

Adobe Encore CS3 Troubleshooting

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Weblinks in exported Adobe Flash project do not work (Encore CS3)

Issue

When you play an Adobe Flash project exported from Adobe Encore CS3 that contains weblinks, nothing happens or you receive the following error message when the weblink is activated:

Adobe Flash Player has stopped a potentially unsafe operation. The following local application on your computer or network: <Flash project> is trying to communicate with this Internet-enabled location: <weblink location> To let this application communicate with the Internet, click Settings. You must restart the application after changing your settings.

Reason

The link points to a URL that is outside the domain where the Adobe Flash DVD is located.

Solution

Solution 1: Manually adjust the Adobe Flash Player security settings.

- 1 Open the Adobe Flash Player [Global Security Settings Panel](#).
- 2 Do one of the following:
 - If you would like to allow all weblinks to function as intended, select Always Allow.
 - If you would like only specific weblinks to function, do the following:
 - a Select Add Location from the Edit Locations menu.
 - b Type in the URL or location where the Flash DVD is located.
 - c Click Confirm.

For more information, see "How do I let local Adobe Flash content communicate with the Internet?" (TechNote [4c093f20](#)).

Solution 2: Create an mms.cfg file.

Note: This solution is for network administrators only.

You can create and distribute an mms.cfg file that automatically adjusts the security settings of all Adobe Flash Player installations on your network. For more information about how to create and configure the mms.cfg file, see the PDF file "[Adobe Flash Player 10 Security White Paper](#)."

Additional Information

The default security settings for Adobe Flash Player do not allow users to access a URL that is outside the domain of the current SWF file. For instance, if the SWF file is located at www.adobe.com, the weblink can only access URLs within the www.adobe.com domain (such as www.adobe.com/support/tutorial.swf). It cannot access URLs such as www.myflashdvd.com/tutorial.swf because it is on a different domain. Similarly, if the SWF file is located on your hard drive or on a CD, it cannot access any URLs on the Internet unless you change the security settings.

For more information about Adobe Flash Player security settings, see "How do I let local Adobe Flash content communicate with the Internet" (TechNote [4c093f20](#)) or Adobe Flash Player Online Help.

Troubleshoot preview and playback issues (Adobe Encore DVD 2.0)

What's covered

Beginning troubleshooting

Intermediate troubleshooting

Playback issues in Adobe Encore DVD 2.0 have a variety of symptoms. The following symptoms may occur when you use the preview feature, when you play video in the Monitor panel, when you play to an external device, or when you edit a menu or slide:

- Video or audio exhibits stuttered playback.
- Video or audio cut in and out.
- Audio is out of sync with video.
- Video displays as black in the monitor panel or after burned to disc.
- There are general redraw problems in the user interface.
- Encore DVD returns the error message, "Invalid requested time," when you transcode a file.

Beginning troubleshooting

1. Test the DVD on a variety of players.

Not all DVD players behave the same way. By testing the DVD on a variety of players, both set-top and software, you can determine if the problem is related to the DVD itself or just the player.

2. Make sure that the system meets the requirements for digital video.

Video may not play correctly if your system doesn't meet the following requirements:

- Intel Pentium 4, 1.4 GHz processor or faster
- Windows XP Professional or Home Edition with Service Pack 2
- 512 MB RAM (1 GB or more recommended)
- Hard disk with at least 16 GB of space for installation and ongoing work (RAID recommended for HDV/HD editing)
- 1280 x 1024 or greater color monitor resolution, 32-bit display adapter
- QuickTime 6.5 required to support import and export of QuickTime files
- Supported DVD burner *

-- Stereo sound card

* For a list of supported DVD burners, visit the Adobe website at www.adobe.com/products/encore/systemreqs.html.

3. Update video display card drivers.

Outdated or flawed video display card drivers may incorrectly display motion video and textures, or incorrectly report their ability to display motion video or textures to Adobe Encore DVD. Contact the video display card manufacturer for the latest display drivers and driver information.

4. Select an appropriate Playback Quality setting.

You can display playback in the Encore DVD Monitor panel at either High quality, Draft quality, or Automatic quality. By default, the Monitor panel displays video at High quality; that is, it displays all the pixels of each frame of video. When Encore DVD plays back unrendered video at High quality, the video may stutter or jerk. When you select Draft quality, Encore DVD always displays video at one-half resolution in the Monitor panel. When Draft quality is selected, playback is smooth but the image quality is affected. When you select Automatic quality for the Monitor panel, Encore DVD dynamically adjusts image resolution between High quality and Draft quality to best address the available system resources.

To choose the Monitor panel playback quality, select File > Preferences > General, and then select an appropriate Playback Quality setting.

5. Deselect the Automatic option in Audio/Video preferences.

1. Choose File > Preferences > Audio/Video Out.
2. Under Video Playback, deselect Automatic.
3. In order for the change in preference to take effect, you must close the Monitor panel and then reopen it.

The Automatic option is selected by default, allowing Encore DVD 2.0 to play video in a Standard Direct3D mode. When it is not selected, video plays in GDI mode.

6. Troubleshoot slideshow playback issues.

Many DVD players, both set-top and software, handle playback of slideshows differently. To conserve disc space, Encore DVD creates an MPEG I frame for each slide then assigns a duration for that frame based on the slide's duration. Many players cannot accurately display these and will instead display only a single frame of the image before reverting to a black screen for the duration of the slide.

If you are experiencing playback issues with your slideshow, be sure to play it back using a variety of players. If you determined that slideshow playback is the issue, then you can try the following workarounds to ensure the slideshow will playback correctly on all players:

Note: The following workarounds will increase the amount of space used on the DVD.

Add zooms or pans to each slide.

When you add a zoom or pan effect to a slide, Encore DVD will render the slide as a video file instead of an MPEG I frame with duration.

Create the slideshow in Premiere Pro.

You can import all of your slides into Premiere Pro and create a slideshow there, then export the file as an AVI, import it into your Encore DVD project, and add it to a timeline.

If you create the slideshow in Premiere Pro, users cannot manually advance through the slideshow the same way they can if it was created with the Encore DVD slideshow editor. However, if you add chapter points for each image, then viewers can skip ahead before the timeline automatically reaches the next image.

Create menus from each slide and link them.

By creating menus from each slide and linking them in the desired sequence, users will have complete control over when they can advance to the next image. You can set up invisible buttons with invisible highlights to give the impression that only the image is on screen, or you can include visible navigation elements for the next and previous slide, as well as any option that is available for a traditional menu.

If you create menus for each slide and link them, then you cannot have a continuous soundtrack playing throughout the slideshow. Menus can have audio but they are specific to each menu and will start from the beginning each time you access a new menu.

Intermediate troubleshooting

7. Optimize hard disks.

Optimize hard disks by defragmenting them, updating their drivers, and configuring the disk drives. These procedures improve playback speed and performance in Encore DVD. For further assistance with these tasks, contact the hardware manufacturer or an authorized repair service facility.

-- Defragment hard disks by running the Disk Defragmenter utility included with Windows or a third-party disk utility such as Symantec Norton Utilities. If you use external (non-system) disks for video, you can reformat them instead. Be aware that formatting erases all information on the disk. For instructions, see Windows Help or the documentation for the utility.

-- Update disk drivers to ensure that they aren't damaged or incompatible with the system. If a disk was formatted with a third-party disk utility, you must use the third-party disk utility for this procedure. For instructions, see the documentation that came with the utility.

8. Test digital video playback in a third-party digital video utility.

Play your video clips in an application other than Encore DVD to try to isolate the problem. If playback is problematic in an application other than Encore DVD, the problem is not with Encore DVD; troubleshoot your system or that video file.

9. Optimize Encore DVD.

For information about optimizing Encore DVD, see the Encore DVD User Guide, Online Help, and document, "Optimize performance of Encore DVD (on Windows XP)."

Additional Information

[332497](#) : Audio out of sync in Encore DVD 2.0

[332121](#) : Video Playback option in Audio/Video Out preferences (Encore DVD)

Troubleshoot errors or freezes when you burn DVD or Blu-ray discs (Encore CS3 on Mac OS)

What's covered

- [Initial troubleshooting](#)
- [Determine whether to troubleshoot the system or the project](#)
- [Troubleshoot hardware and system problems](#)

- [Troubleshoot the project](#)

This document can help you resolve problems that occur when you export projects to DVD or Blu-ray disc from Adobe Encore CS3. These problems can manifest themselves in many different ways, including (but not limited to) errors, freezes, and Adobe Encore CS3 unexpectedly quitting. If Adobe Encore CS3 returns an error message, search the Adobe Support knowledgebase for specific solution information before performing the tasks in this document.

To get the most from this document, perform the tasks in order. Keep track of the tasks you perform and the results of each, including errors or other problems. Adobe Technical Support can use this information to better assist you, should you need to contact us.

Note: To avoid wasting DVD or Blu-ray discs while you perform the tests described in this document that involve writing the project to DVD or Blu-ray disc, select Test Before Writing in the Make DVD or Blu-ray disc Disc dialog box before you export the project to disc. When you click Build, and Test Before Writing is selected, the application performs a test pass before writing to disc. If the test is successful, Adobe Encore CS3 writes to the disc. If the test fails, Adobe Encore CS3 returns an error message that gives you more information about why the test failed.

Initial troubleshooting

The tasks in this section can help you resolve the most common problems.

Always restart the computer after a system error occurs to refresh its memory. Continuing to work without restarting the computer may compound the problem.

1. Make sure that the system meets the minimum requirements.

To work successfully with Adobe Encore CS3, the system must meet the minimum requirements. If you typically work on large, complex projects, the system may benefit from enhancements such as additional RAM and hard-disk space. If you use a third-party analog-only or analog/DV capture card, make sure that the system also meets the requirements specified by the capture card manufacturer. The minimum system requirements for Adobe Encore CS3 are:

- Intel-based Apple Macintosh, desktop, iMac or MacBook Pro
- Mac OS X v.10.4.9
- 1 GB RAM
- 2.5 GB of available hard-disk space (5 GB free space required during installation)
- 1,280 x 960 video display with 32-bit color adapter
- SuperDrive for installation and DVD burning. Blu-ray burner required for creating Blu-ray discs.
- QuickTime 7.1.2 software required for multimedia features
- Internet or phone connection required for product activation
- Broadband Internet connection required for Adobe Stock Photos* and other services

* Online services, including, but not limited to, Adobe Stock Photos and Adobe Acrobat Connect, may not be available in all countries, languages, and currencies. Availability of services is subject to change. Use of online services is governed by terms and conditions of a separate agreement and may be subject to additional fees. For details, visit the Adobe website at www.adobe.com.

2. Make sure you use transcoding presets.

The DVD specification doesn't allow bitrates over 9.8 Mbps for video and audio combined. The Blu-ray specification doesn't allow bitrates over 48 Mbps for video and audio combined. Using a custom transcode setting can set a bitrate that is higher than the maximum allowed and may cause an error.

To make sure that you're using transcoding presets:

- 1 Select an untranscoded file in the Project panel and choose File > Transcode Settings to view the Transcode Settings list.
- 2 Check the Transcode Settings list to make sure you have selected one of the transcoding presets installed with Adobe Encore CS3.
- 3 Click OK.

3. Transcode project assets before you try to build a DVD or Blu-ray disc or folder.

Right-click the asset icon in the project, and then choose Transcode Now. If the error occurs during transcoding, there may be a problem with that particular media asset. Re-create the asset, and then replace the old version with the new version in your project.

Determine whether to troubleshoot the system or the project

If the initial troubleshooting tasks do not solve the problem, then this section can help you determine if the problem is caused by conflicts associated with file types or assets used in the project, or by a problem with the DVD or Blu-ray disc drive or another system-related issue.

4. Test the DVD or Blu-ray disc drive.

You can test the DVD or Blu-ray drive by building a simple project using the source files on the Training DVDs. Then choose File > Build > Disc to build a DVD or Blu-ray disc.

5. Disable autoplay for DVD or Blu-ray discs.

The autoplay feature may conflict with Adobe Encore CS3 and lead to errors.

To disable autoplay:

- 1 From the Apple menu, choose System Preferences.
- 2 Click CDs and DVDs.
- 3 Select Ignore from the drop-down menu for all options.
- 4 Close the System Preferences dialog.

6. Try burning a DVD or Blu-ray disc in another application.

If you are unable to burn a DVD or Blu-ray disc in another application, the DVD or Blu-ray drive or associated drivers may be causing the error. Contact the manufacturer for support information about the DVD or Blu-ray drive. You can also build an Image from Adobe Encore CS3 and use another DVD or Blu-ray burning application to test that image.

7. Close any other DVD or Blu-ray disc applications.

If other applications that access the driver for the DVD or Blu-ray drive are running at the same time as Adobe Encore CS3, they can conflict with Adobe Encore CS3 and cause errors. Close any other DVD or Blu-ray disc applications and restart the computer before building the project to ensure that they are not interfering with Adobe Encore CS3.

