereo) of audio tracks, then record them to disk instead of bouncing.

### **Error –5000 (Unknown Error) when launching Pro Tools (36130)**

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

### **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 to a setting that uses fewer per DSP.

### **Error –6074 when toggling all plug-ins between Active and Inactive mode during playback (55049)**

In large sessions, deactivating and reactivating all the plug-ins simultaneously can cause Pro Tools to post the following error: “The engine DSP ran into the TDM2 deadband. Too many I/Os to the TDM2 chip (–6074).” To resolve the problem, activate and deactivate plug-ins in smaller groups.

### **Error –9073 when recording to a FireWire drive and the 2 GB file limit is reached (42611)**

When the 2 GB file limit is reached during recording to FireWire drives, a –9073 error is posted instead of the expected “Recording has been terminated because a disk is full” dialog. This error is benign, and does not signal any data loss or problem with the hard drive.

### **Error –9073 other than when recording to a FireWire drive and the 2 GB file limit is reached**

If you encounter a –9073 error, refer to the Answerbase for possible causes and solutions ([www.avid.com/us/support](http://www.avid.com/us/support)).

### **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 –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.

### **Error –9735**

When Pro Tools reaches the end of its time limit in the Timeline, or if Pro Tools has been in continuous play for longer than the maximum time limit, you will encounter a DAE error –9735. The maximum time limit for Pro Tools depends on the session sample rate. For more information, see the Pro Tools Reference Guide.

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## Errata

**Pro Tools Reference Guide.pdf version 12.7 (PN 9329-65799-00 REV A) page 165 and What's New in Pro Tools 12.7.pdf (PN 9329-65801-00 REV A) page 5 contain the following erroneous information regarding Project Version Histories:**

The following sentence should be deleted, “Note that there are a limited number of versions available per project depending on your subscription plan.”