

# Pro Tools HD 8.0.1 on Windows

This Read Me documents important compatibility information, known issues, error codes, and corrections to the guides for Pro Tools HD 8.0.1 on Digidesign-qualified Windows systems running a Digidesign-qualified version of Windows. For the latest compatibility information, visit the Digidesign website ([www.digidesign.com](http://www.digidesign.com)).

---

## Compatibility

Digidesign can only assure compatibility and provide support for Digidesign-qualified hardware and software configurations. For a list of Digidesign-qualified computers, operating systems, and third-party devices, refer to the latest compatibility information on the Digidesign website ([www.digidesign.com/compatibility](http://www.digidesign.com/compatibility)).

### Database File Compatibility

Pro Tools 7.x and higher requires a new Digidesign database file format. Database files created with Pro Tools version 6.x will be deleted upon launching Pro Tools 7.x or higher for the first time. Please re-index your drive(s) for faster searches. Refer to the *Pro Tools Reference Guide* for information on indexing DigiBase databases.

Note that DigiBase Pro catalog files will not be deleted but have to be updated. Launching Pro Tools will post a dialog allowing you to convert or delete existing catalogs.

### Increased Number of Characters in Memory Locations Comments Field (Item # 83593)

In Pro Tools 7.3 and higher, the number of characters allowed in the Comments field for Memory Locations has been increased. When opening Pro Tools 7.3 and higher sessions in previous versions of Pro Tools, any characters beyond 258 will be dropped from the Memory Locations Comment text.

### Audible Artifacts during Playback Using the Digidesign WaveDriver (Item #70492)

Audio stutters when playing back using the Digidesign WaveDriver.

### Aero Causes Errors at Lower HW Buffer Sizes (Vista Only) (Item #103563)

With Aero enabled in Windows Vista, 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.

### Automatic Update Notification (Item #108837)

Software Updater will not find an active internet connection when behind a proxy server that requires authentication to gain internet access. To workaround 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.

---

## Known Issues

The following sections document known issues you may encounter when using Pro Tools 8.0.1, along with workarounds if they exist.

 For known issues specific to any of the software options for Pro Tools HD, see the *DigiTranslator Read Me*, the *Satellite Link Read Me*, the *Video Satellite Read Me*, or the *Video Satellite LE Read Me* accordingly.

## Pro Tools

### **Default Drive Defragmenting Task Corrupts Audio Files (Vista Only) (Item #111562)**

If Pro Tools is allowed to sit open and idle after 12:00 AM on Wednesdays, Windows Vista will run a scheduled disk defragmentation task at 1AM which can result in corrupted session or audio data. Digidesign recommends either disabling the scheduled disk defragmentation task or making sure Pro Tools is not open if a scheduled disk defragmentation task is pending.

### **Session Templates Retain I/O Settings and Some Preferences, Display Settings, and Window Layouts (Item #111605)**

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

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

### **Windows Erroneously Reports that Pro Tools has Stopped Responding (Vista Only)**

Clicking on the splash screen while Pro Tools is launching can result in a Windows Vista 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."

### **Unable to Open Sessions Created with Pro Tools 7.4 or Lower that Use the Maximum Available DSP in Pro Tools 8.0.1 (Item #111490)**

Since the surround mixer plug-in is installed by default with Pro Tools 8.0.1, some stereo sessions that use mono output paths may use a different DSP allocation than in Pro Tools 7.4 and lower. Older sessions that use mono output paths *and* use all of the available DSP and may not open in Pro Tools 8.0.1. The workaround is to remove the surround mixer plug-in from the "Plug-Ins" folder and move it to the "Plug-ins (Unused)" folder so Pro Tools does not use the surround mixer to build your mixer. This should make the necessary DSP available to open the session.

### **Opening Session Created with Pro Tools 7.4 or Lower (Item #: 106746)**

When opening sessions created with Pro Tools 7.4 or lower in Pro Tools 8.0.1, all waveform overviews are recalculated. This is because Pro Tools now features 16-bit waveform overviews, so all old 8-bit overviews will need to be recalculated. This recalculation only needs to happen once.