If closing other applications and restarting the computer does not work, remove other DVD or Blu-ray disc burning applications and restart the computer. (Removing the applications may be necessary to remove conflicting drivers.)

Troubleshoot hardware and system problems

The following procedures will help you isolate possible conflicts with hardware devices, system settings, or with other applications on the system.

8. Make sure that you use the correct DVD or Blu-ray disc type.

DVD or Blu-ray drives only support the disc formats for which they are designed. For more information about the disc formats your DVD or Blu-ray drive supports, contact the manufacturer.

Certain DVD or Blu-ray drives may not work well with some brands of DVD or Blu-ray media, and some brands may not work as well with Adobe Encore CS3 as they do with other applications. You can check the compatibility of different brands of DVD or Blu-ray discs and drives on the Video Help website at www.videohelp.com/dvdmedia.

9. Completely erase all DVD or Blu-ray discs before building your project.

If you use a rewritable DVD or Blu-ray disc, use a third-party utility to perform a full erase of the disc before you build the project.

10. Make sure that the project size does not exceed the disc capacity.

If the project is larger than the maximum capacity of the DVD or Blu-ray disc you use, you won't be able to export it to DVD or Blu-ray disc. You can check the capacity of the disc in the Build panel in Adobe Encore CS3.

11. Update the firmware for the DVD or Blu-ray disc drive.

Contact the manufacturer to ensure that you are using the most recent firmware.

12. Try building the project using a lower write speed.

Choose a lower speed from the Write Speed menu in the Build panel.

13. Disable any additional DVD or Blu-ray drives.

If additional DVD or Blu-ray drives are connected to the computer, they may cause errors in Adobe Encore CS3. Disconnect any additional DVD or Blu-ray drives before building the Adobe Encore CS3 project to ensure that they aren't interfering with the drive you use.

14. Run Encore with the Login Items disabled for the user account.

To disable nonessential extensions located in the user accounts Login Items folder, press Shift while you restart the computer. Pressing Shift disables any applications that are in the Login Items folder.

15. Run Encore while no other applications are running.

To maximize available RAM and reduce the chance that another application may conflict with Encore, force quit open applications, and then restart Encore.

To force quit open applications:

- 1** Choose Force Quit from the Apple menu.
- 2** In the Force Quit Applications dialog box, select an application, and then click Force Quit. **Note:** Don't select the Finder, which is the core Mac OS X component.
- 3** Click Force Quit again when Mac OS X returns the alert "Do you want to force [application] to quit?"

Restart Encore, try to re-create the error, and continue as follows:

- If the error doesn't occur, the application you selected in step 2 conflicts with Encore.
- If the error occurs, repeat steps 3-4; or, if you've quit all open applications, proceed to the next task.

The following demonstration illustrates how to force quit an application.

Troubleshoot the project

Certain file types and assets may return errors in Adobe Encore CS3. The following procedures will help you isolate possible conflicts associated with file types and assets.

If you haven't done so already, perform troubleshooting tasks 1-4, then perform [task 14](#) , "Run Encore with the Login Items disabled for the user account.," and [task 15](#) , "Run Encore while no other applications are running" before you proceed with the tasks in this section.

16. Troubleshoot file formats used in your project.

- 1 Create a new project.
- 2 Import a DVD or Blu-ray-compliant AVI file that you created and then add it to a new timeline.
- 3 Build the project to DVD or Blu-ray disc.
 - If the build fails, the problem may be the AVI file. If you've used a third-party capture card with a proprietary digital video codec, reexport the file from the video editing application (for example, Adobe Premiere Pro) as a standard Microsoft DV AVI for DVD or Microsoft AVI for Blu-ray.
 - If the build is successful, import additional file formats (for example, WAV, PSD, or MP3) to the new project from the original (problem) project, and then build to DVD or Blu-ray disc with each new type. Import files from different locations on the computer until you can verify whether a certain file type or disc location causes the build to fail. Problem file types may include the following:
 - MOV: Re-create these files or convert them to AVI files.
 - MP3: Convert these files to WAV files.
 - MP4: Re-create or recapture these files.
 - MPEG-2: Re-create these files if the bitrate is too low.
 - Multiplexed MPEGs: Demultiplex the files or export them again from your video editing application as two separate files (elementary streams: M2V and WAV). If you're working with high-definition footage, recapture the files.
 - PSD files: resave these files with a different file name. Do not embed a color profile and save it as an 8-bit, RGB file.
 - WAV: Transcode these files if they're labelled N/A in the Transcode Settings column.
- 4 Once you find the problem element, replace it in the original project.

17. Troubleshoot assets used in the project.

- 1 Create a copy of the project:
 - a Close the project.
 - b Locate the saved project file on the computer, and then copy the project file and the project folder to a new location.
 - c Record the name and location of the original project file and project folder, and then rename them.
 - d Move the new copies to the same location as the original project file and project folder.
- 2 Remove individual assets to determine if one is causing errors.**Note:** Problem files may include the following:
 - MOV: Re-create these files or convert them to AVI files.
 - MP3: Convert these files to WAV files.
 - MP4: Re-create or recapture these files.
 - MPEG-2: Re-create these files if the bitrate is too low.
 - Multiplexed MPEGs: Demultiplex the files or export them again from your video editing application as two separate files (elementary streams: M2V and WAV). If you're working with high-definition footage, recapture the files.

- PSD files: resave these files with a different file name. Do not embed a color profile and save it as an 8-bit, RGB file.
 - WAV: Transcode these files if they're labelled N/A in the Transcode Settings column.
 - Playlists
 - Chapter playlists (version 2.0 only)
 - Slideshows (version 2.0 only)
 - Assets that use overrides
- a** Open the new copy of the project.
 - b** Remove background video or video buttons from the menu(s), and then build to DVD or Blu-ray disc. If the build is successful, one or more of the animations may be causing the error.
 - If the menu loop duration is very short, add a second to it and try again.
 - Reimport, relink, or retranscode the video background or buttons.
 - c** Remove links to audio files from the menus and then build to DVD or Blu-ray disc. If the build is successful, audio files may be causing the error. Reimport, relink, or recreate the audio files.
 - d** Remove the timelines from the project and then build to DVD or Blu-ray disc. If the build is successful, timelines may be causing the error. Re-create the problem timeline or troubleshoot problems in the timeline. To troubleshoot problems in the timeline:
 - Repeat step 1 to create another copy of the original project.
 - Check the timeline for markers that are within several frames of the beginning or the end of a video clip, or for an individual marker inadvertently left behind when you trimmed a video clip. Delete or move the markers.
 - Build to DVD or Blu-ray disc.
 - If the problem persists, delete a track of subtitles and then build to DVD or Blu-ray disc.
- 3** Once you find the problem element, replace it in the original project:
 - a** Delete the copy of the project.
 - b** Rename the original project file and project folder to the original name you recorded in step 1.
 - c** Open the project and remove or replace the problem element.

For more extensive information about troubleshooting projects, see "Troubleshoot damaged projects in Encore CS3 on Mac OS" (TechNote [kb401283](#)).

Troubleshoot errors or freezes when you burn DVD or Blu-ray discs (Encore on Windows)

What's covered

- [Initial troubleshooting](#)
- [Determine whether to troubleshoot the system or the project](#)
- [Troubleshoot hardware and system problems](#)
- [Troubleshoot the project](#)

This document can help you resolve problems that occur when you export projects to DVD or Blu-ray disc from Adobe Encore. These problems can manifest themselves in many different ways, including (but not limited to) the following: errors, freezes, and Adobe Encore unexpectedly quitting. If Adobe Encore returns an error message, search the Adobe Support knowledgebase for specific solution information before performing the tasks in this document.

To get the most from this document, perform the tasks in order. Keep track of the tasks you perform and the results of each, including errors or other problems. Adobe Technical Support can use this information to better assist you, should you need to contact us.

Note: To avoid wasting DVD or Blu-ray discs while you perform the tests described in this document that involve writing the project to DVD or Blu-ray disc, select Test Before Writing in the Make DVD or Blu-ray disc Disc dialog box before you export the project to disc. When you click Build, and Test Before Writing is selected, the application performs a test pass before writing to disc. If the test is successful, Adobe Encore writes to the disc. If the test fails, Adobe Encore returns an error message that gives you more information about why the test failed.

Initial troubleshooting

The tasks in this section can help you resolve the most common problems.

Always restart the computer after a system error occurs to refresh its memory. Continuing to work without restarting the computer may compound the problem.

1. Make sure that the system meets the minimum requirements.

To work successfully with Adobe Encore, the system must meet the minimum requirements. If you typically work on large, complex projects, the system may benefit from enhancements such as additional RAM and hard-disk space. If you use a third-party analog-only or analog/DV capture card, make sure that the system also meets the requirements specified by the capture card manufacturer. The minimum system requirements for Adobe Encore are:

- Intel Pentium 4, Intel Centrino, Intel Xeon, Intel Core Duo or compatible processor with SSE2 support
- Microsoft Windows XP with Service Pack 2, Windows Vista Home Premium, Business, Ultimate, or Enterprise (certified for 32-bit editions only)
- 1 GB of RAM minimum
- 2.0 GB of available hard-disk space (5 GB free space required during installation)
- 1,280 x 1024 minimum monitor resolution with 32-bit color adapter
- DVD-ROM drive required for installation. DVD Burner or Blu-ray burner required for creating discs.
- QuickTime 7 software required for multimedia features
- Internet or phone connection required for product activation
- Broadband Internet connection required for Adobe Stock Photos* and other services
- Microsoft DirectX-compatible sound card (multichannel ASIO compatible sound card for surround sound)

* Online services, including, but not limited to, Adobe Stock Photos and Adobe Connect, may not be available in all countries, languages, and currencies. Availability of services is subject to change. Use of online services is governed by terms and conditions of a separate agreement and may be subject to additional fees. For details, visit the Adobe website at www.adobe.com.

2. Make sure you use transcoding presets.

The DVD specification doesn't allow bitrates over 9.8 Mbps for video and audio combined. The Blu-ray specification doesn't allow bitrates over 48 Mbps for video and audio combined. Using a custom transcode setting can set a bitrate that is higher than the maximum allowed and may cause an error.

To make sure that you're using transcoding presets:

- 1 Select an untranscoded file in the Project panel and choose File > Transcode Settings to view the Transcode Settings list.
- 2 Check the Transcode Settings list to make sure you have selected one of the transcoding presets installed with Adobe Encore.
- 3 Click OK.

3. Install the latest driver for the display card or adjust the display settings.

Contact the display card manufacturer to obtain the latest driver.

Certain display cards may work better if you decrease the hardware acceleration and then restart Windows, or if you change the color depth of the monitor to 16-bit display mode. For instructions, see Windows Help.

4. Transcode project assets before you try to build a DVD or Blu-ray disc or folder.

Right-click the asset icon in the project, and then choose Transcode Now. If the error occurs during transcoding, there may be a problem with that particular media asset. Re-create the asset, and then replace the old version with the new version in your project.

Determine whether to troubleshoot the system or the project

If the initial troubleshooting tasks do not solve the problem, this section can help you determine if the problem is caused by conflicts associated with file types or assets used in the project, or by a problem with the DVD or Blu-ray disc drive or another system-related issue.

5. Test the DVD or Blu-ray disc drive.

You can test the DVD or Blu-ray drive by building a simple project using the source files on the Training DVDs. Then choose File > Build > Disc to build a DVD or Blu-ray disc.

6. Disable Windows AutoPlay for DVD or Blu-ray discs.

The Windows AutoPlay feature may conflict with Adobe Encore and lead to errors. For more information about disabling Autoplay, see Windows Help.

7. Try burning a DVD or Blu-ray disc in another application.

If you are unable to burn a DVD or Blu-ray disc in another application, the DVD or Blu-ray drive or associated drivers may be causing the error. Contact the manufacturer for support information about the DVD or Blu-ray drive. You can also build an Image from Adobe Encore and use another DVD or Blu-ray burning application to test that image.

8. Close any other DVD or Blu-ray disc applications.

If other applications that access the driver for the DVD or Blu-ray drive are running at the same time as Adobe Encore, they can conflict with Adobe Encore and cause errors. Close any other DVD or Blu-ray disc applications and restart the computer before building the project to ensure that they are not interfering with Adobe Encore.

If closing other applications and restarting the computer does not work, remove other DVD or Blu-ray disc burning applications and restart the computer. (Removing the applications may be necessary to remove conflicting drivers.)

Troubleshoot hardware and system problems

The following procedures will help you isolate possible conflicts with hardware devices, system settings, or with other applications on the system.

9. Make sure that you use the correct DVD or Blu-ray disc type.

DVD or Blu-ray drives only support the disc formats for which they are designed. For more information about the disc formats your DVD or Blu-ray drive supports, contact the manufacturer.

Certain DVD or Blu-ray drives may not work well with some brands of DVD or Blu-ray media, and some brands may not work as well with Adobe Encore as they do with other applications. You can check the compatibility of different brands of DVD or Blu-ray discs and drives on the Video Help website at www.videohelp.com/dvdmedia.

