Read Me

Pro Tools and Pro Tools HD 10.0.1 on Windows 7

This Read Me documents important compatibility information and known issues for Pro Tools 10.0.1 and Pro Tools HD 10.0.1 software with supported hardware on qualified computers running Windows 7 (32-bit or 64-bit).

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).

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

Pro Tools requires that an iLok with the appropriate authorizations be connected to the computer at all times. Do not remove the iLok while running Pro Tools 10.0.1. If the iLok is removed while Pro Tools is running, one of the following will occur:

Pro Tools shows 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.

When Installing Pro Tools, the Pace Installer may Cause a Reboot Before Pro Tools 10 Can be Installed (PTSW-152529)

When installing Pro Tools, certain Pace copy protection components must be installed first that require a reboot. If these components are already installed—for example, if you are installing Pro Tools 10 over an existing Pro Tools installation—these components are not re-installed and no reboot is required.

Installing 9.x device drivers after installing Pro Tools 10 causes Pace driver incompatibility (PTSW-153187)

If you install version 9.x device drivers after installing Pro Tools 10, older Pace InterLok drivers will overwrite the newer Pro Tools 10 Pace License Support drivers. This will cause errors when Pro Tools launches and may result in the device not being recognized. If this occurs, uninstall the version 9.x device drivers, run the Pace License Support installer (available at http://www.ilok.com), then install the Pro Tools 10 device drivers.

Mixer and Elastic Audio Plug-ins from lower versions of Pro Tools are not compatible with Pro Tools 10 (PTSW-136983)

The Mixer and Elastic Audio Plug-ins from lower versions of Pro Tools are not compatible with Pro Tools 10.0.1. If you encounter an error indicating that these plug-ins are corrupted please re-run the Pro Tools 10 installer to ensure that the correct plug-ins are installed.

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.

Changing track output assignments takes a long time (102062)

If your Pro Tools system uses a Mojo and a Magma PE6R4 expansion chassis, changing track output assignments can take between 4–8 seconds with a 24-bit, 96 kHz session. Pro Tools systems with a Mojo and other expansion chassis may also exhibit this behavior. In contrast, changing track input assignments, as well as deactivating and reactivating a track occurs almost immediately.

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 Pro Tools on HD Native. A single VENUE HDx Option card is recognized properly by Pro Tools on HD Native, so for consistent performance it may be necessary to de-install the second HDx card.

Issues Resolved in Pro Tools 10.0.1

Pro Tools no longer quits unexpectedly when starting playback before the Timeline Cache completes caching. (PTSW-153586)

Pro Tools no longer quits unexpectedly when bus recording with Elastic Audio enabled. (PTSW-155752)

Pro Tools no longer quits unexpectedly when dragging a clip from a Tick-based track with volume automation to a new track. (PTSW-154591)

Pro Tools no longer posts 9092, 9093, or 9094 errors in certain unwarranted situations, such as when pressing play after opening a session or when previewing audio from a CD in the Import Audio dialog. (PTSW-142270, PTSW-151706, PTSW-155295, PTSW-156006, PTSW-156280)

Note that 9092, 9093 and 9094 errors can still occur when a system is being run under demanding loads, including small buffer settings on non-DSP based systems. In these cases, enabling Playback Error Suppression can allow you to continue, at the possible expense of sound quality. There are also known cases of plug-ins causing these types of errors. You can determine if a plug-in is at fault by removing plug-ins one type at a time until the problem goes away. Then create a new session with just that plug-in to see if the errors occur there. If they do, please report this to Avid and also to the manufacturer of the plug-in. Reporting to both will help get the problem solved more quickly.

Audio now plays consistently from Elastic Audio clips after copying them in the timeline. (PTSW-154636)

Clip Gain on Elastic Audio clips now plays correctly. (PTSW-154529)

Bus recording audio with clip gain applied no longer results in unintended artifacts being recorded. (PTSW-156129)

Plug-in types are now correctly converted when moving sessions between an HDX system and a non-HDX system. (PTSW-151142)

When opening a session from an HDX system on a non-HDX system. DSP plug-ins convert to Native plug-ins if they are available. If the same session is re-opened on an HDX session, the original choices of which plug-ins were DSP and which were Native will be reinstated.

