

Pro Tools 5.3

This Read Me documents known issues for Pro Tools 5.3 systems and provides an addendum to the *Pro Tools Reference Guide*.

Known Issues

The following sections document known issues you may encounter in using Pro Tools 5.3, along with workarounds if they exist.

Supported Hardware

Pro Tools 5.3 is not compatible with MIX hardware. Launching Pro Tools 5.3 on a system with MIX hardware installed (MIX Core, MIX Farm, or DSP Farm cards) will result in the following message “A serious clock error has occurred, please restart your computer.”

Pro Tools Will Not Launch

Pro Tools will not launch while the Output of the Apple Sound Control Panel is set to Digidesign and in use (such as playing an audio CD). You will encounter either a “DSI shared library failed to initialize” error, a DAE -1107 error, or a “Pro Tools Hardware is either not installed or used by another program” message. Set Output to Built-In in the Sound Control Panel, and then restart your computer.

System Requirements

If you have an older AGP G4 Macintosh, you may need to update your firmware. Pro Tools|HD systems require Boot ROM version 4.1.8 or later. You can check the Boot ROM version in the Apple System Profiler if you are unsure.

Dual-processors are not currently supported by Pro Tools. If you have a dual-processor Macintosh, remove the Multiprocessing folder from the Extensions folder. Otherwise, Pro Tools will report -6042 DAE errors.

DigiTest

Make sure to quit all applications before using DigiTest. When DigiTest is finished, restart your computer. Launching DigiTest while Pro Tools is already launched may cause your system to crash.

-6042 Errors when using both ATA and SCSI Drives in 172.4 kHz and 192 kHz Sessions

Simultaneously recording and playing back audio using both ATA and SCSI drives is not currently supported in 172.4 kHz and 192 kHz Pro Tools 5.3 sessions. Attempting to do so may result in -6042 errors.

Surround Panning Automation Limited at 192 kHz

You may encounter -6031 errors when playing back 192 kHz sessions with several automated surround panners. Try increasing the DAE Playback Buffer size or thinning automation as a workaround.

Bouncing to a Sound Resource File

Pro Tools 5.3 cannot Bounce To Disk more than 30 seconds of audio to a Sound Resource file. Attempting to do so will result in the following error message: “Could not complete the ‘Bounce to Disk...’ command because: an end of file was reached (-70).”

Tapping Fingers When Re-enabling a Legacy Port

When re-enabling the Legacy Port on a 192 I/O or a 96 I/O after Legacy peripherals have been declared, you may encounter 20 seconds or more of tapping fingers (delay time is dependent on the number of Legacy peripherals defined).

Using Mac OS 9.2 with Save Session Copy In

When using Save Session Copy In on a system with Mac OS 9.2, a copied session folder is created in the upper left hand corner of the Save Session Copy In dialog that shows the Audio Files folder. However, the session icon is “hidden” (located in the lower right corner) and requires scrolling to locate.

Plug-Ins

WaveShell 3.0 Is Not Supported by Pro Tools 5.3

WaveShell 3.0 or earlier is not supported by Pro Tools 5.3. If you launch Pro Tools while Wave Shell 3.0 or earlier is installed, your system will crash. Move the WaveShell from the Plug-Ins folder to the Plug-Ins (Unused) folder in the DAE Folder.

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,

RTAS Signal Generator Playback “Pop”

The RTAS Signal Generator may produce an audible “pop” upon session playback.

DirectConnect and Potential System Crash

If you use DirectConnect while the RTAS engine is active with a large RTAS buffer size, your system may crash. At this time, we strongly recommend not using DirectConnect together with RTAS plug-ins.

Using DirectConnect RTAS On TDM Hardware

Pro Tools allows using both TDM and RTAS versions of DirectConnect simultaneously, but it should not. Please make sure to not use TDM and RTAS versions of DirectConnect simultaneously because doing so may result in distorted audio and crash Pro Tools. Using only the TDM version of DirectConnect on Pro Tools|HD systems is strongly recommend.

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 previous versions of Signal Generator. To avoid audible distortion while running pink noise, set the Signal Generator volume slider to -12 dB to avoid clipping.

Apple Sound Manager

Sound Control Panel

When selecting Digidesign as the Output in the Apple Sound Control Panel, the bottom half of the screen does not instantly refresh to show the Balance slider (instead, the graphic remains whatever it was before you clicked Digidesign). The screen will only refresh after you quit and reopen the Sound Control Panel.

Mac OS 9.2 Sound Control Panel Balance Slider

When you select Digidesign as the output in Apple Sound Control Panel under Mac OS 9.2, the Balance slider will be inverted (Left and Right will be reversed).

Using Pro Tools Sound Out with Apple CD Player

If Digidesign is selected for Sound Out in the Apple Sound Control Panel and you are playing a CD with Apple CD Player application, the system may crash when the end of the CD is reached. The Apple iTunes application is not prone to this problem.

Synchronization

Valid Sync and Optical Sync Mode

When setting the Clock Source to Optical in the Hardware Setup dialog, a message will appear, "Your hardware does not have sync. Check your sync cables or change the Sync Mode." However, this message is an error and does not indicate an actual problem. Click OK, and another message will appear, "You now have a valid sync." It is now safe to proceed.

SYNC I/O and Loop Sync

SYNC I/O does not support Loop Sync at the present time. Because of this, SYNC I/O must be connected to Pro Tools|HD as an external word clock master (see the *SYNC I/O Guide* for details). Please make sure that the primary audio interface is set to receive external word clock in the Hardware Setup dialog.

Varispeed Limitations When Using an Alesis BRC

When the Clock Source is set to use an external input (any setting other than Internal), Loop Sync on the 96 I/O and 192 I/O is disrupted by a varispeed change from an Alesis BRC. The workaround is to set varispeed before setting the Clock Source to an external input or to toggle the Clock Source selection after setting the varispeed amount. Avoid changing varispeed on the Alesis BRC after Clock Source has been set to an external input.

Addendum to the Pro Tools 5.3 Reference Guide

The following items were omitted from the printed *Pro Tools Reference Guide* version 5.3.

Authorizing MP3 for Import Audio To Track

The first time you use the Import Audio To Track command with an MP3 file, Pro Tools will prompt you for the MP3 Authorization Serial number. If you cancel out of this dialog, it will appear once again, the next time you use the Import Audio To Track command.

Opening and Playing Back Pro Tools 5.3 Sessions on Pro Tools|24 Mix Systems

If you open and play back sessions created on Pro Tools 5.3 (at 88.2 kHz, 96 kHz, 172.4 kHz, and 192 kHz) on a Pro Tools|24 Mix system, the audio will not play back at the correct speed. Use the Save Session Copy In command, and convert the session sample rate to 44.1 kHz or 48 kHz so that the copied session can be opened on a Pro Tools|24 Mix system.

882|20 Output to 96 I/O Input

When routing audio from an 882|20 at -10 dBV (with a level of -0.1 dB) to the analog inputs of a 96 I/O at -10 dBV, you may notice audible clipping at very high signal levels. To prevent clipping, attenuate the 882|20 output by at least 0.8 dB. (Neither the 882|20 or 96 I/O contain input or output trims.)

TDM Time Slots and Inactive Tracks

The number of available timeslots is dependent on a session's sample rate. If Pro Tools runs out of TDM time slots when opening very large sessions at sampling rates greater than 48 kHz, it will make one or more tracks inactive. Consequently, those tracks will no longer play back. For more information regarding TDM time slots at different sample rates please refer to the *Pro Tools Reference Guide*.