

## Ulead MediaStudio Pro 5 & 5.2 Tech Support

To install the MediaStudio Pro 5.2 Service Pak upgrade:

- Select the appropriate Service Pak upgrade from the version table below.
- Select the desired language.
- Download and run the .EXE file. The installation program will automatically upgrade your existing version of MediaStudio Pro 5.0 to version 5.2.
- Download **QuickTime® 3.0** from <http://www.apple.com/quicktime>

**Suggestion:** Reinstall the driver software that came with your video capture card. (This would be a good time to check the card manufacturer's Web site to see if new driver updates are available.)

**Note :** The upgrade is a large program (see file size in table below) and may take a long time to download. Make sure you have sufficient time and system resources available before you begin the download process.

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**Warning!** Before downloading the Service Pak, make sure you select the proper language version. Please DO NOT cross-install language versions - THIS WILL LEAD TO UNPREDICTABLE RESULTS!

**Netscape Browser Users:** To save, right-click the desired link and choose the "Save Link As..." command.

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Click on the PROPER language version to upgrade:

MediaStudio Pro 5.2 Full Version Service Pak						
<b>Chinese</b> (3129KB)	<b>English</b> (4751KB)	<b>French</b> (5898KB)	<b>German</b> (6228KB)	<b>Italian</b> (5734KB)	<b>Japanese</b> (4665KB)	<b>Spanish</b> (5743KB)
<a href="#">Site 1</a>	<a href="#">Site 1</a>	<a href="#">Site 1</a>	<a href="#">Site 1</a>	<a href="#">Site 1</a>	<a href="#">Site 1</a>	<a href="#">Site 1</a>
<a href="#">Site 2</a>	<a href="#">Site 2</a>	<a href="#">Site 2</a>	<a href="#">Site 2</a>	<a href="#">Site 2</a>	<a href="#">Site 2</a>	<a href="#">Site 2</a>

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Click on the PROPER language version to upgrade:



## Ulead MediaStudio Pro 5 & 5.2 FAQ

### Error message

**Q1:** I find that I am getting an "insufficient memory" message on some occasions, especially when a clip has the new Crop filter applied.

**Answer:** This error may be caused by the new Crop filter itself. Please download this newer version of the [cropping filter \(56K\)](#). Make sure you choose the appropriate language version. Once downloaded, copy this file into the VFT\_PLUG folder, replacing the older one.

**Q2:** When I attempt to Play Full Screen in MediaStudio Pro 5.0 Video Editor, I get the following error message, "Unable to communicate with module [C:\MSPRO25\VPVPLG32.DLL]".

**Answer:** This problem is caused by a string in the ULEAD32.INI that was not removed when Ulead MediaStudio Pro 2.5 was uninstalled . To correct the problem, modify the VPV32PLUG0 path in the [VE\_VPVPLUG] section of the ULEAD32.INI in the Windows directory to point to the current directory of MediaStudio Pro 5.0 (i.e. VPV32PLUG0=C:\Program Files\Ulead MediaStudio Pro 5.0\VPVPLG32.DLL).

**Q3:** I have the 32-bit QTW installed in my system, but when I try to insert a QuickTime Movie file into the Video track of Video Editor, there is an error with a message "Unknown File Type".

**Answer:** If you are still using MediaStudio Pro version 5.0x, it supports only 16-bit QuickTime for Windows. Please upgrade to version 5.2 . For more upgrade information, please visit our [product update page for version 5.2.](#)

**Q4:** I installed AV master (capture card) in NT 4.0. Running Video Editor and then closing it prompts an error message. VEDITOR.EXE - Application Error: The instruction at ""0x5fc54191"" referenced memory at ""0x600c0580"". The memory could not be ""read"". Click on "OK" to terminate the application.

**Answer:** Please add the following statements in your ""Ulead32.ini"" file: (the file can be found in your Windows directory).

```
[HardwareAcc]
DisableAcc1=1
```

**Q5:** When inserting an AVI file to MediaStudio Pro, a message displays ""unable to open file.""

**Answer:** This problem might be caused by the damaged Media Player modules . Please go to Control Panel-> Add/Remove Program-> Windows Setup, deselect Media Player and Video Compression to uninstall the modules. After they have been uninstalled, select them again to reinstall them. Restart Windows and try inserting an AVI file again.

**Q6:** When I tried to create a finished AVI file from my clips on a hard disk, the error message ""Insufficient disk space"" appeared.

**Answer:** It may be related to your hard disk space. Check the following:

1. Temp Directory

Assign a temp directory to a larger hard drive partition. For example, if your D drive has larger free space, you can create a \temp folder there and add the parameter 'Set TEMP=D:\temp' in AUTOEXEC.BAT.

2. Windows 95 virtual memory

Go to Control Panel: System: Performance: Virtual Memory. Virtual memory is by default set in the C drive. If the free space in your C drive is small, change it to another drive partition.