Pressing an Edit Mode keyboard shortcut (F1-F4) simultaneously with a Tool shortcut (F5-F10) no longer incorrectly engages the Smart Tool. The Smart Tool is only engaged when pressing combinations of the F6-F8 shortcuts. (PSTW-144679)

When recording audio stems from audio tracks that use Send outputs, printed audio on destination tracks with outputs set to "none" is now properly time-aligned. (PTSW-157440)

Tracks not selected when using the Export Selected Tracks as New Session command no longer appear in the Import Session Data dialog. (PTSW-157391)

Any sessions created in Pro Tools 10 using the Export Selected Tracks as New Session command will still show all the original session tracks in the Import Session Data dialog. To avoid this, either use the Export Selected Tracks as New Session command with Pro Tools 10.0.1 to create a new session, or change the track order in the session and save it in 10.0.1.

Bypass and Mute automation are now adjusted correctly in a track when a clip is deleted. (PTSW-153154)

Plug-in automation is now copied correctly between multi-mono and multi-channel versions of the same plug-in. (PTSW-138658)

The transport now performs reliably when using 9-pin Machine Control combined with Satellites and Video Satellite. (PTSW-151352, PTSW-142368, PTSW-142320, PTSW-152790, PTSW-151212, PTSW-151201, PTSW-151196)

Under 9-pin control, the Shuttle function now operates at the correct speeds. (PTSW-156102)

Pro Tools now plays in sync while in Remote Mode. (PTSW-154477)

Pro Tools now locks correctly while in Remote Mode when controlled from a deck via SoundMaster ION. (PTSW-157335)

Satellite sync now operates reliably in Destructive Punch mode when systems are controlled from 9-pin devices and commands are issued shortly after transport starts. (PTSW-147702)

When Transport = Machine, FF/REW commands now work correctly after issuing multiple commands. (PTSW-153962)

Pro Tools now operates correctly when you edit the VENUELink System Name in the Pro Tools Peripherals dialog. (PTSW-137061)

Pro Tools now correctly imports files from a Mix and Matched Media Composer session. (PTSW-152018)

After consolidating from source files during AAF import, Original Time Stamps are now correctly compensated, preserving field recorder matches. (PTSW-136563)

The Import Rendered Audio FX in Import Session Data setting is now correctly enabled by default. (PTSW-146809)

You can now drag a file directly to a Field Recorder Guide Track without disabling the Field Recorder Guide Track setting. (PTSW-152913)

Field recorder files that cross midnight now correctly match other field recorder files with time stamps after midnight. (PTSW-152334)

Pro Tools with Avid Interplay now allows you to enter up to 99 characters (the previous limit was 31 characters) in the Set Tape ID dialog. (PTSW-152814)

Pro Tools with Interplay now posts a warning to prevent overwriting a sequence when using Send to Playback. (PTSW-152023)

When doing a Send to Playback with Interplay, if a sequence with the same Tape ID already exists on the playback server, Pro Tools now posts a warning dialog that allows you to edit the tape ID or cancel the command, preventing accidental overwriting of the sequence.

If a sequence is given a Tape ID by an Avid video editor, the Set Tape ID dialog in Pro Tools now defaults to that Tape ID when doing a Send to Playback via Interplay. (PTSW-154098)

The Pro Tools 10.0.1 installer correctly moves previously installed Pro Tools Instrument Expansion Pack (PTIEP) content to the new Applications/Avid folder instead of deleting it. (PTSW-153599)

On Windows, the Pro Tools 10.0.1 installer now installs a personality file for the ProControl Edit Pack, allowing you to use Edt Pack with Pro Tools. (PTSW-154262)

Known Issues

The following sections document known issues you may encounter when using Pro Tools 10.0.1 and Pro Tools HD 10.0.1 along with workarounds if they exist.

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

General Pro Tools Issues

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.

