

## Installation:

MainConcept MPEG Pro HD 4 can only be installed when Adobe Premiere Pro CS3 or CS4 is present on your system. During installation the plug-in needs to read some important information from the registry, in order to locate Premiere Pro and to know where to install itself.

Typically, you should not face any installation problems as long as your Premiere Pro version is installed properly. But unfortunately, there are cases where your action is required to help the MPEG Pro HD 4 installer to locate Premiere Pro.

### **1.) The installer displays a messages that it cannot locate Premiere Pro, because registry information is missing or wrong, and then quits:**

The installer looks for the key

*HKEY\_LOCAL\_MACHINE\SOFTWARE\Adobe\Premiere Pro\CurrentVersion*

and therein for a string value *Plug-InsDir* which contains the location of the Premiere Pro plug-in path and also indicates which version is installed, typically:

*C:\Program Files\Adobe\Common\Plug-ins\CS4\MediaCore*

or

*C:\Program Files\Adobe\Common\Plug-ins\CS3\MediaCore*

This key has been created or updated by the version of Premiere you have installed at last.

If this key and its value are missing in your registry or contain wrong information, this is caused either by an incomplete, interrupted installation of Premiere Pro, or that two versions of Premiere Pro had been installed on your system, and one has been uninstalled recently. Whenever a Premiere Pro version gets uninstalled, the key is removed

*HKEY\_LOCAL\_MACHINE\SOFTWARE\Adobe\Premiere Pro\CurrentVersion.*

### **You can repair this in two ways:**

- uninstall and reinstall Premiere Pro, which costs some time, but is the safest way.

- if you are an experienced user and know how to edit the registry, then you may create the key and value manually. You have to locate the correct plug-in path of your Premiere installation. There are actually two.

Important is, that the value of 'Plug-InsDir' directs to the folder “*..\Adobe\Common\Plug-ins\CS4\MediaCore*” (not to “*..\Adobe\Adobe Premiere Pro CS4\Plug-ins*”)!

The first part of the path, in this example “*C:\Program Files\..*”, may vary, depending on your operating system's language and the drive where Premiere Pro has been installed.

### **2.) You have installed both Premiere Pro CS3 and CS4 on your system and want MPEG Pro HD 4 to install itself for a specific Premiere Pro version, not the default one.**

Premiere Pro CS3 and CS4 can coexist on the same system, but CS3 must have been installed prior to CS4.

Read 1.) and understand all about the *CurrentVersion* registry entry.

Then locate it and edit the *Plug-InsDir* value.

If both, CS3 and CS4 are installed on the same drive it is quite easy, you just need to change the version part of the plug-in path, e.g.

*C:\Program Files\Adobe\Common\Plug-ins\CS4\MediaCore* to

*C:\Program Files\Adobe\Common\Plug-ins\CS3\MediaCore* or vice versa.

MPEG Pro HD 4 needs this registry information only during installation, so you can set it back to its original value once the installation has finished.

Note that MPEG Pro HD 4 cannot be installed on two Premiere Pro versions simultaneously, so you have to uninstall MPEG Pro HD 4 before you change the registry and then install it again.

### **Serial number issues:**

There had been reports that after entering valid serial numbers in the *MainConcept MPEG Pro Toolbox* on Windows Vista, the plug-in remained in demo mode. This issue is related to the UAC (User Account Control) of Windows Vista.

To overcome this, from version 4.0.1 of MPEG Pro HD onwards the serial number registration will happen on user level rather than system wide. If you intend to work with MPEG Pro on different user accounts, you will have to enter the serial numbers in the *MainConcept MPEG Pro Toolbox* once again for any of these accounts when logged in.

If you still encounter problems, please right-click the *MainConcept MPEG Pro Toolbox* icon on your desktop, and start it with **Run as Administrator**. Then a dialog appears that asks you if you want to allow starting the program. Please confirm, so that the *MainConcept MPEG Pro Toolbox* will start. Now enter your personal serial numbers as usual. Afterwards, the demo logo should be removed for the corresponding plug-in version.

### **AME (Adobe Media Encoder) & MPEG Pro HD 4 Export Crash:**

There are some reports that AME and MPEG Pro HD 4 will crash during the export of a project.

This is also a general issue of Premiere Pro CS4, because there is a crash in the "*PProHeadless.exe*". To avoid these crashes, please go to **Edit > Preferences > General** in Premiere Pro CS4 and set the option "**Optimize Rendering for:**" to "**Memory**". This is a known tweak to improve the stability of CS4 on many systems.