### **Possible Performance Issues with New Waveform Overviews (Item #110041, 106801, and 106577)**

Calculating waveform overviews in Pro Tools 8.0.1 may cause some one time issues with various operations. Once the overviews are calculated, system performance will return to normal. Areas where you may notice this are:

**Legacy Sessions (Item #110041)** When opening Legacy Pro Tools sessions for the first time, if you immediately start playback, you may encounter various errors advising you to increase the H/W Buffer size, or to delete tracks, or to remove some RTAS plug-ins. This is due to the fact that Pro Tools is re-calculating of the session's waveform overviews in the background. Pausing this task in task manager, or waiting until this task is complete, will resolve the issue. Once the waveform is calculated, you will not experience this issue again.

**Playback of Newly Created Regions (Item #106801 and 106577)** You may notice a slight drop in normal playback performance immediately following a record take or after creating or importing new regions. This is due to the fact that Pro Tools is calculating waveform overviews in the background, and is mostly only encountered when recording or creating many regions with long durations. Pausing this task in task manager, or waiting until this task is complete, will resolve the issue. Once the waveform is calculated, your session playback performance will return to expected levels.

**Some Sessions that use Reason with ReWire Don't Open in Pro Tools 8.0.1 (Item #111757)**

Opening some Sessions that contain Reason ReWire will result in the following Reason error: "Engine not responding. Please check your ReWire host." To workaroud this problem, launch Pro Tools and create a new session. Then, insert Reason ReWire on any track. Close the session, but keep Reason open. Then, open the session that uses Reason with ReWire that you couldn't open before.

**Fix for Delay Compensation (Item #97571)**

Previous versions of Pro Tools sometimes applied incorrect delay when using "Always Compensate" mode. This has been fixed. "Always Compensate" mode refers to the ability to apply Delay Compensation to a track where Delay Compensation was suspended. Note that to maintain proper monitoring latency on audio tracks with Delay Compensation, it is always necessary to enable "Always Compensate" mode when recording from a source internal to Pro Tools. This makes disk tracks behave like Auxiliary Input tracks with regards to Delay Compensation. To enable "Always Compensate" mode, Start-Control-click (Windows) or Command-Control-click (Mac) the Track Compensation indicator (located in the Mix Window when Delay Compensation View is enabled).

**CPU Usage Limit May Be Reached when Error Suppression is Enabled (Item #83343)**

When enabling Error Suppression at CPU Usage Limit 85% or higher, it may be possible to overload your computer to a point at which it is no longer recoverable. To avoid this state, keep your CPU Usage Limit set to 80% or lower when Error Suppression is enabled.

**Screen Redraw May Slow Down at Higher CPU Usage Limit Settings when RTAS Error Suppression is On (Item #82915)**

In some cases, you may experience a slowdown in screen redraw or background CPU tasks when RTAS Error Suppression is engaged and the CPU Usage Limit is set to 85 percent or above. If you encounter this behavior while using RTAS Error Suppression, open the Playback Engine Dialog and lower the CPU Usage Limit by 5 to 10 percent.

**Windows Has a Limitation of 256 MB when Setting System Memory Allocation for DAE Playback Engine (Item #58237)**

Windows XP will allow an absolute maximum of 256MB to be set aside for the non-paged pool (NPP). This means that engine configurations requiring more than 256MB cannot be supported in Pro Tools when running on Windows XP. If you attempt to configure your Playback Engine settings in such a way as to require more than 256MB, the action will be disallowed and the following message will be posted: "A maximum of 256MB may be used to support this playback engine. Try lowering your DAE buffer size or choosing an engine with fewer voices."

**Dropped Region Loops when Saving Sessions as Pro Tools 5.1 to 6.9 Format (Items #90102, 90079)**

When saving a session as a 5.1 to 6.9 format, a dialog appears informing the user that "Region Loops will be dropped." As a workaroud, highlight all audio files and choose Region > Unloop > Flatten before saving the session as a lower version of Pro Tools.

**Audio Regions on Tick-Based Tracks Do Not Play at the Correct Tempo after Opening a Reason Song with a Different Tempo (Item #96710)**

Audio regions 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 regions will play back correctly.

### **Import Audio Incorrectly Splits a Stereo Interleaved WAV file that contains IXML Metadata into Two Separate Mono Tracks (Item #98841)**

Import Audio incorrectly splits a stereo interleaved WAV file that contains IXML metadata into two separate mono tracks. Please use the workspace instead to drag the file into the Edit window or directly onto a stereo track.

### **Importing MP3 or MP4 Files without QuickTime Installed (Item #62994)**

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 Digidesign Database files and try again, or navigate in the browser to any “Unknown” QuickTime 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.

