

Read Me

Pro Tools | First on OS X 10.11.x and 10.12.x

This Read Me documents important compatibility information and known issues for Pro Tools® | First software version 2018.1 on Mac OS X 10.11.x (“El Capitan”) and Mac OS X 10.12.x (“Sierra”).

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Compatibility

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Known Issues

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

Pro Tools | First Project Synchronization and Account Issues

Disconnecting from the internet or closing a project during project synchronization can result in failed project synchronization. (PT-202643)

To prevent potential synchronization with projects, do not disrupt the project synchronization while it is in progress. Avoid disconnecting from the internet, turning off WiFi, shutting your laptop, or quitting Pro Tools | First during this time. To monitor the progress of project synchronization, choose Window >Task Manager.

Deleting a project while uploading can result in a new upload stalling (PT-206148)

If you delete a project while uploading, the upload can stall for 30 seconds or so before the new upload starts. To avoid this issue, let the upload complete before deleting a project, or just wait for the new upload to start.

Mac OS X System Preferences panes are blank when viewed while Pro Tools | First is running (PT-230592)

Some panes in the Mac OS System Preferences window may appear blank when running Pro Tools | First. You can avoid this problem by not running Pro Tools | First when running System Preferences. Alternately, open the System Preferences window from the Dock, or open the desired System Preferences pane using the default key commands Option+< Function key>—e.g., option+F1 to bring up Display Prefs—and then clicking into any other preference pane to continue setting additional System Preferences (however, this method requires that “Use F1, F2, etc. as standard function keys” option is disabled in Apple Keyboard System Preferences).

Pro Tools First may start recalculating the waveforms in the current project when mounting and unmounting volumes (such as an external hard drive). (PT-231284)

“Calculating Waveform Overview” can appear in the Task Manager when mounting an external drive while a project is open. Similarly, “Synchronizing Folder Contents” can appear in the Task Manager when unmounting an external drive while a project is open. This can also occur automatically during a system backup using Apple Airport Time Capsule.

After either of these tasks appear in the Task Manager, the waveform overviews of some clips in the project may be inaccurately redrawn. If you encounter this issue, save the project and close the project, and then reopen the project. When the project is reopened, the correct waveform overviews in the project should be restored.

Mac OS VoiceOver does not work with Soundbase (PT-224341)

Soundbase does not support Mac OS VoiceOver (System Preferences > Accessibility > VoiceOver) at this time.

When exporting audio mix, the export hangs if the file name contains an illegal character-such as “:” or “ü” (PTSW-183327)

To avoid this issue, do not use non-standard characters for exported file names.

The Mix Window cannot be expanded past a certain vertical size (PT-236038)

The Pro Tools | First Mix Window has a vertical size limit. As a result, the window may not be stretched to fill the entire screen on high resolution monitors without scaling. If you encounter this issue, it is recommended that either the display be scaled to more fully fit the screen, or that you scroll through the Mix Window to view areas that might otherwise be out of view.

Opening and closing windows using the Mac OS tabs feature can result in UI artifacts (PT-237395)

If System Preferences > Dock > “Prefer tabs when opening documents” is set to “Always,” graphic artifacts may be encountered when opening and closing new windows. To avoid this issue, use any other setting in the System Preferences. If you encounter this issue, re-sizing the Pro Tools window forces a graphic redraw and any artifacts will disappear.

Key command to toggle between Edit and Mix windows (Command+=). (PT-236979)

When either the Mix or Edit window appears fully expanded it is necessary to press Command+= twice to toggle between windows. To avoid this issue, Option-click when zooming in the Mix or Edit window to prevent it from expanding to full screen. Also, the app “Moom” can be used to more efficiently navigate windows on Mac and avoid this issue.

Audio file chunks such as Loop attribute and Acid Chunk can be lost after Elastic Analysis is calculated or cleared. (PT-230529)

In Pro Tools First 12.8, audio file chunks could become corrupt after the “Calculate Elastic Analysis” or “Clear Elastic Analysis” commands were performed in Soundbase. This can cause chunk data such as Loop attribute, Acid Chunk, Min Chunk, etc. to be lost. If you are using audio files where Elastic Analysis was calculated or cleared in Pro Tools First 12.8, replace those audio files with earlier, unaffected versions if possible.

Cannot run Reason or Record as ReWire clients if they have not first been launched and set up as a standalone application (PTSW-133070)

Reason and Record need to be launched and setup as a stand-alone applications before running them as a ReWire clients with Pro Tools | First. Do the following:

- Launch Reason or Record in stand-alone mode and follow the on-screen instructions.
- Quit Reason or Record.
- Launch Pro Tools | First and insert Reason or Record as a ReWire plug-in on an audio, Auxiliary Input, or Instrument track.

Projects and Collaboration

Disconnecting from the internet or closing a project during project synchronization can result in failed project synchronization. (PT-202643)

To prevent potential synchronization with projects, do not disrupt the project synchronization while it is in progress. Avoid disconnecting from the internet, turning off WiFi, shutting your laptop, or quitting Pro Tools | First during this time. To monitor the progress of project synchronization, choose Window > Task Manager.

Editing

Fades are not restored after moving clips using the Grabber tool. (PT-207491)

Moving a clip that partially covers a fade on another clip with the Grabber tool so that it no longer covers the fade does not restore the fade to its original duration. You will need to manually trim the fade to its original duration.

