

# Read Me

## Pro Tools | First on Windows 8.1 and Windows 10

This Read Me documents important compatibility information and known issues for Pro Tools® | First version 2018.1 on Windows 8.1 (64-bit) and Windows 10 (64-bit).

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### Introducing the Avid Artist Community

Avid Artist Community is the new marketplace where you can share and promote your creative work and skills to a large community of audio, film, TV, broadcast, and other media professionals.

On <http://apps.avid.com/store/community/help/index.html> you can find further details how to sign up and start interacting with other Community members.

Once you are a registered user, you can use <http://ac.avid.com> to login.

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### Compatibility

Avid can only assure compatibility and provide support for qualified hardware and software configurations.



*For the latest compatibility information—including qualified computers, operating systems, and third-party products—visit the Avid website ([www.avid.com/compatibility](http://www.avid.com/compatibility)).*

### Pro Tools | First Installation

#### **Uninstalling Pro Tools does not uninstall all components that are installed with Pro Tools | First. (PT-202003)**

When you uninstall Pro Tools | First using the Programs and Features Control Panel, some components that are installed with Pro Tools | First are not uninstalled (such as Avid Effects, Avid Application Manager, and Avid Application Manger Helper). Use the Programs and Features Control Panel to uninstall these components separately.

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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.

**After opening a project that has not completely uploaded, you will need to reboot your computer to continue working on the project. (PT-202615)**

If your Pro Tools | First project does not completely upload to your cloud account, quit Pro Tools | First, reboot the computer, and then launch Pro Tools | First to continue working on your project.

**“There was a problem uploading the project” error (PT-204847)**

If your Documents folder (e.g., C:\Users\JohnDoe\Documents) is configured with Windows encryption, you may encounter a “There was a problem uploading the project” error. To avoid this error, right-click the Pro Tools folder and disable encryption.

## General Pro Tools | First Issues

**Pro Tools | First is slow to launch and may become unresponsive if a CD or DVD is mounted by your system. (PT-201624)**

If a CD or DVD is mounted by your system, Pro Tools | First takes an exceptionally long time to launch. Additionally, Pro Tools | First may become unresponsive while a CD or DVD is mounted by your system. To resolve this issue, exit Pro Tools | First, eject the disc, and then relaunch Pro Tools | First.

**Pro Tools | First becomes unresponsive when changing the Playback Engine. (PT-201900)**

Pro Tools | First may become unresponsive when switching from the current Playback Engine to another. To avoid this issue, exit Pro Tools | First and set the desired Playback Engine when launching Pro Tools | First by doing the following: press and hold “N” when launching Pro Tools | First, then select the desired Playback Engine when the Playback Engine window appears.

**Error messages are displayed while unzipping the downloaded Pro Tools First installer zip file (PTSW-181403)**

While unzipping the downloaded Pro Tools First installer .zip file, errors are displayed saying that certain files are missing. If you proceed and run the unzipped installer, then these files will be reported missing. To avoid this issue, move the downloaded .zip file to the root (top most) directory of a volume first (such as the C: drive), and then unzip.

**Pro Tools | First does not launch (58531)**

Pro Tools | First will not launch if hardware drivers are not installed or if there are no Inputs or Outputs set in the Control Panel for your audio interface. If Pro Tools | First does not launch, be sure the drivers for your audio interface were installed before Pro Tools | First installation. For M-Audio and some third-party interfaces, if the drivers are already installed, go to the Control Panel for your audio interface and make sure either the Analog or S/PDIF Inputs and Outputs are enabled.

**Windows erroneously reports that Pro Tools | First has stopped responding**

Clicking on the splash screen while Pro Tools | First is launching can result in a Windows error stating that Pro Tools | First has stopped responding. Pro Tools | First is actually still loading normally and will finish launching if you just don’t do anything or if you click “Wait for the Program to Respond.”

**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 re-drawn. 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.

### **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.

### **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.

### **Audio clips on tick-based tracks do not play at the correct tempo after opening a Reason song with a different tempo (PTSW-34086)**

Audio clips on tick-based tracks do not play at the correct tempo after opening a Reason song with a tempo that is different from the one in your project. To correct this, make any tempo change via the Conductor track or the Manual Tempo input and the clips will play back correctly.

### **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.

### **Cannot drag and drop media files from the Desktop to Pro Tools | First (Windows 8 Only) (PTSW-181311)**

If UAC is enabled on Windows 8, dragging and dropping media files from the Desktop is disallowed. To avoid this issue, disable UAC.

### **Issues with Kensington mouse and drivers**

The following may occur when using a Kensington mouse with Pro Tools:

- Alt key sticks when Zooming (61823)
- Stuck Shift Key (62376)
- Stuck Control Key (61830, 62066, 61980, 61988, 62348, and 62559).

To clear stuck keys, press them again. If problems continue, try removing the Kensington drivers.