### **MP3 Codec Exports Non-Copyright Files Only (Item #68985)**

The MP3 codec in Pro Tools 7.3 and higher does not have the ability to encode an attribute for the file to be copyrighted. This is a limitation of the codec from Fraunhofer.

### **Audio Interfaces Connected to Cards 5–7 at 176.4 kHz/192 kHz (Item #67475)**

The 176.4 kHz and 192 kHz sample rates support a maximum of four HD Accel or HD Process cards. To use these sample rates, any extra I/O interfaces must be removed from the Pro Tools system.

#### **To reconfigure:**

- 1 Power down the computer and interfaces
- 2 Remove DigiLink and Loop Sync and Word clock connections from I/Os connected to HD cards #5 and higher.
- 3 Be sure to reconfigure Loop Sync and Word clock connections on the supported I/O interfaces.

After powering up, you may then use the 176.4 kHz or 192 kHz sample rates on your Pro Tools system.

### **Declaring Legacy Peripherals (Item #68381)**

In certain I/O configurations, after declaring legacy peripherals in the Hardware Setup dialog, the legacy peripherals may not appear in the I/O Setup dialog. They will appear after you quit and re-launch Pro Tools.

### **Changing Settings on Legacy Peripherals (Item #69070)**

In some hardware configurations after using Pro Tools at sample rate higher than 48 kHz, some legacy peripherals may not be identified and peripherals settings won't be modifiable in the Hardware Setup dialog, although such peripherals can be used in the session. If this occurs, un-declare legacy peripherals in Hardware Setup dialog and declare them again.

### **Issues with Kensington Mouse and Drivers**

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

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

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

### **Waveforms Fail to Display During Long Recordings (Item #60719)**

When making a long record pass, the waveforms may stop drawing after 20 to 30 minutes. The overviews are calculated after the session is re-opened.

### **Error Message “Could Not Complete Your Request Because the System Cannot Find the File Specified (2)” (Items #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 XP 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.

### **Error Message “Could Not Complete the Bounce to Disk Command Because Access is Denied” (Item #50488)**

Bouncing to disk to the root level of any SCSI drive while logged into a non-administrative account may cause the following error: “Could not complete the bounce to disk command because Access is denied.” This is because Windows XP doesn't allow files to be created at the root level of a drive while logged into a non-administrative account. To get around this problem, you must create a sub-directory and redirect your session bounce to the newly created directory.

### **Recalculating Overviews while Logged into a Non-Administrative Account (Item #50537)**

Recalculating overviews of audio files while logged into a Non Administrative account may cause the following error in the Task window in Pro Tools: “Access denied. (5).” This is probably caused by the audio files having read-only permissions.

In order to correct this, you must be able to log into an administrative account in Windows XP and change the permissions of the audio file so you have full 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.

### **Performing Commands which Require Saving a Session on a Non-Administrative Account (Item #53335)**

When logged in as non-administrative user, and opening a session which was copied from CD-ROM (or external hard drive) onto the system, executing any command which causes Pro Tools to save the session will cause the Access to be denied. To resolve this problem, first save the session using File > Save As or File > Save Copy In.

### **Song Position Pointer Messages are Not Received in “Continuous Scroll with Playhead” Mode (Item #54587)**

When in “Continuous Scroll with Playhead” mode, Synchronic, Intakt (Native Instruments) and other MIDI-enabled plug-ins stop receiving Song Position Pointer messages, and cannot catch up when starting and stopping playback.

### **Intermittent Shuttle Lock Commands Ignored (Item #47155)**

Shuttle Lock commands occasionally appear to have been ignored. Click once on the Transport pop-up and the functionality will return.

### **Timestamping and DestructivePunch-Prepared Tracks (Item #67054)**

Since it is possible to change the session start after tracks prepared for DestructivePunch have been created, the time stamp for the track(s) may be inaccurate. If accurate time stamps are a priority, then re-timestamp the regions created using the time-stamping function in the Region List.

### **Some QuickTime Audio Formats Cannot Be Imported (Items #58792, 73064)**

The audio from QuickTime movies with Apple Lossless or AMR audio compression cannot be imported into Pro Tools. Use QuickTime Pro or another application to convert the audio to another format prior to import.

### **Apple Lossless Codec Is Not Supported for Bounce to QuickTime Movie (Item #75224)**

Pro Tools 7.3 and higher does not support the Apple Lossless audio codec. Choosing it from the Bounce to QuickTime Movie Audio Compression dialog will result in a movie without usable audio.

