

# RELEASE NOTES

MACKIE MDR24/96 REAL TIME OS™ • AUGUST 28, 2001

VERSION 1.2  
BUILD 349

These release notes describe issues for the new MDR24/96 hard disk recorder version 1.2, build 349 that are hot off the press and didn't make it into the Quick Start Guide.

## MANUALS

As of this writing the CD-ROM containing the MDR24/96 manuals, release notes, and marketing literature has not been completed, and therefore not included in the MDR24/96 packaging. Current versions of the MDR24/96 manuals, marketing literature, and release notes can be downloaded from the Mackie website at <http://www.mackie.com>. Once the MDR24/96 CD-ROM becomes available you may contact your authorized dealer or Mackie to obtain a copy. Please note that the sibling HDR24/96 Technical Reference Manual is available on the Mackie website, and may be referenced where applicable.

## SOFTWARE UPDATE INSTALLER DISKS

New software releases can be downloaded from Mackie's web site by going to the MDR24/96 Product section, and clicking *Downloads*. If you don't know which software version you are currently running, check the build information in the About box under the front panel System menu. Once you download the software release onto your Mac or PC, you will need to decompress the file and create two installer diskettes. Instructions for creating the installer diskettes and installing the update can be found on the Downloads page.

## SERVICE

Units requiring service in the US must be returned freight prepaid to Mackie. Call technical support to obtain a Return Material Authorization number before packing your MDR24/96 off to us. For service outside the US, contact your dealer for instructions.

## KNOWN ISSUES

Although we have worked hard to make the MDR24/96 as bug-free as possible, as with many complex software-based products, known bugs exist in the current release. We have included a list of known problems and workarounds to these problems. Mackie will periodically release MDR24/96 software updates as bugs are fixed and new features or enhancements are added. Check the Mackie website often for software updates.

**1. Issue:** The MDR24/96 Current Time display will display BBT time if an HDR24/96 Project that used BBT time is opened on the MDR24/96. The Select Start and End times (used in editing) remain unaffected.

**Workaround:** None, for now.

**2. Issue:** The MDR24/96 drops out of Record after chasing wild MTC for longer than approximately 10 minutes.

**Workaround:** Use the MDR24/96 as the MTC master when doing long record passes with MTC. If word clock or video is available from the MTC master, synchronize the MDR24/96 clock with the MTC master. If SMPTE is available, use it instead of MTC (use an MTC-to-SMPTE converter).

**3. Issue:** The MDR24/96 may lock up if left idle with the FTP server running for an extended period of time; all software and hardware controls will become unresponsive.

**Workaround:** Close the FTP server before leaving the unit unattended for long periods. If the lockup occurs, hold the power button down for four seconds to turn the MDR24/96 off, then power up again. If the power button is unresponsive, pull the AC mains plug and reinsert it.

**4. Issue:** The MDR24/96 will not recognize drives that are larger than 32GB.

**Workaround:** No workaround at present. This is both a software and MDR24/96 BIOS issue.

**5. Issue:** The Pre Roll value may be altered by changing the Time Code Frame Rate of the Project.

**Workaround:** None. After changing the Time Code Frame rate, simply reset the Pre Roll and Song Offset values to the correct value.

**6. Issue:** Projects can span only 12 hours (from 00:00:00:00 to 11:59:59:29) when the Sample Rate is set to 88.2 or 96 kHz.

**Workaround:** None. Apply a Time Code Offset when chasing external time code whose range of values extends beyond 12 hours.

**7. Issue:** The message "Recorder Error: Some tracks had errors and will be corrected to the last known good state" appears during Looped Autopunch operations if recording is enabled between the punch out and loop end markers.

**Workaround:** Go into record mode before the punch out marker. This applies only when using the MDR24/96 with a Mackie Remote 24.

**8. Issue:** When Jogging/Shuttling the MDR24/96 from the D8B (via MMC), issuing a transport command from the MDR24/96 leaves the D8B in Jog/Shuttle mode.

**Workaround:** Toggle the Jog/Shuttle button on the D8B console surface.

**9. Issue:** FTP transfer can be unreliable on a busy Local Area Network.

**Workaround:** Either use a peer-to-peer (crossover cable) connection, or temporarily disconnect your network hub from the LAN.

**10. Issue:** Setup TCP allows illegal TCP/IP settings.

**Workaround:** Do not use values above 255 in the TCP/IP setup.

**11. Issue:** Editing tracks on an HDR24/96 Project that was saved with expanded track views will produce undesirable results.

**Workaround:** Collapse all expanded track views before saving the project on the HDR24/96 and transferring it to the MDR24/96.

**12. Issue:** You can select (non-existent) Tracks 13-24 for Mute and Edit operations in 96k Projects.

**Workaround:** None. This issue will not cause problems in your Project.

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Digital Systems™

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