



Merit LILIN Technical Support Document

Document Number: Q00081
Date: 10/17/2012
Dept: Technical Support, Taipei

Subject: Standard procedures verifying Windows 7 PC settings for best CMX performance

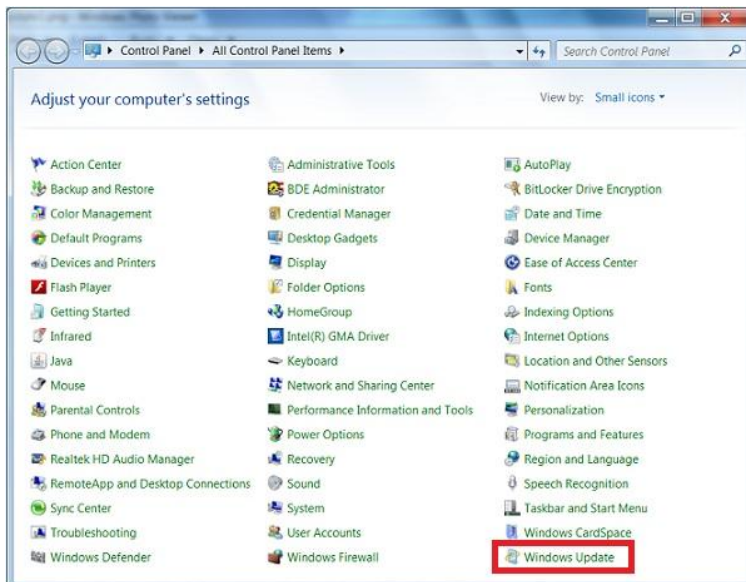
Description: If you experience some unexpected errors with CMX software, please first follow the instruction below for solving the problems.

Who should read this document?

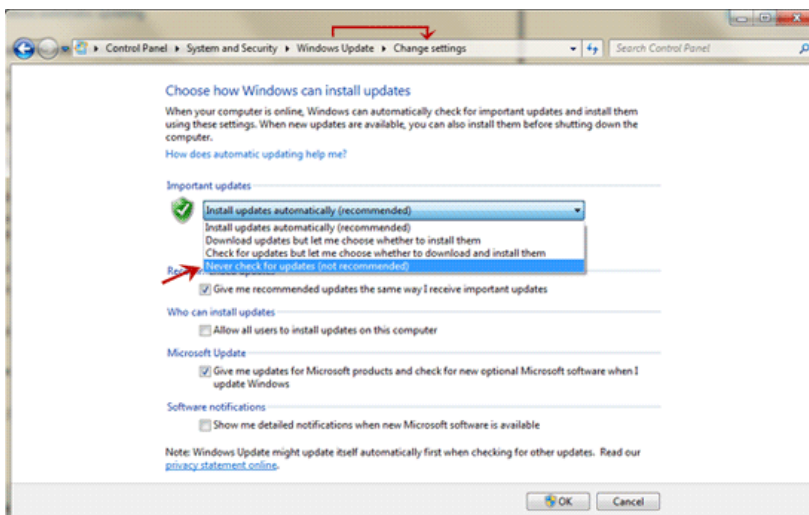
Technical support staff and sales people

Solution:

Step 1: Disable Windows update feature. Go to “Control Panel-->Windows Update”.