### **Automation Window Update when Writing Automation (Item #111105)**

When writing automation on Volume, Pan, and so on, the corresponding buttons in the Automation window provide no indication that automation on the related control is being written. You will need to observe the automation buttons on tracks in Mix or Edit windows to see an indication that automation is being written.

## **DigiBase**

### **Conversion of Large DigiBase Catalogs May Take Hours (Item #77636)**

Converting legacy Catalogs can take hours for extremely large catalogs (10,000+ referenced files). Because of this we suggest you plan on converting your catalogs at an appropriate time that will not interfere with normal productivity. You will be prompted at each launch of Pro Tools until the Catalogs are converted, and you may choose to ignore such prompts until you are ready to convert them. Once converted, you will not see this problem again.

## **File and Disk Management**

### **Auto-Saving with External Hard Drives that Have Little Free Space Can Result in Data Loss (Item #94260)**

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 Mac/PC Compatibility Not Enabled (Item #60728)**

A Pro Tools session is unable to relink to audio files and fades that have illegal characters if the session was copied in a version of Pro Tools earlier than 7.0 without the Enable Mac/PC Compatibility option enabled. The workaround is to open the DigiBase Project Browser and manually relink each file by File ID.

### **Unable to Open Mac Sessions from Workspace if Illegal Characters Were Converted to Underscore Symbol (Item #60243)**

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

### **Loss of Sharing Information when Unmounting Drives from Pro Tools Workspace (Item #46273)**

Information relevant to the Shared Folders and Permissions for a given drive, or the folders within it, is lost when a drive is unmounted from within a Pro Tools Workspace. If you wish to re-mount the drive, go to Control Panel > Administrative Tools > Computer Management > Disk Management, find the drive, and re-assign the drive letter.

### **Missing files when opening a session that was saved using Save Copy In with Preserve Folder Hierarchy (Item #74454)**

The Preserve Folder Hierarchy feature is designed so that sessions with media split between multiple volumes can be easily moved between systems while retaining folder hierarchy. In order for media files to be automatically found, manually copy or create a folder at the root level of each volume with the session name that contains the Audio Files or Video Files folder. Or, manually relink to the missing files at their current location.

### **Multiple Files with the Same Name Do Not Relink Properly when Session Copy Is Saved with Preserve Folder Hierarchy (Item #79868)**

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.

## **Elastic Audio**

### **Changes to Elastic Audio Algorithms in Pro Tools 8.x (Item #109141)**

Several changes have been made to Elastic Audio signal processing in Pro Tools 8.0 and higher. In some cases, you may notice improvements with timing accuracy of events when time warping audio using the Polyphonic algorithm. In other cases, you may notice sustained low frequency content sounds smoother when time stretching using the Rhythmic algorithm. The X-Form algorithm was upgraded as well, and exhibits better pitch coherency on certain polyphonic audio sources. While the aim was to improve sonic performance, it is important to note that sessions using Elastic Audio processing can sound different when played in Pro Tools 8.x than the same sessions did in Pro Tools 7.4. To reproduce Elastic Audio processing identical to Pro Tools 7.4, you can replace Elastic Audio version 8.0.1 with version 7.4 and commit your audio tracks if necessary. Note that version 7.4 does not support Elastic Pitch.

### **Change Between Pro Tools 7.4 and 8.x in how Transient and Warp Markers Affect Sound Quality (Item #105159)**

Both the Polyphonic and Rhythmic Elastic Audio algorithms rely on transient analysis to achieve optimal fidelity and timing accuracy. Reducing event sensitivity, and consequentially removing Analysis or Warp markers, may adversely affect the sound quality and timing of elastic regions. Conversely, an overabundance of Analysis markers or Warp markers, can also adversely affect sound quality. For best results, make sure that Analysis markers are reasonably correct vis a vis the musical events in an audio region. Note that to achieve the highest sound quality, the Polyphonic algorithm in Pro Tools 8.x is more reliant upon Analysis markers than in Pro Tools 7.4.

### **Unusual Audio “Warble” with Polyphonic Elastic Audio (Item #103038 and #108845)**

In some cases, some audio that is being processed with the Polyphonic Elastic Audio algorithm may sound “warbly.” If this occurs, try adjusting the Window Length control in the Polyphonic Elastic Audio Plug-in window until the warble goes away. If you are opening a session that previously used the default Window Length setting in Pro Tools 7.4.x, which was 30 ms, a recommended starting point would be 40 ms. 40 ms is also the new default parameter value for the Polyphonic Elastic Audio algorithm in Pro Tools 8.x.

