

I had the same problem, again, recently and the k-lite codec pack didn't work for me either. I am running Windows 7, and got my DVD's working with Neuroguide by downloading the codecs from <http://www.windows7codecs.com/>

I went there and found that they also offer a Windows 8 package at <http://www.windows8codecs.com/>

You may want to try that.

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Jim Friess

Sorry to be late in posting about DVDFab. There is a free version which I find excellent. I copy all DVDs (often double density DVDs are needed), and never have difficulty. The copy only includes the movie so there is no ploughing through warnings and adverts. The copy works equally well with Neuroguide and Brainmaster DVD players. Google "DVDfab free" to find it.

Atholl

Today at 12:40 PM

Hi,

Here are a set of instructions that completely fixed my problem. This is compiled from several previous threads, mostly from Nick Dogris. I have included links, and several folks have had their problems resolved using the steps below. Hope it helps:

1. Upgrade from Windows 7 to Windows 8.1 ... This link will give you all the details. <http://windows.microsoft.com/en-us/windows-8/upgrade-assistant-download-online-faq> (\$119.99) and Windows 8.1 Pro (199.99). This link shows you a comparison of the features in each...<http://windows.microsoft.com/en-us/windows/compare>. Note: 8.1 Pro does not come with Windows Media Center, you still have to buy the "8.1 Pro Pack" detailed in #2 below.

2. Upgrade from Windows 8.1 or 8.1 Pro to "8.1 Pro Pack" to purchase Windows Media Center. Note: must be running Windows 8.1 to get Windows 8.1 Pro Pack (\$99.99)

from http://www.microsoftstore.com/store/msusa/en_US/pdp/Windows-8.1-Pro-Pack/productID.288392300

3. Download: the K-Lite Codec Pack 690 Full from <http://www.brainmaster.com/kb/entry/119/>. Note: Once on this page, the link for the K-Lite 690 Codec Pack is at the end of item #3. Then install the files.... Note: There are several K-Lite Codec Packs.... These set of instructions specifically work with the "K-Lite Codec Pack 690 Full".

Cindy

Bob and listmates,

I found that after following the procedures outlined by Cindy and previously by Nick (more than once) my system worked after I opened the K-Lite Codec Pack "Codec Tweak Tool" found under the K-Lite App on the Windows 8.1 app menu and applied the following fixes:

Under "General"

"Detect and remove broken VFB/ACM codecs"

"Detect and remove broken DirectShow filters"

This evidently was what my system needed but other tweaks within this app may correct other systems.

It helps me to remember that, thanks to Bob and others on this list, we are pushing the envelope and technical difficulties are to be expected. It is good to have the free technical support this list provides!

**Very best regards,
Dale Foster**

Hi Jerry,

I always copy my DVDs using DFAB. It strips all the initial stuff and leaves just the movie. Never had a problem, and the basic program is free. I can send more info tomorrow from my office.

**Best,
Atholl**

Hello,

I thought I would add to this thread since I have been intently referencing it and found a solution that worked for my problem. I just bought a new computer running Windows 8.1..... when I tried to test running a Neuroguide session using a dvd, I got the dreaded "directshow error 21-80004002" message.

A combination of suggestions from this email thread worked for me:

1. I followed Nick's advice and upgraded to 8.1 pro pack (yes, paid the \$99.99 but it was well worth it!) and I no longer got the error. Yay! However once I began a

session, I discovered that the video worked perfectly and controlled the screen but I had no audio.

2. So, I followed Nick's other advice and downloaded the K-Lite Full 690 Codec Pack from <http://www.brainmaster.com/kb/entry/119/>. Voila! Audio came back. http://filehippo.com/download_klite_codec_pack/tech/9203/

Both problems solved! So if anyone finds themselves in this same boat hope this help. Thanks, Nick!

Cindy

Hi Folks,

Just fixed Randy's system using an OLDER version of the K-Lite codec. It is CRITICAL that you install the FULL version of the codec. It is the K-LITE FULL 690 codec pack. The newer codecs from K-LITE will not fix this problem.

Nick

I rip my movies as chapters using MagicDVD Ripper www.magicdvdripper.com It works well and doesn't seem to blink at most consumer level copy protection. Then I can choose a chapter at a time. I rip as WMV or MP4 but you can experiment as it has more than a dozen formats.

John

Dear Listmates,

I am cross posting this as I get asked by many of my users how to fix the DVD Initialization Error in Neuroguide. This error is commonly seen in Windows 8, but can be seen in other version of windows. If you have any other operating system other than windows 8, then you simply need to install the K-Lite Codec pack. This will install the necessary codecs to make the DVD player run. IF that does not work, then install Bioexplorer. You do have to own Bioexplorer to do this as it will install on your machine for free and then install some codecs for its own DVD player. IF that does not work, make sure you have the latest version of Direct X installed on your computer. These fixes usually do the job.