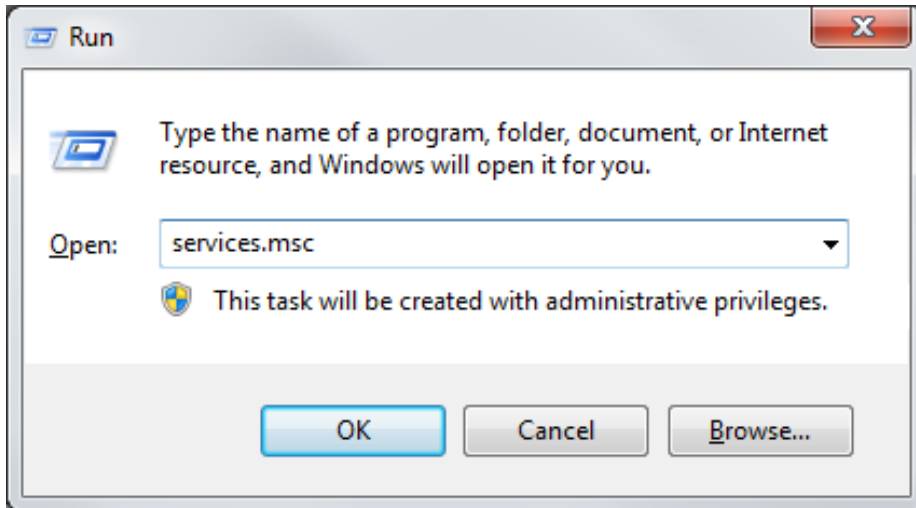
Step 2: Click on the Windows Update button and change the setting to “Never check for updates” as shown below.



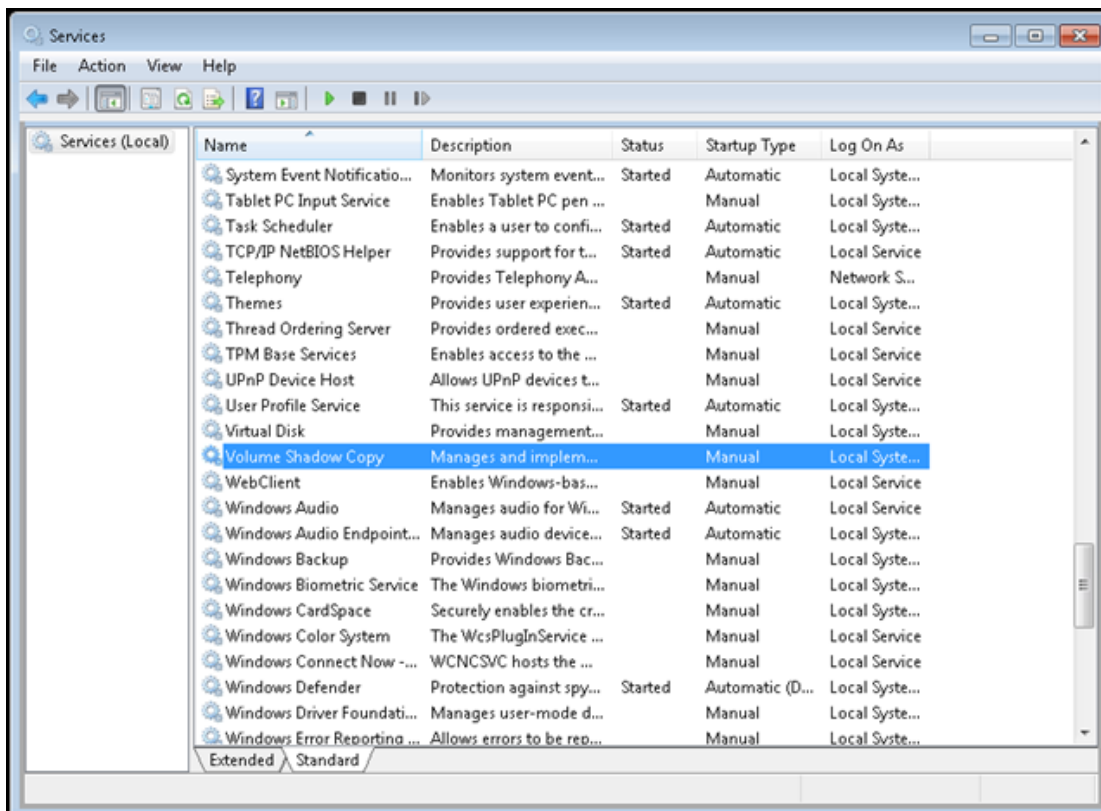


Note: you might experience Windows reboot with Login window on top of CMX. This is caused by Windows update feature.