Deleting overlapping clips that were created with Duplicate or Repeat can result in some overlapped clips being unexpectedly edited as well. (PT-220491)

Deleting overlapping clips that were created with Duplicate or Repeat can result in some overlapped clips being unexpectedly edited as well depending on the order in which the overlapping clips are deleted. To avoid this issue, delete any overlapping clips in order from left to right.

Elastic Audio

Maintaining phase coherency with Elastic Audio pitch processing (PTSW-20602)

When there is Elastic Audio Pitch processing enabled on a track, switching from Polyphonic, Rhythmic, or X-Form to Monophonic or Varispeed can disrupt phase coherency. To preserve phase coherency in this case, be sure to clear all Elastic Audio Pitch processing from the track before switching to the Monophonic or Varispeed algorithm.

Drift in an audio file may occur when using Elastic Audio and the Monophonic or X-Form algorithms (PTSW-33768)

Drift in an audio clip may occur when using elastic audio depending on how much the clips is expanded or compressed when using the Monophonic or X-Form algorithms. If you are using elastic audio with material that contains transient information in it that you would like to keep from drifting, you should use the Polyphonic or Rhythmic algorithms.

Clip Groups containing Elastic Audio are not recognized as Elastic if the Clip Group itself has not had any Elastic functions applied (PTSW-34335)

If a clip group contains Elastic Audio inside it, but no Elastic Audio operations have been performed on the outermost level of the clip group itself, then the clip group will not register as Elastic Audio. When used to create a new track, the track will not automatically be Elastic Audio-enabled, and the elastic audio inside the clip group will be rendered using the default Elastic Audio plug-in for the project. As a workaround, add a warp marker to the clip group to force it to register as an elastic clip. Or, create an Elastic Audio-enabled track first, then add the clip group to it.

MIDI

When recording MIDI, Wait for Note does not respond to MIDI input from ReWire (PTSW-30511 and PTSW-34550)

When performing a MIDI record, Wait for Note will not respond to any MIDI received from ReWire. If you are recording MIDI generated from a ReWire application, you will have to start the transport manually or use a countoff instead of Wait for Note.

Key commands to trim MIDI Note On (Control+Left/Right Arrow) conflict with Mac OS default key commands for switching Spaces. (PT-235307)

Due to this conflict, the trim MIDI Note On key commands may not work. To enable these key commands: Open MacOS System Preferences and select Keyboard; select the Shortcuts tab; and then in the left column, select Mission Control. Next, disable or change “Move left a space” and “Move right a space” in the right column. Note, you may have to click on the reveal triangle next to Mission Control.

Plug-Ins

 *For known issues about specific plug-ins, see the Audio Plug-Ins Read Me.*

On Mac OS X 10.10.x, Avid Core Audio Plug-in causes audio disruption with Native Instrument plug-ins (PT-201944)

You cannot launch Native Instruments plug-ins if the Avid Core Audio plug-in is installed. To avoid this issue, remove the Avid Core Audio plug-in from the Audio/Hal folder.

Purchased plug-ins are not loaded again if they are ever manually removed from the plug-ins folder (PT-202619)

Purchased plug-ins are not loaded again if they are ever manually removed from the Plug-ins folder. Even after the plug-ins are returned to the Plug-ins folder, and you sign in using the Avid account that the plug-ins were purchased with, Pro Tools First will not load them. Do *not* remove purchased plug-ins from the Plug-ins folder.

Known Issues with Audio Interfaces

Pro Tools Aggregate I/O (Mac Built-In Audio)

Error messages when opening a project with a different sample rate from the Aggregate I/O sample rate setting (PTSW-131779)

Pro Tools | First may indicate that a given Aggregate I/O device has not automatically adjusted its sample rate when a project with a different sample rate is opened. You may subsequently be presented with a dialog indicating that the project needs to be closed and re-opened to update the sample rate setting of the Aggregate I/O device.

Renaming Pro Tools Aggregate I/O driver in AMS corrupts the driver (PTSW-131383)

If you rename the Pro Tools Aggregate I/O driver in Audio MIDI Setup (AMS), the driver be corrupted the next time you launch Pro Tools | First. If this happens, quit Pro Tools | First and delete the Pro Tools Aggregate I/O device from AMS. Pro Tools | First will re-create the driver the next time it is launched.

Pro Tools | First quits unexpectedly when enabling the built-in digital I/O (PTSW-132189)

When enabling built-in digital I/O for Pro Tools Aggregate I/O in Audio MIDI Setup, Pro Tools | First quits unexpectedly. To avoid this problem, enable the built-in digital I/O in Audio MIDI Setup before launching Pro Tools | First.

Error Messages

AAE –6101 Error (PT-236985)

Removing or inserting headphones into the Mac headphone jack results in an AAE –6101 error. Since the actual input and output configuration changes when removing or inserting headphones, the transport stops. Stop the transport before removing or inserting headphones into the Mac headphone jack.

Error –9128

In projects with high sample rates (96 kHz), in the Playback Engine dialog set Optimize Engine for option to Playback to avoid –9128 errors during playback with Native plug-ins or dense automation.

Error –9132 (32397)

If a –9132 error occurs during Export Audio Mix, bus the desired source tracks to another audio track, and bus record to the mix. You can then export the bus recorded audio clips from the Clips list.

Error –9155

In projects with high sample rates (96 kHz), you may need to set the Optimize Engine for option to Playback in the Playback Engine dialog to avoid –9155 errors during playback with dense automation.