

# Troubleshooting

## The recordings are very chunky and not fluid

Firstly, please upgrade your Evaer to the most recent version(1.6.5.82) to have the issue fixed.

Upgrade link is <http://www.evaer.com/upgrade.htm>

**If the issue still exist, please temporarily turn off your Anti-virus software, the Anti-virus may get a false positive detection on latest Evaer. Then restart Skype and Evaer to have a test.**

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