

# Frequently Asked Questions

This document summarizes typical questions and answers for Comprimato UltraPix software. The document is continuously updated to reflect latest user's feedback.

## My video doesn't run smoothly even though I installed UltraPix, what can be the problem?

Typically, it means your video is not in JPEG2000 format, you need to ensure your video is in JPEG2000 MXF or sequence of still pictures. You can simply validate that in any video editor by clicking "file->properties" and the video type should be: *Comprimato UltraPix JPEG 2000 MXF*.

## My video is in JPEG2000 but if I chose lower resolution it still has huge frame drops.

In order to validate if Comprimato UltraPix is being used during editing/playback, you can use Adobe Premiere on-screen debug information. Press: "CTRL+SHIFT+F11" click stop and play button and you should now see text overlay info over video. What you need to look at is the last row named "PF" where you should see: "*CmptoMXFJ2KImport*". This means Adobe uses UltraPix Importer. If you do not see it, you may try to re-install UltraPix or/and ensure you really use standard version of JPEG2000 video.

Even though UltraPix enables 4K/8K editing on mainstream hardware you may ensure your CPU or GPU meets our recommendations: [http://comprimato.com/doc/ultrapix\\_hwrequirements.pdf](http://comprimato.com/doc/ultrapix_hwrequirements.pdf)

## How can I convert my video into JPEG2000?

If your camera/input device doesn't natively support output into professional J2K, J2C or JPX format you may use UltraPix exporter in order to convert any video into JPEG2000. For that purposes you may use "export" directly in Adobe Premiere or you can use Adobe Media Encoder. Comprimato comes with two outputs: MXF and sequence of still pictures. You may choose compressed or lossless format. The entire guide for conversion is in User Guide: [http://comprimato.com/doc/ultrapix\\_userguide.pdf](http://comprimato.com/doc/ultrapix_userguide.pdf)

## What systems are supported for UltraPix?

You can install UltraPix on: Windows 10 64-bit, MacOS Sierra 10.12 or ElCaptain 10.11 64-bit, Linux CentOS 64-bit.

## What non-linear editors are supported with UltraPix?

Adobe Premiere Pro CC 2017, Adobe Media Encoder CC 2017 and Foundry NUKE VFX 10.5

## Does it matter what renderer I use in Adobe Premiere?

If you have one of the latest generation GPUs it's better to switch to CUDA renderer for best editing performance. However, in some cases the nonlinear editors suffers from the problem when GPU is used

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for both video rendering and de-coding. The safe option is to use “software renderer” in nonlinear editor settings.

### It looks UltraPix stopped working and I see frame drops but it worked before, what happened?

It’s likely your free trial expired or your license subscription was not extended. You can quickly validate the license status through Comprimato UltraPix license manager application.

In Windows Start menu -> Comprimato -> UltraPix -> License manager on Windows 10  
or

Application folder -> Comprimato -> UltraPix -> Licensing manager on Mac OS.

The buy-in process is described in [http://comprimato.com/doc/ultrapix\\_userguide.pdf](http://comprimato.com/doc/ultrapix_userguide.pdf) or you can simply go to <http://comprimato.com/products/ultrapix> and click “buy now”.

### Can I use single license on multiple systems?

The UltraPix license is seat-based. It’s locked down after installation and associated with your hardware. If you try to install and activate UltraPix on different machine it won’t work because you need to re-activate the license. For such purpose, please reach out to [ultrapix@comprimato.com](mailto:ultrapix@comprimato.com)

### How is Comprimato UltraPix licensed?

Comprimato UltraPix is a subscription based product. The license is valid for a year and then it’s automatically renewed (with email notification). Single license contains all supported non-linear video editor extensions (for example Adobe Premiere, Media Encoder, Foundry Nuke is part of the single installer and license).

### Where can I see status of my activated licenses?

Comprimato has a web-based licensing manager portal. Once you buy a product you’ll receive a URL link which can be used also for viewing and license management. If you do not have a link, you can go directly to <https://license.ultrapix.comprimato.com> and log-in via your email you used when you bought license(s).

### The installer didn’t detect any version of my non-linear editor

Please ensure you’re using Adobe Premiere CC 2017 or Foundry NUKE 10.5. You may try to re-install those editors to ensure they’re properly installed and activated in trial mode or full-license.

The Comprimato UltraPix installer requires admin rights to properly detect and integrate with supported editing software.

If nothing from above helps, you may contact our Comprimato UltraPix support:  
[ultrapix@comprimato.com](mailto:ultrapix@comprimato.com)