10. Completely erase all DVD or Blu-ray discs before building your project.

If you use a rewritable DVD or Blu-ray disc, use a third-party utility to perform a full erase of the disc before you build the project.

11. Make sure that the project size does not exceed the disc capacity.

If the project is larger than the maximum capacity of the DVD or Blu-ray disc you use, you won't be able to export it to DVD or Blu-ray disc. You can check the capacity of the disc in the Build panel in Adobe Encore.

12. Update the firmware for the DVD or Blu-ray disc drive.

Contact the manufacturer to ensure that you are using the most recent firmware.

13. Try building the project using a lower write speed.

Choose a lower speed from the Write Speed menu in the Build panel.

14. Disable any additional DVD or Blu-ray drives.

If additional DVD or Blu-ray drives are connected to the computer, they may cause errors in Adobe Encore. Disconnect any additional DVD or Blu-ray drives before building the Adobe Encore project to ensure that they aren't interfering with the drive you use.

15. Disable startup items and services.

Antivirus software, firewall software, anticrash software or other applications and services that are typically loaded when Windows starts may interfere with the DVD or Blu-ray burning process. You can temporarily disable non-essential startup items and services from loading by using the Windows System Configuration Utility.

To disable startup items and services:

- 1** Quit all applications.
- 2** Do one of the following:
 - a** In Windows XP, choose Start > Run, type **msconfig** in the Open box, and then click OK.
 - b** In Windows Vista, choose Start, type **msconfig** in the Search box, and then press Enter.
- 3** On the Startup tab, click Disable All.
- 4** Select startup items that are essential for testing the problem (for example, any capture card related files or utilities such as the DigiCtrl service required by the Matrox RTX10 and RTX100 cards). If you are unsure if an item is essential, leave it selected.
- 5** On the Services tab, select Hide All Microsoft Services, and then click Disable All.
- 6** Click OK, and then click Restart.
- 7** Once Windows has restarted, right-click and close or disable any items in the Notification area.

If you are completing these steps as part of task 19, you can [return to that task to finish the remaining steps](#) . Otherwise, continue with the steps below.

Then, try to re-create the problem:

- If the problem no longer occurs, one of the startup items conflicts with Adobe Encore. Re-enable startup items one at a time, restarting each time until you determine which item conflicts with Adobe Encore. Contact that item's developer to see if an update is available.
- If the problem recurs, startup items are not the cause of the problem and you can reenoble them using the steps below.

To re-enable startup items:

1 do one of the following:

- In Windows XP, choose Start > Run, type **msconfig** in the Open box, and then click OK.
- In Windows Vista, choose Start, type **msconfig** in the Search box, and then press Enter.

2 On the General tab, select Normal Startup.

3 Click OK, and then click Restart.

16. Disable the IMAPI CD-Burning COM Service. (Windows XP Only)

Note: In Windows Vista, the IMAPI service is implemented differently and is not loaded as a background service.

If Adobe Encore returns an error that indicates the DVD or Blu-ray drive is in use by another application, disable the IMAPI CD-Burning COM Service.

Note: Disabling the IMAPI CD-Burning COM Service disables the ability to natively burn CD-R/RWs in Windows XP.

To disable the IMAPI CD-Burning COM Service:

1 Choose Start > Settings > Control Panel, and then double-click Administrative Tools.

2 Double-click Services.

3 Right-click IMAPI CD-Burning COM Service and choose Properties.

4 Choose Disabled from the Startup Type list.

5 Click Start, and then click OK.

Try to export an Adobe Encore project to DVD or Blu-ray disc. If you're able to do so without error, you can reenoble the IMAPI CD-Burning COM Service. To reenoble the IMAPI CD-Burning COM Service, repeat steps 1-5, but choose Automatic from the Startup Type list in step 4.

17. Switch the DVD drive controller to DMA Mode.

DMA (Direct Memory Access) and PIO (Program Input/Output) are used for data transfer. Drives that are set to use PIO instead of DMA require more CPU cycles and transfer data more slowly than drives using DMA. By selecting DMA for the DVD or Blu-ray disc drive, you may increase the drive's performance and reduce the likelihood of errors.

Note: DMA must be enabled in the system BIOS before you can complete this procedure. See the computer or motherboard documentation for additional information.

To select DMA for the DVD or Blu-ray drive:

1 Do one of the following:

- In Windows XP, choose Start > Settings > Control Panel, and then double-click Administrative Tools.
- In Windows Vista, choose Start > Control Panel, and then double-click Administrative Tools.

2 Double-click Computer Management.

3 Expand System Tools, and then click Device Manager.

- 4 Expand IDE ATA/ATAPI Controllers.
- 5 Double-click an IDE controller.
- 6 On the Advanced Settings tab, choose DMA If Available from the Transfer Mode list.
- 7 Click OK.
- 8 Repeat steps 5-7 for each IDE controller in the IDE ATA/ATAPI Controllers list.

18. Refresh the DVD drivers list in the Windows registry.

Note: This task applies to DVD drives only. If your issue is related to a Blu-ray drive, skip this task.

Installation of other DVD or Blu-ray and CD-burning applications may alter the drivers list in the Windows registry. Refreshing this list may resolve problems accessing the DVD or Blu-ray drive from Adobe Encore.

Disclaimer: The registry contains system-related information that is critical to your computer and applications. Before modifying the registry, be sure to make a backup copy of it. Adobe doesn't provide support for problems that arise from improperly modifying the registry. Adobe strongly recommends that you have experience editing system files before you modify the registry. For information on the Windows Registry Editor, see the Windows documentation or contact Microsoft Technical Support.

To refresh the DVD or Blu-ray drivers list in the Windows registry:

- 1 Remove Adobe Encore.
- 2 Do one of the following:
 - In Windows XP, choose Start > Run, type **regedit** in the Open box, and then click OK.
 - In Windows Vista, choose Start, type **regedit** in the Search box, and then press Enter.
- 3 Select the HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Class\{4D36E965-E325-11CE-BFC1-08002BE10318} registry key.
- 4 Choose File > Export, enter a name and location for the backup registry key, and then click Save.
- 5 In the right panel of the Registry Editor, select the LowerFilters line and press Delete.
- 6 Select the UpperFilters line and press Delete.
- 7 Close the Registry Editor.
- 8 Restart Windows.
- 9 Reinstall Adobe Encore.
- 10 Restart Windows.

Note: If this solution doesn't resolve the problem, you can restore the DVD or Blu-ray disc drivers list in the Windows registry by double-clicking the registry key you exported in step 4 and restarting Windows.

19. Reinstall Adobe Encore in Diagnostic mode.

Device drivers and software that loads automatically with Windows (for example, screen savers and virus protection utilities) can conflict with the Encore installer and cause problems in Encore. To prevent conflict, reinstall Encore while Windows is in diagnostic mode. In diagnostic mode, nonstandard device drivers and startup software are disabled.

Note: The following troubleshooting steps will revert the system to Normal Startup conditions (all services and startup items turned on). If you have previously customized your system startup you will need to implement those changes again.

To install Encore in diagnostic mode:

- 1 Log on to the system with an Administrator account and insert the Encore installation DVD into the DVD-ROM drive.
- 2 Copy the Adobe Encore folder on the installation DVD to the desktop.
- 3 Disable startup items by following [steps 1-7 in task 15, above](#) .
- 4 Start the Encore installer (Setup.exe) in the Encore folder, and then follow the on-screen instructions.
- 5 Restart the system after you install Encore.
- 6 When the System Configuration Utility Window appears, select Normal Startup and restart the system a final time.

Troubleshoot the project

Certain file types and assets may return errors in Adobe Encore. The following procedures will help you isolate possible conflicts associated with file types and assets.

If you haven't done so already, perform troubleshooting tasks 1-4, then perform [task 15](#) , "Disable startup items and services," and [task 19](#) , "Reinstall Adobe Encore in Diagnostic mode," before you proceed with the tasks in this section.

20. Troubleshoot file formats used in your project.

- 1 Create a new project.
- 2 Import a DVD or Blu-ray-compliant AVI file that you created and then add it to a new timeline.
- 3 Build the project to DVD or Blu-ray disc.
 - If the build fails, the problem may be the AVI file. If you've used a third-party capture card with a proprietary digital video codec, reexport the file from the video editing application (for example, Adobe Premiere Pro) as a standard Microsoft DV AVI for DVD or Microsoft AVI for Blu-ray.
 - If the build is successful, import additional file formats (for example, WAV, PSD, or MP3) to the new project from the original (problem) project, and then build to DVD or Blu-ray disc with each new type. Import files from different locations on the computer until you can verify whether a certain file type or disc location causes the build to fail. Problem file types may include the following:
 - MOV: Re-create these files or convert them to AVI files.
 - MP3: Convert these files to WAV files.
 - MP4: Re-create or recapture these files.
 - MPEG-2: Re-create these files if the bitrate is too low.
 - Multiplexed MPEGs: Demultiplex the files or export them again from your video editing application as two separate files (elementary streams: M2V and WAV). If you're working with high-definition footage, recapture the files.
 - PSD files: resave these files with a different file name. Do not embed a color profile and save it as an 8-bit, RGB file.
 - WAV: Transcode these files if they're labelled N/A in the Transcode Settings column.
- 4 When you find the problem element, replace it in the original project.

21. Troubleshoot assets used in the project.

- 1 Create a copy of the project:
 - a Close the project.

- b** Locate the saved project file on the computer, and then copy the project file and the project folder to a new location.
 - c** Record the name and location of the original project file and project folder, and then rename them.
 - d** Move the new copies back to the same location as the original project file and project folder.
- 2** Remove individual assets to determine if one is causing errors. **Note:** Problem files may include the following:
- MOV: Re-create these files or convert them to AVI files.
 - MP3: Convert these files to WAV files.
 - MP4: Re-create or recapture these files.
 - MPEG-2: Re-create these files if the bitrate is too low.
 - Multiplexed MPEGs: Demultiplex the files or export them again from your video editing application as two separate files (elementary streams: M2V and WAV). If you're working with high-definition footage, recapture the files.
 - PSD files: resave these files with a different file name. Do not embed a color profile and save it as an 8-bit, RGB file.
 - WAV: Transcode these files if they're labelled N/A in the Transcode Settings column.
 - Playlists
 - Chapter playlists (version 2.0 only)
 - Slideshows (version 2.0 only)
 - Assets that use overrides
- a** Open the new copy of the project.
 - b** Remove background video or video buttons from the menu(s), and then build to DVD or Blu-ray disc. If the build is successful, one or more of the animations may be causing the error.
 - If the menu loop duration is very short, add a second to it and try again.
 - Reimport, relink, or retranscode the video background or buttons.
 - c** Remove links to audio files from the menus and then build to DVD or Blu-ray disc. If the build is successful, audio files may be causing the error. Reimport, relink, or recreate the audio files.
 - d** Remove the timelines from the project and then build to DVD or Blu-ray disc. If the build is successful, timelines may be causing the error. Re-create the problem timeline or troubleshoot problems in the timeline. To troubleshoot problems in the timeline:
 - Repeat step 1 to create another copy of the original project.
 - Check the timeline for markers that are within several frames of the beginning or the end of a video clip, or for an individual marker inadvertently left behind when you trimmed a video clip. Delete or move the markers.
 - Build to DVD or Blu-ray disc.
 - If the problem persists, delete a track of subtitles and then build to DVD or Blu-ray disc.
- 3** Once you find the problem element, replace it in the original project:
- a** Delete the copy of the project.
 - b** Rename the original project file and project folder to the original name you recorded in step 1.
 - c** Open the project and remove or replace the problem element.

22. Troubleshoot end of file error

The end of file error can occur when the video and audio assets on a timeline are not of the same duration. If assets in the project are transcoded with non-Adobe software, re-transcode them using Encore to ensure they fully comply with the DVD/Blu-ray specifications.

For more extensive information about troubleshooting projects, see "Troubleshoot damaged projects in Adobe Encore on Windows" (TechNote [kb402296](#)).

Troubleshoot damaged projects in Encore CS3 on Windows

What's covered

- [Troubleshoot issues in an open project](#)
- [Troubleshoot issues opening a specific project](#)
- [Troubleshoot issues opening any project](#)

This document can help you resolve errors that occur when you open or work in Adobe Encore CS3. Errors can manifest themselves in many ways, including (but not limited to) the following:

- An error occurs when you perform a certain action in Adobe Encore, such as importing a file or previewing a project.
- A project file does not open or opens incorrectly.
- An error occurs when you open a project in Adobe Encore.

A damaged project may be caused by corrupt elements in the project or its assets or by problems between Encore and the system. Occasionally, a project can be damaged beyond repair and you must re-create it. However, the steps in this troubleshooting guide can help you repair your project by identifying potential problem areas and how to fix them.

