Subject: Digi 002 system appears to be hosed
Posted by Deej [4] on Sun, 04 Mar 2007 23:22:42 GMT
View Forum Message <> Reply to Message

Well ****!!!!,

I got a call from my friend/client saying that he was having some sonic
issues with his system. I went over there and discovered that his preamps
(he uses a Safesound and a Portico) were stacked one atop the other with the
SafeSound being exposed directly to the sun.........probably the reason.....
so we shut the preamps off and got them out of the sun to cool down. In the
meantime, he was getting ready for a gig so after listening back to the a
bit of the tinny, thin audio he had recorded on one of the songs through
this (probably overheated) SafeSound preamp, we decided to shut off the 002
system and his girlfriend and (very able/intelligent) tracking
engineer/recording assistant who knows more about Macs and PT than I do did
something like turn off ProTools, then the computer before she ejected the
external FW (and audio) drive (does that make any sense?). Anyway, a reboot
of the machine revealed a very hosed scenario wherein all of the tracks he
recorded in a session today are totally gone and Pro Tools can open previous
sessions but won't close them unless it's a forced closing, which won't
allow anything to save. There is some very wierd noise coming from sessions
once opened as well. It sounds like there is bleed from tracks on completely
different sessions coming through.

Now if this was a PC running Cubase or something else, I could probably fix
it but I'm totally out of my element here. He's on a Macbook. I guess I'll
see if I can get his registration info and try to contact Digidesign. Do you
think they will even talk to a third party about something like this? He's
not really technically inclined and though he's very intelligent and
talented musically, he may not be far enough into this stuff to be of much
help to Digi tech support or to understand the fix they provide (if there
even is one).

Any thoughts/suggestions would be much appreciated,

;oP
Deej