



Digital Audio Corporation  
A DRI Company  
4018 Patriot Drive  
One Park Center, Suite 300  
Durham, NC 27703  
Phone 919.572.6767  
Fax 919.572.6766  
www.dacaudio.com

DAC Technical Support Bulletin  
Release Date: November 17, 2004  
TSBQEAS01

## **Subject: Running QuickEnhance/AS 2.0.1 in the Avid Environment**

**1)** The Digidesign Audio Engine (DAE) provides the support and the interface for AudioSuite plug-ins (including QuickEnhance/AS) not only in Digidesign's Pro Tools but also in Avid Xpress, Xpress DV and Xpress Pro. Due to some differences in the architectures of the two product families, AudioSuite plug-ins may behave differently in each.

We have found that placing a window belonging to an external application in the foreground when an AudioSuite plug-in is open in the Avid environment causes the plug-in to "hang" (to be inoperative) until it is closed and re-opened. These external applications unfortunately include Microsoft's standard "Notepad" utility (used to display the QEAS\_Settings.txt file when the QuickEnhance/AS "Report" button is clicked), and Microsoft's Help facility (used to provide help for QuickEnhance/AS when the user clicks on the "?" button). If Preview is subsequently attempted, AudioSuite plug-ins display one of the two following messages in the status area in the upper-left-hand part of the window. If the external application was notepad:

```
Error detected (4): 32[-7400]: GivePreviewSamplesWriteError
```

or, if the external application was HtmlHelp:

```
Error detected (5): 33[-7400]: GetAvailToGiveError
```

When the plug-in is closed, Avid Xpress Pro displays an alert box that says:

```
AudioChunkPlayer::AddAChunkOfAudioForOutput()  
CONSISTENCY CHECK FAILURE !?! : [0]
```

Reopening the AudioSuite plug-in will restore it to its former functionality, unless another external application is moved into the foreground while the plug-in is open.

Again, this problem occurs for all AudioSuite plug-ins we have tested in Avid. It does not occur in the Pro Tools DAE environment. We are currently working with Avid to help them to resolve this difficulty. In the meantime we appreciate your patience and understanding.

**2)** Avid Xpress Pro may display the following message when selecting the QuickEnhance AS Plug-in from the AudioSuite window:

```
The selected plug-in is not supported for use with Avid video editing systems. Using this  
plug-in may cause errors or other undetermined results.
```

Avid displays this message (in Xpress Pro releases 4.5.1 and later) whenever a user attempts to instantiate an AudioSuite plug-in not explicitly listed in Avid's internally sanctioned list of approved plug-ins (and at this time the only plug-ins on that list are those developed internally at Digidesign). This is because recent versions of Avid Xpress Pro and Digidesign's Pro Tools can now reside on the same machine, whereas in older versions they didn't work together. Since Avid and Pro Tools both use the Digidesign Audio Engine (DAE) and both can now coexist peaceably, this means that AudioSuite plug-ins provided with Pro Tools can now be used from within Avid. However, some of the newer third-party Pro Tools plug-ins don't work well within Avid Xpress Pro—hence the warning that the plug-in is not supported.

Unfortunately, this warning does not take into account a third category of AudioSuite plug-ins: those which, although not developed in-house, nonetheless have been designed, implemented and carefully tested to work well in the Avid environment. Digital Audio Corporation's QuickEnhance/AS 2 is in the forefront of this third group and has the active support of knowledgeable members of the Avid team. In fact, one of the added benefits of QuickEnhance/AS version 2 is that it exploits the increasing convergence of Avid and Pro Tools to run in both environments, rather than just in Avid, as earlier versions had done.

Therefore we at Digital Audio Corporation are confident that you can run QuickEnhance /AS productively in supported Avid products without fear of damaging your system in any way. Let it be noted that we have the same confidence in the safety and effectiveness of QuickEnhance/AS version 2.0.1 in Digidesign's Pro Tools environments (versions 6.0 and later), as well.

Steve Chall  
QuickEnhance/AS Project Engineer