To benefit most from this document, perform the tasks of each relevant section in order. Always restart the computer after a system error occurs to refresh its memory. Continuing to work without restarting the computer may compound the problem. Keep track of the tasks you perform and the results of each, including errors or other problems. Adobe Technical Support can use this information to better assist you, should you need to contact us.

Note: The procedures in this document are based on the default interface of Windows. If the interface is customized, some procedures will vary.

Some of these procedures require you to locate hidden files and hidden folders. Some procedures require you to locate files by their full file names, which include extensions (for example, `example_filename.ini`). By default, Windows Explorer doesn't show hidden files, hidden folders, and file name extensions that it recognizes.

To show hidden files, hidden folders, and all file name extensions in Windows XP:

- 1 In Windows Explorer, choose Tools > Folder Options.
- 2 Click the View tab in the Folder Options dialog box.
- 3 In Advanced Settings, select Show Hidden Files And Folders.
- 4 Deselect Hide File Extensions For Known File Types.
- 5 Click OK.

The demonstration below illustrates how to show hidden files and folders.

To show hidden files, hidden folders, and all file name extensions in Windows Vista:

- 1 In Windows Explorer, choose Organize > Folder And Search Options.
- 2 Click the View tab in the Folder Options dialog box.
- 3 In Advanced Settings, select Show Hidden Files And Folders.
- 4 Deselect Hide Extensions For Known File Types.
- 5 Click OK.

The demonstration below illustrates how to show hidden files and folders.

Troubleshoot issues in an open project

If you experience issues while working in a project, then try the following troubleshooting tasks. Before you complete these tasks, make a copy of your project and troubleshoot this copy instead. That way, if you determine that completing a section did not fix the issue, you can return to the original project with all its settings intact.

Note: Testing a project may require burning a DVD. Use a rewritable DVD (DVD-RW or DVD+RW) to avoid wasting DVD media. You can also choose to burn to an image or folder instead, although you may need additional software to test playback.

1. Troubleshoot subtitles.

Working with subtitles can be very memory-intensive and can cause errors and performance issues. Try the following troubleshooting steps to determine if subtitles are causing the issue:

- Ensure that all subtitle bounding boxes are within the video frame.
- Turn off Faux Bold and Faux Italic formatting.
- Choose a simple font such as Arial or Times New Roman.
- Reduce the font size.
- Delete one or more subtitle tracks.

2. Delete transcoded files.

If you transcoded assets in the project using the Transcode Now command, deleting the transcoded reference files may solve the problem.

Important: Before you delete any transcoded reference files, right-click each asset in the Project panel and choose Revert To Original. You should also make sure you have removed all motion menu elements and settings as described in troubleshooting task 4 below, "Remove motion menu elements and reset their associated settings."

To delete transcoded files:

- 1 In Windows Explorer, open the project folder and then the Sources folder.
- 2 Delete any folders with a name that ends in "_ses".
- 3 Open the Transcodes folder, choose Edit > Select All, and press Delete.
- 4 Delete cached media files as described in task 10 "Delete cached media files" below.

3. Remove overrides from all assets.

If overrides are not used correctly they can create conflicts in the DVD navigation that can produce errors. You should remove all overrides in the project as described below, testing after each step to see if the problem recurs. If the problem does not recur after clearing overrides on a particular asset type, one of the overrides on that asset type is probably the cause. Reset the overrides one by one, testing after each, to determine which override is causing the problem.

Note: If an end action is not set for a particular asset, the Override field in the Properties panel will be greyed out. If you select multiple assets, some that have end actions and some that don't, the Override field will be accessible.

To quickly remove all overrides:

- 1 In the Menu Panel, choose Edit > Select All, click the Override field in the Properties panel and then press Delete. This will clear the overrides on all menus.
- 2 With all the menus still selected, click one of the buttons in the lower half of the Menu Panel and choose Edit > Select All. Click the Overrides field in the Properties panel and press Delete to clear the overrides on all menu buttons.
- 3 In the Project panel, select all Timelines, click the Overrides field in the Properties panel and then press Delete.
- 4 Repeat step 3 for Slideshows, Chapter Playlists, and Chapters.

4. Remove motion menu elements and reset their associated settings.

To determine if motion menus are causing the problem, remove motion menu backgrounds, animated buttons, and transitions, and then reset the Duration and Loop settings.

To remove motion menu backgrounds, animated buttons, and transitions:

- 1 In the Menu panel, choose Edit > Select All to select all the menus.
- 2 On the Motion tab of the Properties panel, do the following:
 - a Click the Video field and press Delete.
 - b Click the Audio field and press Delete.
 - c Set the Duration to 00;00;00;00.
 - d Select Hold Forever.
 - e Deselect Animate Buttons.
 - f Choose None from the Loop # drop-down menu.
- 3 With all the menus still selected in the Menu panel, click one of the buttons in the lower half and choose Edit > Select All to select all the buttons on every menu.
- 4 On the Transition tab of the Properties panel, click the Asset field and press Delete.

If removing motion menus elements and settings fixes the issue, reapply them one by one, testing each time, to determine which asset or setting is causing the problem.

5. Determine if individual media files are causing the problem.

Individual media files may cause the problem in your project. To determine if an individual file is causing the problem, unlink all of the files, and then relink them one at a time to see if one of them re-creates the problem.

To unlink media files:

- 1 Close your project.
- 2 Move your source files (video, audio, still files) to a different location on your hard drive.
- 3 Open your project. You will see a Where Is File [filename]? dialog box. Click Skip All to open the project with all the media in offline status.

To relink media files and determine if one of the files causes the problem:

- 1 Select an offline asset in the Project panel. Offline assets appear in italics.
- 2 Choose File > Locate Asset.
- 3 Locate the associated file on your hard drive and click Select.
- 4 Play back the clip in the timeline to verify it is working correctly.
- 5 Repeat this process with all of your media until you encounter a problem with one of the media files.
- 6 Close the project and reopen it. Click Skip All once again.
- 7 Choose File > Import As > Asset to try to import the problem file. If it comes in, then the file is good but the link to it was bad. If importing the file causes an error, crash, or freeze, then you need to re-create or rerender it and re-import it into the project using the Locate Asset feature.

Note: The Locate Asset feature is useful if you want to preserve the editing on the timeline.

6. Determine if individual asset types are causing the problem.

Individual asset types may cause the problem in your project. To determine if an asset type is causing the problem, delete them from the project and then re-create them one at a time to see if one of them re-creates the problem.

To determine if individual asset types are causing the problem, remove them from the project and then build to DVD. If the build is successful, that asset type may be causing the error. Re-create the problem assets or troubleshoot problems in these asset types as follows:

- 1 To troubleshoot problems in timelines:
 - a Check the timelines for chapter markers that are within several frames of the beginning or the end of a video clip, or for an individual marker left behind when you trimmed a video clip. Delete or move the markers.
 - b Build to DVD.
- 2 To troubleshoot problems in playlists:
 - a Check the playlist for assets that have been deleted from the project or have been renamed.
 - b Build to DVD
- 3 To troubleshoot problems in chapter playlists:
 - a Check the playlist for references to chapters that have been deleted from the timeline.
 - b Ensure that no chapter playlists are empty.
 - c Reduce the overall number of chapter playlists for a single timeline to twenty or less.
 - d Build to DVD.
- 4 To troubleshoot problems in slideshows:
 - a Deselect Fit Slideshow To Audio Duration.
 - b Ensure that the slide duration is at least one second longer than the transition durations
 - c Remove transitions and pan and zoom effects.
 - d Build to DVD.

7. Troubleshoot file formats used in your project.

If a particular file format is causing the issue, this may indicate there is a problem with the software used to create the file. These problems might include incorrect settings, incompatible audio or video codecs, or outdated software.

To troubleshoot file formats:

- 1 Create a new project.
- 2 Import a DVD-compliant AVI file that you created for the original (problem) project and then add it to a timeline.
- 3 Build the project to DVD.
 - If the build fails, the problem may be the AVI file. If you've used a third-party capture card with a proprietary digital video codec, re-export the file from the video editing application (for example, Adobe Premiere Pro) as a standard Microsoft DV AVI.
 - If the build is successful, import additional file formats (for example, WAV, PSD, or MP3) to the new project from the original (problem) project, and then build to DVD with each new type. Import files from different locations on the computer until you can verify whether a certain file type or disc location causes the build to fail. Problem file types may include the following:
 - MOV: Re-create these files or convert them to DV AVI files.
 - MP3: Convert these files to WAV files.
 - MP4: Re-create or recapture these files.
 - MPEG-2: Re-create these files if the bitrate is too low.
 - Multiplexed MPEGs: Demultiplex the files or export them again from your video editing application as two separate files (elementary streams: M2V and WAV). If you're working with high-definition footage, recapture the files.
 - PSD files: resave these files with a different file name. Do not embed a color profile and save it as an 8-bit, RGB file.
 - WAV: Transcode these files if they're labelled N/A in the Transcode Settings column.
- 4 After you find the problem element, try re-creating it in the original software and check the settings to ensure they are appropriate for importing into Encore.

Troubleshoot issues opening a specific project

If you experience issues opening a specific project, then try the following troubleshooting tasks.

8. Open your project from within Adobe Encore.

Open Adobe Encore, and then open your project from within Adobe Encore (rather than double-clicking the project file to start the project and Adobe Encore). If the project opens correctly, there may be any issue with Windows file associations.

To check the file associations:

- 1 Right-click the project icon and choose Properties.
 - 2 Click Change and then, in the Open With dialog box, click Browse.
 - 3 Navigate to the Encore program folder (usually in C:\Program Files\Adobe\) and open the appropriate version folder.
 - 4 Double-click the Encore.exe file, and then click OK.
 - 5 Click OK again to close the project Properties dialog.
- 9. Determine if the project is causing the problem.**

Try to reproduce the problem by testing with another or a new Encore CS3 project.

- If the new project doesn't open, then the problem you are experiencing is not specific to that project. Continue with the troubleshooting tasks in the "Troubleshoot issues opening any project" section below.
- If the new project opens, then the original project may be damaged and may need to be re-created. However, continue troubleshooting with the next task in this document to try to resolve project-specific issues.

10. Delete cached media files.

Damaged cached media files may cause issues. Delete these files to force Encore to re-create them the next time the project needs them.

To delete cached media files:

- 1** Close Encore.
- 2** Open the project folder associated with the project. This folder is in the same directory and has the same name as the project file.
- 3** Open the Cache folder and delete the mlf.cache.v10 file.

Note: The mlf.cache.v10 file (media cache internal project file) contains information about the location and type of assets in the project.

11. Make sure you have access to all the files you need.

Make sure that the project file and all associated files (that is, preview files and source files) are unlocked and on local disks to which you have both read and write access. If you are using assets located on an external drive, move them to an internal drive instead. Make sure that you are not trying to access files that are within compressed folders.

You can also try logging into your system as an Administrator. Contact your network administrator for help.

Troubleshoot issues opening any project

If you have determined that Encore will not open any project, then try the following troubleshooting tasks.

12. Re-create the Encore Preferences files.

Some problems may be caused by a damaged Preferences file.

To automatically re-create the Encore preferences file:

- 1** Hold down the Ctrl and Shift keys while choosing Start > Programs > Adobe Encore CS3. Release the keys after several seconds. The application will not start at this point, but the preferences file will be deleted.
- 2** Choose Start > Programs > Adobe Encore CS3 again to start the application. A new preferences file is created when the application starts.

Note: This procedure will not re-create the preferences for workspaces, zoom levels, or default library items. To do so, manually re-create the Encore preferences files.

To manually re-create the Encore preferences files:

- 1** Delete the following folder:
 - a** On Windows XP: C:\Documents and Settings\ [user name] \Application Data\Adobe\Adobe Encore\3.0.
 - b** On Windows Vista: C:\Users\ [user name] \AppData\Roaming\Adobe\Adobe Encore\3.0.
- 2** Choose Start > Programs > Adobe Encore CS3 to start the application. New preferences files are created when the application starts.

13. Create a new user account.

Try opening the project in a new user account to see if the issue is related to the project or is an issue with the existing user account. If you can open the project in a new user account, settings in the existing user account may be corrupt. For information on creating a new user account, see Windows Help or contact your network administrator.

Additional Information

If completing these steps does not resolve your issue, it may be system related. For more information, see one of the following documents:

- "Troubleshoot system errors or freezes in Adobe Encore CS3 on Windows XP" (TechNote [kb401278](#))
- "Troubleshoot system errors or freezes in Adobe Encore CS3 on Windows Vista" (TechNote [kb402298](#))

Troubleshoot damaged projects in Encore CS3 on Mac OS

What's covered

- [Troubleshoot issues in an open project](#)
- [Troubleshoot issues opening a specific project](#)
- [Troubleshoot issues opening any project](#)

This document can help you resolve errors that occur when you open or work on a project in Adobe Encore CS3. Errors can manifest themselves in many ways, including (but not limited to) the following:

- An error occurs when you perform a certain action in Adobe Encore, such as importing a file or previewing a project.
- A project file does not open or does not open correctly.
- An error occurs when you open a project in Adobe Encore.

