

Read Me

Pro Tools HD 7.2.1 on Mac for Pro Tools|HD and Pro Tools|HD Accel Systems on Mac OS X 10.4 ("Tiger") Only

This Read Me documents compatibility details, known issues, error codes, and corrections to the guides for Pro Tools HD 7.2.1 on Digidesign-qualified Mac systems running a Digidesign-qualified version of Mac OS X.

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, visit the Digidesign website (www.digidesign.com).

Installing an HD Card into Slot 4 on the Mac Pro

While installing an HD Card into slots 2 and 3 in the Mac Pro is straightforward, slot 4 requires additional steps:

To install an HD Card into Slot 4 on the Mac Pro:

- 1 Remove all SATA drive trays from the Mac Pro.
- 2 Move the card into the area where the SATA trays were.
- 3 Place the rear of the card first into the slot at the back of the PCIe slots.
- 4 Maneuver the front of the card up and around; line it up with the PCIe slot and seat it.
- 5 Replace the SATA drives.
- 6 Close the computer case.

Database File Compatibility

Pro Tools 7.x requires a new Digidesign database file format. Database files created with Pro Tools version 6.x will be deleted upon launching Pro Tools 7.x for the first time. Please re-index your drive(s) for faster searches. DigiBase Pro catalog files will not be deleted, but have to be updated. Launching Pro Tools will post a dialog allowing you to convert or delete existing catalogs.

Pro Tools Cannot Record To Drives Formatted as Case-Sensitive (Item #66749)

Pro Tools cannot record to Mac OS X drives which have been formatted as "Case-Sensitive." Format the Mac OS X record volumes as "Mac OS X Extended (Journaled)" in order to record properly.

UL5D Host Bus Adapter and ATTO Configuration Tool

If you have a UL5D host bus adapter installed in your system, you should use the ATTO Configuration Tool to verify you have the correct drivers, firmware and settings. Instructions can be found in the Read Me file contained in the ATTO Utilities folder on the Pro Tools Installer disc. Visit the Digidesign website to see which versions of the ATTO drivers are approved. The latest drivers may be downloaded from the ATTO Technologies website if necessary.

Known Issues

The following sections document known issues you may encounter when using Pro Tools 7.2.1, along with workarounds if they exist.

Pro Tools

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 unless they have a valid hardware input or MIDI output assignment. 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.

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

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

To reconfigure:

- 1 Power down the computer and interfaces
- 2 Remove DigiLink and Loop Sync/Word clock connections from all interfaces connected to HD cards #5 and higher.
- 3 Be sure to reconfigure Loop Sync and Word clock connections on the supported interfaces.
- 4 Start up your computer and launch Pro Tools. You may then use the 176.4 kHz or 192 kHz sample rates on your Pro Tools system.

Declaring Legacy Peripherals (Item #68381)

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

Changing Settings on Legacy Peripherals (Item #69070)

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

Mac Pro Energy Saver Setting Optimization (Item #63888)

Deselect the "Put hard disks to sleep when possible" checkbox in order to optimize Pro Tools performance on Mac OS X 10.4.

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.

Burning CDs with iTunes while Pro Tools Is Running (Item #55192)

It is possible that Pro Tools will crash when you are simultaneously burning a CD with iTunes. Quit Pro Tools before burning CDs with iTunes.

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.

Opening a Session with a QuickTime Movie as a Non-Administrator User Can Prevent the Movie from Playing Back (Item #47053)

If you open a session as a non-administrator user and you do not have permissions for the QuickTime movie file, Pro Tools will tell you that the movie file cannot be found and prompt you to relink. In the relink window the movie can be found and Pro Tools will *appear* to relink to it but it will still not play back. For correct playback, make sure you have permission to use the QuickTime movie file.

