

Troubleshooting

Why I cannot record Skype video since I updated the Skype version?

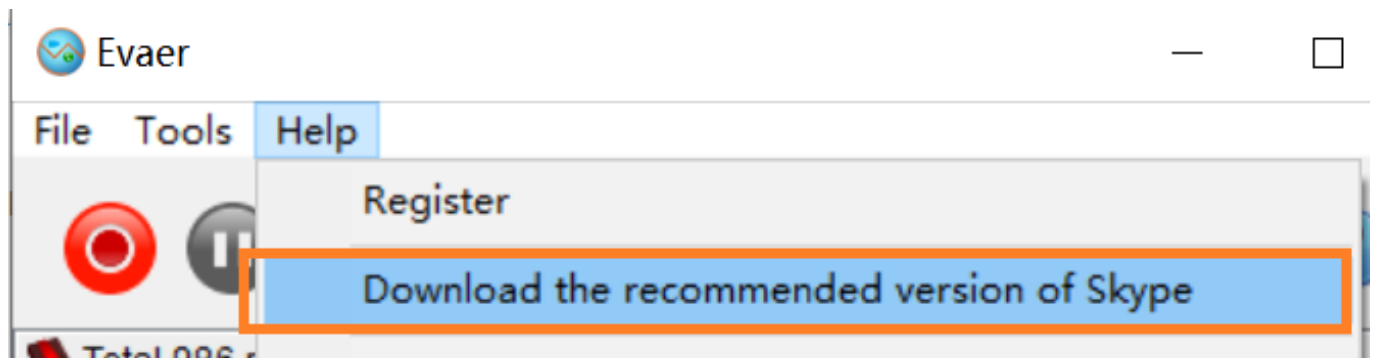
Because the Skype version is updated frequently, our program may not be able to record Skype video on some computers.

So refer to the steps below to solve this problem.

1, Download and install the latest Evaer software from the link below

<https://www.evaer.com/upgrade.htm>

2, Please click the Evaer software menu "Help > Download the recommended version of Skype" after you installed the latest Evaer software. It will automatically download the appropriate skype version, and then you need to install it after the download is complete.



3, Run Skype to record a new call to have a try. That will fix the problem.

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