Step 3: Disable the “Volume Shadow Copy” feature. Enter “services.msc” and click “OK”.



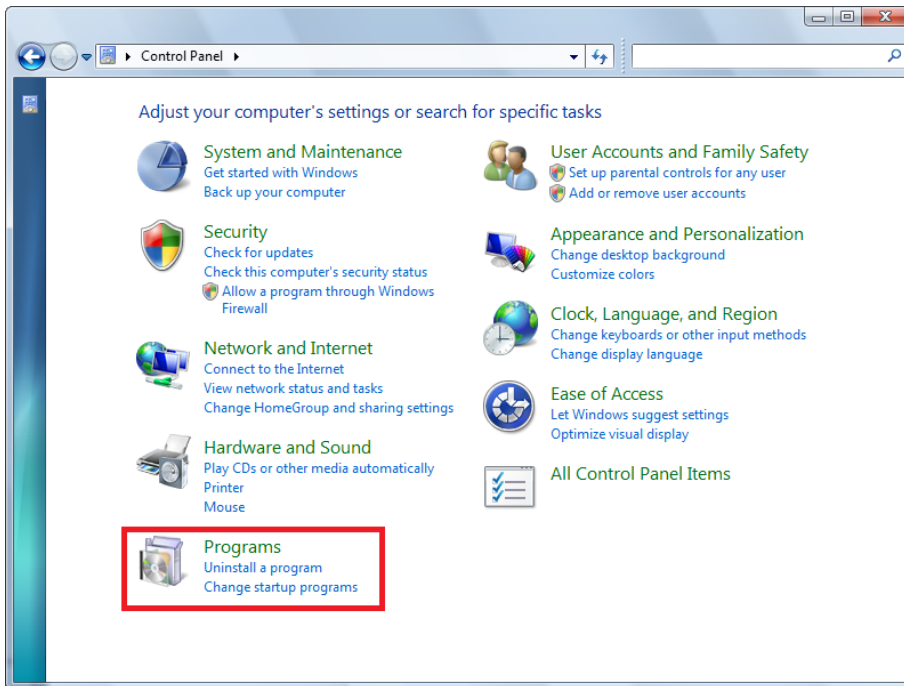
Step 4: The item “Volume Shadow Copy” is shown below and disable this option:



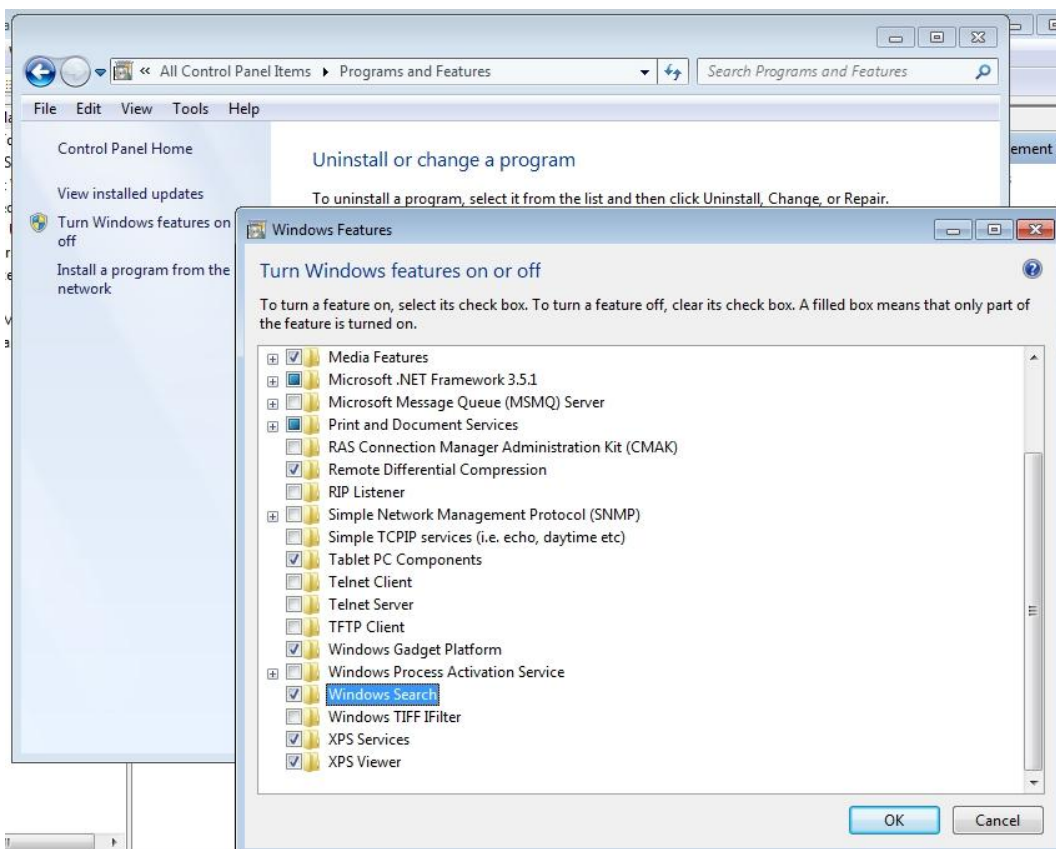
Note: Volume Shadow Copy feature tries to backup the shadow image of your HDDs. This feature might overload the HDD performance. It might end up with slow video playback and video jittering.



