

# — Technical Bulletin —

## Blank Videos When Using IW Recorder

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**Problem:** When playing back a video recorded using the IW Recorder tool, the media screen goes dark shortly after playback is initiated, even though the Multimedia window shows the file is still playing.

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**Resolution:** The problem is related to *hardware acceleration*. It can be solved by disabling hardware acceleration in the playback application, or disabling hardware acceleration system-wide. Disabling hardware acceleration globally could affect all applications on the system. It could cause performance problems in some applications, while others might not run at all.

To disable graphics hardware acceleration globally for all applications on Windows 2000, select **Control Panel> Display> Settings tab> Advanced... button> Troubleshooting tab**. On other versions of Windows, select **Control Panel> System> Performance tab> Graphics> Advanced settings**. In both cases, slide the *Hardware acceleration* slider to **None**.

**To disable hardware acceleration in:**

### [Macromedia Flash Player](#)

None.

### [Microsoft Windows Media Player](#)

In Media Player 7 or later, select **Tools> Options> Performance tab**. In Media Player v6.4 and earlier, select **View> Options> Playback**. In both cases, slide the *Video/Hardware acceleration* slider to **None**.

### [RealOne Player](#)

From the RealOne **Tools** menu, select **Preferences> Hardware** and set the **Video Card Compatibility** to *Most reliable* by moving the slider all the way to the left.

### [RealPlayer G2 Player](#)

Select **Options/Preferences** from the RealPlayer menu. Click on the **Performance tab** and clear the *Use optimized video display* checkbox. You may need to close and restart RealPlayer G2 to have the change take effect.

### [Apple QuickTime Player](#)

**Edit> Preferences> QuickTime Preferences**. In the drop-down list select **Video Settings** and clear all of the **Options** checkboxes.