Maximum Playback Engine Settings for 44.1/48 kHz Sessions with Pro Tools|HD Accel Configurations (Item #42161)

In 44.1 kHz or 48 kHz sessions on Pro Tools|HD systems, setting the Playback Engine to “Max Voice (192 voices)” and DAE Playback Buffer to “Level 8” (which will allocate 300 MB of memory), may cause a kernel panic at startup. This problem will only occur if the Playback Engine and DAE Playback Buffer are set to this configuration upon initial launch of Pro Tools. The workaround is to first launch Pro Tools (but do not open any session), and set the Playback Engine to another combination (such as 192 voices with a DAE Playback Buffer of 4). Press OK in the Playback Engine dialog so that those settings are saved with other system preferences, and then change the Playback Engine back to 192 voices and the DAE Playback Buffer set to Level 8.

Compacting Large Numbers of Selected Regions (Item #40541)

Compacting all selected regions in a large session may result in the following error: “Assertion in Cmm_Interval.cpp, line 103.” If this situation occurs repeatedly for a particular session, the workaround is to use the File > Save Copy In command to save the session onto another drive and try again.

“You Do Not Have the Necessary Access Privileges (-5000)” Error During Import (Item #33092)

If you encounter an error when importing media files (audio or video) stating that you do not have the necessary access privileges, you will need to quit Pro Tools and change the permissions of the files. To change permissions for one or more files, switch to the Finder, select the files, choose File > Get Info, click the Owner and Permissions tab, and select your username from the Owner pop-up menu. You may need to click the Lock icon and authenticate your username to change Ownership.

Timestamping and DestructivePunch-Prepared Tracks (Item #67054)

Since it is possible to change the session start after tracks prepared for DestructivePunch have been created, the original time stamp for the track(s) may be inaccurate. If accurate time stamps are a priority, “prepare” the tracks again by using the Prepare DPE Tracks command.

Pro Tools 7.x MP3 Codec Exports Non-Copyright Files Only (Item #68985)

The new MP3 codec in Pro Tools 7.x does not have the ability to encode an attribute for the file to be copyrighted. This is a limitation of the encoder.

48 kHz Bounce to MP3 in Pro Tools 7.x Results in a 44.1kHz MP3 File (Item #72617)

Bouncing to MP3 while using the “Highest Quality Encoding, Slower Encoding Time” setting with any bit rate other than 320kbps will result in a 44.1kHz file. This is a known limitation of the encoder.

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

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

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

Pro Tools 7.2.1 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.

DigiBase

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

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

AAF Sequences and MXF Media Files with Time Code Formats Greater than 30 fps Are Displayed Incorrectly in the DigiBase Frame Rate Column (Item #72538)

If an AAF sequence references MXF media files with frame rates greater than 30 fps, DigiBase displays values that are half of the correct frame rate. For example, a 59.94 fps file will be displayed as 29.97 and 50 fps as 25 fps. The Session Setup window will display the full frame rate.

“File Is Busy (-47)” Error in the Task Window (Item #22832)

When attempting to delete a file for which you do not have permissions, you will encounter a “File is busy (-47)” error in the Task Window and you will not be able to delete the file. You cannot delete a file or directory for which you do not have Read and Write permissions.

Out of Memory (-108) Error (Item #27391)

If you attempt to update the index on a volume with little or no disk space, you will encounter an “Out of memory (-108)” error.

Plug-ins

Users Who Have Already Installed Xpand! Plug-in from a Standalone Xpand! Installer Disc Should Not Reinstall Xpand! from the Pro Tools 7.2.1 Installer Disc (Item #78805)

The version of the Xpand! installer on the root level of the Pro Tools 7.2.1 Installer disc places the 600 MB sample archive in a different place than the original Xpand! Installer disc, instead of overwriting it. The Xpand! plug-in has not been updated for Pro Tools 7.2.1; there is no reason to reinstall the plug-in.

Demo Mode with 7.x Plug-ins and Software Options

Digidesign 7.x plug-ins and Pro Tools 7.x 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).

