Troubleshooting

The Skype crashed when I try to record Skype video messag?

Please upgrade your Evaer to the latest version to have the issue fixed. The upgrade link is http://www.evaer.com/upgrade.htm

If you still want to use the earlier version of Evaer, please reset the Evaer settings by following steps to fix the Skype crash issue.

- 1, Exit Evaer video recorder.
- 2, Click the Windows Start menu, click Run, type "regedit" and click OK.
- 3, Open the register key HKEY_CURRENT_USER\Software\Evaer\config.
- 4, Change the key "caps" value to 0. (You can also <u>click here</u> to download the file and double click it to merge the registry key automatically instead of the step 2,3,4.)
- 5, Restart your computer.
- 6, Run Evaer again. It will ask you restart your Skype.
- 7, Send new Skype video message to have a test.

Unique solution ID: #1071

Author: Eva

Last update: 2014-02-07 08:47