A damaged project may be caused by corrupt elements in the project or its assets, or problems between Encore and the system. Occasionally, a project can be damaged beyond repair and you must re-create it. However, the steps in this troubleshooting guide can help you repair your project by identifying potential problem areas and fixing them.

To benefit most from this document, perform the tasks of each relevant section in order. Always restart the computer after a system error occurs to refresh its memory. Continuing to work without restarting the computer may compound the problem. Keep track of the tasks you perform and the results of each, including errors or other problems. Adobe Technical Support can use this information to better assist you, should you need to contact us.

Troubleshoot issues in an open project

If you experience issues while working in a project, then try the following troubleshooting tasks. Before you complete these tasks, make a copy of your project and troubleshoot this copy instead. If you determine that completing a section did not fix the issue, you can return to the original project with all its settings intact.

Note: Testing a project may require burning a DVD to ensure it works correctly. Use a rewritable DVD (DVD-RW or DVD+RW) to avoid wasting DVD media. You can burn to an image or folder instead, although you may need additional software to test playback.

1. Troubleshoot subtitles.

Working with subtitles can be very memory-intensive and can cause errors and performance issues. Try the following troubleshooting steps to determine if subtitles are causing the issue:

- 1 Ensure that all subtitle bounding boxes are within the video frame.
- 2 Turn off Faux Bold and Faux Italic formatting.
- 3 Choose a simple font such as Arial or Times New Roman.
- 4 Reduce the font size.
- 5 Delete one or more subtitle tracks.

2. Delete transcoded files.

If you previously transcoded assets in the project using the Transcode Now command, deleting the transcoded reference files may solve the problem.

Important: Before you delete any transcoded reference files, right-click each asset in the Project panel and choose Revert To Original. You should also make sure you have removed all motion menu elements and settings as described in troubleshooting task 4 below, "Remove motion menu elements and reset their associated settings."

To delete transcoded files:

- 1 In the Finder, open the project folder and then the Sources folder.
- 2 Delete any folders with a name that ends in "_ses".
- 3 Open up the Transcodes folder, choose Edit > Select All, and press Delete.
- 4 Delete cached media files as described in task 10 below.

3. Remove overrides from all assets.

If overrides are not used correctly, then they can create conflicts in the DVD navigation that can produce errors. Remove all overrides in the project as described below, testing after each step to see if the problem recurs. If the problem does not recur after clearing overrides on a particular asset type, one of the overrides on that asset type is the likely cause. Reset the overrides one by one, testing after each, to determine which override is causing the problem.

Note: If an end action is not set for a particular asset, the Override field in the Properties panel will be greyed out. If you select multiple assets, some that have end actions and some that don't, the Override field will be accessible.

To quickly remove all overrides:

- 1 In the Menu Panel, choose Edit > Select All, click the Override field in the Properties panel and then press Delete. This will clear the overrides on all menus.
- 2 With all the menus still selected, click one of the buttons in the lower half of the Menu Panel and choose Edit > Select All. Click the Overrides field in the Properties panel and press Delete to clear the overrides on all menu buttons.
- 3 In the Project panel, select all Timelines, click the Overrides field in the Properties panel and then press Delete.
- 4 Repeat step 3 for Slideshows, Chapter Playlists, and Chapters.

4. Remove motion menu elements and reset their associated settings.

To determine if motion menus are causing the problem, remove motion menu backgrounds, animated buttons, and transitions, and then reset the Duration and Loop settings.

To remove motion menu backgrounds, animated buttons, and transitions:

- 1 In the Menu panel, choose Edit > Select All to select all the menus.
- 2 On the Motion tab of the Properties panel, do the following:
 - a Click the Video field and press Delete.

- b** Click the Audio field and press Delete.
 - c** Set the Duration to 00;00;00;00.
 - d** Select Hold Forever.
 - e** Deselect Animate Buttons.
 - f** Choose None from the Loop # menu.
- 3** With all the menus still selected in the Menu panel, click one of the buttons in the lower half and choose Edit > Select All to select all the buttons on every menu.
- 4** On the Transition tab of the Properties panel, click the Asset field and press Delete.

If removing motion menus elements and settings fixes the issue, reapply them one by one, testing each time, to determine which asset or setting is causing the problem.

5. Determine if individual media files are causing the problem.

Individual media files may cause the problem in your project. To determine if an individual file is causing the problem, unlink all of the files, and then relink them one at a time to see if one of them re-creates the problem.

To unlink media files:

- 1** Close your project.
- 2** Move your source files (video, audio, still files) to a different location on your hard drive.
- 3** Open your project. You will see a Locate Asset "[filename]" dialog box. Click Skip All to open the project with all the media in offline status.

To relink media files and determine if one of the files causes the problem:

- 1** Select an offline asset in the Project panel. Offline assets appear in italics.
- 2** Choose File > Locate Asset.
- 3** Locate the associated file on your hard drive and click Select.
- 4** Play back the clip in the timeline to verify it is working correctly
- 5** Repeat this process with all of your media until you encounter a problem with one of the media files.
- 6** Close the project and reopen it. Click Skip All again.
- 7** Choose File > Import As > Asset to import the problem file. If it imports, then the file is good but the link to it was bad. If importing the file causes an error, crash, or freeze, then you need to re-create or re-render it and re-import it into the project using the Locate Asset feature.

Note: The Locate Asset feature is useful if you want to preserve the editing on the timeline.

6. Determine if individual asset types are causing the problem.

Individual asset types may cause the problem in your project. To determine if an asset type is causing the problem, delete asset types from the project and then re-create them one at a time.

To determine if individual asset types are causing the problem, remove them from the project and then build to DVD. If the build is successful, that asset type may be causing the error. Re-create the problem assets or troubleshoot problems in these asset types as follows:

- 1** To troubleshoot problems in timelines:
 - a** Check the timelines for chapter markers that are within several frames of the beginning or the end of a video clip, or for an individual marker left behind when you trimmed a video clip. Delete or move the markers.
 - b** Build to DVD.

- 2 To troubleshoot problems in playlists:
 - a Check the playlist for assets that have been deleted from the project or have been renamed.
 - b Build to DVD
- 3 To troubleshoot problems in chapter playlists:
 - a Check the playlist for references to chapters that have been deleted from the timeline.
 - b Ensure that no chapter playlists are empty.
 - c Reduce the overall number of chapter playlists for a single timeline to twenty or fewer.
 - d Build to DVD.
- 4 To troubleshoot problems in slideshows:
 - a Deselect Fit Slideshow To Audio Duration.
 - b Ensure that the slide duration is at least one second longer than the transition durations.
 - c Remove transitions and pan and zoom effects.
 - d Build to DVD.

7. Troubleshoot file formats used in your project.

If a particular file format is causing the issue, this may indicate there is a problem with the software used to create the file. These problems might include incorrect settings, incompatible audio or video codecs, or outdated software.

To troubleshoot file formats:

- 1 Create a new project.
- 2 Import a DVD-compliant AVI file that you created for the original (problem) project and then add it to a timeline.
- 3 Build the project to DVD.
 - If the build fails, the problem may be the AVI file. If you've used a third-party capture card with a proprietary digital video codec, re-export the file from the video editing application (for example, Adobe Premiere Pro) as a standard Microsoft DV AVI.
 - If the build is successful, import additional file formats (for example, WAV, PSD, or MP3) to the new project from the original (problem) project, and then build to DVD with each new type. Import files from different locations on the computer until you can verify whether a certain file type or disc location causes the build to fail. Problem file types may include the following:
 - MOV: Re-create or recapture these files.
 - MP3: Convert these files to WAV files.
 - MP4: Re-create or recapture these files.
 - MPEG-2: Re-create these files if the bitrate is too low.
 - Multiplexed MPEGs: De-multiplex the files or export them again from your video editing application as two separate files (elementary streams: M2V and WAV). If you're working with high-definition footage, recapture the files.
 - PSD files: resave these files with a different file name. Do not embed a color profile and save it as an 8-bit, RGB file.
 - WAV: Transcode these files if they're labelled N/A in the Transcode Settings column.
- 4 After you find the problem element, try re-creating it in the original software, checking the settings to ensure they are appropriate for importing into Encore.

Troubleshoot issues opening a specific project

If you experience issues opening a specific project, then try the following troubleshooting tasks.

8. Open your project from within Adobe Encore.

Open Adobe Encore, and then open your project from within Adobe Encore (rather than double-clicking the project file to start the project and Adobe Encore). If the project opens correctly, there may be any issue with Mac OS file associations.

To check the file associations:

- 1 Ctrl-click the project icon and choose Get Info.
- 2 Select Other from the Open With menu, and then navigate to the Applications/Adobe Encore CS3 folder.
- 3 Click the Adobe Encore CS3 icon, select Always Open With, and then click Add.

9. Determine if the project is causing the problem.

Try to open one of the tutorials included on the training DVDs.

- If the Tutorial project doesn't open, then the problem you are experiencing is not specific to that project. Continue with troubleshooting tasks in the next section of this TechNote, "Troubleshoot issues opening any project."
- If the Tutorial project opens, then the original project may be damaged and may need to be re-created. However, continue troubleshooting with the next task in this section.

10. Delete cached media files.

Cached media files that are damaged may cause the issue. Delete the files to force Encore to re-create them the next time the project needs them.

To delete cached media files:

- 1 Close Encore.
- 2 Open the project folder associated with the project. This folder is in the same directory and has the same name as the project file.
- 3 Open the Cache folder and delete the mlf.cache.v10 file.

Note: The mlf.cache.v10 file (media cache internal project file) contains information about the location and type of assets in the project.

11. Make sure you have access to all the files you need.

Make sure that the project file and all associated files (that is, preview files and source files) are unlocked and on local disks to which you have both read and write access. If you are using assets located on an external drive, move them to an internal drive instead. Make sure that you are not trying to access files that are within compressed folders.

You can also try logging into your system as an Administrator. Contact your network administrator for help.

Troubleshoot issues opening any project

If you determine that Encore will not open any project, then try the following troubleshooting tasks.

12. Re-create the Encore Preferences files.

You can re-create the Encore preferences files to eliminate problems caused by damaged preferences files.

Note: Re-creating the Encore preferences files restores settings to their defaults.

- 1 Quit Encore.

2 Rename the Users/[username]/Library/Preferences/Adobe/Adobe Encore/3.0 folder to OLD.

3 Start Encore. Encore creates a new 3.0 folder.

13. Create a new user account.

Try opening the project in a new user account to see if the issue is related to the project or is an issue with the existing user account. If you can open the project in a new user account, settings in the existing user account may be corrupt. For information on creating a new user account, see Macintosh Help or contact your network administrator.

If completing these steps does not resolve your issue, it is likely system related and will require a different approach to troubleshooting. For more information, see "Troubleshoot system errors or freezes in Adobe Encore CS3 on Mac" (TechNote [kb401279](#)).

Transparent areas are black when you import a PSD file (Adobe Encore)

Issue

When you import an Adobe Photoshop (PSD) file into Adobe Encore DVD as an asset and add it to a menu, transparent areas are black.

Note: This does not happen in Encore DVD 1.5

Reason

The PSD file contains an alpha channel.

Solution

Do one of the following:

Solution 1: Drag the PSD file to a menu.

Drag the PSD file to an active menu from Windows Explorer or Finder.

Solution 2: Add the PSD file to a menu from the Library palette.

- 1 In the Library palette, click Add Item.
- 2 Navigate to the PSD file and click Open.
- 3 With a menu active, select the PSD file in the Library palette, and then click Place.

Solution 3: Import the PSD file as a menu.

Choose File > Import As > Menu (or File > Import As Asset in Encore 1.0.1), navigate to the PSD file, and click Open.

Solution 4: Save the PSD file as a TGA or TIFF file.

In Photoshop, save the PSD file as a TGA (Targa) or TIFF (Tagged Image File Format) file, and then import it into Adobe Encore as an asset.

Additional information

Adobe Encore cannot read alpha channels in a PSD file imported as an asset.

No audio on burned DVD (Encore CS3)

Issue

When you burn a DVD using Encore CS3 and then watch it, there is no audio.

Reason

You used a AVI file with MP3 audio.

Solution**Re-encode the AVI file**

Use a third-party utility to re-encode the AVI using the DV AVI codec. On Windows, you can use VirtualDub and on the Mac you can use AVIDemux. For more information about these tools and other video processing tools, go to www.videohelp.com.

Additional Information

Encore does not support MP3 audio within AVI files. Such AVI files that contain MP3 audio are usually encoded using the DivX codec. You must re-encode the AVI file using a different codec that Encore supports. In addition to not supporting the audio in DivX AVI files, Encore may also have problems with the video, such as displaying it upside down.