### **Real-Time Elastic Audio Tracks Do Not Show Accurate Waveforms (Item #98343)**

When using Elastic Audio Real-Time Processing, Pro Tools displays the varispeed waveform in Waveform view no matter which algorithm you are using. This is done because all of the Elastic Audio processing is done in real-time and the waveform is a prediction of what it will sound like. Switching to Rendered mode will give you an actual representation of the audio as rendered by the algorithm you are using.

### **Maintaining Phase Coherency with Elastic Audio Pitch Processing (Item #106002)**

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.

### **Certain Audio Files Cannot Be Calculated or Cleared of Elastic Analysis in Workspace Browser (Item #89026)**

There are some rare cases where a file will have a file suffix of a file format supported by Elastic Audio (either .WAV or .AIF), but the Pro Tools Workspace Browser will not allow calculation or clearing of elastic analysis. The browser menu items Calculate Elastic Analysis and Clear Elastic Analysis will be greyed out. In these cases, the file may actually be in a non-supported format. To check the file’s format, look at the Format column in the Workspace browser. If a file format other than WAV or AIFF is shown (such as QuickTime), then the file cannot be calculated or cleared of elastic analysis. Note that these non-supported files can still be previewed in tempo, as well as elasticized once imported into a session.

### **Drift in an Audio File May Occur when Using Elastic Audio and the Monophonic or X-Form Algorithms (Item #96151)**

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

### **Tempo Maps Made from Bar|Beat Marker Generation in Beat Detective Cause Region Groups in Rendered Mode to Fall Offline (Item #97993)**

A tempo map made from Bar|Beat Marker Generation in Beat Detective will cause region groups in Rendered mode to fall offline. The workaround is to make an edit to the offline region and then toggle the Elastic Audio from rendered to real-time and then back to rendered.

### **Default Input Gain Preference Is Only for Elastic Audio Imported at Session Tempo (Item #96725)**

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

### **Displayed Timebase is Incorrect after Importing Elastic Audio Tracks (Item #111299)**

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 Regions on Playlist Lanes Are Not Rendered (Item #111882)**

In Playlists View, any Elastic Audio regions on Playlist lanes are not rendered (waveform is “off-line”) when changing the track’s Elastic Audio processing from Real-Time to Rendered.

### **Region Groups Containing Elastic Audio Are Not Recognized as Elastic if the Region Group Itself Has Not Had Any Elastic Functions Applied (Item #92770, #97107)**

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


### **Cannot Import Elastic Audio Tracks with the Consolidate From Source Media Option (Item #96404)**

Use Copy from Source Media to import Elastic Audio tracks.

### **Timing Inaccuracy in Audio Files Converted from CAF and MP3 with Preview In Context Enabled (Item: 111064)**

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

## Plug-ins

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

### **TC Master X 3.9 is not Compatible with Pro Tools HD (Windows Vista Only) (Item #106306)**

When inserting the TC Electronics plug-in Master X version 3.9 on a track in Pro Tools HD, Pro Tools quits unexpectedly. If you are running Pro Tools HD on Windows Vista, it is recommended that you do not install this plug-in.

### **AudioSuite and Region Groups (Item #64410)**

AudioSuite plug-ins handle Region Groups in the Region 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 Region List in the AudioSuite plug-in window and selecting Use in Playlist. However, if your target is set to Region List in the AudioSuite plug-in window while you have a Region Group selected, Pro Tools does not recognize the Region Group as processable audio and will present a No Audio was Selected error. This is because a Region Group is not treated as audio until it is actually used in a track.

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

- 1 Select the Region Group to be processed.
- 2 From the Region List menu, select Ungroup All. All elements of the group will remain selected.
- 3 Perform AudioSuite processing.
- 4 From the Region List menu, select Regroup.

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

### **Plug-in Find and Relink with File Types not Supported by Pro Tools (Item #111704)**

Find and Relink will not be triggered by plug-ins in situations where plug-ins supporting Find and Relink 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 in plug-ins must also be supported by Pro Tools.

## Control Surfaces

### **Trim Scrub and Trim Shuttle Don't Work on Regions with Fades (Item #111316)**

If a region 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 region, then execute the Trim Scrub or Trim Shuttle, and then restore the fades.