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.
- If you have an available PCIe slot in your computer, try using one of the following:
  - A supported Blackmagic video card
  - A supported Canopus video peripheral for QuickTime DV playback
- Consider using an Avid option that includes a video solution:
  - The Video Satellite option offers guaranteed performance for Avid video playback (QuickTime can also be used via AMA).
  - The Video Satellite LE option offers a way to integrate a Blackmagic video card into a system
  - The Avid Mojo SDI peripheral offers guaranteed performance for standard-definition Avid video

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.

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 Fails to Launch with Music Production Toolkit Installed (PTSW-121443)

Music Production Toolkit is not supported for use with Pro Tools 8.0.4 and higher. Please use Music Production Toolkit 2. For more information, see: http://www.avid.com/US/products/music-production-toolkit-2.

Synchronizing to External Clock with a Different Sample Rate from the Session Results in the Following Error: "The current playback engine does not support a sample rate of 44.1 kHz" (PTSW-127065)

In certain circumstances, attempting to synchronize to an external clock that has a different sample rate than the session may result in the following error: "The current playback engine does not support a sample rate of 44.1 kHz." If this happens, correct the sample rate mismatch and re-select the correct clock rate.

Default Drive Defragmenting Task Corrupts Audio Files (PTSW-47104)

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

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."

Session Templates Retain I/O Settings and Some Preferences, Display Settings, and Window Layouts (PTSW-47133)

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

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

Save Session Copy to session formats lower than Pro Tools 10 converts all audio for sessions with interleaved files (PTSW-152737)

When saving a Pro Tools 10.x session that has a mix of interleaved and non-interleaved (multi-mono) audio files to a lower session format (such as Pro Tools 7–9 ".ptf"), all audio files are converted (even if they are not interleaved).

Opening Session Created with Pro Tools 7.4 or Lower (PTSW-47133)

When opening sessions created with Pro Tools 7.4 or lower in Pro Tools 8.0 or higher, 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.

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.

Possible Performance Issues with New Waveform Overviews (PTSW-21224 and PTSW-21040)

Calculating waveform overviews in Pro Tools 8.0 or higher 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 (110041)—When opening Legacy Pro Tools sessions (lower than 8.0) 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 Clips (106801 and 106577)—You may notice a slight drop in normal playback performance immediately following a record take or after creating or importing new clips. 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 clips 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.

Waveform overviews disappear after editing metadata from the Workspace browser (PTSW-153258)

If you edit metadata from the Workspace browser, audio waveform overviews may disappear from the Edit window. If this occurs, recalculate the waveforms or close and reopen the session. To avoid this issue, edit metadata from the Project browser instead of the Workspace browser.

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.

CPU Usage Limit May Be Reached when Error Suppression is Enabled (PTSW-50339)

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 (PTSW-50069)

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.

Scrubbing Audio is Offset by the Overall System Delay when Automatic Delay Compensation is Enabled (PTSW-150138)

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

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.

–9128 or –6031 DAE Errors when Using Sibelius 7 as a ReWire Client with Pro Tools (PTSW-148554 and PTSW-149809)

If you encounter –9128 or –6031 DAE Errors when using Sibelius 7 as a ReWire client with Pro Tools, try increasing the Hardware Buffer Size to 1024 samples in the Pro Tools Playback Engine (Setup > Playback Engine).

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.

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

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

Changing the Genre Setting for the ID3 Tag Info when Bouncing to MP3 Results in an Error Message (PTSW-152856)

When bouncing to MP3, changing the Genre Info on the ID3 Tag more than once results in an error message. To resolve this issue, close the error message, then close the MP3 window, and then click Bounce again.

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.

Pro Tools is Not Compatible with Surround Audio in QuickTime Movies (67350, 67351, 67353)

QuickTime 7 introduced the ability for QuickTime movies to have surround audio. Currently, Pro Tools is not compatible with QuickTime movies that have more than two channels of audio. Pro Tools cannot import from, or bounce to, multi-channel QuickTime movies. Also, the audio in multi-channel QuickTime movies is not recognized in the Workspace browser.