Now, for windows 8 or 8.1. Windows 8 is a very good OS that takes some getting used to, but in my opinion it is much faster than any other version of windows I have seen including my old favorite windows XP. The problem with windows 8 or 8.1 is that the media player pro pack is not part of the home or pro versions and is not activated upon installation. This means if you try to run a DVD it simply will not work and you will get the Initialization Error in Neuroguide and other programs as well. Here's the bad news. You have to purchase it. If you own the pro version of windows 8 or 8.1 the cost is \$10.00. If you have the home version of the cost, get ready for this, is \$100.00. Really. Despite my desire to rant about this, I will simply say that Microsoft really had a brainfart with that decision. To activate the media player pro pack simply navigate to your control panel and then click on System and Security, then click on "Check for Updates". If you look to the lower left hand corner of this window you will see a link that says "add features to windows". Click on it and (you must be connected to the internet to do this) windows will scan your computer and then offer you the media pack if you do not have it installed. You will have to buy the add on and then windows will install it for you on the spot. After it installs you will re-start the computer and the Initialization Error should be resolved. Happy Training...

Cheers,

Nick

Dale - you can do several things starting with making sure that you have the most up to date drivers for Direct X. You can also download the most up to date K-lite codecs and that should resolve it...unless you're running the dreaded Windows 8. We have found that upgrading to Windows 8 Pro Pack (a download from Amazon) fixed our problems on that platform, along with the K-lite codecs. Windows 8 is not user friendly and is a resource pig - you need 6-8 GB to do what you could do in Windows 7 with 2-4 GB, and having a dedicated 2 GB of video RAM is very helpful.

Wes

I have come across this problem and solved it doing the following:

1. Download and install the latest DirectX from Microsoft.
2. Download and install the K-Lite drivers and when installing them make sure you allow them to have associations with ALL possible audio and visual codecs.
3. Download the install Bioexplorer from www.cyberevolution.com. Even if you do not own the program it will install a video codec on your system that fixes some video problems on some systems.
4. Run microsoft windows update and make sure your system is up to date.
5. If you are running anti-virus software (some types do this) you may need to create and 'exclusion' for Neuroguide. This will prevent the anti-virus software from interrupting the program and causing problems.

In most systems this fixes the problem. Unfortunately, windows 8 does not ship with the media player as part of the system. You have to buy it for \$10. When you do so it installs some valuable codecs that also fixes some of these problems. AS you probably notice I keep saying "fixes some of these problems" which means that the high variability in systems and manufacturers translates to different installations of windows and drivers. This makes it hard to pin down and fix. The suggestions listed above usually do the trick.

Cheers,

Nick

Further to Nick,

I always copy the DVDs using DVDFab (a free version is available for download). It removes everything from the DVD except the movie, which saves time setting up. Also, I don't seem to encounter the codec problems anymore, although copying may not be strictly legal (I think one is allowed to make one copy). I would be interested in knowing whether others use this program and have had the same experience, or whether I have just been lucky with my PCs.

Atholl

Another program to try, although for a cost is Virtual CD, I have about 80 DVD's copied to an external drive and use VLC media player to show the DVD. No issues at all in conjunction with DVDFab and dome free DVD decoders.

Bill

-----Original Message-----

From: Dale Foster <dalesfoster@comcast.net>

To: neuroguide <neuroguide@yahoogroups.com>

Sent: Sun, Nov 17, 2013 9:29 pm

Subject: RE: [neuroguide] Direct Show Initalization Error

Atholl,

After applying every other suggested fix, yours was the only one that worked, playing the ISO file through the NG Multimedia player. I am looking for a way to select scenes or fast forward the movie so a returning client can begin close to where they left off. Have you found a way to do this with DVDFab?

Hi Bob,

I don't know about DVD issues specific to Win 8. My way of resolving the issues has always been to install K-lite Mega codec pack. Sometimes I've had to uninstall whatever codecs were installed and then put K-lite on (or re-install it after taking the others off). The codec problems are the biggest reason I never made a DVD-based CIS suite. Worried about the tech support. I know other companies have had their share of the codec issues to deal with too.

Technically ToneTrend (controlled by audio) is the CIS code connected to the (older) Windows media player. So I've done it. But I was always afraid to invest too much time into trying to port it for the other systems because of the codec crud, and since all manufacturers have had some DVD feedback capability any way.

There was (is?) a dll and ActiveX control that I found awhile back that programmers can use to add DVD functions, and it has other things like saturation, brightness, sharpness control, and a few special effects capabilities. It did *not* require any codecs. It was \$750 five years ago. Because it doesn't require a codec I thought it would be great for building a program. However, that wouldn't help the current situation.

Thanks for referring people. About 10 people/places have picked up the CIS for NeuroGuide.

Jon

Hi Dale and all,

I'm not familiar with dividing the ISO file, but what I do is using f.i. windows DVD to AVI ripper to make AVI from a DVD and then I split them into parts (with AVI ripper) of the most used length of theNeuroguide sessions. You can use any length. Then you can play them with Neuroguide multimedia.

Frank Krijgsman