



Green preview with H 264 video files in Pinnacle Studio 16

- Pinnacle Studio

In some cases it has been found that H.264 video files may not preview properly in Studio 16. The video may show only green preview. If this happens, these steps may help to solve the problem:

1. Download the file: [intel_hw_fix_16.zip](#)
2. Unzip intel_hw_fix_16.zip and extract the following files: H264Codec.ax & MediaSDK_Wrapper.dll
3. Copy both of these files to Pinnacle\Studio 16\programs and replace the existing versions.

Here are the default locations for 32 and 64 bit Windows versions:

32 bit - C:\Program Files\Pinnacle\Studio 16\programs

64 bit - C:\Program Files (x86)\Pinnacle\Studio 16\programs.

1. You will be asked to overwrite the existing files in this location. Make sure and agree to this.
2. Restart Pinnacle Studio 16 and check if the issue is resolved.