### **Used HW Output Path Indication (Item #101095)**

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 (Item #102710)**

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 (Item #82871)**

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.

### **Downloading Firmware for D-Control or D-Command (Items #46015, #46990, #58102)**

While downloading firmware updates on D-Control or D-Command, do not adjust any controls in the main unit's monitoring section, or transfer files on your computer. Doing so may interfere with a successful firmware download.

### **Shortcuts for Zooming on D-Control or D-Command**

D-Control and D-Command now support the following:

*To zoom in on the current selection:*

- Alt-press (Windows) or Option-press (Macintosh) the Zoom switch.

*To zoom out to show the entire session:*

- Double-press the Zoom switch.

### **SignalTools Meter Ballistics on Control Surfaces (Item #74340)**

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.

### **Pro Tools Transport Must Be Stopped when Recalibrating ICON Faders (Item #78074)**

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

## **MIDI**

### **Sibelius Does Not Launch when Using the Send to Sibelius Command (Item #110405)**

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.

### **Record-Enabled MIDI or Instrument Tracks Play Out of Time when Punching In (Items #70082, 98835)**

With Delay Compensation enabled, the underlying data on MIDI or Instrument tracks plays out of time when attempting to punch-in to a record-armed MIDI or Instrument) track.

### **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 (Item #81666)**

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.

### **MIDI Inputs and Outputs Seem to be Missing from the Screen, or Appear to Scroll Off the Screen (Item #53611)**

When the screen resolution is set to 1024x768, users with large MIDI configurations might notice MIDI inputs/outputs missing from the MIDI input/output selectors. Resize the screen to a higher resolution to resolve this problem.

### **Unavailable MIDI Input Paths for MIDI and Instrument Tracks are not Indicated (Item #111221)**

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.

## **Latency When Recording MIDI Tracks with Wait for Note and a Virtual Instrument (Item #43068)**

When recording a virtual MIDI instrument track in Wait for Note mode, latency occurs at Bar 1|Beat 1.

## **Synchronization and Machine Control**

### **Recording with Serial Time Code (Item #64636)**

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 time code 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 (Item #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**

### **Video Capture Aborted Due to Dropped Frames (Item #82895)**

Sessions with medium to large CPU loads may be unable to capture video reliably. Deactivate CPU heavy tasks, such as Virtual synths and heavy timeline automation for as long as you need to record video. Video playback will not be affected and previous CPU tasks can be restored.

### **Unsupported QuickTime Video Formats (Items #72933, 72956, 72958, 72961)**

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

### **Standard Definition QuickTime Movies Are Rendered as 16:9 Anamorphic Play Back in Pro Tools at 4:3 (Item #109076)**

Standard Definition QuickTime movies rendered with 16:9 an anamorphic Scaled Size of 853x480 play back in Pro Tools at 4:3 or 720x486 resolution. The Scaled Size attribute of QuickTime movies is ignored by Pro Tools. To workaround this problem, render the movie letterbox natively within the 720x486 pixel dimension.

### **Dragging from Windows Explorer in Shuffle Mode Doesn't Work Correctly with Video (Item #78451)**

Dragging a Video file from the desktop to the Edit window while in Shuffle mode will always place the video at session start, overwriting existing video regions in that location.

### **Pro Tools UI May Slow Down with Densely-Edited QuickTime Movie Track (Item #77720)**

Pro Tools may begin to respond more slowly and update less often as a session with one or more QuickTime video tracks becomes more and more densely edited. If, while working with heavily edited QuickTime clips, Pro Tools responsiveness begins to decline, use the Bounce to QuickTime Video command, then import the bounced movie.

### **Several QuickTime Codecs Are Distorted when Played Out through an Avid Mojo (Items #73328, 73332, 73334, 73341, 73342, 73343, 73344)**

Pro Tools 7.3 and higher will play most standard QuickTime files via Avid peripherals; however, only DV25 and h.264 format streams have been thoroughly tested, Several legacy QuickTime codecs are distorted when played back through the Avid Mojo. These include:

- Uncompressed .avi files
- Uncompressed .mov files (i.e. Apple “none” compression), except 32-bit movies.
- QuickTime movie (.mov) files using the Graphics, Animation, Cinepak, or Video codecs.

These formats will display properly when played back on the desktop.

