

FAQ (for Version 2.2 of Handbrake GUI) – Updated 02/04/2007

1. What are the Minimum System Requirements?

- Pentium 4 2.4Ghz or Althon XP 2500+
- 512MB Ram
- 15MB for application. (several GB for video files)
- Windows 2000 SP4 or Windows XP SP1
- Microsoft .Net Framework 2
- Microsoft Windows Installer 3.0

The Program will not install without these Minimal Requirements.

2. Will this program work on other versions of Windows not listed above?

- No. This GUI (Graphical User Interface) is only designed to work on windows 2000 and Windows XP.

3. Will this application run on Mac OS or Linux?

- No. The Mac OS X version can be found (and downloaded) from:
<http://handbrake.m0k.org/>

4. The Installer says I need .net Framework 2.0, where can I get this?

- Visit google.com
- Type in “.net Framework 2”
- The first or second link is usually “Download details: .NET Framework Version 2.0 Redistributable”
- On this page is a download link for .Net Framework 2.0

5. The Installer says I do not have enough ram but I have 256MB or more. How can I fix this?

- The minimum amount of ram to run Handbrake has been set to 512MB
- If your computer uses onboard graphics a portion of main memory is allocated to it. This memory is not available to windows or its applications so the system will detect the ram as: (256 – Amount allocated to Graphics). Since the amount is less than 256MB the installer will not continue. The best solution is to upgrade your ram. The reason the Installer is set to 256MB is to remove this issue for those with 512MB ram and integrated graphics.

6. How do I use the program?

- <http://roflmaocopterzor.googlepages.com> contains an excellent guide covering the main features of the application.
- Please read this documentation and the above guide before asking any questions. 9 times out of 10 the answer will be covered in one of these documents.

7. How long will the encoding take?

- This depends on the Video Codec Used (H.264, Mpeg 4, Xvid) and the hardware in the system being used.
- Mpeg 4 and Xvid encode video significantly faster than H.264 however H.264 can often lead to higher quality video for the same file size.
- Typical encode times can be anywhere between 30mins and 8 hours (sometimes more on a low end system) for a 2hour video.

8. I think I've found a bug, where should I report it?

- Visit the Handbrake forums, <http://handbrake.m0k.org> on this site. Under “Handbrake for Windows” make a post detailing the problem.

9. I'd like a new feature to be added, where can I request this?

- As per #7, Visit the forums and make a post.

10. I'm trying to transfer the video across to the IPOD but its not working?

- The main cause of this problem is you've encoded the video into a format not compatible with the IPOD. The following is the supported formats for use with the IPOD:
 - H.264 video, up to 1.5 Mbps, 640 by 480 pixels, 30 frames per sec, Low-Complexity version of the H.264 Baseline Profile with AAC-LC audio up to 160 Kbps, 48 kHz, stereo audio in .m4v, .mp4, and .mov file formats
 - H.264 video, up to 768 Kbps, 320 by 240 pixels, 30 frames per sec
 - Baseline Profile up to Level 1.3 with AAC-LC audio up to 160 Kbps, 48 kHz, stereo audio in .m4v, .mp4, and .mov file formats
 - MPEG-4 video, up to 2.5 Mbps, 640 by 480 pixels, 30 frames per sec, Simple Profile with AAC-LC audio up to 160 Kbps, 48 kHz, stereo audio in .m4v, .mp4, and .mov file formats

11. My video has no audio or audio is missing for parts of the video. How can I fix this?

- This issue is generally caused by copy protection on the DVD. There are applications which you can run on your system which will decode the DVD correctly on the fly. I strongly advise you check the law in your country regarding these applications before usage. They may be illegal! Browsing the handbrake forums will list some of the applications referred to here.

12. Handbrake keeps producing a Stack-dump. How do I fix this?

- The error will most commonly appear as:
 - `"6 [unknown (0xD8)] hbtest 4064 _cygtls::handle_exceptions: Exception: STATUS_ACCESS_VIOLATION 49537 [unknown (0xD8)] hbtest 4064 open_stackdumpfile: Dumping stack trace to hbtest.exe.stackdump"`
- <http://handbrake.m0k.org/forum/viewtopic.php?t=652> I suggest you read this thread. The 10th Post down I Explain a bit about how handbrake is compiled and some possible solutions that may work.
- In some circumstances the video will still come out ok despite the error.

13. I Receive the error "**** Zero check failed..." How do I fix this?

- The error will be similar to:
 - `"**** Zero check failed in ifo_read.c:565 for vtsi_mat->vts_audio_attr[i] = 0x04c56e6500000000"`
- Generally this means that Handbrake is unable to read the DVD Data. This may be due to copy protection or a poorly mastered DVD.
- A possible solution may be to use DVD Shrink first (Free) then attempting to rip with handbrake again. This is not a guaranteed solution.

14. When I double click a saved profile file it doesn't open with handbrake.

- Run handbrake,
- File Menu > Open Profile.
- Select the file.
- The program currently does not have a file association feature built in. This is something I may include in future versions.

15. I believe I know a better way of getting around a particular error. Can I report this?

- Yes, Please do. Simply make a post under the "Handbrake for Windows" section of the forum and if the suggestion looks good I'll update the FAQ.

Credits

- "Titer" - The original developer of handbrake.
- Everyone on the current development team listed: http://handbrake.m0k.org/?page_id=9