

FAQs – Frequently asked questions

1. Installation

Question	Answer
MoviePack's CD-interface is loaded automatically but I cannot see any buttons on the interactive surface.	Set your screen resolution to at least 800 x 600 pixels. We also recommend you install the "Video Compression". In order to display the flags which serve for the selection of the desired language, you have to install the video codec "CinePack". This codec can also be installed retrospectively via the task bar (Start – Settings – Control Panel – Add/Remove Programs – Windows NT Setup – Multimedia).
How can I start the installation of MoviePack directly from the CD?	Double-click on „Setup.exe“ in the “\Data\Disk1” directory on your CD.
During the installation of MoviePack the message " ... already updated. Your System does not need this update..."? appears. What does this mean?	During installation, a patch for the Microsoft Library files is started. If your system already has the latest version of these files, this message appears. Click on OK.
Can I deinstall MoviePack again?	MoviePack is installed via Install Shield, meaning you can completely deinstall it via the task bar (Start – Settings – Control Panel – Add/Remove Programs) and doesn't leave any "dead" DLLs in your system's registry.
Beta version updates – what, where and how?	You will find the latest updates for MoviePack on our website. The updates contain the improvements and modifications between two consecutive versions, i.e. the previous version must already be correctly installed in its entirety. When you have loaded the update file ("Update_(x)_(x+1).exe, copy it onto your MovePack directory on the hard disk. "NOW CLOSE ALL ACTIVE PROGRAMS" (even resident programs such as "Active Desktop" must be closed). Execute the update_(x)-(x+1).exe in the MoviePack directory. Three files will be unpacked and a patch will be started. If you are asked whether or not you should overwrite existing files – answer "y". After restarting the computer, you will now be able to start the latest version of MoviePack.
After installing MoviePack, the following message appears: "error: a never version of dcom98 had been installed to override, you must install the current version first"	MoviePack automatically starts an original Microsoft patch called "DCOM98" in Windows98 and Windows95. This patch updates the windows system files. Some Win98SE versions already have the latest versions of these files. The patch is therefore cancelled and the message mentioned will appear. Confirm with "Ok". This will not affect MoviePack's functionality,
My Beta 1 was running perfectly, why do I have problems installing Beta 2/3/4?	From Beta 2 onwards, MoviePack requires Microsoft's DirectShow. This is included in Microsoft's software pack Direct Media 6.0 and can be downloaded from: https://www.microsoft.com/windows95/downloads/contents/wuother/directxruntime/default.asp?site=95)
During installation, the message "Only MMX Supported" or "MMX processor is required" appears.	Your computer does not have the MMX extension unit which is necessary for the use of MoviePack. Most computers from Pentium II have the MMX extension, if not they can be upgraded.

2. System Requirements / Compatibility with other components

Question	Answer
Which plug-ins are supported by MoviePack and how do I integrate these?	MoviePack currently supports plug-ins for Adobe Premiere and Adobe After Effects. You integrate these plug-ins by selecting "Options" in the menu "Tools". Under the tab "File locations" you can select a path for your plug-ins. After confirming and restarting the program, you can access these plug-ins via the Browser-Window under "Effects". Attention – some plug-ins also require some *.dll files which are copied from the installation program to the respective program directory. At the moment these files have to be manually copied into the MoveiPack program directory.
What are the system requirements for MoviePack?	Please refer to the file "Sys_Requirements_E.pdf" (system requirements for MoviePack) in the directory "/Data/Aist/E/Pdf" on the MoviePack CD. This file is also available by fax: ++ 49 86 36 78 85.
Which graphic cards and video capture boards does MoviePack support?	Please refer to the file "OpenGL_E.pdf" (graphic cards and video capture boards compatibility list) in the directory "/Data/Aist/E/Pdf" on the MoviePack CD. This file is also available by fax: ++ 49 86 36 78 85.
Does MoviePack support multiprocessor systems?	Multiprocessor systems are fully supported by MoviePack. The processor load is evenly balanced to 100%. This way, performance of the program increases proportionally with the number of processors available.
Does MoviePack support dual monitor systems?	Yes. Two-monitor systems (either with 2 graphic cards or one card with two outputs) are supported.
Which file formats does MoviePack presently support?	<p>MoviePack supports the following graphic formats: BMP(*.bmp); Brook Trout(*.301); Compuserve Gif(*.gif); CALS (*:cal); CLP(*:clp); DCM(*.dcm); DCX(*.dcx); EPS(*:eps); Flash Pix(*.fpx); IOCAG3(*.ica); IOCAG4(*.ica); ICO(*.ico); IFF(*.iff); IMNETG4(*.imt); JPEG(*.jpg); MODCAG3(*:mod); MODCAG4(*.mod); PBMASCII(*:pbm); PBMRAW(*.pbm); PCT(*.pct); PCX(*.pcx); PNG(*.png); PSD(*.psd); NCRG4(*.ncr); RAS(*.ras); SGI(*.sgi); TARGA(*.tga); TIFF(*.tif); XBM(*.xbm); XPM(*.xpm); XWD(*.xwd)</p> <p>MoviePack supports the following video formats: Microsoft Video AVI (*.AVI); Autodesk FLI (*.fli); Autodesk FLC (*.flc); Real Video(*.rm); Apple Quicktime (*.qt).</p>

