Pro Tools LE 7.1.2r2 on Windows XP

This Read Me documents compatibility details, known issues, and guide addenda for Pro Tools LE 7.1.2r2 systems on Windows.

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).

Setting Up Pro Tools LE Hardware with Windows Before Installing Software

After installing your hardware and starting up your computer, wait for the Found New Hardware Wizard dialog to appear and leave it open. Leave the Wizard on-screen, and place the Pro Tools LE Installer for Windows into your drive. Locate the Setup icon (in the Pro Tools LE Installer folder) and double-click the icon. To avoid installation problems, please read carefully and follow the installation instructions in your *Getting Started Guide*.

Transferring Sessions with Plug-ins Between TDM and LE Systems

When transferring sessions between LE and TDM systems, plug-in settings should be copied to the session's plug-in settings folder. This helps restore the proper plug-in preset names.

Known Issues

The following sections document known issues you may encounter when using Pro Tools LE 7.1.2r2, along with workarounds if they exist.

Mbox 2 Pro Firmware Conflict Can Result in Pro Tools Launch Problems (Item #77511, 81150, 78071, 78114, 78718)

Updating Pro Tools software or connecting Mbox 2 pro to a CPU which has different version of Pro Tools software installed might cause some problems upon launching due to a possible firmware conflict. Problems can include the Pro Tools not launching, the Mbox 2 Pro is not recognized, there is no audio output, or a black screen appears. The problem is due a possible firmware conflict that may have shipped with your device. To avoid this problem, please make sure to download and install Pro Tools LE 7.1.2r2 for Windows and PowerPC Mac systems, or Pro Tools LE 7.1.3r2 for Intel-Based Macs.

External Clock Not Supported at Higher Sample Rates (Item #79394, 80746, 80961, 76544)

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.

Cannot Export Selected Track as AAF if the First Four Double Byte Characters in the Track Name Are the Same (Item #78670)

Audio data loss will occur when exporting the selected track as an AAF file if the first four double byte characters in the track name are the same. The workaround is to rename the track name so that the first four characters are not the same.

Streaming Audio with Higher Sample Rates Might Not be Supported with Some Third-Party Media Players (Item #75855)

Some Media Players will not stream audio while Pro Tools session is configured to operate at sample rates of 88.2 kHz or higher. This is a limitation of Media Players and certain other CoreAudio applications. To be able to use the Media Players, open and create a new session with a sample rate of 48 kHz or lower in order to regain streaming audio with these applications.

Transport Disabled After Changing Sample Rate of External Sync Source (Item #76544)

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 due to 9092 errors when sync resumes. 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).

Flickering Audio when Sending S/PDIF Out to Direct Sound (Item #78529)

Use Wave or ASIO out for a clean S/PDIF output when using a third-party application.

Cannot Preview from Windows Explorer or Mac Finder with Pro Tools (Item #78473)

Double-clicking a Pro Tools associated audio file in the Mac Finder or Windows Explorer when a Pro Tools session is open no longer opens the file in a DigiBase browser to preview the audio. Instead, the file gets imported to the current session's Region List. To use Pro Tools to preview an audio file, open the Workspace browser, navigate to the audio file you want to preview, and click the speaker icon in the Waveform column for that audio file.

Software Instrument Does Not Emit Sound when Inserted on an Instrument Track or Auxiliary Input (Item #65797)

Some software instruments will not emit sounds and will not play. If this occurs, manually assign a hardware input to the Instrument track or Auxiliary Input, and/or manually assign a MIDI output to the Instrument.

AudioSuite and Region Groups (Item #64410)

AudioSuite plug-ins handle Region Groups 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 menu, select Ungroup All. All elements of the group will remain selected

3 Perform AudioSuite processing.

4 From the Region menu, select Regroup.

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

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" 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 (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, remove the Kensington drivers.

Windows Security Alert During Launch (Item #62060)

The dialog "Windows Security Alert. To help protect your computer, Windows Firewall has blocked some features of this program..." can be thrown during the launch of Pro Tools. This is to be expected and can be ignored (it will not affect Pro Tools performance).

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.

Bluescreen on Pro Tools Launch (Item: #57561)

If Pro Tools installation and relaunch results in a bluescreen, try updating the PACE driver with the newest installer available at the Pace website.