SignalTools Support at 192kHz TDM and RTAS (Item #79188)

SignalTools TDM 6.1-, 7.0-, and 7.1-channel versions used in sessions with a sample rate 192 kHz will produce a DAE -7077 error. Use an RTAS version of SignalTools with a HW Buffer setting of 512 or higher, as the RTAS version produces pops and clicks with lower buffer sizes.

SignalTools Lissajous Meter Graphic Artifacts (Items #73263, #74248)

Lissajous Meter produces graphic artifacts when feeding audio into the plug-in. Unlike the TDM version, the RTAS version of SignalTools draws halo-like graphic artifacts when fewer than the maximum number of available processors is selected in the Playback Engine.

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

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

Click TDM Plug-in Does Not Emit Sound at 4096 and 8192 HW Buffer Sizes (Item #79313)

The Click TDM plug-in does not emit sound at 4096 and 8192 HW buffer sizes if an Expansion chassis is present. Use the RTAS version of the plug-in instead.

File and Disk Management

Missing Files when Opening a Session that Was Saved Using Save Copy In with Preserve Folder Hierarchy (Item #74454)

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

Session Copy Saved with Preserve Folder Hierarchy in which Multiple Files Have the Same Name Does Not Relink Properly (Item #79686)

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.

Control Surfaces

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

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

Resetting Plug-in Parameters from D-Control or D-Command (Item #62263)

You can now reset plug-in parameters from D-Command or D-Control using standard Pro Tools keyboard shortcut keys and touching the encoder mapped to that parameter. On Windows, hold the Alt key while touching the encoder for the parameter you want to reset; on Mac, hold the Option key while touching the encoder for the parameter you want to reset.

Link Track and Edit Selection from D-Control or D-Command (Item #67090)

D-Control and D-Command support the Link Track and Edit Selection command. On D-Control, configure this option from the Soft Keys section, Operations switch, page 3. On D-Command, configure this option in the Console Prefs section, Operations switch, page 3.

Shortcuts for Zooming on D-Control or D-Command

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

To zoom in on the current selection:

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

To zoom out to show the entire session:

- Double-press the Zoom switch.

SignalTools Meter Ballistics on Control Surfaces (Item #74340)

SignalTools RMS, VU, BBC, Nordic and DIN meters will display inaccurate decay times when viewed on a control surface. Unaffected types are Peak, VENUE, and Peak + RMS, which only reports the Peak meter to the control surface. The attack times of the affected meters are not affected, only the decay times. All meter types display accurately in the plug-in window.

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

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

MIDI

Problems when Using Virtual Instruments for MIDI Click (Item #43057)

When using a virtual instrument for a MIDI click, the instrument does not play during Wait for Note. Additionally, the first click does not sound. The workaround is to assign the Click to a different MIDI instrument, or use the Click plug-in.

Synchronization and Machine Control

Recording with Serial Time Code (Item #64636)

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

Tamura Controller Punches Pro Tools in Four Frames Early (Item #51496)

The Tamura edit controller punches Pro Tools in four frames early. You can correct this by setting the Sync Offset to -00:00:00:04 in the External Time Code Offsets section of the Session Setup window (Setup > Session).

Soundmaster Controller May Not Update Picture Fast Enough with SSL Console (Item #52394)

When rewinding and fast-forwarding from an SSL console connected to a Soundmaster controller, Pro Tools may not update the picture fast enough. This may be a Soundmaster settings issue. Make sure the Self Goto Rate value setting on the Soundmaster controller is set to zero. (See your Soundmaster documentation for more information.)

Video

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

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

Dragging from Mac Finder in Shuffle Mode Does Not Work Correctly with Video (Item #78451)

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

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

Pro Tools 7.2.1 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.

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

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

MPEG-1 and MPEG-2 Video Freezes at Edit Points (Item #79182)

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

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

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

Bounce to QuickTime fails if the Destination Filename Is Longer than 32 Characters (Item #76114)

When bouncing to QuickTime, be sure to give the resulting movie a filename shorter than 32 characters. Longer filenames will generate an error while bouncing.

