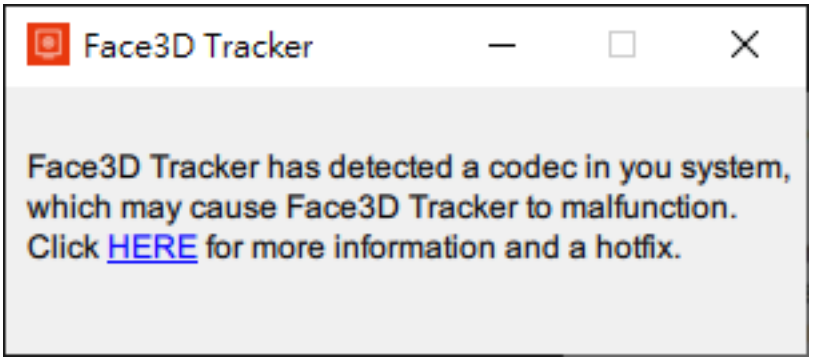
If you're experiencing Face3D Tracker application freeze upon launch, or encountered this following message:



Follow the steps below to resolve the issues you've encountered:

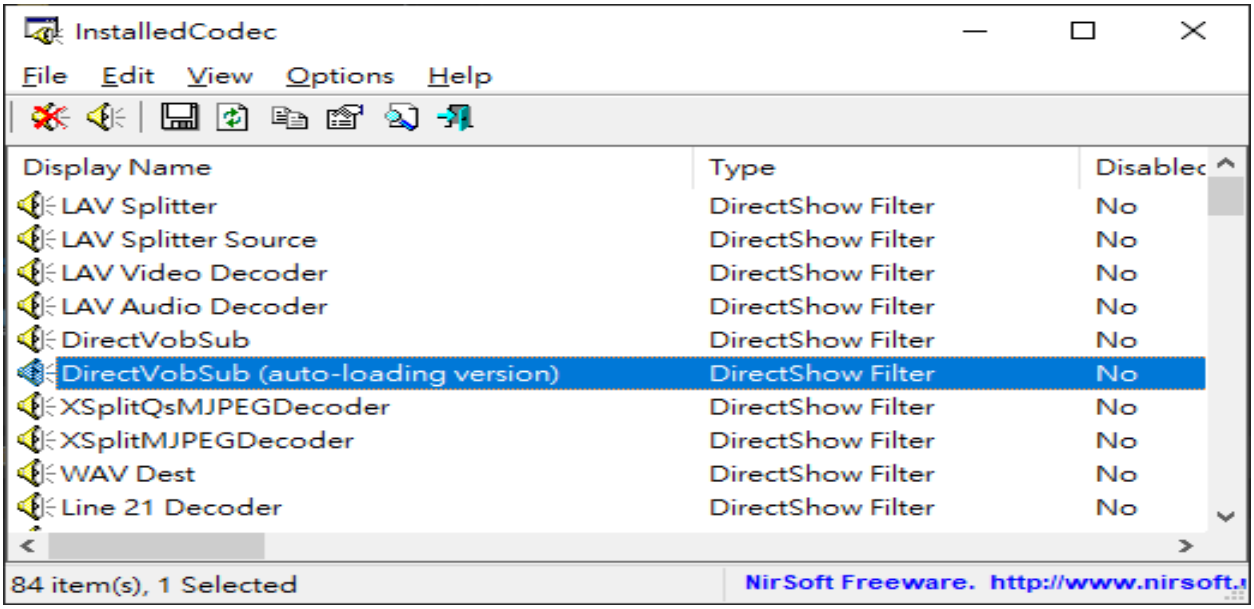
1. Please download the following file:

https://ftp.reallusion.com/reallusionsupport/FAQ/installedcodec-x64.zip

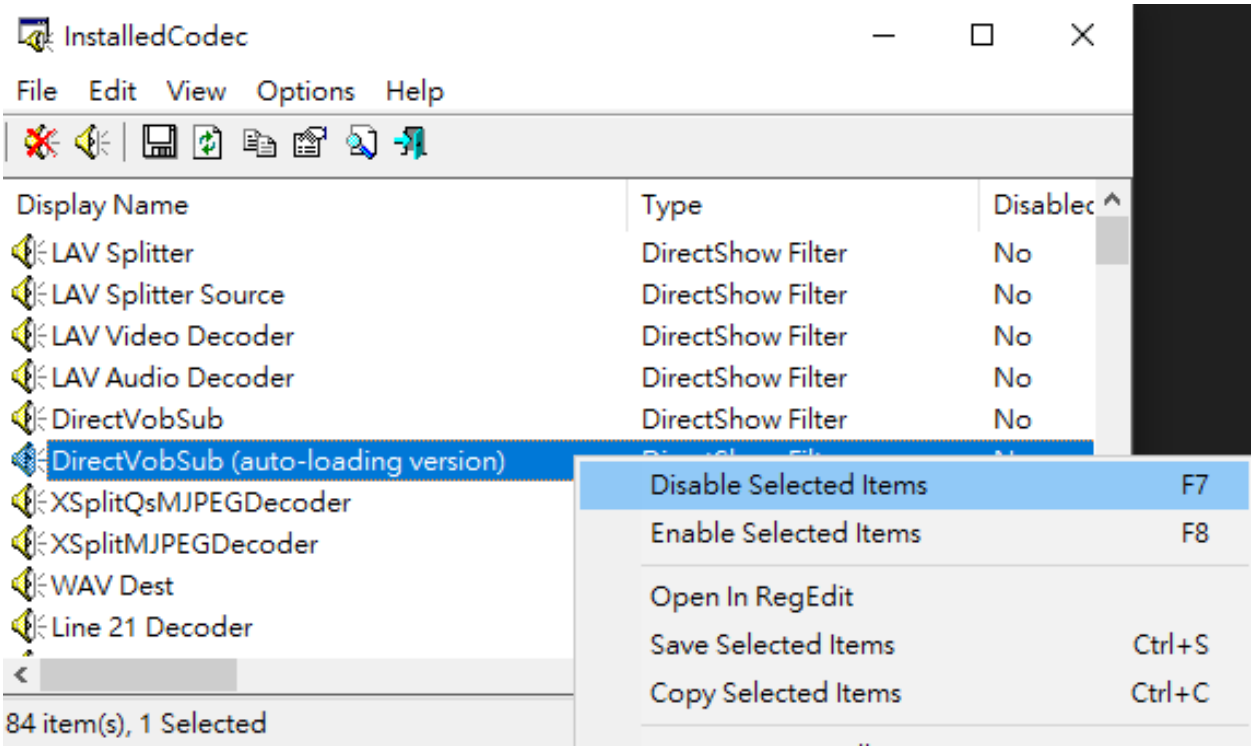
2. Unzip and open the file

3. Double click to run "InstalledCodec.exe"

4. Locate the following file "DirectVobSub (auto-loading version)"



5. Right Click on the file > choose "Disable Selected Items"



6. Launch Face3D Tracker

If you still encountered the same issue after this, please contact Reallusion Support for further assistance.

Reallusion FAQ
https://kb.reallusion.com/Product/52834/How-to-resolve-Face3D-Tracker-error-caused-by-KLite-Codec