Some QuickTime Audio Formats Cannot Be Imported (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 (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.

Bounce Window Appears to Freeze During Bounce to Disk (PTSW-132540)

With some Pro Tools audio interfaces (such as Eleven Rack) and some M-Audio devices (such as Fast Track Pro), the Bounce window appears to freeze during Bounce. While the window appears to not be working, but in fact the Bounce will complete successfully if you allow it enough time to finish. To avoid this issue entirely, make sure that your audio interface is not selected as the default output device in the Windows control panel.

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.

Accessing Playback Engine after Opening a Recovered Session (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 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.

Recalculating Overviews while Logged into a Non-Administrative Account (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 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 (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.

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 can be Dragged to Tracks in Playlist View Even Through 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."

Intermittent Shuttle Lock Commands Ignored (47155)

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

Automation Window Update when Writing Automation (PTSW-46747)

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.

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.

Pro Tools|HD Systems

Unable to Open Sessions Created with Pro Tools 7.4 or Lower that Use the Maximum Available DSP in Pro Tools 10.x (111490)

Since the surround mixer plug-in is installed by default with Pro Tools 10.x, 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 or higher. 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.

ASIO Driver Limitations with Pro Tools|HD Systems

The ASIO Driver cannot be used with multiple applications at the same time. Only one application at a time can use the ASIO Driver. Be sure to disable the Windows system sounds. It is also recommended that you use a separate sound card for games or other general work. The Pro Tools ASIO Driver provides up to 8 channels of I/O (using the first Avid HD audio interface only) with Pro Tools|HD (TDM) systems.

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.

I/O Setup

Session Templates Retain I/O Settings and Some Preferences, Display Settings, and Window Layouts (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.

I/O Setup Files Can Be Saved with Illegal Characters when Enforce Mac/PC Compatibility Option 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 overlapping output paths or has multiple busses assigned to a single output path, the overall signal level from these combined sources (including any clipping indication) will only be displayed on the interface itself. You can avoid using multiple output paths or output busses simultaneously by routing your sources to a single mapped output bus and assign a Master Fader to that.

Overlapping Outputs Are Not Supported for AFL/PFL (PTSW-128167)

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

File and Disk Management

Auto-Saving with External Hard Drives that Have Little Free Space Can Result in Data Loss (PTSW-32369)

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 used on the Windows system. It is recommend 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 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.

Exporting Interleaved BWF Files from Pro Tools 10 and Importing into Pro Tools 9.0.x and Lower May Cause Pro Tools to Quit Unexpectedly (PTSW-151579)

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

Unable to Open Mac Sessions from Workspace if Title's Illegal Characters Were Converted to Underscore Symbol (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.

Missing files when opening a session that was saved using Save Copy In with Preserve Folder Hierarchy (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 (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.

Lost Data when Burning Sessions to DVDr (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 (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 (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 (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 (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 (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.

"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\... .

Elastic Audio

When Opening Legacy Sessions (Pro Tools 9 and Lower) in Pro Tools 10, Any Rendered Elastic Audio Clips Are Automatically Re-rendered (PTSW-139989)

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

Fades on Elastic Audio-Enabled Tracks May Not Regenerate when Opening Sessions Created with Pro Tools 10 in Pro Tools 9.0.x (PTSW-152949)

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

Changes to Elastic Audio Algorithms in Pro Tools 8.0 (109141)

Several changes have been made to Elastic Audio signal processing in Pro Tools 8.0. 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 8.0 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 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 8.0 in how Transient and Warp Markers Affect Sound Quality (PTSW-20012)

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 clips. 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 clip. Note that to achieve the highest sound quality, the Polyphonic algorithm in Pro Tools 8.0 and higher is more reliant upon Analysis markers than in Pro Tools 7.4.

Unusual Audio “Warble” with Polyphonic Elastic Audio (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 8.0.

Real-Time Elastic Audio Tracks Do Not Show Accurate Waveforms (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 (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 (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 (96151)

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

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

A tempo map made from Bar|Beat Marker Generation in Beat Detective will cause clip groups in Rendered mode to fall offline. The workaround is to make an edit to the offline clip 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 (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 (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 Clips on Playlist Lanes Are Not Rendered (111882)

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.