### **MPEG-1 and MPEG-2 Video Freezes at Edit Points (Item #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.

### **Audio from Muxed MPEG-1 and MPEG-2 Movies Cannot Be Imported and Will Be Heard in a Bounced Movie (Item #76063)**

Unlike other QuickTime formats, MPEG-1 and MPEG-2 movies store audio and video in a single multiplexed track, called a “muxed.” track. Pro Tools cannot separate the audio from video for these types of movies. As a result, you will not be able to import the audio from an MPEG-1 or MPEG-2 movie. Also, if you Bounce to QuickTime using an MPEG-1 or MPEG-2 movie as a source movie, the original audio from the movie will be present in the bounced movie (even though it will not be heard while working with the movie in Pro Tools). To import audio from an MPEG-1 or MPEG-2 file, use a third party application to “demux” the MPEG stream.

### **When Using Bounce to QuickTime, Do Not Bounce to an Existing Movie Name (Item #76768)**

If you use the Bounce to QuickTime command and use the same name as an existing movie, the bounce may fail. It is best to use a unique name for each bounce, or delete the previous movie from the drive prior to bouncing with the same name (rather than choosing to replace the existing file).

### **Video Track's Video Format Doesn't Match Session's Video Format when Switching between NTSC and PAL (Item #77328)**

In some cases when switching from NTSC to PAL or from PAL to NTSC, a newly created Avid video track will display the wrong video format. Trying to record to this track will give the error, “Session frame rate must be compatible with either PAL or NTSC.” Toggling the Video Format selector from NTSC to PAL or from PAL to NTSC in the Session Setup window will clear this problem.

### **Pro Tools Cannot Record Video (Item #59710)**

If a 23.976 or 24p session is changed to 29.97, video cannot be recorded until Pro Tools is closed and relaunched.

## **General Localization**

### **AAF/OMF Sequences with Non-English Characters Import with Garbled Region Names or Won't Relink (Items #95851, #95857, #96279)**

If an AAF/OMF sequence containing files or region 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, XP-based Pro Tools systems, or Pro Tools 7.4 systems on Windows or Mac. Conversely, AAF/OMF sequences with non-English characters exported from any Pro Tools 7.4 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.” Region names may appear garbled.

---

## **Error Messages**

### **Error –6031 During Playback (Item #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 (Item #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 (Item #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.

### **DAE Error –9073 when Recording to a FireWire Drive and the 2 GB File Limit is Reached (Item #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.

### **DAE 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 (<http://answerbase.digidesign.com>).

### **DAE 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 RTAS plug-ins or dense automation.

### **DAE 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.

### **DAE 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*.

---

## **Corrections to Pro Tools Guides**

### **What’s New Guides**

**Part Number 9327-59101-00 REV A 11/08**

The following identifies corrections to and omissions from the *What’s New in Pro Tools HD 8.0 Guide*.

### **Time Locking Regions**

On page 38 of the *What’s New in Pro Tools HD 8.0 Guide*, the keyboard shortcut tip for Time Locking regions incorrectly states, “Press Shift+T to Time lock or unlock the selected region.”

### **Corrections:**

The keyboard shortcut tip should read, “Press Alt+Start+L (Windows) or Option+Control+L (Mac) to Time lock or unlock the selected region.”

## **Pro Tools Reference Guide**

**Part Number 9106-59126-00 REV A 11/08**

The following identifies corrections to and omissions from the Pro Tools Reference Guide.

### **Toolbar Focus**

On page 25 of the *Pro Tools Reference Guide*, documentation of Toolbar focus is incorrectly omitted.

#### **Corrections:**

The following section for “Toolbar Focus” should be added right after the section on “Keyboard Focus:”

#### **Toolbar Focus**

In the Edit window, the MIDI Editor pane can be displayed in addition to the Tracks pane (View > Other Displays > MIDI Editor). When the MIDI Editor pane is displayed, there are two separate Toolbars and Timelines in the Edit window: one for the Tracks pane and one for the MIDI Editor pane. Only one Toolbar and Timeline can be focused for Menu and Toolbar commands (including the corresponding keyboard shortcuts) at a time. The focused Toolbar displays a orange outline.

If Keyboard Focus for the Edit window is enabled, it follows the selected Toolbar focus.

#### **To enable Toolbar focus for the Tracks pane, do one of the following:**

- Click the Toolbar at the top of the Edit window.
  - or –
- Press Control+Alt+4 (Windows) or Command+Option+4 (Mac).