Step 5: Disable the “Windows Search”, go to the “Control Panel” and select “Programs”.



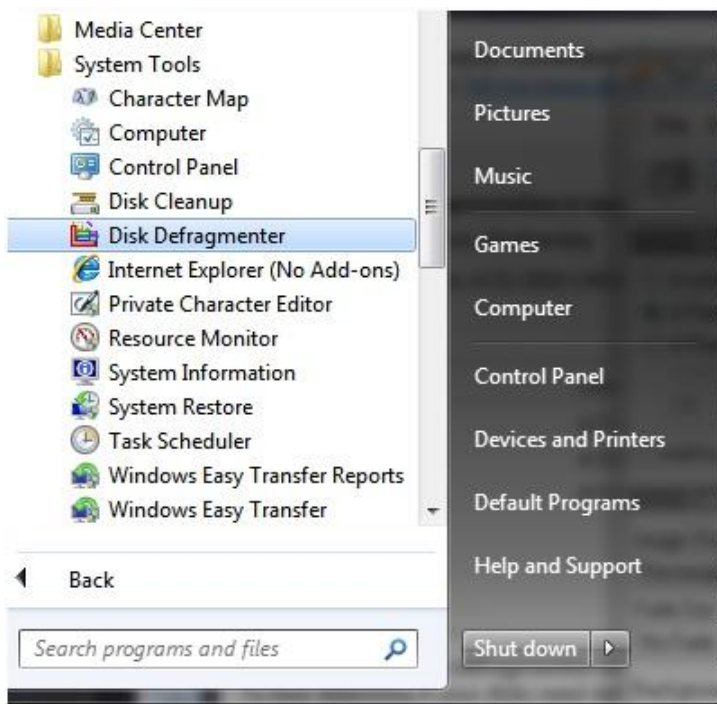
Step 6: Click on “Turn Windows features on or off” and remove the check for “Windows Search”.



