Read Me

Pro Tools LE 6.4 on Windows XP

This Read Me documents compatibility details, known issues, and guide addenda for Pro Tools LE 6.4 systems on Windows.

Compatability

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

Possible Error Dialog with Command|8 when Using a Generic Driver (Item #42224)

In systems that are using the generic Command|8 driver, Pro Tools will display "Pro Tools ran out of 82 byte tokens" messages if a Command|8 is disconnected while a session is open.

Windows XP Standby Mode and the Digi 002 or Digi 002 Rack (Item #47054)

Always disconnect the Digi 002 or Digi 002 Rack before putting Windows XP into Standby mode.

Digi 002, Digi 002 Rack, and Mbox are Not Supported on Systems with a Digi 001 PCI Card Installed (Item #39467)

The Pro Tools Hardware Setup Dialog can behave unexpectedly when a Digi 002, Digi 002 Rack, or Mbox is connected to a system that also has a Digi 001 PCI card installed. This configuration is not supported. Please remove the Digi 001 PCI card before using a Digi 002, Digi 002 Rack, or Mbox system.

Pro Tools LE Authorization Window Buttons

Upon the first launch of Pro Tools LE, the authorization window's "Cancel" and "Validate" buttons may be only partially visible or may not be visible at all. Should this happen, you can still enter your authorization code and press enter or click the box on the right (which is the "Validate" button) to validate your copy of Pro Tools LE.

Setting up Pro Tools LE Hardware with Windows

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

Upgrading Plug-Ins from Earlier Versions of Windows

Before you upgrade your operating system, it is important that you de-authorize any Pace InterLok floppy disk copy protected plug-ins that you may have on a Pro Tools LE 5.1.1 (or earlier) system. Plug-ins can be re-authorized with the same Pace InterLok floppy disk once your operating system upgrade is complete.

Updating Windows Software And Drivers

Most hardware devices (such as MIDI interfaces) which worked on older versions of Windows will not function correctly with newer versions of Windows without software or driver updates. Please check with the manufacture of the various system devices you plan to use, to ensure you are using the latest Windows software or drivers.

Dual Monitor Systems

Pro Tools LE does not fully support true Windows "Separate Resolution" video modes for Windows systems with more than one VGA output. On systems with a dual port VGA card, the QuickTime Movie window displays an empty white box instead of the QuickTime Movie. However, Pro Tools LE fully supports dual monitor modes where Display Settings are routed to multiple monitors by the Windows operating system to create a single desktop. Consult your video card driver's documentation on how to use dual monitor VGA cards without using "Separate Resolution" modes.

Opening Mixed Audio Format TDM Sessions on LE Systems

Because Pro Tools LE does not support "mixed audio file format" sessions created on a Pro Tools TDM system, TDM users must first use Save Session Copy In to create a copies of all audio files in a single format before they can be opened on an LE system.

Transferring Sessions with Plug-Ins Between TDM and LE Systems

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

Known Issues

The following sections document known issues you may encounter when using Pro Tools LE 6.4, along with workarounds if they exist.

Low Latency Option for Digi 002 or Digi 002 Rack Appears Twice and Is Unselectable. (Item #47540)

After switching Digital Input from "RCA=S/PDIF" to "Optical=S/PDIF" or vice versa, the "Low Latency" option in the Operations menu will appear twice, greyed out and unselectable. Low Latency monitoring will only be available after re-launching Pro Tools.

Intermittent Shuttle Lock Commands Ignored (Item #47155)

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

Task Manager CPU Usage Limit

Regardless of percentage chosen by the Playback Engine > CPU Usage Limit, Task Manager shows 99% of the CPU being used by Pro Tools LE when Pro Tools LE is running. The Task Manager measures CPU usage by keeping track of how much time an application spends "doing nothing." Pro Tools LE is almost always "doing something," and although this confuses Task Manager's measurements, it shouldn't directly affect the performance of other applications. The CPU Percentage shown by the Playback Engine is an accurate representation of the true amount of CPU utilization in a session with RTAS plug-ins. Sessions without RTAS plug-ins will utilize the CPU only lightly during most Pro Tools LE operations.

Using Hyphens as Part of a Track Name Causes Auto-Naming Problems (Item #36223)

If you have an audio track with a name that includes a "-" (such as "Mixdown-Full"), any audio file recorded on that track will not preserve the part of the name that follows the dash. For example, a track named "Mixdown-Full" will auto-name the recorded audio file "Mixdown."

Fades in Alternate Playlists Are Not Automatically Regenerated (Item #36905)

Fades in alternate playlists are not automatically regenerated. If the original fades can't be found or have been deleted, you will have to manually recreate each fade for alternate playlists when you reopen the session.

File Management

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

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

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

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

Loss of Sharing Information when unmounting drive from Pro Tools Workspace (Item #46273)

Information relevant to the Shared Folders and Permissions for a given drive, or the folders within it, is lost when a drive is unmounted from within a Pro Tools workspace.

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

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

Missing Files when Opening a Session Created by an Earlier Version of Pro Tools (Item #37572)

When opening some sessions created by an older 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.

Video

Bouncing to QuickTime Movie (Item #45953)

When bouncing to a QuickTime movie that is longer than 30 minutes, audio bounces correctly, but the resulting video is black, except for the last frame. Movies shorter than 30 minutes work bounce correctly for both audio and video.