#### **To enable Toolbar focus for the MIDI Editor pane, do one of the following:**

- Click the Toolbar right above the MIDI Editor pane.
  - or –
- Press Control+Alt+5 (Windows) or Command+Option+5 (Mac).

### **Pro Tools LE System Capabilities**

On page 34 of the *Pro Tools Reference Guide*, the final paragraph incorrectly states, “Pro Tools LE systems provide up to 128 Auxiliary Input tracks, a total of 32 internal mix busses, and up to 5 inserts and 10 sends per track (depending on your computer’s processing capacity). In addition, Pro Tools LE systems support up to 32 Instrument tracks and 256 MIDI tracks. Pro Tools LE also supports a single QuickTime video track.”

#### **Corrections:**

The paragraph should read, “Pro Tools LE systems provide up to 128 Auxiliary Input tracks, a total of 32 internal mix busses, and up to 10 inserts and 10 sends per track (depending on your computer’s processing capacity). In addition, Pro Tools LE systems support up to 32 Instrument tracks and 256 MIDI tracks. Pro Tools LE also supports a single QuickTime video track.”

### **Zoom Toggle Preferences**

On page 90 and also on page 455 of the *Pro Tools Reference Guide*, the paragraph on the “Separate Grid Settings When Zoomed In” preference incorrectly states:

**Separate Grid Settings When Zoomed In** When selected, this option retains the same (current) grid setting when zoom toggling in or out. When this option is deselected, the grid setting stored with Zoom toggle is recalled when zoom toggling in.

**Corrections:**

The paragraph should read:

**Separate Grid Settings When Zoomed In** When selected, the Grid setting stored with Zoom toggle is recalled when zoom toggling in. When this option is deselected, the same (current) grid setting is used whether zoom toggling in or out.

**Notes View for MIDI and Instrument Tracks**

On page 435 of the *Pro Tools Reference Guide*, the ability to use a mouse with a scroll wheel to scroll up or down in Notes View is omitted.

**Corrections:**

The following step should be added to the procedure for scrolling the Notes display up or down for a MIDI or Instrument track: “If you have a mouse with a scroll-wheel, move the cursor over the track and Control-Alt-Start-scroll (Windows) or Command-Option-Control-scroll (Mac) up or down to scroll the notes display up or down.”

**Time Locking Regions**

On page 731 of the *Pro Tools Reference Guide*, the keyboard shortcut tip for Time Locking regions is incorrectly states, “Press Shift+T to Time lock or unlock the selected region.”

**Corrections:**

The keyboard shortcut tip should read, “Press Alt+Start+L (Windows) or Option+Control+L (Mac) to Time lock or unlock the selected region.”

**Dragging and Dropping Plug-in Settings Files**

On page 891 of the *Pro Tools Reference Guide*, the section on “Dragging and Dropping Plug-in Settings Files” erroneously states that you can drag and drop plug-in settings files from Windows Explorer or the Mac Finder to inserts and plug-in windows.

**Corrections:**

The section on “Dragging and Dropping Plug-in Settings Files” should read:

**To insert a plug-in by drag and drop:**

- Drag and drop a plug-in settings file from a DigiBase browser to an Insert in the Mix (or Edit) window.

**To change a plug-in preset by drag and drop:**

- Drag and drop a plug-in settings file from a DigiBase browser to the plug-in window. The plug-in settings file must be for the same plug-in name. For example, you cannot replace a 1-Band EQ 3 with a plug-in setting for 4-Band EQ 3.

**Menus Guide**

**Part Number 9329-52920-00 REV A 11/08**

**Track Menu**

On page 33 of the *Pro Tools Menus Guide*, the following menu items are not available (however, the keyboard shortcuts for these items remain functional):

- Solo Tracks with a Selection
- Mute Tracks with a Selection
- Record Arm Tracks with a Selection
- Input Monitor Tracks with a Selection (Pro Tools HD Only)

**Corrections:**

The entire “Solo, Mute, Record Arm, and Input Monitor Tracks with a Selection Commands” section should be deleted.

## **Trillium Lane Labs Plug-ins Guide**

**Part Number 9329-59303-00 REV A 11/08**

### **Introduction**

The TL Labs AutoPan™ is incorrectly listed as a paid plug-in, but it is included free and installed with Pro Tools 8.0.1.

#### **Corrections:**

TL Labs AutoPan should be listed under Free Trillium Lane Labs Plug-ins and should be deleted from under Paid Trillium Lane Labs Plug-ins.