Clip Groups Containing Elastic Audio Are Not Recognized as Elastic if the Clip Group Itself Has Not Had Any Elastic Functions Applied (92770 and #97107)

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

Cannot Import Elastic Audio Tracks with the Consolidate From Source Media Option (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 (111064)

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

MIDI

Sibelius Does Not Launch when Using the Send to Sibelius Command (PTSW-24193)

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 needs 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.

Record-Enabled MIDI or Instrument Tracks Play Out of Time when Punching In (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.

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.

MIDI Type 1 Files Exported from Pro Tools 7.x and Higher Do Not Import Correctly into Pro Tools 6.x (PTSW-59835)

MIDI Type 1 files (SMF 1) exported from Pro Tools 7.x and higher are not imported properly into Pro Tools T 6.x. MIDI tracks are created correctly, but the MIDI clips are not placed in playlists. Instead, they are inserted in the Clip List only. The work-around is to drag the MIDI clips into the playlists.

Plug-Ins

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

HD Pack, Massive Pack, Mbox Factory, and 003 Factory Plug-in Bundle Installers Do Not Work on Pro Tools 10.x Systems (PTSW-134351)

If you install Pro Tools 10.x on a clean Pro Tools system, and then run HD Pack, Mbox Factory, or 003 Factory plug-in installers included with lower versions of Pro Tools (such as Pro Tools 8.0.4), they will not be able to install the bundled plug-ins as you might expect. Visit the Avid website (www.avid.com) to download the latest versions of corresponding installers included with the version of HD Pack, Massive Pack, Mbox Factory, or 003 Factory that you own. These installers have been updated to run on a Pro Tools 10.x system (as long as you have valid licences for each plug-in on your iLok).

Pro Tools Quits on Launch when Loading Plug-ins with Internet Explorer 8 and Certain Plug-ins Installed (PTSW-3122)

Certain plug-ins (such as AmpFarm, EchoFarm, and MDW EQ) use copy protection that conflicts with Internet Explorer 8. This can cause Pro Tools to quit unexpectedly when loading plug-ins on launch. Either uninstall Internet Explorer 8 or the specific conflicting plug-ins. You can also check for updated versions of plug-ins online.

Pro Tools Hangs When Opening Sessions Using Waves v7 Plug-ins (PTSW-134007)

If Pro Tools hangs when opening sessions containing Waves v7 plug-ins, you may need to change the OS options for decimal and digit division.

To change the OS options for decimal and digit division, do the following:

1. Go to Start Menu > Control Panel.
2. Select Region and Language.
3. Select “Format” (or the first tab)
4. Click Additional Settings.
5. Make the following changes:
   - Decimal symbol: . (dot)
   - Digit grouping symbol: , (comma)
   - List separator: , (comma)

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 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.

Software Instrument Does Not Emit Sound when Inserted on an Instrument Track or Auxiliary Input (THP-157)

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.

MIDI Outputs to Some Software Synthesizer Plug-ins Are Italicized in Cross-Platform Sessions (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.

Pro Tools 9.0.2 or higher hangs during launch while loading Amp Farm plug-in (PTSW-135358)

Pro Tools 9.0.2 or higher will not launch with Amp Farm 3.0 or lower installed. To avoid this situation, uninstall or manually remove the Amp Farm.dpm file from the Plug-Ins folder.

Using the Pro Tools 9.0.5 Uninstaller Also Uninstalls Structure (PTSW-151154)

When using the Pro Tools 9.0.5 Uninstaller to uninstall Pro Tools 9.x, the Structure plug-in is also uninstalled from your computer. To avoid this issue, do not use the Pro Tools 9.0.5 uninstaller. Select “Program and Features” in the Windows 7 Control Panel and select Avid Pro Tools for uninstall. Choose “Pro Tools Only” or “Pro Tools and Avid HD driver” for the type of uninstall. Do not select the third uninstall option as that will also remove Structure. If you encounter this issue, you will need to reinstall Structure after you install Pro Tools 10.

