

DigiTest & DigiTestHD 5.3.1

DigiTest

DigiTest is a diagnostic software utility which tests Digidesign cards and confirm proper card installation as well as proper card order in a Pro Tools system. DigiTest also provides tools to update the firmware of your Pro Tool|HD-series audio interfaces.

System Requirements

For full system requirements, please refer to the Digidesign Web site for all Pro Tools 5.3.1 compatibility information at: www.digidesign.com/compato

DigiTestHD 5.3.1 is compatible with Digidesign Pro Tools|HD systems only. For Pro Tools|24 MIX, Pro Tools|24, Digi 001, and AudioMedia III systems, use DigiTest.

Known Issues

This section document known issues you may encounter in using DigiTest 5.3.1, along with workarounds if they exist.

DigiTest and 882 I/Os

DigiTest cannot identify an 882 I/O. The workaround is to identify this peripheral from the Hardware Setup dialog.


Instructions for Running DigiTest


Before Running DigiTest

Make sure all of your audio interfaces and other Digidesign peripheral devices are connected and powered on. Be sure to lower the volume on audio monitoring equipment, because the audio interfaces output digital noise during some tests. Quit Pro Tools if it is running.

Testing Digidesign Cards with DigiTest

Run the DigiTestHD diagnostics application to identify TDM cards and verify that they are correctly installed and working.

 *DigiTestHD is included on the Product Name Installer CD and installed with Product Name. DigiTestHD resides in the Digidesign Utilities folder located in your hard drive, in the subdirectory Digidesign/Pro Tools/Pro Tools Utilities.*

 *Before you run DigiTestHD, lower the volume of all output devices. Very loud digital noise may be emitted during the test.*

To run DigiTestHD:

- 1 Turn off Pro Tools.
- 2 Go to Start > Programs > Digidesign > Pro Tools > DigiTestHD.

3 Test cards.

- To test only one Digidesign card in your system, click the button that corresponds to this card.
- To test all Digidesign cards at once, press the “Test All Cards” button.

4 When prompted, recycle power on all Pro Tools peripherals. Press Continue.

5 Check the “Test I/O Box.”



LEDs on your digital interfaces may light up during this test. This is normal. Continue to test.

6 Exit DigiTestHD by clicking on the “close” box on the top right hand corner of the application window.

7 Reboot your computer.

Errors and Undetected Cards

Complete the steps below if:

- There is a problem with a component in your system and an error message has been displayed to the right of the corresponding card’s button in DigiTestHD.

– or –

- A supported card is installed but not automatically detected during DigiTestHD.

If a supported card is installed and is not automatically detected:

1 Close DigiTestHD.

2 Power down your system.

3 Reinstall the cards (see the *Pro Tools TDM 5.3.1 Addendum*).

4 Check the card seating.

5 Check the ribbon cable connection.

6 Power up.

7 Begin DigiTestHD again.

For descriptions of all error codes, refer to Appendix B, “DigiTest Error Codes” in the *Getting Started with HD Guide*. For test details, click the Info button to the right of the reported error, then click Failures in the pop-up window and change Failures to Detailed.

If a card continues to fail DigiTestHD, contact Digidesign Technical Support.

tel: 650-731-6100

Updating the Firmware of Pro Tools|HD Audio Interfaces

To update the firmware of your audio interfaces with DigiTest:

1 Quit any open applications before launching DigiTest.

2 Double click the DigiTestHD application icon. When DigiTestHD opens, a text based listing of supported cards is displayed, in which each card type is identified.

3 Click the Info button for the card to which the audio interface you want to update is connected. The Slot Information dialog will open.

4 In the Slot Information dialog, click the Update button. The Peripheral Firmware Update Tool will open.

5 Click the Begin Update button. The firmware will be updated for the specified audio interface.

6 When you are done, quit DigiTestHD and restart your computer.

DigiTest 5.3.1 Error Codes

Error Code Descriptions

Err3 Incorrectly mixing card types per Pro Tools system. Please check the *Getting Started Guide* for correct installation configuration.

Err4 Cards marked are installed in the wrong order. Please rearrange them according to the directions in the *Getting Started Guide*.

Err5 Too many cards of this type are installed in the system. Please check the *Getting Started Guide* for maximum allowed cards.

Err6 Card is installed in a reserved slot, such as a Digidesign card installed in the slot reserved for the expansion chassis host interface card. Please check the *Getting Started Guide* for correct installation configuration.

Err1220 SCSI accelerator card is installed in the wrong slot. Please check *Getting Started Guide* for correct location of SCSI card.

Err1221 Expansion chassis host interface card is installed in the wrong slot. Please check the *Getting Started Guide* for correct location of host card.

Err1301 HD Core card is not installed. A Pro Tools|HD Core card is required to run Pro Tools 5.3.1.