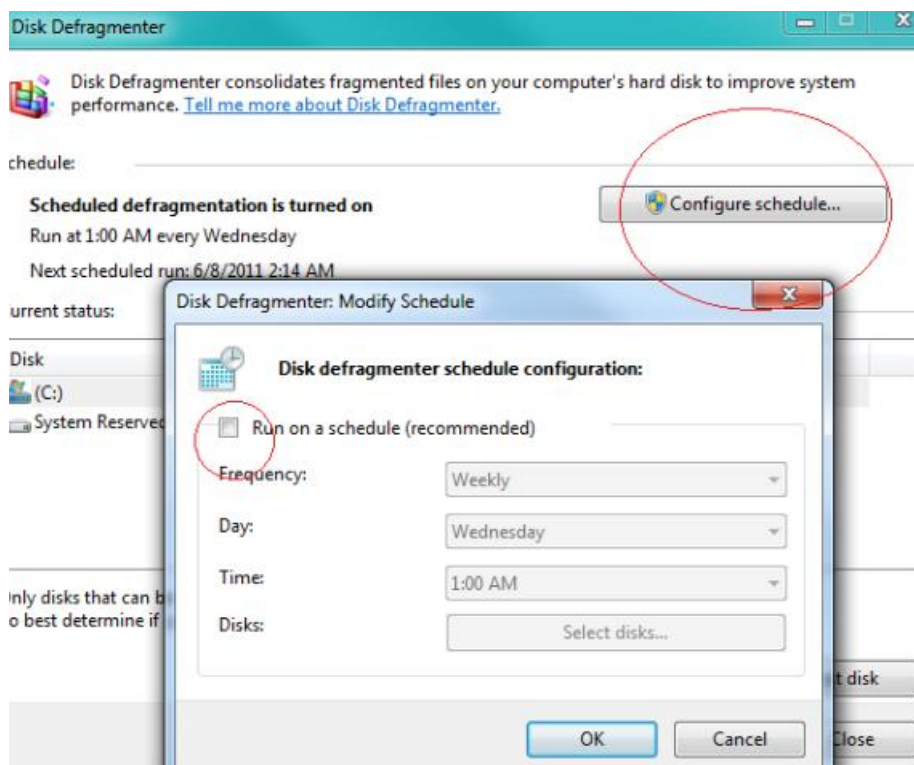
Note: Windows Search feature tries to index most of the files. Reordering the index table for files might cause much CPU usage and slow down CMX performance.



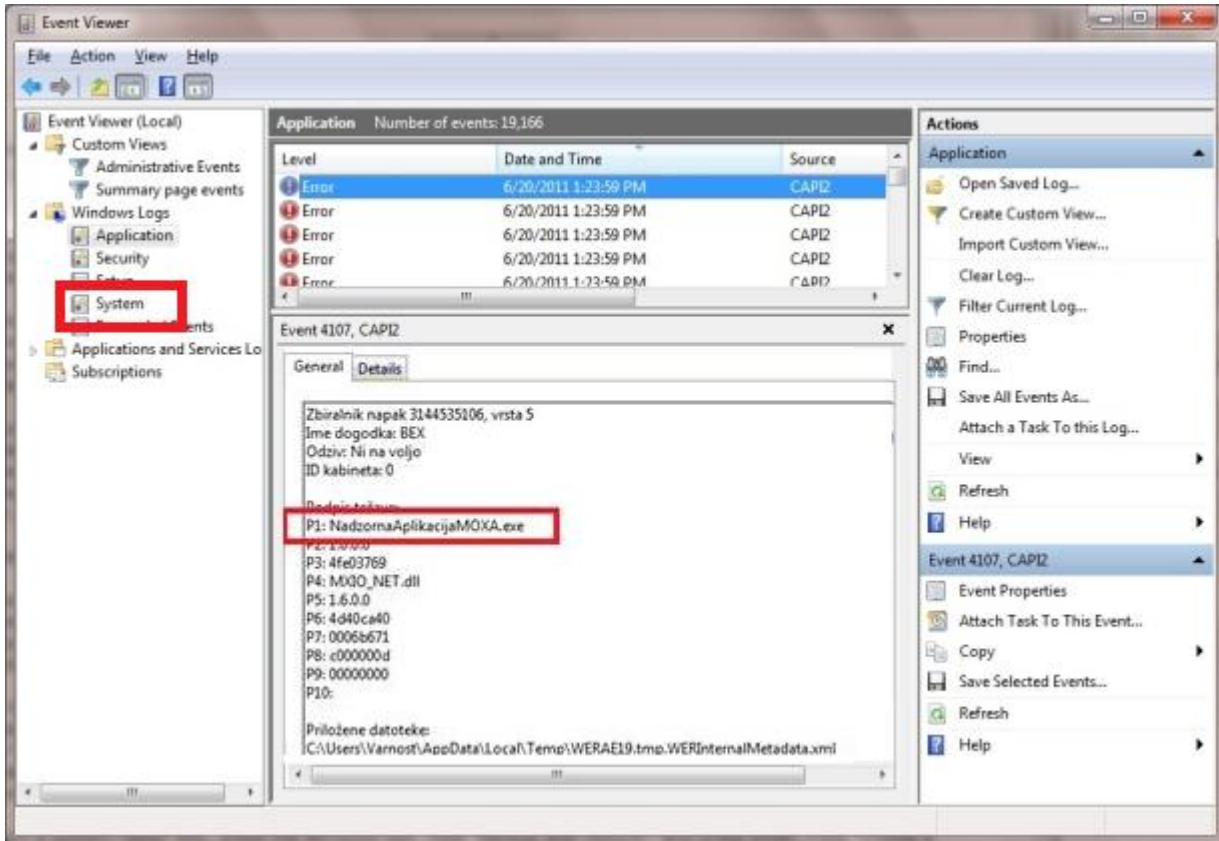
Step 7: Click the “Disk Defragmenter” from “System Tools” as shown below:



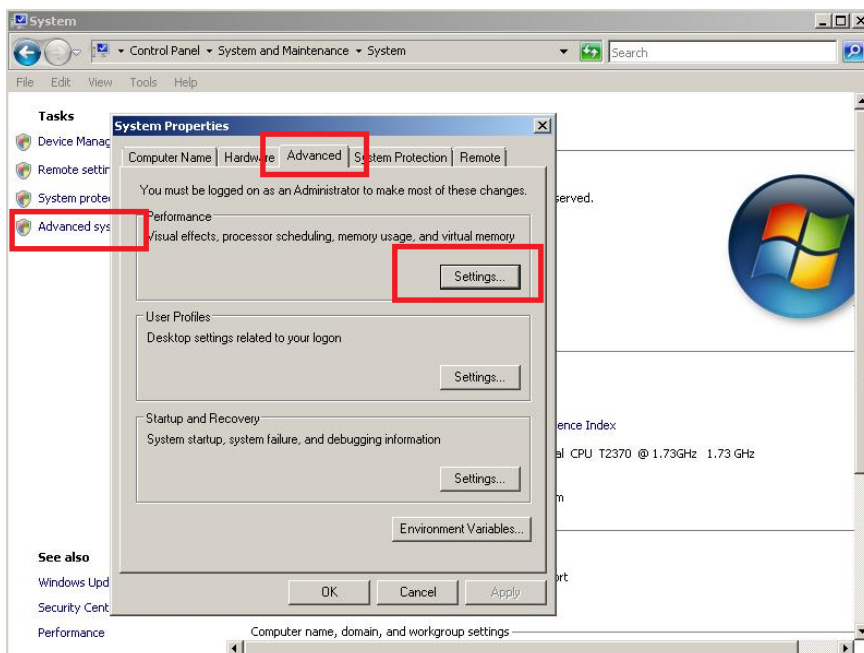
Step 8: Click on “Configure Schedule” and remove the check for “Run on a schedule”.



Step 9: Remove possible application that might cause the crash of Windows 7. Please open Windows Event Viewer and Select "Windows Logs->System". Find the error and select the error event by finding the application name in General tab. Remove the software for causing the crash of Windows 7.



Step 10: If you experience video flickering at CMX of the PC's graphic card, please follow the instruction for solving the problem. Go to "Control Panel->System and Maintenance->System Properties" at Windows 7.





Step 11: Click on “Performance Setting” button and select “Adjust for best performance” option. It can solve the flickering problem.