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

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

Video Track's Video Format Does Not Match Session's Video Format when Switching Between NTSC and PAL (Item #77328)

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

Last Recorded Video File Cannot Be Deleted (Item #:58642)

Pro Tools does not let you delete the last video file recorded while the current session is open. The workaround is to close the session and then delete the file.

Unrecognized Movies in Pro Tools (Item #46792)

QuickTime and DV movies can lose their .mov or .dv suffix in Mac OS X when transferring a movie from OS 9. If a Pro Tools session contains a movie that has lost its suffix, the movie will not be recognized as a valid file by Pro Tools and will not be opened. To work around this, close the session, manually add the .dv or .mov suffix to the movie, and then re-open the session.

General Localization

Pro Tools Asian Version Cannot Launch on English OS (Item #59794)

When your computer OS is set to English, you cannot launch the Japanese, Korean or Simplified Chinese Localized version of Pro Tools. Attempting to do so will result in the following message: "To run Japanese version of Pro Tools, the Finder's system preferences International settings must be set to Japanese. Please refer to Digidesign's documentation for more information." The workaround is to launch the Asian Localized application and change the languages setting of the Finder to the appropriate Asian language.

Logic Audio

Hardware Buffer Size Mismatch with CoreAudio Driver (Item #68575)

Logic users may experience distorted audio during playback using the CoreAudio Driver under certain conditions. For example, if iTunes is running in the background when Logic is launched, the CoreAudio Driver can incorrectly handle the Hardware Buffer size. Audio will sound slow and distorted if this occurs. To fix this, you will need to change the Hardware Buffer size that Logic is using to a different one. For example, if the buffer size in Logic is set to 512 on startup, change the buffer size to 1024. The audio will no longer be distorted.

Error Messages

Error -5000 (Unknown Error) when Launching Pro Tools (Item #36130)

On a system with multiple partitions, if different Interlok Pace versions are installed on different partitions, Pro Tools will report an "Unknown -5000 error" on launch. To avoid this problem, install the same Pace components on all partitions on your system.

Error -6031 During Playback (Item #32637)

If you encounter a -6031 error while playing back a session with especially dense MIDI or automation, try increasing the Hardware Buffer Size. You may also need to stop playback, save and close the session, quit and re-launch Pro Tools, and re-open the session before resuming playback.

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 voices per DSP.

Error –6074 When Toggling All Plug-ins Between Active and Inactive Mode During Playback (Item #55049)

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

Error –6074 when Running Pro Tools|HD Accel in 32-bit PCI Expansion Chassis (Item #41705)

For best performance when running Pro Tools|HD Accel hardware in 32-bit chassis configurations, use Playback Engine sizes of 5 DSP, medium voices, or less. Switching between 48 kHz and 192 kHz (or lower) while running a Playback Engine size of 6 DSP, max voices, can result in DAE error –6074 and Pro Tools auto-quitting. The auto-quit is not a crash, it is simply an accidental rapid quit by Pro Tools.

DAE Error –9073 when Recording to a FireWire Drive and the 2 GB File Limit is Reached (Item #42611)

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

DAE Error –9073 other than when Recording to a FireWire Drive and the 2 GB File Limit is Reached

If you encounter a –9073 error, refer to the Answerbase for possible causes and solutions (<http://answerbase.digidesign.com>).

DAE Error –9128

In sessions with high sample rates (96 kHz or higher), you may need to set the Hardware Buffer Size to 512 or more to avoid –9128 errors during playback with RTAS plug-ins or dense automation.

DAE Error –9131 (Item #20843)

Recording to or playing from a UNIX File System (UFS) formatted drive is not supported in Pro Tools 7.2.1.

DAE Error –9132 (Item #32397)

If a –9132 error occurs during Bounce To Disk (even with the highest Hardware Buffer setting selected), bus the appropriate tracks to the appropriate number and format of audio tracks, and record to disk. You can then use the resulting audio files as you would have used bounced files.

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 session 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*.