

ISSUE:

ArcSoft ShowBiz 2 fails to export a video to an MPEG-2 file format.

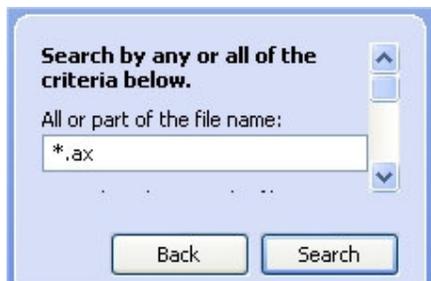
SOLUTION:

The Ligos CODEC (coder/decoder) Arcsoft ShowBiz uses may not be registered correctly with the operating system. The steps below manually re-registers the ShowBiz Ligos CODEC.

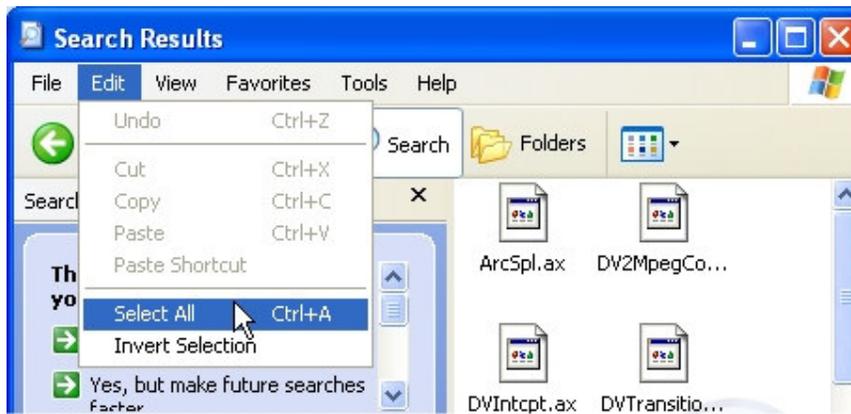
1. Browse to the **C:\Program Files\ArcSoft\ShowBiz 2** directory (instructions to accomplish this below:)
 - a. Open **My Computer** .
 - b. Double-click the **C:** drive.
 - c. Double-click the **Program Files** folder.
 - d. Double-click the **Arcsoft** folder.
 - e. Double-click the **ShowBiz 2** folder.
2. With the ShowBiz 2 folder open, click the **Search** button at the top of the window.
3. Select **All files and folders** in the left navigation bar.



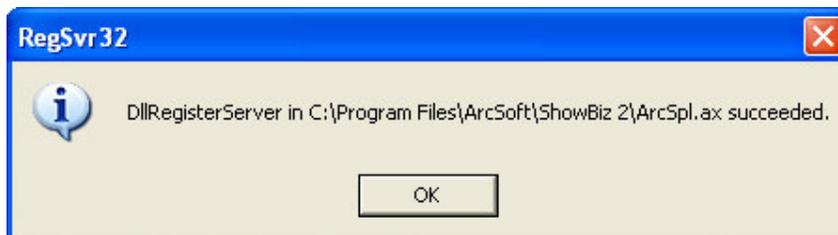
4. In the file name field type the following and click Search: *.ax



5. The CODECS provided with ShowBiz will be found. Choose the **Edit** menu option and then select the **Select All** option.



6. Choose the **Edit** menu option again and select **Copy** .
7. Close the **Search Results** window and the **ShowBiz 2** window.
8. Browse to **C:\Windows\System32** folder (or **C:\WinNT\System32** if running Windows 2000).
 - a. Open **My Computer** .
 - b. Double-click the **C:** drive.
 - c. Double-click the **Windows** folder (or **WinNT** folder in Windows 2000).
 - (If a message is displayed stating the files are hidden, click the **Show the contents of this folder** link.)
 - d. Double-click the **System32** folder.
9. Scroll down to the **regsvr32** icon. Highlight **regsvr32** by clicking on the file once (not double-clicking).
10. Choose the **Edit** menu option again and choose **Paste** .
11. The **RegSvr32** utility will register each CODEC to the operating system one at a time. Press **OK** after each CODEC is registered till all are complete (an example of the registration is displayed below).



12. After all CODEC files are registered, attempt to export a video in MPEG2 format within ShowBiz.

This process does not guarantee the ShowBiz will be able to export an MPEG-2 file, but has been shown to resolve this issue in many cases.