3. Cache setting of MediaStudio Pro

In MediaStudio, click the File: Preferences: Video Editor: Cache and Preview tabs. You can then set some directories for storing temporary files while rendering. Make sure that they are in different hard drives/partitions.

## Install and upgrade question

**Q1:** Is Media Studio Pro 5.X compatible with Windows XP?

**Answer:** Because Media Studio Pro 5.X is designed for the NT, Windows98SE or later versions, if you like to use Windows ME, Windows2000 or Windows XP, We recommend that you upgrade to the latest version.

To upgrade, visit our website at <http://www.ulead.com/msp/upgrade.htm>

**Q2:** I can't upgrade using the patch I just downloaded from the Ulead Web site. It said the previous version 5.0x must be installed first, but it is already installed.

**Answer:** Internal files might be damaged. Please reinstall the previous version of MediaStudio Pro then run the patch again. Please check your MediaStudio Pro is Full version or Video edition, they have different upgrade file for them.

Example:(English Version)

[Full Version : MSP52Update\\_E.exe.](#)

[Video Edition: MSP52VeUpdate\\_E.exe.](#)

**Q3:** Do I need to remove my **MediaStudio Pro 2.5** before installing **MediaStudio Pro 5.0**? I want to keep MediaStudio Pro 2.5 particularly for the Morph Editor, Image Editor, Album, Screen Capture, CD Browser, and Multimedia Converter.

**Answer:** If you want to keep both copies of MediaStudio Pro 2.5 and MediaStudio Pro 5.0 into your system, you may do so but we recommend you not to run MediaStudio Pro 5.0 together with the v2.5, as they may share .DLLs with similar names in different versions. Always close all programs from one version before opening any in the other. Or you can uninstall MediaStudio Pro 2.5, then reinstall it but this time only install the modules that you need.

**Q4:** I am an **AV/DV Master** card user, but I have encountered **A/V sync** problems after upgrade to version 5.2.

**Answer:** You can refer to the "Undocumented Information" section in readme.hlp for complete information or follow the steps below:

1. Install the most recent version of the software.
2. To make sure that the PowerPlay module does not touch the MarkIn/MarkOut points calculated by MediaStudio Pro. Add the following entries in your **avmaster.ini** (AV Master) or **dvmaster.ini** (DV Master) file.
  - [\[TimelinePlayback\]](#)
  - [NoAVSyncCheck=1](#)
3. If you encounter problems during playback (e.g. operation aborts or broken video) add the following entries in your **avmaster.ini** (AV Master) or **dvmaster.ini** (DV Master) file.
  - [\[mIPlay\]](#)
  - [UnbufferedRead=0](#)

**Q5:** After I upgrade to version 5.2 , the video created using Fast MJPG codec has problems with **audio/video synchronization**. The previous v5.0x works fine.

**Answer:** Please download the latest version of Fast driver from FAST Web site:

<http://www.2fast4u.com>

The latest driver will fix the sync problem with MediaStudio Pro v5.2 .

## Troubleshooting

**Q1:** When I run the Video Capture module, the **Device Control** dialog box shows "**None**" in the device list. How can I use the device control in Video Capture?

**Answer:** In order to use the device control built into Video Capture, will need either a ViSCA device or a LanC cable for this to work. There are three companies with such a device:

Videonics      <http://www.videonics.com/PDF-data-sheets/MM3.pdf>

Future Video      <http://www.futurevideo.com/fvoffers.htm>

You can order directly from these companies.

**Q2:** When creating a video file with video and audio, that is longer than one minute and thirty seconds, the audio sounds like a stuck record after that point.

**Answer:** File:Options:Advanced tab, select the "interleave audio and video" and set the "Pack audio rate" to at least 2 frames. If the problem persists, try lowering the data transfer rate.

**Q3:** When rendering or capturing video via Matrox G200 in MediaStudio, there is a 2GB limitation.

**Answer:** If you like to render or capture video over 2GB, it's met the VFW limitation. The 2Gb limitation is caused by Video for windows, the Matrox G200 is using Mjpeg compression codec for Video for window, so if you create video over 2GB, it will met that problem.

If you like to output your video over 2GB, please using preview function with mjpeg compression codec to output your video from your capture card.

## Usage Question

**Q1:** In earlier versions of MediaStudio Pro, I had the option to **create an image sequence**. This function seems to be missing in MediaStudio 5.0 Video Editor. Did you remove this function in MediaStudio Pro 5.0?

**Answer:** We did not remove this function, in fact we enhanced it in this new version. To create an image sequence from a video:

1. Click File/Create/Video File.
2. Select Ulead Image Sequence Files (UIS) from the Save As Type drop-down list and assign a destination and file name for the video.
3. If you want, enter a subject, description, and assign the project to the Production Library.

