Resolving common capture issues

- Corel Other

1. Defragment your hard drive:
2. * Go to **Start** --> **All Programs** --> **Accessories** --> **System Tools** --> **Disk Defragmenter**.
    - Click **Defragment.**
3. If capturing via Firewire (IEEE -1394), then make sure that you are using a data Firewire port with Microsoft OHCI compliant drivers. Video or audio Firewire ports may add information to the files and create capture and file issues.

   To change the Firewire drivers:
    - Windows XP: Right click on **My Computer** and select **Properties**. Click on the **Hardware** tab --> **Device Manager**
    - Windows 7 and Vista: Go to **Start** --> **Control Panel**--> **System and Maintenance** --> **Device Manager.**
    - In *Device Manager* window, drop down **IEEE 1394 Bus Host Controller**. If the driver below doesn't say "OHCI Compliant IEEE 1394 Host Controller", right-click on that driver and select **Properties**.
    - Click **Update Driver**.
    - In the *Hardware Wizard*, click on **Install from a list or specific location**. Click **Next**.
    - Select **Don't Search**. Click **Next**.
    - Select **OHCI Compliant IEEE 1394 Host Controller**. Click **Next**. Driver begins installation.
    - Click **Finish** on next window.
4. If you are attempting to use "pass through" on your DV camcorder:
    - This function, a.k.a."Pass Through", is only supported in camera's that have AV-->DV Out in their camera settings. This is located in their input/output menu settings in the camera. This setting must be engaged for it to work.
    - There must not be a tape in the machine camera. If a tape is in the DV camera, the program may try to control the tape in the DV camera and will generate errors.
    - If you do not have a pass-through compatible camera, then record the analog signal from it's source to the DV camera and then load the video from the DV camera into the Roxio application via Firewire.
5. Contact your video card manufacturer for the latest video card drivers. If you purchased your computer as a complete system (like Dell or HP), then go to the manufacturer's website for the latest drivers.

   If you purchased your video card separately, then you will need to find out your make and model and go to the video card manufacturer's website to download.
    - Windows XP: Go to **My Computer** and choose **Properties**.
    - Windows 7 and Vista: Go to **Start** --> **Control Panel**--> **System and Maintenance** --> **Device Manager.**
    - Click on the **Hardware** tab.
    - Select **Device Manager**
    - Double-click **Display Adapters**. You're video card make and model is displayed.
    - To find out the driver details (such as version), right click on the make and model under **Display adapter**, and select **Properties**.
6. If you are still experiencing capture issues then try capturing your video into Windows Movie Maker. Once recorded, export the video as a DV-AVI. You can then import the DV-AVI video into your Roxio software.

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