Manually remove Adobe Encore DVD 2.0 (Windows XP)

What's covered

[Overview](#) [Before you begin](#) [Remove Encore DVD using the uninstaller](#) [Remove remaining folders and files for Encore DVD](#) [Remove remaining registry entries for Encore DVD](#) [Remove shared components](#) [Complete the removal](#)

Overview

Adobe recommends that you use the Adobe Encore DVD uninstaller in the Add Or Remove Programs utility in Windows to remove Encore DVD from the computer. Occasionally, however, damaged files or a partial installation may prevent the Encore DVD uninstaller from working correctly or may cause the uninstaller to leave files or empty application folders on the system after the removal is performed. You may also notice Encore DVD missing from the Add Or Remove Programs list or find that the installer only displays the Repair and Remove options when you try to install Encore DVD.

Manually removing Encore DVD ensures that all files and folders are removed. Please note that these instructions are for removing Encore DVD. If you have other/previous versions of Adobe applications installed, then be sure to remove only the files below that relate to Encore DVD. These steps also remove any extra content (for example, Goodies or Functional Content) that you may have installed with Encore DVD. If you reinstall Encore DVD, you will need to reinstall its extra content as well.

Note: Your system may not contain all of the files and folders listed in this document. If you do not find a listed file or folder on your system, then you should proceed to the next file or folder on the list.

Before you begin

Some of these procedures require you to locate hidden files and hidden folders. Some procedures require you to locate files by their full file names, which include extensions (for example, example_filename.ini). By default, Windows Explorer doesn't show hidden files, hidden folders, or file name extensions that it recognizes.

To show hidden files, hidden folders, and all file name extensions in Windows Explorer:

- 1 In Windows Explorer, choose Tools > Folder Options.
- 2 Click the View tab in the Folder Options dialog box.
- 3 In Advanced Settings, select Show Hidden Files And Folders.
- 4 Deselect Hide Extensions For Known File Types.
- 5 Click OK.

Remove Encore DVD using the uninstaller

The uninstaller is designed to remove everything installed by Encore DVD. When you start Encore DVD for the first time, or when you modify the preferences, new folders and files may be created. To ensure the complete removal of all additional folders and files, proceed to "[Remove remaining folders and files for Encore DVD](#)" after you use the uninstaller.

To use the uninstaller:

- 1 Choose Start > Settings > Control Panel > Add Or Remove Programs.
- 2 Do one of the following:
 - If you installed Encore DVD from the Encore DVD installation DVD, then select Adobe Encore DVD 2.0 and click Remove. Follow the on-screen instructions to remove Encore DVD.
 - If you installed Encore DVD from the Production Studio DVDs, then select Adobe Production Studio and click Remove. Follow the on-screen instructions to remove the Encore DVD component.

Note: When you run the uninstaller, you will be prompted to remove, keep, or transfer activation. If you plan to reinstall Encore DVD on the same machine, you may want to keep your activation. However, after you complete the manual removal, you will most likely need to re-activate Encore DVD. If you plan to install Encore DVD on a different machine, you should transfer your activation.

Remove remaining folders and files for Encore DVD

Back up any personal files you want to save from the following directories, and then remove the listed folders and files:

Documents and Settings\Administrator\Adobe Encore DVD_VUI.pref
 Documents and Settings\Administrator\Application Data\Adobe\Adobe Encore DVD 2.0
 Documents and Settings\All Users\Start Menu\Programs\Adobe Encore DVD 2.0.lnk
 Program Files\Adobe\Adobe Encore DVD 2.0
 Program Files\Common Files\Adobe\Launch\encore\2.0
 WINDOWS\Installer\{2ECE7ECE-D15B-4999-8B8D-01C998F489D5}
 WINDOWS\Installer\{F6F6C08A-ED6F-4968-8292-A08E9F02584F}

Remove remaining registry entries for Encore DVD

Remove the application registry keys from the registry, if they are available.

Note: You must be logged into the computer as an Administrator to modify your registry.

Disclaimer: This procedure involves editing the Windows registry. Adobe doesn't support editing the registry, which contains critical system and application information. For information on the Windows Registry Editor, see the documentation for Windows or contact Microsoft Technical Support. You may not have all of these files.

Important: Make a backup copy of the registry before you edit it.

- 1 Choose Start > Run, and type **regedit** in the Open text box; click OK.
- 2 Navigate to one of the registry keys listed below and select it in the left panel; it will appear in the registry editor as a folder.
- 3 Choose Edit > Delete. Click Yes in the Confirm Key Delete dialog box.
- 4 Repeat steps 1-3 as needed for any remaining registry entries.

Remove the following registry entries:

HKEY_CLASSES_ROOT\Installer\Features\A80C6F6FF6DE869428290AE8F92085F4
 HKEY_CLASSES_ROOT\Installer\Features\ECE7ECE2B51D9994B8D8109C894F985D
 HKEY_CLASSES_ROOT\Installer\Products\A80C6F6FF6DE869428290AE8F92085F4
 HKEY_CLASSES_ROOT\Installer\Products\ECE7ECE2B51D9994B8D8109C894F985D
 HKEY_CURRENT_USER\Software\Adobe\Adobe Encore DVD\2.0
 HKEY_LOCAL_MACHINE\SOFTWARE\Adobe\Adobe Encore DVD\2.0
 HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Installer\Features\A80C6F6FF6DE869428290AE8F92085F4
 HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Installer\Features\ECE7ECE2B51D9994B8D8109C894F985D
 HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Installer\Products\A80C6F6FF6DE869428290AE8F92085F4
 HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Installer\Products\ECE7ECE2B51D9994B8D8109C894F985D
 HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Installer\UserData\S-1-5-18\Products\A80C6F6FF6DE869428290AE8F92085F4
 HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Installer\UserData\S-1-5-18\Products\ECE7ECE2B51D9994B8D8109C894F985D
 HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\Adobe Encore DVD 2.0

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{2ECE7ECE-D15B-4999-8B8D-01C998F489D5}

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{F6F6C08A-ED6F-4968-8292-A08E9F02584F}

Remove shared components

Adobe applications typically install a number of shared components that are often used by multiple Adobe applications. Information about removing these shared components can be found in the following knowledgebase documents:

[328358](#), "Manually remove Adobe Bridge (Windows)"

[333451](#), "Manually remove Adobe ExtendScript Toolkit (Windows)"

[333450](#), "Manually remove Adobe Help Center (Windows)"

[333458](#), "Manually remove Adobe Stock Photos (Windows)"

Note: Adobe recommends against removing shared files, folders, and registry keys if other Adobe applications (for example, Adobe Creative Suite) are installed. Deleting shared files may cause problems that require you to reinstall the affected application.

Complete the removal

Empty your Recycle Bin and restart your computer.

Library content is missing (Encore CS3)

Issue

When you access the Library panel in Adobe Encore CS3, the panel contains no content. Additionally, there is no sub-folder named Library within the Encore CS3 application folder on your hard drive.

Solution

1. Verify enough disk space is available.

Verify that at least 5 GB of free space is available on the hard drive on which Encore CS3 is installed.

2. Install the Encore CS3 Library.

Do one of the following:

If you downloaded Premiere Pro CS3 or Adobe Creative Suite 3 from the Adobe Online Store:

- 1 In a web browser, go to to www.adobe.com/membership.
- 2 Sign in with your Adobe ID and password.
- 3 Click View Order History.
- 4 Download AENCCS3_Cont_ALP.dmg (Mac OS), or download AENCCS3_Cont_ALP.exe and AENCCS3_Cont_ALP.7z (Windows).

- 5 Do one of the following:
 - **Mac OS:** Double-click the .dmg that you downloaded. On the Adobe Encore CS3 Library disk image, open the Adobe Encore CS3 Library folder. Then double-click Setup.
 - **Windows:** Double-click the .exe file that you downloaded.
- 6 Follow the on-screen instructions.

View an Adobe Captivate movie that demonstrates how to find the Library content at the Adobe Store:

If you purchased Premiere Pro CS3 or Adobe Creative Suite 3 as physical (boxed) software:

- 1 Insert installation Disc 1 into your computer's DVD drive.
- 2 Double-click Setup (Mac OS) or Setup.exe (Windows) on the disc.
- 3 In the list of items that can be installed, deselect all of the items. Then select Adobe Encore CS3, and make sure that Encore CS3 Functional Content also is selected.
- 4 Click Install.
- 5 Follow the on-screen instructions.

Adobe Flash export in Encore CS3

What's Covered

- [Supported features](#)
- [Output settings](#)
- [Output structure](#)
- [Known issues](#)

Encore CS3 includes the option to export your project as an Adobe Flash file (SWF) for computer-based or web distribution. You can use this feature to create online versions of your project or to distribute it to any computer that has Adobe Flash Player installed.

Supported features

You can embed weblinks in your project that will allow you to open web pages when a user clicks a button or when an end action is executed. Weblinks must be in the same domain as the project, unless the viewer changes the Adobe Flash Player security settings. For more information about using Weblinks, see the Adobe Encore CS3 User Guide and "Weblinks in exported Adobe Flash project do not work" (TechNote [kb400873](#)).

Most of the features of a DVD are available in the Adobe Flash export of your project, with a few exceptions. The following features are not supported in Adobe Flash export:

- Subtitles
- Multiple audio tracks
- User operations
- Copy protection
- Menu buttons set to Resume
- Keyboard navigation

- Default button highlighting for menus

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Output settings

The Build panel includes four presets for export to Adobe Flash: Low, Medium, High, and Ultra. Each preset encodes the project at 640 x 480 using the On2 VP6 codec for video and the MPEG Layer III (MP3) codec for audio. NTSC projects are encoded at 29.97 frames per second, and PAL projects are encoded at 25 frames per second. The key differences between the presets are the video bitrate and the audio data rate, as described in the table below.

Preset	Video	Audio	Suggested Use
Low	150 kbps	32 kbps, mono	This setting provides the smallest size but at great expense to video and audio quality. Useful for sending a project by e-mail
Medium	400 kbps	96 kbps, stereo	Online delivery targeted for DSL data rates (typically 500 to 750 kbps)
High	700 kbps	128 kbps, stereo	Online delivery targeted for broadband data rates and for sharing projects across a LAN (typically 750 kbps to 2 Mbps)
Ultra	1200 kbps	128 kbps, stereo	Playback on a local computer, from a dedicated server, or a shared hard drive

Note: You cannot create custom export settings or modify the existing presets in Encore CS3.

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Output structure

When you export a project to Adobe Flash, Encore places all the necessary files within a folder with the same name as the project. The files that are exported include:

- FlashDVD.swf: contains instructions for Flash Player on how to play the project
- index.html: contains the code used to display the FlashDVD.swf project on a webpage
- AuthoredContent.xml: used by the FlashDVD.swf file and contains information about the menus and video files
- Sources folder: contains the following video and image files:
 - JPG files: a static menu background
 - PNG files: a menu button highlight
 - FLV files: an individual chapter of a timeline, a slide from a slideshow, or a motion menu background

The following demonstration illustrates the structure of the exported folder.

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Known issues

- Exporting a project to Adobe Flash can take a long time. Choosing a lower quality preset does not change the export time—all presets require the same amount of time to export. The following factors can increase the time it takes to export to Adobe Flash:
 - High-definition footage.
 - Slideshows with transitions and/or pan and zoom effects.
- When you view your Adobe Flash project, there is a slight pause between chapters. Similarly, there is a flash of black when moving between timelines. This is because each chapter of each timeline is exported as a separate FLV file.
- Weblinks do not work if they point to a URL outside the domain where the Adobe Flash project is located. For more information, see "Weblinks in exported Adobe Flash project do not work" (TechNote [kb400873](#)).
- If you export a project to Adobe Flash, close it, and then reopen it to export again, then Encore does not reuse the previously encoded files. Encore will render all the video again (including motion menu backgrounds), even if you haven't made any changes to the project. For more information, see "Assets are rendered when you export the Adobe Flash even though they were already rendered in Encore CS3" (TechNote [kb401334](#)).
- Similarly, if you change the Loop # after exporting your project to Adobe Flash, then the motion menu will be rendered again. This occurs even if you don't close the project.
- If you use a plus sign (+) in the file name of your Adobe Flash project, the video portion will not play.
- When you export a project to Adobe Flash for the first time, the Build button is disabled. You must enter a path in the Destination Location box or click the Browse button to select a location before you can build the project. The next time you export to Adobe Flash, the previous location will be entered in the Destination Location box.
- When you view your Adobe Flash project in Internet Explorer, menu button highlights do not display when you move your mouse over the buttons. This is due to a security feature of Internet Explorer and can be eliminated by first clicking anywhere in the SWF file to activate it.
- When you play back a timeline of your Adobe Flash project that has no end action, pause it, click next, and then click Play, the video will not continue playing. This is because there is no end action and the player interprets clicking the next button as stopping the video.
- Motion menus do not loop correctly if the duration is set to a value less than the duration of the asset used. The menu will either loop erratically or will not loop at all.

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File formats supported in Adobe Encore CS3

Adobe Encore supports the following file formats. File formats that you can import without transcoding are listed in the [Transcoding section](#), below.

