
Crashes and Errors all over the place!

Posted by akaandykay - 2008/07/01 14:40

I am having many issues with my Protools HD Accel system, and would love some help!
Sometimes I get the following error message: "Access violation," and other times, Protools will just quit without any error message whatsoever! Most of the time I won't even be using the computer hosting Protools, and I will look over and protools will have quit itself!

Any advice would be much appreciated!

Thanks

Andy

Protools HD Accel
G5
4 gigs of Ram

Re:Crashes and Errors all over the place!

Posted by cneal - 2008/07/01 15:41

A little more info please, such as PT version, and Cs updates, OS version, HDX, etc. The more info the better.

Re:Crashes and Errors all over the place!

Posted by akaandykay - 2008/07/01 15:47

Sorry bout that. I am running PT 7.4.2, OSX 10.4.11.
I am not sure what Cs updates or HDX means
Thanks

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Posted by cneal - 2008/07/01 15:52

Version 7.4.2 is for use only with 10.5.3, so you may be experiencing some issues due to the fact you are using it with 10.4.11.

HDx, I'm asking what version of HD do you have HD1, HD2, etc. I have an HD3 (3 cards).

Cs are the free customer service updates provided by digi that fix problems for a given version of pro tools. For version 7.4 (which is probably what you should be using rather than 7.4.2) currently has cs6 out for install.

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Posted by akaandykay - 2008/07/01 16:52

Whoops, my bad. I am actually using 7.4, not 7.4.2. I am using a HD with 7 cards installed in an expansion chasis, but we are currently only using 5 of the cards.
How do I obtain the CS6?
Thanks!

Re:Crashes and Errors all over the place!

Posted by cneal - 2008/07/01 16:55

You have an HD7 system and you don't know where to find cs updates?.....

Sorry, I had to pick myself up off the floor. ;)

Go to the digi site go to the Support > Support & Downloads page, then pick your system from the proper drop down menu and this should lead you to the cs updates.

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Posted by akaandykay - 2008/07/01 17:03

:) As you may have guessed, this is my Boss's system. Thanks for the info, hopefully this will solve things!

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Posted by cneal - 2008/07/01 17:06

While your on the digi site you should do some reading on the use of expanded systems. There are some specific issue and procedures related to using expanded systems. For instance when setting up your voice count/dsp usage, you have to pick the first (or top) setting in each set. For instance you are not supposed to choose the 64 voice/2 DSP chip option, with an expanded system.

Re:Crashes and Errors all over the place!

Posted by akaandykay - 2008/07/09 16:53

I have tried installing the cs6 of Protools 7.4.0, but we are still getting "Access violations" and spontaneous protools disappearances way too often. Any other ideas of what I can do?

Thanks!

Protools HD 7.4.0 cs6 Accel 3
G5
OSX 10.4.11

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Posted by psmworld - 2008/07/27 07:20

looks like a plugin issue. try deinstalling 3rd-party plugs and see if you still get the access violation.

Re:Crashes and Errors all over the place!

Posted by psmworld - 2008/08/03 05:41

ps:

i can reproduce your problem, when i replugin the card(s) to different slots.

i noticed that it's more stable to attach the cards from the lowest to the highest slot. lower slots share less irq's, so therefore the core/core accel card should be in the less shared slot.