3. Operation

<p>When starting MoviePack, the program crashes and generates the error message(error in module "Rndmach.dll". I'm using a Diamond Viper-330 graphic card. What can I do?</p>	<p>Nvidia offers special reference drivers for its graphic cards. You can find them on Nvidia's website: http://www.Nvidia.com. You will find drivers for Riva 128, Riva TNT, Riva TNT2 and GeForce256 based cards. Please observe the Nvidia license conditions.</p>
<p>When starting MoviePack , the program crashes and generates an error message (error in module "Rndmach.dll"). I'm using an ATI graphic card. What can I do?</p>	<p>ATI offers special drivers for OpenGL-applications. You can find them on ATI's website: http://support.atitech.ca/drivers/index.html There, you will also find drivers for RagePro- and Rage128-based cards working under Win9x and WinNT 4.0. The drivers for Rage128-based cards are only compatible with Win9x. Please read the information on ATI's website.</p>
<p>I cannot start the MoviePack version I have installed. What do I do now?</p>	<p>Try the following things: 1. In most cases, a crash directly after the start of the program is caused by the bad implementation of your graphic card's <u>OpenGL</u>-drivers. Try to obtain the latest drivers for your graphic card from the Internet. Most new graphic cards offer such drivers. MoviePack needs this interface for the display of the Canvas and the Preview. 2. If you have already installed MoviePack: deinstall MoviePack. Afterwards, open the registry editor ("regedit.exe") via "Execute". Underneath the code „HKEY_CURRENT_USER“ / „Software“ you will possibly find one or more entries with the name „AIST GmbH“. Delete this code and close the registry. Now reinstall MoviePack and everything should be working properly.</p>
<p>When starting MoviePack, the program crashes and generates an error message (e.g. "Cutlistgen.dll is linked with missing Ole32.dll..."). I'm working with Win9x. What can I do?</p>	<p>Obtain the file "DCOM98.exe" from Microsoft's website: http://download.microsoft.com/msdownload/dcom/98/x86/en/dcom.98.exe and install it. It is an update / extension for Microsoft system files.</p>
<p>How can I make sure that there are no residual MoviePack processes in the memory after a crash?</p>	<p>If you are not able to restart the program after a crash, we suggest you delete possible residual processes manually by pressing the combination „Ctrl. + Alt + Del“ after calling up the Windows Task-Manager. The ones to look for are „M3.exe“ and „Mmie.exe“.</p>
<p>I am using an OpenGL- graphic card but the Preview still flickers. What causes this?</p>	<p>The Preview uses several technologies in order to display the clips in realtime. One of them is the OpenGL-technology for the display, the other a technology called ICM Intelligent Cache Management. This is realized in the M3 import-export-system. During the display in the Preview window, the rendered frames are temporarily saved on a freely configurable section of your hard drive (refer to M3's settings for the Import/Export System). From there they are loaded when necessary. Once all frames are loaded in the proxy, the Preview should run without a flicker. Depending on the graphic card and the OpenGL-driver, (software or hardware), the frame rate may vary here.</p>
<p>How do I import already generated movie clips (AVI-files or other formats) onto MoviePack's interface?</p>	<p>On your MoviePack-interface, you will find a window named "Browser". Select the group "Objects" with a double-click, afterwards the group „Clips & Animations“, then the category „Film-Clip“. You can access your drives from the desktop. Here, select the directory in which you have saved your clips. The clips are displayed in the form of a thumbnail showing the first frame of the clip and can be activated with</p>

