

Tech Support Utility Instructions

The Tech Support Utility is intended as an aid to help troubleshoot and resolve common issues with Pro Tools LE, M-Powered, Academic, and HD systems on Windows XP and Mac OS X. It is a menu-driven utility that provides several different functions based on what version of the Pro Tools software is installed.

To launch Tech Support Utility on a Windows XP system:

1. Copy Tech Support Utility XP (zipped folder) to your hard drive
2. Double-click Tech Support Utility XP (zipped folder)
3. Double-click Tech Support Utility XP

To launch Tech Support Utility on a Mac OS X system:

1. Copy Tech Support Utility.command OSX (zipped folder) to your hard drive
2. Double-click Tech Support Utility.command OSX (zipped folder)
3. Double-click Tech Support Utility.command

Tech Support Utility

On systems running Pro Tools LE, M-Powered, or Academic, the following options will be available upon launch:

1. Remove Plug-in and Toolkit Warnings
2. Delete Preferences and Databases
3. Generate Version List
4. Advanced Menu
5. Quit

On systems running Pro Tools HD, the following options will be available upon launch:

1. Generate Version List
2. Delete Preferences and Databases
3. Quit

Remove Plug-in and Toolkit Warnings:

Moves all plug-ins and Toolkits options that require a license to the "Plug-Ins (Unused)" folder, which is found in the following locations:

- Windows XP Systems: C:\Program Files\Common Files\Digidesign\DAE\Plug-Ins (Unused)
- Mac OS X Systems: Mac HD/Library/Application Support/Digidesign/Plug-ins (Unused)

This will prevent authorization messages for unauthorized plug-ins and options from appearing during launch of Pro Tools by moving them to a specific folder by moving them from the Plug-ins folder to the Plug-ins (Unused) folder.

Delete Preferences and Databases:

Moves all Pro Tools preferences and databases to the following locations:

- Windows XP Systems: C:\Documents and Settings\“username”\Local Settings\Temp
- Mac OS X Systems: Trash
- Please note that the "Digidesign Database" folder won't be removed if there are other folders inside it; however, all the DB files will be removed.

This can solve several Pro Tools technical support issues, including: error messages, strange behavior, and input and output problems.

Generate Version List:

Creates a text file on the Desktop called "Pro Tools Version List" that lists the version number of the Pro Tools application, all installed plug-ins, all installed Toolkit options and DigiTranslator 2.

If you are experiencing problems with Pro Tools due to an incompatible version of a plug-in, this list will help Digidesign Technical Support determine which plug-in is causing the problem.

Advanced Menu:

The Advanced Menu provides further options only for Pro Tools LE, M-Powered, and Academic users who have purchased common plug-in bundles or Toolkit options.

If you have removed any plug-ins or Toolkit options using the “Remove Plug-in and Toolkit Warnings” (Item 1 from Main Menu), you can re-install them using the Advanced Menu. These options are only available if you deselect the Remove Plug-in and Toolkit Warnings option in the Main Menu. The following Advanced Menu options are provided:

- 1) Restore Mbox Factory Bundle
- 2) Restore Digi 002/003 Factory Bundle
- 3) Restore D-Fi and Maxim
- 4) Restore DV Toolkit 2
- 5) Restore Music Production Toolkit
- 6) Restore Ignition Pack 2 Pro Plug-Ins
- 7) Main Menu
- 8) Quit

Restore Mbox Factory Bundle Plug-ins:

Restores the MoogerFooger Analog Delay, JoeMeek SC2 Compressor, JoeMeek VC5 Meequalizer, Cosmonaut Voice, and Maxim plug-ins.

Restore Digi 002/003 Factory Bundle Plug-ins:

Restores the MoogerFooger Analog Delay, MoogerFooger Ring Modulator, JoeMeek SC2 Compressor, JoeMeek VC5 Meequalizer, Cosmonaut Voice, SansAmp PSA-1, Tel-Ray Variable Delay, Voce Spin, and Voce Chorus/Vibrato plug-ins.

Restore D-Fi and Maxim Plug-ins:

Restores the D-Fi (LoFi, RectiFi, SciFi and VariFi) and Maxim plug-ins.

Restore DV Toolkit 2 and Associated Plug-ins:

Restores the DV Toolkit 2 option, including DigiTranslator 2.0 and the TL Space Native, VocAlign, and DINR LE plug-ins.

Restore Music Production Toolkit 2 and Associated Plug-ins:

Restores the Music Production Toolkit option, including the Hybrid, Smack! LE, SoundReplacer, and DINR LE plug-ins.

Restore Ignition Pack 2 Pro Plug-ins:

Restores the TL Everyphase, TL InTune, TL MasterMeter, TL Metro, and Synchronic plug-ins.

Main Menu:

Returns to the main menu.

Quit:

Closes the Tech Support Utility.