Video Playback Performance

When Movie > Highest Priority Playback is enabled, clicking on menus may affect video playback.

Unable to Scrub QuickTime Movie (Item #36509)

After re-linking to a QuickTime DV movie, you will not be able to scrub the movie. To be able to scrub the QuickTime movie, you will have to Save the session, quit Pro Tools, and then re-launch Pro Tools and open the session.

Save Session Copy In

In Pro Tools LE, choosing File > Save Session Copy In does not allow copying of Video Files. You must manually copy video files.

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

(DV Toolkit for Pro Tools LE Only)

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

MP3 Files Appear as Video Files in DigiBase Browsers (Item #36210)

MP3 files erroneously appear as Video Files in DigiBase browsers. Consequently, searching by Kind for Video may include MP3 files in the search results.

Uninstalling Pro Tools 6.4 and Installing an Earlier Version of Pro Tools (Item #37997)

In order to maintain Avid compatibility (for example, with Avid Xpress DV), the following files are not removed when un-installing Pro Tools 6.4: Keyfilter.dll, Winmmfix.dll, dsi.dll, and directio. If you need to revert to an earlier version of Pro Tools, you will need to manually remove these files before installing.

Plug-Ins

Limitation of AudioSuite Batch Processing of Stereo Regions in the Region Bin (Item #46529)

Currently, there is a limitation on batch processing regions with stereo AudioSuite plug-ins. Process the regions one at a time.

Expired Demo Plug-Ins

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

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

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

Mod Delay II Plug-In Delay Time

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

Mod Delay Plug-In and Automation Data

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

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

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

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

AudioSuite Signal Generator Doesn't Seem to Process (Item #35900)

In Pro Tools 6.x, the AudioSuite Signal Generator plug-in defaults to Create Individual Files. This is new behavior. If you make a selection in the timeline that does not contain audio, you will need to select Create Continuous File in the AudioSuite Sig-nal Generator plug-in. Otherwise, you may encounter a dialog warning you that no audio is selected.

Signal Generator Pink Noise

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

Pitch Shift AudioSuite Plug-In

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

AudioSuite Processing and Side Chain Inputs

Side chain inputs for plug-ins (such as Compressor and Limiter) have no effect on AudioSuite processes when the Selection Reference is set to Region List.

Error Messages

Error –608 "Could not complete your request because: a program error occurred" (Item #26407)

The New Session or Open Session dialog should remain in the foreground until it is closed or you may encounter the message "Could not complete your request because: a program error occurred (–608)."

Error –6031 During Playback (Item #32637)

If you encounter a –6031 error while playing back a session with dense MIDI or automation, stop playback, save and close the session, quit and re-launch Pro Tools, then re-open the session before resuming playback.

Error –6042 PCI Bus Too Busy

If you encounter a –6042 error, please consult the Answerbase for possible causes and solutions (www.answerbase.digidesign.com).

Error –6086 Operating System Held Off Interrupts for Too Long

If you frequently encounter a –6086 error, increase the Hardware Buffer Size.

Error –6093 Operating System Held Off Interrupts for Too Long

If you frequently encounter a –6093 error, increase the Hardware Buffer Size.

Error –6097 Lost Communication with the 002 Unit

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

DAE Error –9073

If you encounter a –9073 error, refer to the Answerbase for possible causes and solutions (www.answerbase.digidesign.com).

DAE Error –9128

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

– or –

If a –9128 error occurs during a long recording pass, set the CPU Usage Limit (Setups > Playback Engine) to 99%.

DAE Error –9131

Recording to or playing from a UNIX File System (UFS) formatted drive is not supported in Pro Tools LE 6.4.

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.

DAE Error –9155

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

DAE Error –9735

When Pro Tools reaches the end of its time limit in the time line, or if Pro Tools has been in continuous play for longer than the maximum time limit, you will encounter a DAE error –9735. The maximum time limit for Pro Tools depends on the session sample rate. For more information, see the *Pro Tools Reference Guide*.

Corrections to the Guides

Getting Started with Digi 002 Rack

PN 932011240-00, revisions A through C

Digi 002 Rack in Playback Engine and Hardware Setup Windows

In the *Getting Started with Digi 002 Rack Guide*, Digi 002 Rack appears in screen shots of both the Playback Engine and Hardware Setup windows.
- The settings section of the Playback Engine is shown as Digi 002 Rack Settings.
- The Peripherals choice in the Hardware Setup window is shown as Digi 002 Rack

Correction:

In the Playback Engine and Hardware Setup windows, Digi 002 Rack should appear as Digi 002. For both Digi 002 Rack and Digi 002 systems:
- The settings section of the Playback Engine will show "Digi 002 Settings."
- The Peripherals choice in the Hardware Setup window will be Digi 002 Rack

Getting Started with Digi 002 Rack (and Getting Started with Digi 002)

PN 932011240-00, revisions A through C

S/PDIF Output Cat. Code in the Hardware Setup Window

In the *Getting Started with Digi 002 Rack Guide (*and in the *Getting Started with Digi 002 Guide)*, the S/PDIF Output Cat. Code choice appears in screen shots of the Hardware Setup window.

Correction:

The S/PDIF Output Cat. Code option choice is not available for Digi 002 and Digi 002 Rack systems. It should not appear in the Hardware Setup window when Digi 002 or Digi 002 Rack are the chosen peripheral.