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		a double-click or moved to a track in the Timeline or the Canvas via drag & drop. In the Browser, you can generate new buttons. In order to do so, start in the "ROOT" directory. The contents of the buttons can be customized step by step to suit your individual requirements.
In the menu, I selected "File/Open", and chose an AVI-file. MoviePack generated an error message and crashed. What am I doing wrong?		Via "File/Open" you can load previously saved MoviePack files (complete animations with edited clips). Footage can only be loaded via the Browser-Window.
How do I import my clips with sound in MoviePack?		By defining various pre-selections for the program in the menu "Tools", menu point "Options". Under the tab "Source Fields", define the field order during clip import. You can define whether you want to import the original sound of the clip. Via the control field "Confirm by entry" you activate a control box which will provide you with a dialog box for the selection of the field order and for the sound during each import of an AVI-file.
Does "Intelli-Rendering" already function in MoviePack?		We define "Intelli-Rendering" as follows: When saving to a new AVI-file, the video clips deposited on the editing tracks "VideoA" and "VideoB" are only rendered in places where you have introduced a transition or an alteration into the original clip. This function can only be guaranteed when all source and output files have the same format with the same compression and the same audio format.
Does the installation of MoviePack influence already existing hard and software?		No. MoviePack is a true software solution. Drivers are not installed. Unlimited parallel operation of other software products is possible.
After setting up the program, it freezes on startup.		DirectMedia 6.0 is not installed.
Can MPEG files be processed?		In its current state MoviePack can import mpeg1-files, rendering in mpeg2 will be possible in the final release. In the final release MoviePack will be able to process all important file formats.
Does the preview play back audio?		Yes, starting from Release Candidate 6 (available end of April) it will be possible to activate audio by clicking in the Live Preview in Realtime with the right mouse button.
Is it possible to move selected groups of clips in the Timeline?		Not yet, this feature still has to be implemented.
Why is the inserted title not displayed correctly in the preview and in the canvas?		With some resolutions (e.g. with some graphic cards a resolution of 1024 x 786) the display is faulty. Adjust your screen resolution to 1280 x 1024 pixels.

4. Tips and Tricks

Question	Answer
What are the best settings for the M3 import-export-system?	When you double-click on the little icon in the task bar, you open an information window. Here, the proxy-system should be activated. When you click onto "Settings", you can enter a directory for the proxy range. This should be located on a fast drive with at least 1000 MB free disk space.
How can I utilize the extended functions (SSE) of a Pentium III processor under WinNT 4.0 for MoviePack?	Please install the latest ServicePack 5 for WindowsNT 4.0. This enables you to utilize SSE (MMX2)'s special features.
Why is it preferable to use a PS2-Mouse under WinNT 4.0?	A serial mouse under WinNT 4.0 might cause image flickering with different applications. It could also reduce the OpenGL-acceleration.

5. General

Question	Answer
What does the little MoviePack icon on the task bar mean?	The MoviePack-icon represents the M3 Import Export System. By means of an intelligent cache-system, small mirrors of all frames are deposited in a data base on your hard drive. This allows the fast display in the Preview and the Canvas. Please refer to the settings for M3's Import Export System.
Is there a manual already available for MoviePack?	Yes, on the installation CD there is a tutorial, an effects manual, a reference manual, FAQs and "Getting Started" and a beginners guide. Explore the CD and select "Documentation"! (The documents are saved as PDF-files on the CD in the "\Data" directory).
What does "Live Preview in Realtime (LPR)" mean?	LPR means that all changes to your animation (3D-effects, transitions, moving, scaling etc.) are immediately and directly visible in the so-called LPR. This requires an OpenGL graphic card.
Which resolution and color depth does MoviePack presently support?	Freely scalable up to 4.000 x 4.000 pixels, 32 Bit color depth.
What is OpenGL?	OpenGL is a standard for the image acceleration on the PC monitor. Many graphic cards already offer an OpenGL-acceleration, however, not all OpenGL-commands are supported by all graphic cards (often limited to game functions). Acceleration also depends on the resolution, meaning the graphic card's RAM.