

Pro Tools LE 5.3.2 (Windows and Macintosh Systems)

This Read Me documents compatibility details, known issues, and guide addenda for Pro Tools LE 5.3.2 systems on Windows and Macintosh.

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, refer to the latest compatibility information on the Digidesign Web site (www.digidesign.com).

Macintosh and Windows Laptops

Some laptop computers (such as the Macintosh PowerBook G4, 800MHz model) do not perform well when using the smallest Hardware Buffer setting. If you are experiencing frequent -6086 type errors, try increasing the Hardware Buffer size.

Recommended Boot-Up Sequence For Digi 002 Systems

Boot up the Digi 002 LE system, as follows:

- 1 Begin with computer and all FireWire devices powered-off.
- 2 Connect FireWire drive(s) to the computer.
- 3 Connect Digi 002 to FireWire drive(s) or to second FireWire port on the computer.
- 4 Power on the computer.
- 5 Once the computer is up, turn on the FireWire drives.
- 6 Once drives mount, power up Digi 002.



The most stable FireWire performance occurs if the computer is booted before FireWire peripherals are powered-on.

Digi 002 and Other Digidesign Hardware

Digi 002 cannot exist on a computer with any other Pro Tools hardware (such as Pro Tools|HD and Digi 001), even if the other hardware is off. The computer will hang when attempting to launch Pro Tools LE 5.3.2.

Sleep Mode or Hibernate Mode

We recommend turning off Sleep mode (or Hibernate mode) while running Pro Tools.

FireWire 2.5 and 2.4 Extensions

Digi 002 requires v.2.5 of the Apple FireWire extensions found in Mac OS 9.2.2 North American Edition. At the time of shipment, some non-English versions Mac OS 9.2.2 include v.2.4 of the Apple FireWire extensions. For Digi 002 to work, v.2.5 of the FireWire Extensions must be installed. You can download v.2.5 of the FireWire extensions at www.info.apple.com/support/downloads.html.

FireWire Communications Problems (Windows XP Only)

On some Windows XP computers, if a DAE error -6096 or -1115 occurs, or you experience random communication problems between Digi 002 and Pro Tools, try disabling “PCI to DRAM prefetch” in the BIOS Setup utility.

Known Issues

The following sections document known issues you may encounter when using Pro Tools LE 5.3.2, along with workarounds if they exist.

FireWire Connections and Digi 002 Monitor Outputs

Noise pops may be emitted from the Digi 002 Monitor Outputs while making FireWire connection with the host computer. Always engage the Digi 002 Mute button on the top panel, when connecting to or disconnecting from the host.

OMS Setup and Digi 002

When creating an OMS Studio Setup with Digi 002 attached, OMS sees two separate Digi 002 units. This is the expected behavior. For more information, refer to the OMS section of the *Getting Started with Digi 002 Guide*.

Digi 002 MIDI Ports Not Recognized by Pro Tools (Windows Only)

If the Digi 002 is not powered on before launching Pro Tools, the MIDI ports will not be recognized. The workaround is to make sure Digi 002 is powered up *before* launching Pro Tools.

OMS Test Studio and Soft SampleCell 3.1

OMS Test Studio does not function if Soft SampleCell 3.1 is currently running. If using OMS Test Studio, quit Soft SampleCell first.

Running New OMS Setups with the Digi 002 Driver Installed

If a new OMS Setup is run with the Digi 002 OMS driver installed, OMS will crash unless all the Digi 002 system extensions installed with Pro Tools are currently active.

MIDI and Direct Connect with a Host-Based Instrument

For best results, use the lowest possible Hardware Buffer Size (in the Playback Engine dialog) when using MIDI and Direct Connect with a host-based instrument.

MIDI Machine Control and Slaving Devices to Digi 002

When slaving another device to Digi 002 via MMC (MIDI Machine Control), Pro Tools unexpectedly quits if playback is started from the absolute beginning of the session, regardless of the session start time value. Furthermore, unexpected quits can occur if the session is not saved first. The workaround is to start playback from anywhere other than the absolute session start—the far left-hand side of the Edit Window—and to always save your work.

USB Hubs and CPU Loads

If you are experiencing audio artifacts or unexpected performance problems, try removing any extraneous USB devices or hubs from the system to see if this alleviates the problem.

Disconnecting Clock Sources during Playback

Connecting or disconnecting digital audio cables (optical or coaxial) while slaved to an external clock, may lead to unpredictable behavior, and is therefore not recommended.

User Interface Performance

If the Pro Tools graphical user interface halts, or becomes “choppy,” try increasing the Hardware Buffer Size in the Playback Engine dialogue. You can also try setting your video to 256 colors.

Mac OS9.2.2 and Sound Track in the Control Panel

On Macintosh OS 9.2.2, the Appearance/Sound/Sound Track in the Control Panel should be set to None.

Digi 002 and FireWire Drive Configurations

The second FireWire port on the Digi 002 is not intended for external hard drives or other storage devices, as this may result in unexpected behavior. It is recommended that Digi 002 be connected as the last device in the FireWire chain, or be connected to a dedicated FireWire port.