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. 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. Should you attempt to launch Pro Tools with NTFS drives longer than 11 characters, a dialog should appear alerting you to this fact.

Control Surfaces

Trim Scrub and Trim Shuttle Don’t Work on Clips with Fades (PTSW-46911)

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

Used HW Output Path Indication (101095)

In Assign Matrix, 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 (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 (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.

SignalTools Meter Ballistics on Control Surfaces (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.

Channel Strip Plug-in Expander/Gate Meters Appear in the Compressor/Limiter Meter Instead of in the Expander/Gate Meter in D-Control Dynamics Section (Main Unit) (PTSW-150897)

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

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

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

The Edit and Mix Window 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

When Using the Avid Video Engine, Pro Tools 10.x Cannot be Co-Installed with Media Composer 5.0 and previous (PTSW-132945)

When using the Avid video engine with Pro Tools 10.x, you cannot co-install Avid Media Composer 5.0 and lower on the same computer. If the Avid video engine is not installed, older versions of Media Composer (such as v5.0) can be used. Pro Tools 10.x can be co-installed with Media Composer 5.5 and higher.

Avid Video Peripherals Are Not Officially Supported with Pro Tools Software (PTSW-132918)

When using an Avid video peripheral such as Mojo SDI with Pro Tools, you must have Pro Tools|HD or HD Native hardware with a SYNC HD or SYNC IO in order to maintain near sample accurate audio/video sync. Alternately, Pro Tools LE hardware containing an S/PDIF input can be used to resolve the audio clock to the video peripheral. While it is possible to use an Avid video peripheral without the presence of any hardware (Pro Tools Software only), audio/video sync is not guaranteed.

Pro Tools Quits Unexpectedly During Installation with a Mojo SDI (Windows 7 Only) (123792)

If upgrading from version 8.0 to 8.0.3, and then to 10.x on Windows 7 32/64, Mojo SDI must be disconnected during the installation process. During installation, select the "Avid Video Engine" option in the Custom Install dialog, and then continue the installation process. After updating to 10.x, connect Mojo SDI and launch Pro Tools. Note that this is not an issue when upgrading from complete 8.0.3 or 8.0.4 installation (8.0.3 or 8.0.4 was installed rather than updated from 8.0).

Video Capture Aborted Due to Dropped Frames (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.

Video Offset Affects Bounce To QuickTime Files (PTSW-123033)

If Pro Tools has a defined Video Offset and you Bounce to QuickTime, the resultant QuickTime file will be offset by the specified amount in Pro Tools (Setup > Video Sync Offset). To avoid this problem, set the Video Sync Offset to 0 before bouncing to the QuickTime file format.

Unsupported QuickTime Video Formats (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.

QuickTime Movies with a Frame Rate of 29.97 and Greater that Use the Avid DNxHD Codec Do Not Play when Placed at Past 20 Hours Down the Pro Tools Timeline (PTSW-149397)

With Pro Tools 10, the timeline has increased from 12 hours to 24 hours, allowing any timecode stamped media to be placed at its Original TimeStamp location, regardless of the session start time. However, Avid DNxHD encoded QuickTime clips will not play back when placed anywhere on the Timeline past 20 hours. Please limit use of Avid DNxHD encoded QuickTime clips to the first 20 hours of the Pro Tools Timeline to avoid this issue.

Pro Tools UI May Slow Down with Densely-Edited QuickTime Movie Track (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 (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.

Standard Definition QuickTime Movies Are Rendered as 16:9 Anamorphic Play Back in Pro Tools at 4:3 (PTSW-23020)

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 work around this problem, render the movie letterbox natively within the 720x486 pixel dimension.

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.

Video Track’s Video Format Doesn't Match Session's Video Format when Switching between NTSC and PAL (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.

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

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

Field Recorder Matches Appear Offset After AudioSuite Rendering if the Session Timecode Rate Does not Match the File Timecode Rate (PTSW-152147)

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

Synchronization and Machine Control

Recording with Serial Timecode (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 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.

