



Unable to import .MOV Video files from Panasonic Lumix DMC-GH3 or DMC-GH4 into VideoStudio Pro X7 \ Ultimate X7

- VideoStudio

When trying to import .MOV video files from a Panasonic GH3 or GH4 camera, it may cause Corel VideoStudio Pro X7 / Ultimate X7 to close unexpectedly or when trying to play back the video or import into the timeline the video may appear to be blank.

Details:

Windows event viewer will show the faulting module cause is ulmp4lib.dll.

Resolution:

With VideoStudio Pro X7 \ Ultimate X7 closed download and install the following hotfix.

If you have installed the 32 bit version of VideoStudio Pro X7 / Ultimate X7 follow these steps:

1. Download and save the hotfix to your computer.
<ftp://coreluserd:Qgo69iX7@cfs2.corel.com/Hotfixes/PanasonicGH3/x86.zip>
2. Extract the zip file into a new folder.
3. Copy and overwrite the ulmp4lib.dll file to the following location:

Windows XP / Windows Vista / Windows 7
C:\Program Files\Corel\Corel VideoStudio Pro X7

If you have VideoStudio Ultimate X7 the folder name is:
C:\Program Files\Corel\Corel VideoStudio Ultimate X7

If you have installed the 64 bit version of VideoStudio Pro / Ultimate X7 follow these steps:

1. Download and save the hotfix to your computer.
<ftp://coreluserd:Qgo69iX7@cfs2.corel.com/Hotfixes/PanasonicGH3/x64.zip>
2. Extract the zip file into a new folder.
3. Copy and overwrite the ulmp4lib.dll file to the following location:

Windows Vista / Windows 7 / Windows 8
C:\Program Files\Corel\VideoStudio Pro X7

If you have VideoStudio Ultimate X7 the folder name is:
C:\Program Files\Corel\Corel VideoStudio Ultimate X7