Scrub Does Not Work when Input Only Monitor Mode Is Active and a Track Is Record Enabled (Item #59380)

When Input Only Monitor mode is active and another track is record enabled, tracks will not scrub.

Pro Tools 7.1.2r2 Information Is Lost When Saving a Session in an Lower Version of Pro Tools (Item #49923)

When saving a Pro Tools 7.1.2r2 session in 5.1-->6.9 format, only those attributes supported by that lower format will be maintained when the session is opened using a lower version of Pro Tools. For example, when saving a Pro Tools 7.1.2r2 session to Pro Tools 5.1-->6.9 format and then opening the session under Pro Tools 6.9, Instrument tracks will be split to corresponding MIDI and Auxiliary Input tracks. See the *Pro Tools Reference Guide* for more information on compatibility and session transfer.

Accessing Playback Engine after Opening a Recovered Session (Item #54319)

A recovered session from the "Session File Backups" folder must first be saved with a new session name before it is possible to access the Playback Engine dialog.

Error Message "Could Not Complete Your Request because the System Cannot Find the Rile 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 with the File > Save As or File > Save Copy In commands.

Opening a Pop-Up Window or Menu Over a QuickTime Movie Crashes Pro Tools (Item #54237)

Opening a pop-up window or menu over a QuickTime video crashes Pro Tools. Keep QuickTime videos out of the way of pop-ups and menus that you intend to repeatedly open and access.

Pro Tools Unable to Relink to Audio Files and Fade Files That Have Illegal Characters when Enforce 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 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.

I/O Setup Files Can Be Saved with Illegal Characters when Enforce Mac/PC Compatibility Option Not Enabled (Item #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.

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

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

Groove Templates (Item #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.

Using the Wave Driver with Quicktime Player (Item #52540)

It is not recommended to use the Wave driver for the Quicktime player. There is the possibility that the audio on certain Quicktime movies will drift out of sync, or drop out when playing back.

Uninstalling Cubase SX Prevents Pro Tools Driver Installer From Working (Item #48450)

If the Pro Tools installation gets disrupted by a dialog "The driver installer could not find the driver information. Please make sure the path to the INF file is correct," there is a possibility that a Cubase uninstall has occurred prior to installation of Pro Tools. Reinstall Cubase SX before installing Pro Tools.

Importing Tracks with Import Session Data Clears the Undo Queue (Item #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."

Intermittent Shuttle Lock Commands Ignored (Item #47155)

Shuttle Lock commands are occasionally ignored. Click once on the Transport pop-up and the functionality will return.

File Management

Lost Data when Burning Sessions to DVDr (Item #59227)

When doing a session data backup to a DVDr with the MacDrive6 DVD/CD burning utility, it is possible that session data on the DVDr will be lost. Please contact MediaFour for more information.

System Crash on Startup with Mac Formatted FireWire Drives (Item #45288)

After installing MacDrive, mount Mac formatted FireWire drives only after Windows has finished starting up. Starting up with FireWire drives powered on after installing MacDrive causes a system crash.

Disk Management when Using Mac Formatted Drives (Item #45459)

You must disable the MacDrive service in order to convert or re-format an HFS+ FireWire drive to NTFS format.

Loss of Sharing Information when Unmounting Drive 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.

Sluggish Performance when a Mapped Network Drive Becomes Unavailable (Item #44420)

When using Pro Tools, make sure all mapped networks are present and available. If your computer is mapped to a network drive that becomes unavailable, Pro Tools may become sluggish.

Missing Files when Opening a Session Created by a Lower Version of Pro Tools (Item #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.

MIDI

MIDI Type 1 Files Exported from Pro Tools 7.x Do Not Import Correctly into Pro Tools 6.x (Item #72181)

MIDI Type 1 files (SMF 1) exported from Pro Tools 7.x are not imported properly into Pro Tools T 6.x. MIDI tracks are created correctly, but the MIDI regions are not placed in playlists. Instead, they are inserted in the Region List only. The workaround is to drag the MIDI regions into the playlists.

Inconsistent MIDI Performance on Dutch OS with English Pro Tools LE (Item #59608)

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

MIDI Inputs and Output Seem to be Missing from the Screen, or Appear to Scroll off 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.