General Localization

Relinking Using MacDrive Version 6 to Open Sessions from Other Platform (65528)

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.

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 Higher 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.

Versions of Pro Tools Lower than 8.0 Quit on Launch with HD OMNI (PTSW-1976)

When launching versions of Pro Tools lower than 8.1 with HD OMNI connected and powered on, Pro Tools quits when initializing DSI. To avoid the problem, power off HD OMNI before launching versions of Pro Tools lower than 8.1.

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.

003 Family and Digi 002 Series Interfaces

Windows Standby Mode and the 003 and Digi 002 Family Interfaces (47054)

Always disconnect 003 and Digi 002 family 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.

Pro Tools Allows Sample Rate Mismatch Under Certain Conditions (PTSW-128230)

When using 003 and launching Pro Tools without opening a session, and the 003 is receiving a 44.1 kHz external clock signal, setting the Clock Source to external and the Sample Rate to 88.2 kHz or 96 kHz in the Hardware Setup does not result in the expected sample rate mismatch error. If you then open a session at the currently selected Sample Rate of 88.2 kHz or 96 kHz, Pro Tools automatically reverts to Internal clock and Pro Tools functions as expected.

When using a Digi 002 and launching Pro Tools without opening a session, and the Digi 002 is receiving a 44.1 kHz external clock signal, setting the Clock Source to external and the Sample Rate to 88.2 kHz or 96 kHz in the Hardware Setup does not result in the expected sample rate mismatch error. This "un-clocked" state persists rather than reverting the Clock Source setting of Internal. If you then open a session at the currently selected Sample Rate of 88.2 kHz or 96 kHz, this state persists and you will not be able to record or play back. The session Sample Rate indicators on the 002 will be flashing, indicating an invalid clock source due to the mismatched sample rates. You will have to manually switch the Clock Source to Internal to correct this problem.

Pro Tools Clock Source Labels Have Changed (PTSW-127126)

With Digi 002 and 003, Pro Tools 8.0.3 and lower used the labels "Coaxial" and "Optical" for selecting the clock source. These labels have changed to "S/PDIF" and "ADAT." Select "S/PDIF" to clock a S/PDIF signal that is either coaxial or optical, and use "ADAT" when clocking from ADAT.

Sessions Created in 8.0.3 or Lower and Opened in 8.0.4 or higher Report I/O Setup Change Even if the I/O Setup is the Same (PTSW-126886 and PTSW-126329)

When opening sessions created in 8.0.3 or lower may report that the I/O Setup has changed. In most circumstances, this can message can be ignored. However, if the original session was created with a Digi 002 or 003 clocking to Optical S/PDIF, the Optical channel may need to be reassigned from 9–10 to 17–18.

Clocking to External S/PDIF Requires a Coaxial Connection (PTSW-128283)

When using Digi 002, you cannot clock to external S/PDIF using an optical connection. You can monitor audio using external S/PDIF optical signal only if the clock is set to Internal. You can use S/PDIF over coaxial for clocking to an external S/PDIF signal.

Digi 002 Controller May Not Activate when Changing the Playback Engine to Digi 002 (PTSW-131621)

If the Current Engine is setting is changed to Digi 002 from another device, the Digi 002 controller may not activate right away. To activate the Digi 002 controller, try the following in the Peripherals dialog (Setup > Peripherals):

- Method 1—(If you do not have any other control surfaces connected to your Pro Tools system): On Ethernet Controllers page, select the Enable EUCON option and click OK. Pro Tools informs you that EUCON cannot be enabled. Click OK. The Digi 002 controller should come online.
- Method 2—(If you are already using another MIDI controller): On the MIDI Controllers page, click the Type pop-up menu for the currently active controller and reselect the controller type, then click OK. The Digi 002 controller should come online.