Video

Adobe Encore CS3 supports the following video file formats:

- AVI
- QuickTime (.mov)
- MPEG-2 Video (elementary and program streams: .mpg, .mpeg, .mpe, .mpv, .m2v, .m2s, .m2p, .m2t)**Note:** m2t files do not appear in Explorer or in the Finder unless you select All Files from the Files of Type menu (Windows) or the Enable menu (Mac OS).

- MPEG-4 Video (elementary and program streams: .mp4, .m4v)**Note:** Encore only supports MPEG-4 video files encoded with the H.264 codec.
- WMV

Note: Though some VOB files may import, they are not supported.

Audio

Adobe Encore CS3 supports the following audio file formats:

- AC3 (Dolby Digital, but not Dolby Digital Plus, or Dolby TrueHD)
- AIFF (.aiff, .aif, but not AIFF-C)
- DTS (.dts, .cpt, but not DTS 96/24, DTS-ES, DTS-ES Matrix, or DTS-HD)**Note:** DTS file format is supported, but you can't preview these files unless the system has a DTS decoder on it. DTS files will, however, burn successfully to, and play from, DVD or Blu-ray.
- Elementary MPEG audio, layer II, constant bit rate (.mpa, .m2a, .mp2)
- MP3 (.mp3)**Note:** MP3 files will be transcoded.
- PCM in the form of WAV files**Note:** Only mono/stereo, 48 kHz, 16 bps (bits per sample) PCM WAV files are supported for DVD and 192 kHz, 24 bps files for Blu-ray. Regular WAV files can have other bps rates and will be transcoded.
- WAV
- WMA

Restrictions:

- Files must be 16 bps or less or they will be transcoded.
- Files must be mono or stereo if they are not DVD or Blu-ray legal.
- Variable bit rate MPEG audio is not supported.
- DTS assets cannot be used for audio in a motion menu.
- You cannot combine audio from an AVI file and muxed MPG audio(.mpa) on the same track.
- You cannot combine DTS audio with any other audio format on the same track.
- You cannot combine audio with different channel counts (mono, stereo, surround sound) into the same audio track.

Graphics

Adobe Encore supports the following graphics file formats for the RGB color space only:

- BMP
- GIF
- JPEG (.jpeg, .jpg)
- PNG
- PSD (Adobe Photoshop format, version 7.0 or later)
- TGA (if Apple QuickTime is installed)
- TIFF (.tif, .tiff)

Other formats

Import As Menu:

- PSD, EM

Import Subtitles:

- **TXT****Note:** Encore CS3 supports Text Scripts, FAB Image Scripts and Image Scripts. These formats all use the TXT file extension.

Transcoding

Encore supports a subset of streams that are legal for DVD and Blu-ray without having to transcode them. If a file doesn't fit into the following set, it will be transcoded:

Note: Since the requirements for many file types are different for DVD and Blu-ray, the current project settings determine whether they will be transcoded or not. For example, a 192 kHz, 16 bps WAV file will be transcoded in a DVD project, but not in a Blu-ray project.

- AC3 48 kHz (DVD)/192 kHz (Blu-ray), 1/0, 2/0, 2/1, 3/0, 2/2, 3/1, 3/2, LFE, 1+1 dual mono
- AIFF (but not AIFF-C)
- DTS
- Elementary MPEG audio, layer II, constant bit rate
- Elementary MPEG-2 video
- Elementary MPEG-4 video (H.264 only)
- PCM in the form of WAV files (mono/stereo, 48 kHz/96 kHz/192 kHz, 16/24 bps)
- MPEG-2 program streams that contain DVD or Blu-ray legal streams (that is, MPEG-2 audio/video sent out as one file, also known as muxed or multiplexed)
- MPEG-4 program streams that contain Blu-ray legal streams

Note: AIF, MPEG audio, and PCM/WAV will be transcoded if audio encoding preferences are set to Dolby Digital.

Exporting

Adobe Encore supports the following export formats:

- DVD discs supported by your DVD Drive: DVD+-R/RW single layer, dual or single sided and DVD+R dual layer**Note:** You cannot burn a Blu-ray project to a DVD disc (called BD-9)
- Blu-ray discs supported by your Blu-ray drive (single layer only): DB-R, BD-RE, BD-ROM
- DLT Tape (required by many replication houses)

Note: CD formats are not supported.

Error: "Access Denied" when you burn a dual-layer DVD or build a DVD folder or image greater than 4.7 GB (Encore CS3 on Windows Vista)

Issue

When you try to burn a dual-layer DVD or try to build a DVD folder or DVD image greater than 4.7 GB in Adobe Encore CS3 on Windows Vista, the application returns the error "Access Denied."

Solution

Run Encore as an administrator.

- 1 Close Encore.
- 2 In Windows Explorer, navigate to the Encore CS3 application folder. By default, the application folder is at this location: C:\Program Files\Adobe\Adobe Encore CS3
- 3 Find the file Adobe Encore.exe inside the Adobe Encore CS3 folder. (The file might be listed without its .exe extension.)
- 4 Right-click on Adobe Encore.exe and choose Properties.
- 5 In the Properties window, choose the Compatibility tab.
- 6 Click to select the option Run This Program As An Administrator.
- 7 Click OK.
- 8 If a User Account Control prompt appears, then allow the change.
- 9 Open Encore.

Additional Information

Run a program as an administrator (Windows Vista) (TechNote [kb404918](#))

Adobe Encore DVD 2.0 and Windows Vista

This document describes known issues when installing and running Adobe Encore DVD 2.0 on Windows Vista.

Note: Adobe Encore DVD 2.0 was released a year before Windows Vista became publicly available and is not recommended for use on this new operating system. For more information about Adobe products released before Windows Vista, see the [Windows Vista Compatibility FAQ](#).

Installing Adobe Encore DVD 2.0

When you install Encore DVD 2.0, the installer displays the following message:

- The installer was designed for Windows XP SP2 or higher.

When you click OK, the installation may complete without issue. However, it may continue until approximately 98% complete at which point the installer progress bar regresses and appears to undo the installation. In this case, the program files may still be written correctly to the system in the Program Files\Adobe\Adobe Encore DVD 2.0 folder.

This issue is resolved by applying a Vista Service Pack from Microsoft. For more information, see the Microsoft support article <http://support.microsoft.com/kb/939004>.

Installing Library Content

If you can successfully install Encore DVD 2.0 and have verified that the program files are in the correct location, the Library content may still be missing. When you try and access Library content, you may receive a "Missing Library Files" error. You can confirm this by navigating to Program Files\Adobe\Adobe Encore DVD 2.0 and checking to see if there is a Library folder. If there is no Library folder, the Library content is not installed.

The initial release of Vista did not recognize the functional content (library) installer as valid. This issue is resolved by applying a Vista Service Pack from Microsoft. For more information, see the Microsoft support article <http://support.microsoft.com/kb/939004>.

Note: An alternate solution, if you have access to Adobe Encore DVD 2.0 installed on Windows XP, is to copy the Library files to your Vista machine. On the Windows XP machine, navigate to Program Files\Adobe\Adobe Encore DVD 2.0\Library and then copy the folder category folders to a dual-layer DVD, two single-layer DVDs, or large-capacity flash drive (you will need approximately 7.5 GB of free space). You can then transfer the files to the Vista machine, making sure they are in the same Program Files\Adobe\Adobe Encore DVD 2.0\Library folder.

Running Adobe Encore DVD 2.0

When Encore is opened, it writes to protected directories. Windows Vista security settings for these folders are more rigidly enforced than in Windows XP, requiring you to run Encore as an administrator. If you do not set Encore DVD to run as an administrator, you will not be able to launch it.

To run Encore as an administrator:

- 1 Navigate to the Program Files\Adobe\Adobe Encore DVD 2.0 folder.
- 2 Right-click the Adobe Encore DVD.exe file and choose Properties.
- 3 On the Compatibility tab, select Run This Program As An Administrator in the Privilege Level section.
- 4 Click OK.

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Encore CS3 hangs or freezes on launch (Windows)

Issue

When you launch Adobe Encore CS3, the application hangs or freezes after displaying "Encore: Come for the Blu-Ray, stay for the Flash."

Solution

Disclaimer: This procedure involves editing the registry. Adobe doesn't provide support for editing the registry, which contains critical system and application information. Make sure to back up the registry or create a system restore point before modifying it. For more information about the registry, refer to Windows Help.

To resolve this issue, do one or more of the following.

1. Launch Bridge CS3, then launch Encore.

2. Launch Version Cue CS3, then launch Encore.

3. Uninstall all optical drives, then launch Encore.

- 1 Choose Start > Settings > Control Panel.
- 2 Double-click System.
- 3 On the Hardware tab, click Device Manager.
- 4 Expand the DVD/CD-ROM drives tree by clicking the plus (+) sign.
- 5 Right-click each drive, and then choose Uninstall.
- 6 Follow the on-screen prompts to uninstall the device.
- 7 Open the Windows registry and navigate to HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Enum\IDE.
- 8 Select each CDRom drive (only the CDRom drives) listed beneath this key.
- 9 Right-click the key and select Permissions.
- 10 Set the permissions to Everyone.
- 11 Delete all CDRom drive entries.
- 12 Close the registry editor and reboot the system. When the system reboots it should display a new hardware found screen and reload the drivers for each CDRom on the system.
- 13 Once the drivers have reloaded and the optical drives reappear in the Device manager (or My Computer), launch Encore.

4. Disable all but one optical drive, then launch Encore.

- 1 Choose Start > Settings > Control Panel.
- 2 Double-click System.
- 3 On the Hardware tab, click Device Manager.
- 4 Expand the DVD/CD-ROM drives tree by clicking the plus (+) sign.
- 5 Right-click all but one drive, and then choose Disable.**Note:** The drive you leave enabled must be a DVD drive.
- 6 Click Yes to confirm.
- 7 Close Device Manager, and then Launch Encore.

Encore CS3 and Blu-ray

What's covered

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Introduction

Adobe Encore CS3 allows you to /burn projects to Blu-ray media, a new format designed specifically for high-definition video. This document provides information about Blu-ray specifications and how to work with content intended for delivery on Blu-ray media.

Technical specifications

Blu-ray discs are available in single-layer, 25 GB format and in dual-layer, 50 GB format. Encore CS3 only supports single-layer format, which can store the following approximate amounts of video.

- 4.5 hours of high-definition (HD) video.
- 11 hours of standard-definition (SD) video.
- A high-definition feature of 135 minutes using MPEG-2 encoding, with additional room for 2 hours of bonus material in standard definition quality.

The physical size of a Blu-ray disc is the same as a DVD or CD, measuring 12 cm in diameter. Mini-Blu-ray discs are also available. Mini-Blu-ray discs are 8 cm in diameter and hold 7.8 GB of data.

Note: Mini-Blu-ray discs have not been tested with Encore CS3 and are not supported officially. Encore does not allow you to specify that you are using a mini-Blu-ray disc. (You can still specify that you are using mini-DVDs).

Blu-ray uses a blue-violet laser operating at a wavelength of 405 nm to read and write data. In comparison, DVDs and CDs use red and infrared lasers at 650 nm and 780 nm respectively.

TV standards

The following table shows the supported frame rate, frame size, and aspect ratio for NTSC and PAL Blu-ray discs.

TV standard	Frame rate	Frame size	Aspect ratio	Region
NTSC	23.976p 29.97i 59.94p	720 x 480 1280 x 720 1440 x 1080 1920 x 1080	16:9	North America Japan
PAL	25i 50p	720 x 576 1280 x 720 1440 x 1080 1920 x 1080	16:9	Europe

Codecs

Video

Encore can encode video using either the H.264 codec or MPEG-2 codec. The MPEG-2 codec is the same as that used on DVD; H.264 (or MPEG-4, part 10) is a newer codec that provides greater compression without sacrificing quality. You can change the type of codec used for your project in the Project Settings. Although the Blu-ray specification allows you to use both codecs on a single disc, Encore requires that you specify only one codec for the entire project.

The Blu-ray specification also allows for a third codec called VC-1, an MPEG-4 derivative developed by Microsoft based on Window Media 9. Encore CS3 does not support encoding with this codec.

Audio

Encore can encode audio using either the Dolby Digital (AC3), or PCM codec. You can encode Dolby Digital audio as mono, stereo, or up to six channels (5.1) if the imported audio files are also in these formats. All other files, including PCM, will be encoded as stereo.

Note: You can import DTS files (mono, stereo, or up to six channels (5.1)) into Encore, and they will be written to disc without being transcoded.

You can change the type of codec used for your project in the Project Settings. Although the Blu-ray specification allows you to mix codecs on a single disc, Encore requires that you specify only one codec for the entire project.

For more information about supported file formats and transcoding, see "File formats supported by Encore CS3" (TechNote [kb401286](#)).

Interactivity

The support that Encore provides for interactivity using menus is similar to the support for DVD menus. The Blu-ray specification also allows for more advanced interactivity options using the Java programming language. This extended interactivity, called BD-J, is not supported by Encore.