4. Click Options to view and change the properties as well as select whether to save only a portion or the entire project for the image sequence file.
5. Click OK to close the Video Save Options dialog box.
6. Click Select to choose an image to represent the file whenever selected in any open file dialog boxes. Click OK to close the dialog box.
7. Click Save to create the file.

The image sequence (i.e. sample\_1.bmp.....sample\_N.bmp) will be created in the directory. Additionally an image sequence file (i.e. sample.uis) will also be created. You can use this in Video Editor to insert image sequence to the timeline or to convert the Image Sequence to a video format.

**Q2:** How can I create streaming video for the Internet using MediaStudio Pro 5.0?

**Answer:** MediaStudio Pro 5.0 provides evaluation copies of Streaming Video encoders from 6 popular streaming video solution providers namely: ClearVideo, Netshow, RealVideo, VDO, VivoActive, and VXTREME. After you have created AVI files in MediaStudio Pro 5.0, you can encode these video files into streaming video format using the provided encoders.

**Q3:** How do I perform audio scrubbing from the timeline of the Video Editor?

**Answer:** To perform audio scrubbing, press the **shift** key while scrubbing the timeline.

**Q4:** Can I preview large video files in MediaStudio Pro 5.0?

**Answer:** Video for Windows has certain restrictions built in that will not allow for Preview of larger than 1 GB files. This will be fixed in future versions of ActiveMovie, but for not, best to restrict your files to 1 GB.

**Q5:** How can I display the complete path of a clip in the Video Editor timeline? When I right-click on the file to select Properties, it doesn't show the full path.

**Answer:** To display the complete path, open your Production Library Window, change the Gallery to "Media Clip", expand the "Media Clip" file directory until the Project directory together with all the files currently being used in the project is displayed. To view the complete properties of a video clip (including the complete source path), click on the Video directory and select the clip, then right click to select "Properties".

**Q6:** How come that in most of the transition effects dialog box, the x-y positioning entry box is grayed out?

**Answer:** Not all transition effects support spot-positioning. Only the following support this:  
Wipe: Box, Clock: Center, Wipe: Circle, Clock: Split, Wipe: Diamond, Clock: Sweep, Wipe: Puddle, Clock: Turn, Wipe: Star, Clock: Twist, 3D: Whirlpool.

**Q7:** I loaded a video into the timeline of Video Editor. However, when I right click on the clip, the Freeze Frame selection stays grayed-out. How can I activate the Freeze Frame command?

**Answer:** Most likely the clip you have an audio component associated with it. To be able to apply the Freeze Frame command on the clip, split the audio from the video via the "split" command on the right click of the mouse.

**Q8:** In MediaStudio Pro 5.0 CG Infinity, how can I apply a Moving Path from the Production Library to the object window without applying the colors, style, etc.?

**Answer:** To apply a Moving Path from the Production Library to the object window without the Key-frame attributes (colors, etc.), use the right click button to drag the moving path from the production library to the object. In the Paste Moving Path dialog box, select the "path attributes" and clear the "key-frame attributes" check boxes.

## **General Question**

**Q1:** Can we get the on-line manual (User Guide PDF file)?

**Answer:** If you can not find the User Guide PDF file on the Version 5.2 CD, or if you are VE version users and want to refer to the [Full version manual](#), you can download on-line User Guide (PDF format) in the desired language.

**Q2:** I lost my CD-ROM / my CD-ROM was damaged. Can I replace it or do I have to buy the product again?

**Answer:** **For Hardware Bundle (OEM) versions:**

If your Ulead software was lost or damaged, and it was included with other software on a single CD or included with a third-party hardware device or other software manufacturer's product (OEM), you must contact the OEM and have them provide a replacement kit for the proper media that came with the hardware device. The reason for this is that in addition to the Ulead product you received, the CD probably included other software and drivers that you need to use and operate the hardware device.



Unfortunately, Ulead will not be able to replace these CDs. You may want to consider checking the appropriate product pages on this site to learn about the latest version of the product that is similar to what originally came bundled with the hardware device. (All Ulead upgrades look for the previous version to be installed. If the CD was missing from the original bundle, only the OEM company can assist you.)

For questions related to installing or using Ulead software, please [contact tech support](#) at (310) 896-6391.

**For Retail Full & Upgrade versions:**

Replacement media for retail box owners are taken on a case-by-case basis. For information about Replacement media, please contact our Customer Service department at (310) 896-6396. You may be asked to provide the following information:

- Name and version number of the Ulead software that is being requested
- Your Full Name
- Address
- City, State, ZIP
- Phone Number
- Email address
- Serial number
- Photocopy of the sales receipt, documentation and/or License Agreement

There is a nominal, non-refundable charge for replacement media. Replacement media is available only for the most current retail and upgrade versions of the product, do not qualify for any special or rebates offers, and are limited to stock on hand. Replacement media is available for North and South American customers ONLY.