

Point-HD Trainer Support

Technical Bulletin - 24-01-2011 v1

[Windows 7 & Vista Installations 64/32 bit versions](#)

1. Side by Side error / Program not installed correctly errors

After installing POINT-HD Trainer on a computer running Vista or Windows 7, you may get error messages either "Side by Side" or "Program not installed correctly, try reinstalling". Do not reinstall POINT-HD Trainer as this will not resolve the problem, what you need to do is to install the Microsoft Visual C++ 2005 SP1 Redistributable Package (x86) with a file name: vc8redist_x86.exe, this file can be downloaded from Microsoft link:

<http://www.microsoft.com/downloads/en/details.aspx?FamilyID=200b2fd9-ae1a-4a14-984d-389c36f85647&displaylang=en>

This file is now included as part of the default POINT-HD Trainer installer from version 3340 onwards.

After installing the above file, reboot the computer and go to Microsoft updates to check and install any updates as recommended by Microsoft.

This runtime is not normally required on systems running XP SP3, but if installed it will not cause any problems.

2. UAC control

Scene files with lock icons, problems saving or opening files and Point-HD Trainer not responding errors.

In Windows 7 and Vista, you may experience one or more of the above problems or errors, this is caused by the User Access Control or UAC setting in Windows which prevents the user from writing or opening files which have been locked by Windows.

With UAC turned on, Point-HD Trainer isn't able to write to the scene files, Point-HD.ini files or recordings or snapshots into the folders located in the \Program Files path, therefore these errors are occurring.

Therefore starting with version 3340 the folders and point-hd.ini file have now been moved to My Documents /Point-HD - Trainer Documents so that users with UAC turned on can operate the Point-HD Trainer application without these issues.

It would be possible to have kept these folders within the \Program Files path by forcing UAC to be turned off, however since this may impact corporate users without access to the security settings etc, the decision has been made to change the folder and file locations.

Windows 7, Vista & XP Installations

Playback of Video Clips compressed in other CODECS

Point-HD now features the ability to playback video clips as a background within any Scene file template. Microsoft AVI playback is generally available without any errors, to playback video clips that have been encoded in various other formats requires the installation of various CODEC and Direct Show Filters.

It is recommended to install the following applications and filters to allow playback of a wide variety of video clips.

1. Install VLC - this installs various MPEG CODECS and filters, VLC can be downloaded from link:

<http://www.videolan.org/vlc/>

2. Install Klite Codec packs current version at time of this bulletin is K-Lite_Codec_Pack_680_Standard which is the 32 bit version, followed by KLCP_Update_682_20110115 both of these files should only be downloaded from known good sites such as Cnet or MajorGeeks, beware that there are rogue web sites listing Klite for downloads which may be infected, therefore **always** scan any files before installing with a virus checking program.

MajorGeeks web site link is:

http://majorgeeks.com/geek_search.html?cx=partner-pub-6960825562757852%3Anvij5e-rtf9&cof=FORID%3A11&ie=ISO-8859-1&q=klite&siteurl=majorgeeks.com%2F&siteurl=majorgeeks.com%2F#1487

3. For users running 64-Bit versions of Win7/Vista you can also optionally install the 64bit versions of the Klite, note for Point-HD you must have the 32bit version installed, the 64bit version is to allow the default Microsoft Media Player to playback video clips. 64Bit is not required for normal operation of Point-HD video playback.

X264VFW

Note that Point-HD Trainer now installs Divx and X264VFW CODECS as part of the installer, this is required to allow H264 recordings to be made from Point-HD Trainer.

Point-HD Trainer Uninstall / Upgrade to new version

1. If you need to upgrade the version of Point-HD Trainer currently installed, then first uninstall the existing version of Point-HD Trainer and also VFWX264, after uninstall has completed, goto control panel / add & remove programmes and also uninstall Divx items, next reboot the system.

After reboot, you can now proceed with running the new installer.

Flash Video / FLV clip playback

To playback FLV / Flash videos within Point-HD Trainer you need to download and install an additional CODEC, the required file can be downloaded from:

http://www.free-codecs.com/download_soft.php?d=4386&s=630

The file is a video splitter version 1.0.0.5 and this is used by the FFD Show application to decode video and audio to allow playback.

After downloading and installing the above file you need to go into the FFD Show configuration for both Audio and Video configurations and make sure under DirectShow Control, **you have set Multiple ffdshow instances set to No Limitations.**

After making these changes, you will need to **reboot** the computer in order for Point-HD Trainer to playback FLV video clips.

Launching Point-HD Trainer after install

It is recommended not to launch Point-HD Trainer application after just completing the installation, instead uncheck the Launch Point-HD Trainer which displays on the final screen of the installer, reboot the computer first and then launch the application.

Video Recording function in Point-Trainer

A new recording function has been added to the current version of Point-HD Trainer, which allows the user to record a video clip with voice over whilst annotating within the Trainer application. However to ensure correct recorded file it is important to make sure that not only the video codec / format is selected within the configuration but also the audio source and audio record codec, if no audio source is chosen then the recorded video file will playback at a very fast speed.

Point-HD Trainer uses the Audio sample clock rate to sync the images, therefore if no audio source or codec is selected then the PC's clock is used by default which results in a fast forward type recorded video.

Please also note that recordings may not be possible in all video and audio codec combinations, to add further that each codec may have several settings within the CODEC configurations that could be experimented with, therefore please experiment and test with the various codecs and settings to see what works best on your computer hardware, OS version.

Trainer - Not Responding after installation

After installing Point-HD trainer, in some cases when user clicks on new scene. edit or load or new sequence the windows file dialogue box does not open and trainer shows as not responding. This has also been seen on New scene and then when Background is clicked > still image then application hangs.

This problem is caused by the win7 user security settings, if user is not admin then windows 7 by default wont allow the application to read and write or modify.

Solution

Go to programe files folder on c drive > e-mediavision.com>point-HD Trainer > Point-HD Trainer.exe select this file and right click.

Choose properties and then click on Security tab, choose last person in Group or user names, Users, then click on Edit button, next, select Users (bottom of list) once more and in the box below - Permissions make sure all boxes are ticked to allow and none are set to Deny, then click OK and OK once more on the next screen.

Now run Point-HD Trainer from shortcut on desktop and all should be ok.