Plug-ins

Demo Mode with 7.1.2r2 Plug-ins and Software Options

Digidesign 7.1.2r2 plug-ins and Pro Tools 7.1.2r2 software options no longer include time-limited demos. Instead, plug-in and option demos require an iLok USB Key and an iLok license for evaluation. If you would like to obtain a demo license, please visit the individual product pages located on the Digidesign website (www.digidesign.com) and click on the Demo button.

MIDI Outputs to Some Software Synthesizer Plug-ins Are Italicized in Cross-Platform Sessions (Item #54173)

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.

Expired Demo Plug-ins

Using a demo plug-in whose trial period has ended may result in an "Illegal Instruction Attempted" error within Pro Tools LE. Removing the expired demo plug-ins from your Plug-ins folder will rectify the situation.

Pace InterLok Plug-in Authorization Lost in NTFS Boot Drives with Long Names

If your system contains one or more drive(s) formatted with NTFS, and which have drive names longer than 11 characters, corruption of InterLok plug-in authorizations may occur. In order to remedy this issue before corruption can occur, rename NTFS volumes to drive names that are 11 characters or less before installing or launching Pro Tools LE. Should you attempt to launch Pro Tools LE with NTFS drives longer than 11 characters, a dialog should appear alerting you to this fact.

Mod Delay II Plug-in Delay Time

After a Duration (note value) has been set in the Mod Delay II window, changing the Delay time using a control surface (such as Digidesign's Control|24) will not deselect the Duration parameter. Changing the Delay time control in the plug-in window will work correctly.

Mod Delay Plug-in and Automation Data

Mod Delay cannot have automation data copied and pasted to the adjacent left or right audio channel, even when the automation data is to or from the same control. For example, Feedback Left automation data cannot be copied to Feedback Right.

To apply automation data to both the left and right channels of the Mod Delay stereo outputs, use multi-mono plug-ins in place of the stereo or mono-to-stereo Mod Delay. Multi-mono plug-ins allow automation to be linked, thereby providing the same automation data to all linked channels.

Severe Latency with MIDI Beat Clock when Using DigiRack ReWire (Item #35457)

If MIDI Beat Clock data is sent from Pro Tools to a ReWire client, extreme latency may be heard when using a MIDI keyboard to trigger the ReWire client. It is recommended that you do not route MIDI Beat Clock data from Pro Tools to a ReWire client.

AudioSuite Signal Generator Does Not Process (Item #35900)

The AudioSuite Signal Generator plug-in defaults to "Create Individual Files." If you make a selection in the timeline that does not contain audio, you will need to select "Create Continuous File," or you will encounter a dialog warning you that no audio is selected.

Signal Generator Pink Noise

The Signal Generator plug-in has an improved pink noise signal output that makes Signal Generator appropriate for room calibration and similar applications. This pink noise output level is much higher than in versions prior to version 5.3 of Signal Generator. To avoid audible distortion while running pink noise, set the Signal Generator volume slider to –12 dB to avoid clipping.

Pitch Shift AudioSuite Plug-in

When batch processing several stereo or multi-mono files in the Region List using the AudioSuite Pitch Shift plug-in with time correction turned off, the right channel of each resulting file after the first is random audio or white noise. If using the AudioSuite Pitch Shift plug-in, process each stereo or multi-mono file individually, or split the files into individual mono files prior to batch processing.

Video

Unable to Maintain Original Time Code Locations (Item #37628)

(DV Toolkit for Pro Tools LE Only)

When redefining time code, Pro Tools may incorrectly report that it is "unable to maintain original time code locations with the entered start time because a region or an alternate playlist would exist outside the session boundaries. Click OK to maintain relative time code." If you click OK, the time code will be remapped properly.

DV Toolkit 2

Scrub Trim Tool Does Not Scrub Audio When Trimming Looped Regions (Item #72650)

If you use the Scrub Trim tool to enable the Loop Trimmer to trim a looped region, the audio will not be scrubbed.

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.

Error –6097 Lost Communication with the 002 Unit

If you encounter a –6093 error, confirm that you have a valid clock source. Or, increase the Hardware Buffer Size or remove some plug-ins to use less DAE memory.

DAE –9093 Errors When Initiating Recording On AMD Dual-Core Processors (Item #72796)

Users of AMD Dual-Core processors may experience DAE –9093 errors when initiating recording, regardless of track count. If this occurs, go to the Setup menu, choose Playback Engine, and select and initialize a different Hardware Buffer setting. If the problem goes away, you can re-select your previous Hardware Buffer setting.

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.