Note: Blu-ray players have slightly different menu controls than DVD players. Blu-ray players include a Popup/Title Menu button that is displayed on-screen while the movie continues playing. Thus, any action that is set for the Menu Remote will be ignored when the project is burned to Blu-ray.

Region codes

Encore does not support region codes for Blu-ray discs.

To learn more about region codes allowed by the Blu-ray specification, visit the Wikipedia website at en.wikipedia.org/wiki/Blu-ray.

Copy protection

Encore does not support copy protection for Blu-ray discs.

To learn more about copy protection for Blu-ray, visit the Wikipedia website at en.wikipedia.org/wiki/Blu-ray.

Disc formats

Blu-ray discs are available in two formats:

- BD-R discs can be written to only once.
- BD-RE discs can be erased and re-recorded multiple times.

Output options

Encore offers three formats for outputting Blu-ray projects, available from the Build panel:

- Blu-ray Disc: Burns a Blu-ray disc to play on a Blu-ray player, computer, or Sony PlayStation 3
- Blu-ray Folder: Builds a Blu-ray directory structure on your hard drive for playback on a computer equipped with Blu-ray software
- Blu-ray Image: Builds a Blu-ray image on your hard drive. The image is typically used by a third-party mastering application

Note: When you create a Blu-ray image, you must also make a selection from the Image Type drop-down. The following Image Type options are available:

- BD-R: Write once, recordable format for high-definition TV recording and computer data storage
- BD-RE: Re-writable format for high-definition TV recording and computer data storage
- BD-ROM: Read-only format for computer software, games, and movie distribution

Resources

For more information about Blu-ray, see the following online resources:

- Sony Blu-ray: www.sonypictures.com/homevideo/bluray/
- Wikipedia: en.wikipedia.org/wiki/Blu-ray
- Blu-ray Disc Association: www.blu-raydisc.com
- Blu-ray.com: www.blu-ray.com
- How Stuff Works: electronics.howstuffworks.com/blu-ray.htm

Known issues

- On the Samsung BD-P1000 Blu-ray player, the video is always shortened by two frames.
- The Philips BDP9000 player cannot play Blu-ray discs authored by Encore.
- When your project settings are set to Blu-ray, and you create a new After Effects composition using File > Dynamic Link > New After Effects composition, the resulting composition is in standard definition.
- When you preview a Blu-ray motion menu, the preview shows a static menu. However, the menu includes motion elements when burned to disc.
- On Mac OS, when you insert a blank Blu-ray disc in the drive, a message is displayed stating "The disk you inserted was not readable by this computer." You must click Ignore on the message dialog to use the media in Encore.
- Blu-ray projects display DVD Transcode Settings/Status columns in the Project panel. These settings can be ignored since they are irrelevant when transcoding for Blu-ray.
- The default destination folder in the Build panel for a Blu-ray project displays the last project opened. You can change this by clicking Browse and then navigating to the desired location.
- Imported H.264 files exhibit stuttered playback during preview. This is a limitation of the playback engine only; the files will play back normally when burned to disc.
- When previewing a Blu-ray project, the zoom percentage in the Preview panel is relative to standard definition footage. For example, for an NTSC Blu-ray project, a Preview panel set at 100% will display 720 x 480 pixels, instead of the Blu-ray frame size (see [TV standards](#) for supported frame sizes).
- On Mac OS, the Transcode status indicator in the Preview window displays incorrect information. The information displayed reflects the asset as if it was used in DVD authoring mode.
- When you select an asset in the Project panel and choose File > Transcode Now, the bitrate limit specified in the Project Settings is not used.
- When you build a Blu-ray project that contains a menu with a button that is partially offscreen, you will receive an "Invalid Format Error Code 14" message.
- If you have a menu button set to auto-activate, then the button will activate when the menu is displayed, regardless of whether the button is the default button or not.
- Encore sets AIFF files to "Don't Transcode," which results in an "Invalid Format Error Code 14" message when you build the project. To avoid this, set your AIFF files to any other transcode setting before building the disc.

Sources

1406656 1507661 1392325 1489659 1465734 (Standalone doc) 1404975 1460660 1522531 (Standalone doc) 1523616
1520764 1546706 1545917 (Standalone Doc) 1544229 1551061 (Standalone Doc)

1499065 (For PP workflow)

Editing and sync issues in Encore DVD 2.0

The documents listed below address issues specific to the editing features of Adobe Encore DVD 2.0. For issues that could be caused by system, display or optimization problems, please refer to Related Documents section of this document.

Trimming and sync

[332341](#) : Black flash between clips (Encore DVD 2.0)

[332485](#) : Clips swap positions when you overlap them (Encore DVD)

[332497](#) : Audio out of sync (Encore DVD 2.0)

Previewing timelines

[325930](#) : Incorrect subtitle displays when you use Next/Previous Chapter buttons (Encore DVD 2.0)

[332030](#) : No audio when you preview timeline or slideshow with DTS files (Encore DVD 2.0)

[329728](#) : PGC error when you preview (Encore DVD 2.0)

Previewing slides

[328917](#) : Incorrect slide displays in the Monitor panel (Encore DVD 2.0)

[332585](#) : Slides are larger than expected on burned disc (Encore DVD 2.0)

Previewing motion menus

[327926](#) : Clip repeats in video button on a motion menu (Encore DVD 2.0)

Adding clips to the timeline

[329386](#) : Can't drop a clip onto a track (Encore DVD 2.0)

[332722](#) : Can't copy and paste subtitle clips (Encore DVD 2.0)

Additional Information

[332456](#) : Troubleshoot preview and playback issues (Encore DVD 2.0)

[329313](#) : Optimize performance of Adobe Encore DVD (on Windows XP)

DVD burner is not recognized for limited users in Encore CS3 (Windows)

Issue

When you access the Build tab in Adobe Encore CS3 on Windows, the Recorder is listed as None Found, even though DVD burners are installed and available on the system.

Reason

You do not have administrative rights on the system.

Solution

Do one of the following solutions:

Solution 1: Log into the system as an Administrator or a user with Administrative rights.

Solution 2: Use the BurnRights utility to provide Administrative burning rights to users or groups.

Disclaimer: Adobe doesn't support third-party software and provides this procedure as a courtesy only.

- 1 Download and extract the attached file, [burnrights.zip](#).
- 2 Run the application and select one of the following options:
 - Give burning rights to a group of users
 - Give burning rights to all users
 - Give burning rights to Administrators only
- 3 Click Next. If you selected the "Give burning rights to a group of users" option in the previous step, then select the group from the list of available groups on the system.
- 4 Click Next, and then click Finish to close the application.

Note: BurnRights permissions may not take effect until you restart.

Additional Information

The SCSI layer on Windows will not be available unless a device handle has been opened for read/write access. Non-administrators do not have read/write access unless access rights to the device handle are provided.

Cannot open Encore DVD 1.0 project in Encore CS3

Issue

When you open a project in Adobe Encore CS3 on Windows that was created in Adobe Encore DVD 1.0, you receive the following message:

"Encore cannot open Encore 1.0 projects. Open and save the project in Encore 2.0 or earlier, then try again."

Note: You cannot open any project created with a previous version of Encore DVD in the Mac OS version of Encore CS3.

Reason

The project contains subtitles.

Solution

Do one of the following solutions:

Solution 1: Save the project in Encore 1.5 or 2.0.

If you have access to Encore DVD 1.5 or 2.0, open the project in that version of the application and save it. Then open the project in Encore CS3 and save it with a different name.

Solution 2: Remove the subtitles.

In Encore DVD 1.0, remove the subtitles from the project, and then save it with a new name. Open the project in Encore CS3 and save it with a different name. You will need to re-create the subtitles in Encore CS3.

Additional Information

Encore CS3 does not support the subtitle format used in Encore DVD 1.0 projects and cannot import the project. Saving the project in Encore DVD 1.5 or 2.0 converts the subtitles to a format Encore CS3 can read.

Cannot drag and drop an After Effects composition (Encore CS3 on Windows Vista)

Issue

When you drag and drop an Adobe After Effects file into the Project panel in Adobe Encore CS3, you see the following error message:

"The software that's used to decode the media is not available on this system."

Reason

You dragged an After Effects composition to be used as a Dynamic Link.

Solution

Import the file from the File menu:

- 1 Choose File > Adobe Dynamic Link > Import After Effects Composition.
- 2 Navigate to the After Effects file, click its icon, and then select the composition you wish to import.
- 3 Click OK.

Additional Information

On Windows Vista, Encore CS3 does not support dragging and dropping an After Effects composition into the project panel. On Windows XP however, this method is supported.

Blu-ray Error 6 occurs in Encore CS3 on Windows XP

Issue

When you preview or build a Blu-ray project in Adobe Encore CS3 on Windows XP, Error 6 occurs.

Reason

The MSXML 6.0 parser does not install or work correctly when Encore CS3 is installed as part of Adobe Creative Suite 3 Production Premium. The MSXML 6.0 parser is required by Encore CS3 to support Blu-ray projects.

Solution

Download and install MSXML 6.0 (msxml6.msi) directly from the Microsoft download center at the following URL:

www.microsoft.com/downloads/details.aspx?FamilyId=993c0bcf-3bcf-4009-be21-27e85e1857b1&displaylang=en

Additional Information

Mac OS X and Windows Vista users are not affected by this issue since the parser is either included with the operating system or handled differently than in Windows XP.

AUSPS Intelligent Mail Barcodes rendered too tall | Output Designer 5.7

Issue

USPS Intelligent Mail Barcode printed from Adobe Output Designer 5.7 to any Presentation Target, the barcodes are produced about 1/16th of an inch too tall. They aren't acceptable to the USPS.

Example Barcode: 

Solution

Replace the barcode configuration files in your installation of Adobe Output Designer and recompile any forms affected to pick up the new barcode settings.

All files replaced are in the /config directory beneath the directory that your copy of Output Designer is installed in.

You can edit the following files yourself, or you can contact Adobe Enterprise Support for a copy of the edited files. (Only the highlighted numbers have been changed.)

BARCODE.L4 and **BARCODE.PXL**

```

Barcode USPS Intelligent Mail Barcode (No Text)
  BarcodeHeight .145
  BarcodeType 94
  BarcodeTextFlag 0
  BarcodeCheckDigit 1
  BarcodeBlack 6 44 29 14
  BarcodeWhite 7 10 0 0
Barcode USPS Intelligent Mail Barcode (Text Above)
  BarcodeHeight .145
  BarcodeType 94
  BarcodeTextFlag 4
  BarcodeCheckDigit 1
  BarcodeBlack 6 44 29 14
  BarcodeWhite 7 10 0 0
Barcode USPS Intelligent Mail Barcode (Text Below)
  BarcodeHeight .145
  BarcodeType 94
  BarcodeTextFlag 3
  BarcodeCheckDigit 1
  BarcodeBlack 6 44 29 14
  BarcodeWhite 7 10 0 0

```

BARCODE.PDM and BARCODE.PST

```

Barcode USPS Intelligent Mail Barcode (No Text)
  BarcodeHeight .145
  BarcodeType 94
  BarcodeTextFlag 0
  BarcodeCheckDigit 1
  BarcodeBlack 20 145 96 48
  BarcodeWhite 23 30 0 0
Barcode USPS Intelligent Mail Barcode (Text Above)
  BarcodeHeight .145
  BarcodeType 94
  BarcodeTextFlag 4
  BarcodeCheckDigit 1
  BarcodeBlack 20 145 96 48
  BarcodeWhite 23 30 0 0
Barcode USPS Intelligent Mail Barcode (Text Below)
  BarcodeHeight .145
  BarcodeType 94
  BarcodeTextFlag 3
  BarcodeCheckDigit 1
  BarcodeBlack 20 145 96 48
  BarcodeWhite 23 30 0 0

```

BARCODE.WIN

```
Barcode USPS Intelligent Mail Barcode (No Text)
  BarcodeHeight .145
  BarcodeType 94
  BarcodeTextFlag 0
  BarcodeCheckDigit 1
  BarcodeBlack 60 435 288 144
  BarcodeWhite 70 90 0 0
Barcode USPS Intelligent Mail Barcode (Text Above)
  BarcodeHeight .145
  BarcodeType 94
  BarcodeTextFlag 4
  BarcodeCheckDigit 1
  BarcodeBlack 60 435 288 144
  BarcodeWhite 70 90 0 0
Barcode USPS Intelligent Mail Barcode (Text Below)
  BarcodeHeight .145
  BarcodeType 94
  BarcodeTextFlag 3
  BarcodeCheckDigit 1
  BarcodeBlack 60 435 288 144
  BarcodeWhite 70 90 0 0
```

After you have completed editing your files (or you have dropped the new files in place), make sure that Output Designer is closed. Then, delete all of the *.ICF files in your /config directory to force the targets to pick up your new settings the next time they are used. Don't delete anything other than the .ICF files!