### **Groove Templates (43997)**

Pro Tools | First will be unable to retrieve custom Groove Templates that are saved in an incorrect directory. Groove Templates should be saved only within the “Grooves” folder.

### **With the in-application Web browser, links to external sites do not work as expected (PTSW-145325)**

In the Pro Tools | First Web browser, navigating to external sites using links from Avid web pages (such as links to social networks like Facebook and LinkedIn) may not work as expected. For the sake of security, the in-application Web browser is restricted to [avid.com](http://avid.com) pages. If you want to browse sites other than [avid.com](http://avid.com), or share [avid.com](http://avid.com) pages with friends, use the Launch Page in External Browser feature to view the page in your default Web browser and navigate from there.

### **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.

## Avid Application Manager

### **Canceling the installation of Application Manager 2.3 patch (upgrade) corrupts dependent components (Windows Only) (RELENG-1238)**

On Windows, if you cancel the installation of Application Manager 2.3, dependent components may be corrupted. To correct this problem, do one of the following:

- Reinstall the application that was installed along with Application Manager (such as Pro Tools or Media Composer).
- Log in to your MyAvid account, and download and install Application Manager 2.3 (or higher) from the Avid Download Center.

## 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 algorithm. 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.

## MIDI

### **Versions of Sibelius lower than 7.5 do not launch when using the Send to Sibelius command (PTSW-24193, SIB-164)**

When you first install any of the supported Sibelius packages (Sibelius, Sibelius First, or Sibelius Student), the Send to Sibelius command in Pro Tools will return a false error stating that Sibelius is not installed in the system. To avoid this problem, launch Sibelius manually and create a score document. This will only need to be done once, after which the Send to Sibelius command should function properly.

## Plug-Ins

 *For known issues about specific plug-ins, see the [Audio Plug-ins Read Me](#).*

### **Purchasing and installing a newer version of an already installed plug-in may cause a system restart (PT-201687)**

If you use the In-Application Plug-in Marketplace to purchase and install a plug-in that is already installed on your system, your computer may restart during installation. This only occurs if the currently installed version is older than the version you just purchased and downloaded. If you want to buy an additional license for a plug-in you already own please do so at <https://shop.avid.com>. If you want to install the latest version of a plug-in that you already own, please visit <https://account.avid.com/subscriptions> or <https://www.avid.com/plugins>; find the version of the plug-in you want, and then download and install it.

### **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.

### **MIDI outputs to some software synthesizer plug-ins are italicized in cross-platform projects (PTSW-33965)**

With some software synthesizers, MIDI output ports show up italicized when opening a project on a different computer platform than the project was created on until you re-assign the outputs.

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## Known Issues with Audio Interfaces

### **When switching audio interfaces, some devices may fail to load proper drivers with the Found New Hardware wizard (PTSW-28118)**

When switching audio interfaces, the Found New Hardware Wizard will sometimes properly identify the device, but then fail to install the needed drivers. If this happens, with the new device connected, go to Add or Remove Programs in the Windows Control Panel, choose the audio interface, select Change, and run a “Repair” install. The driver installation should complete with the Found New Hardware Wizard.

### **Changing sample rates during a project can cause project to play at a faster or slower speed (56697)**

Changing Sample Rate during a project from the Control Panel for your audio interface can cause the audio to playback at the incorrect speed. Consequently, the data could be unrecoverable afterwards. Before creating a project, set the Sample Rate in the Control Panel for your audio interface and do not make changes thereafter.

## ASIO and WASAPI

### **Pops and clicks can occur when using third-party ASIO audio interfaces with Pro Tools | First (PTSW-132084)**

Note that audible pops and clicks can occur when using some third-party audio interfaces. Set the Optimize Engine for option to Playback in the Playback Engine dialog to avoid this problem.

### **Pro Tools | First cannot locate installed ASIO hardware on launch (PTSW-132125)**

There are known issues with some third-party ASIO devices not being recognized by Pro Tools | First. For a list of third-party hardware compatibility issues, please visit [www.avid.com/compatibility](http://www.avid.com/compatibility).

### **When Windows Audio Device is selected as the Playback Engine the input of a record enabled track cannot be monitored in Pro Tools | First (PTSW-195436)**

When Windows Audio Device is selected as the Playback Engine Pro Tools | First will not be able to monitor the input audio signal of a record enabled track. If available, use an ASIO device driver for the Playback Engine to avoid this issue.

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## Error Messages

### **Error –6031 during playback (32637)**

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

### **DAE Error –9132**

If a –9132 error occurs during Export Audio Mix, bus the desired source tracks to an audio track, then but record them and export the resulting audio clips from the Clips list.

### **Error –5000 (Unknown Error) when launching Pro Tools | First (36130)**

On a system with multiple partitions, if different InterLok PACE versions are installed on different partitions, Pro Tools | First will report an “Unknown –5000 error” on launch. To avoid this problem, install the same PACE components on all partitions on your system.

### **Error –9128**

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 –9128 errors during playback with Native plug-ins or dense automation.

### **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.