Digi 002 and the FireWire Bus

In the unlikely event that Digi 002 enters a “frozen” or unusable state while sharing the FireWire bus with other devices, FireWire access to the other devices may be interrupted. If this occurs, simply turn Digi 002 off for ten seconds, then back on.

S/PDIF I/O and Different Sample Rates

Digi 002 does not support real-time sample rate conversion, and thus the sample rate of any external S/PDIF clock should match the current session sample rate at all times.

Importing Tracks from Older Version of Pro Tools

Importing tracks from sessions originating in older versions of Pro Tools (prior to version 5.0) may sometimes lead to audio not being placed correctly in the session. To work around this, simply open the older session in Pro Tools LE 5.3.2, save it, then import the tracks from the new session.

Laptops and Power Supplies

Do not connect or disconnect the power supply to the laptop while using Pro Tools. Otherwise, FireWire errors messages could occur and Pro Tools playback could be halted.

Exceeding CPU Usage Capacity

On some systems, Pro Tools may enter an unusable state after the CPU Usage has peaked at 100%, resulting in -6086 type errors when playback is attempted. If this occurs, change the Hardware Buffer size in the Playback Engine dialog to a different value, then change it back to its original value.

Apple CD Audio Player

We recommend using iTunes instead of the Apple CD Audio Player.

QuickTime 6.0 for Windows

QuickTime 6.0 for Windows may not work well with the Digi 002's wavedriver (installed separately). The workaround to complete the following steps.

- 1 In Windows Control Panel, open Sounds and Audio Devices.
- 2 Click on the Audio tab.
- 3 Change default Sound playback device to something other than Digi 002.
- 4 Next, click on the Advanced button.
- 5 Click on the Performance tab.
- 6 Change the Hardware acceleration value to None.
- 7 Click Ok, to close the Advance Audio Properties dialog.

8 Set the Sound playback device back to Digi 002.

9 Click Ok.

Windows Media Player

It can take up to 10 seconds to start audio playback with Windows Media Player the first time (and about the same when switching between tracks on an audio CD).

Mac Energy Saver Control Panel (Powerbooks Only)

If using the internal battery of your laptop while running Pro Tools, make sure “Allow Processor Cycling” is not checked in the Energy Saver Control Panel (Advanced section).

Window Management (Windows XP Only)

Audio Stops when Minimizing on XP

When running Pro Tools on Windows XP, it is recommended that you avoid minimizing the Pro Tools application. Otherwise, unexpected errors may occur.

Slow Display Times

When running Pro Tools XP, if it takes long to display screen items (such as plug-ins or large numbers of busses during session imports), turn off the “transitional menu effects.”

Plug-Ins

Plug-Ins Updates

The Pro Tools Software Installer can update all previously installed Digidesign plug-in options with either Floppy Disk or iLok compatible authorizations.

The Pro Tools Easy Install option defaults to plug-in updates which key off of previously installed floppy authorizations. If you are using iLok-based authorizations, do not use the Pro Tools Easy Install option to update any previously installed Digidesign plug-in options. The Pro Tools Custom Install option allows users to choose whether previously installed plug-ins are updated with Floppy Disk or iLok authorizations.

Users who have a combination of plug-in installations that use both iLok and floppy authorizations may find it easier to install updated plug-in options using the Digi Demo Plug-Ins Installer located on the Pro Tools Software CD. Plug-Ins installed and updated using the Digi Demo Plug-Ins Installer will prompt the user for the authorization method desired for each plug-in on an individual basis.

Previewing AudioSuite Plug-Ins and Stored Presets

Selecting stored presets in an AudioSuite Plug-in while previewing will temporarily halt the preview; tapping fingers appear on-screen. The workaround is to select the new preset, at which point the preview will resume.

RTAS Plug-Ins (Macintosh Only)

On Macintosh, Pro Tools LE 5.3.2 requires that RTAS plug-ins be compatible with Pro Tools 5.3 or later.

Standalone Mode

Standalone Mode While Running Pro Tools

Digi 002 Standalone mode cannot be used simultaneously while running Pro Tools.

Standalone Mode and Sample Rates

In Standalone mode, 44.1 kHz is the only supported sample rate.

Soft SampleCell

Soft SampleCell and MIDI Input

MIDI input to the Soft SampleCell 3.1 Editor, via Digi 002 (or a third party interface), is lost when switching Soft SampleCell I/O to Sound Manager. This is a known limitation. If you need to use Soft SampleCell in Standalone mode, you will have to use it via Direct IO (instead of Sound Manager).

To restore MIDI to Soft SampleCell:

- 1** Open Soft SampleCell Setup.
- 2** Switch output to Sound Manager.
- 3** Quit and relaunch Soft SampleCell.
- 4** Open Soft SampleCell Setup and set the Output back to Direct I/O.

Soft SampleCell and 96kHz

If the Soft SampleCell installer you're using does not have an option which mentions Digi 002, please contact Digidesign for the latest version of the Soft SampleCell Installer. Older versions of the Soft SampleCell Installer will install incompatible Digidesign system components.