Eleven Rack

Eleven Rack Firmware Updater Application Does Not Recognize Eleven Rack on 64-bit Windows 7 Systems (PTSW-124537)

On 64-bit Windows 7 systems, the Eleven Rack Firmware Updater application reports that no device can be found, and the "Update" button appears grayed out even when Eleven Rack is connected. This is a graphical issue only and does not affect the actual function of the application or the firmware. Click the "Update" button and the firmware installation should continue as normal. As always, make sure to quit Pro Tools and any other audio applications before running the updater.

Mbox 2 Pro

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.

M-Audio Interfaces

ASIO4All Conflicts with M-Audio Peripherals (PTSW-130316)

Pro Tools may quit unexpectedly and other unexpected behavior may occur if ASIO4All is installed on a system with M-Audio peripherals connected. If this occurs, it is recommended that you either disconnect the M-Audio peripheral when using the ASIO4All driver or uninstall ASIO4All.

Opening the FireWire 1814 Control Panel Causes Computer to Crash or the Screen to Turn Blue (57675)

The FW1814 Control Panel does not support AGP video Hardware Acceleration and Write Combining enabled. Having these items enabled can cause the computer to crash. Go to Display Properties > Settings > Advance > Troubleshoot, and set Hardware Acceleration to None, then disable "Enable write combining." When the settings have been updated, you can open the FireWire 1814 Control Panel without causing a crash.

When External Sync Changes Sample Rates, FireWire 1814 Driver Can Lose Current Sample Rate (58741)

On FireWire 1814 interfaces, when the external sync changes its sample rate, the M-Audio hardware driver can sometimes get confused about the current sample rate. For instance, the dialogue "The current playback engine does not support a sample rate of 44.1kHz" is posted when opening 48kHz session after switching Sample Rate from 48kHz to 44.1kHz and back to 48kHz on an external device with S/PDIF outs." The workaround is to get the sample rate of the external device stabilized to what you want, exit Pro Tools (to release the M-Audio driver completely), then restart Pro Tools and open your session.

M-Audio Delta Driver Control Panel Defaults to No Audio Output Because the Output Faders are Set to –Infinity (Minus Infinity) (60160)

The Delta driver Control Panel defaults to no output fader gain because the output faders are set to –Infinity (minus infinity). To hear audio, you need to change the gain in the Control Panel.

M-Audio FireWire Devices can Fully Reset or Hang when Device is Locked to External Device via SPDIF and Sample Rate is Changed to a Higher Sample Rate (59481)

If an M-Audio FireWire device is locked to an external device via SPDIF, changing the sample rate of the external from 44.1k/48k to 88.2k/96k while Pro Tools is open, will cause the FireWire device to perform a full reset causing Pro Tools to become non-responsive. The workaround is to make sample rate changes prior to launching Pro Tools.

M-Audio Hardware Compatibility with Sony VAIO Machine (58084)

There are known compatibility issues with installing M-Audio hardware drivers on some types of Sony VAIO computers. Please refer to the M-Audio customer support site for the latest updates on system compatibility.

Compatibility with Wireless Network Card and M-Audio Hardware (58435)

Using a wireless networking card with Pro Tools can cause noise to be output from your hardware. To avoid this, you should disable your wireless networking card.

Pro Tools Loads Until "DAE Loaded" Message, But Never Launches (56701)

With M-Audio devices, disabling all of the Inputs and Outputs in the M-Audio Control Panel can cause Pro Tools to not launch. Go to the M-Audio Control Panel and make sure the S/PDIF or Analog Inputs and Outputs are enabled before launching Pro Tools.

Pro Tools Application Freezes after Disconnecting M-Audio Device (58951 and 95255)

If an M-Audio device is disconnected while Pro Tools is running, Pro Tools will let you save the session, but will freeze during quit. In general, do not disconnect M-Audio devices while Pro Tools is running. If for some reason the device gets disconnected, the current session can be saved normally. However, Pro Tools may need to be forced to quit afterwards by using Alt+F4 or Control+Alt+Delete. After a forced shut down, Pro Tools can be re-launched as long as the M-Audio device has been reconnected. The host computer does not need to be rebooted in this case.

ASIO Audio Interfaces

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 the website (www.avid.com).

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.

DAE 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.

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*.