

How to solve the portrait video playback tearing problem on the SA/MS appliances?

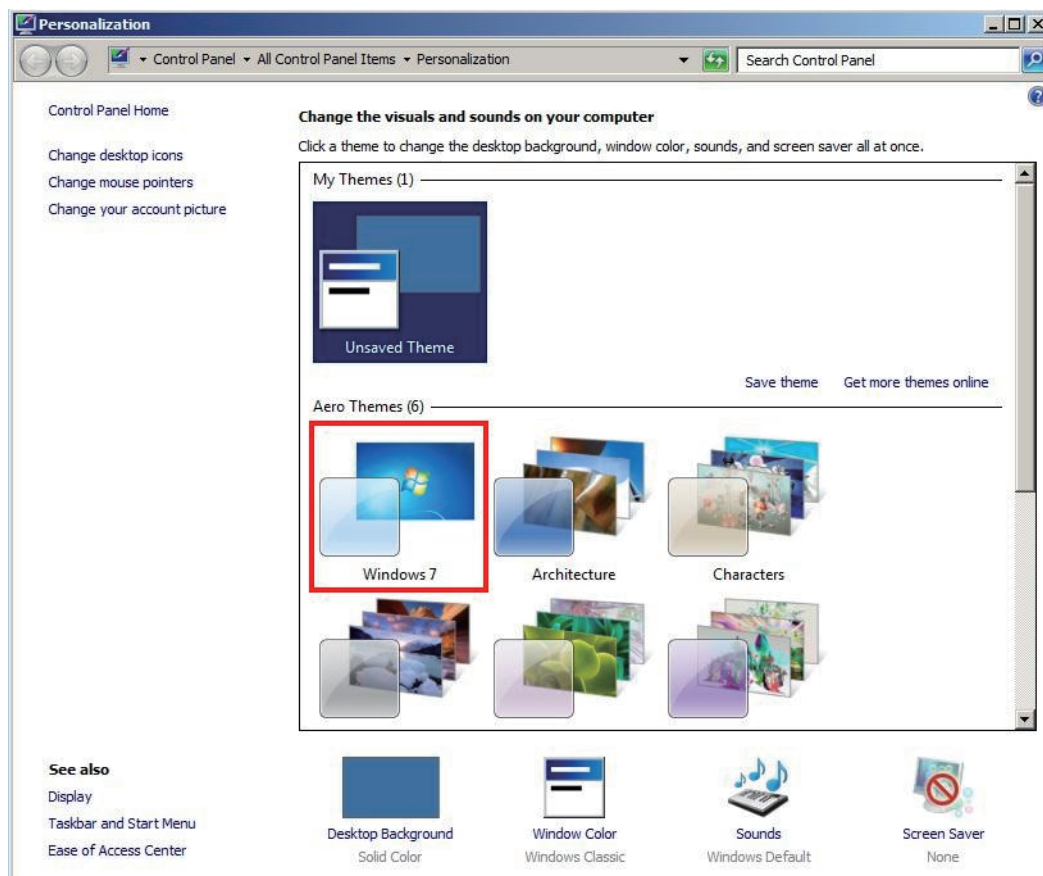
This solution is only applicable for one zone per screen and video bit rate not higher than 30fps. If you use one zone to cross multiple screens or the bit rate is too high, this solution may not help.

To solve this portrait video playback tearing issue, please follow below steps to turn on DWM and config the Aero settings:

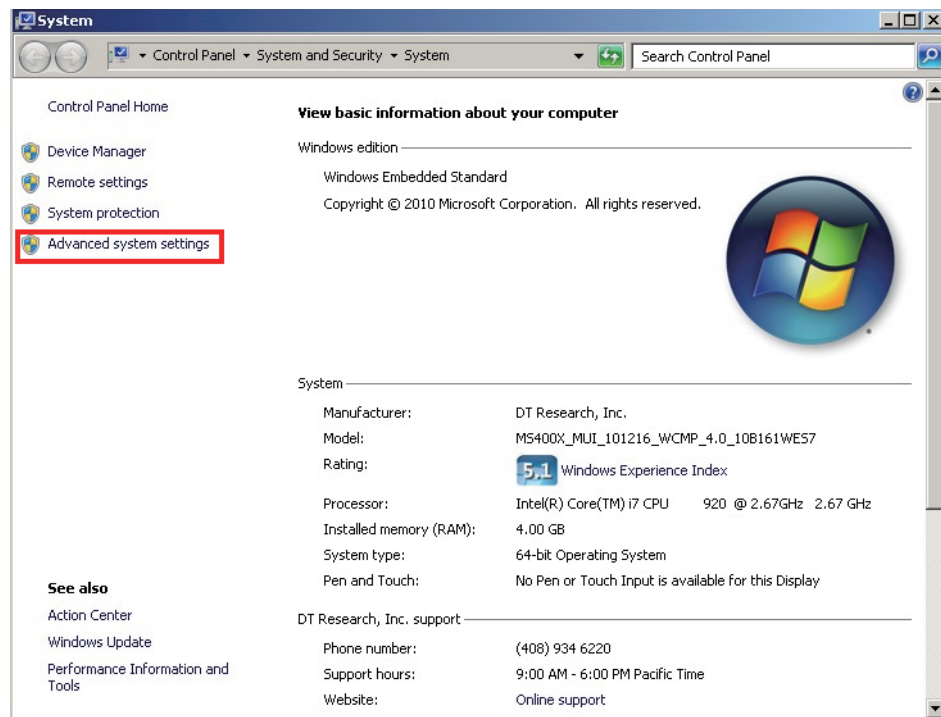
1. Please run the attached file (WDMOn.bat) as Administrator
2. Change desktop to "Aero" Theme
3. Confirm if the setting below has been applied. (Check if the task bar is translucent after all settings applied)

Config Aero Settings:

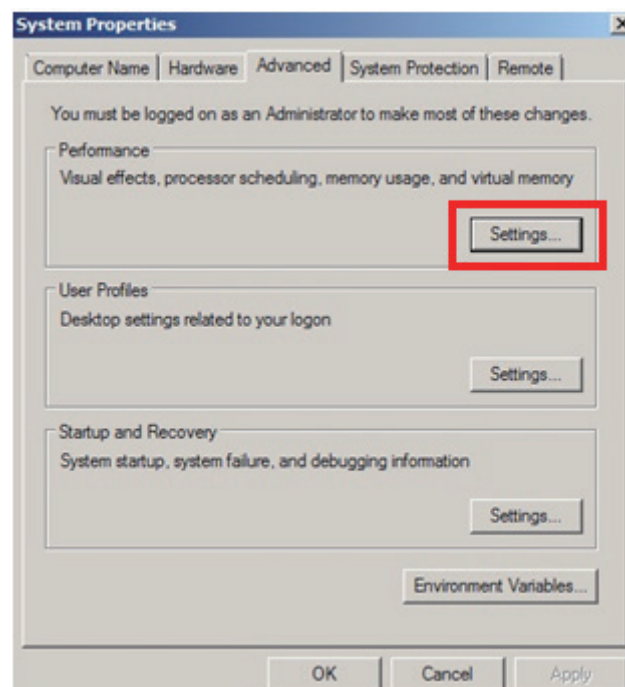
1. Right click mouse -> **Personalize**
2. Click "**Windows7**" in Aero Themes



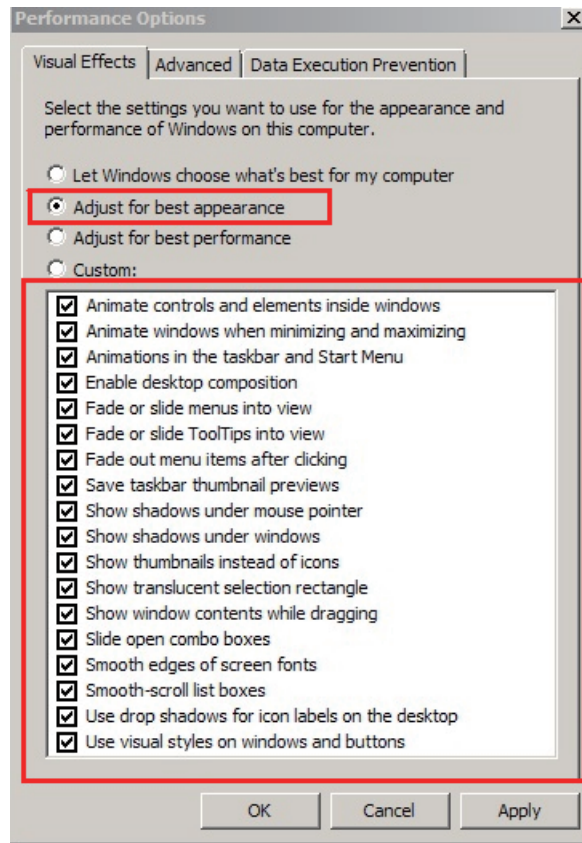
3. Right click **My Computer**--> Properties
4. Click **Advanced system settings**



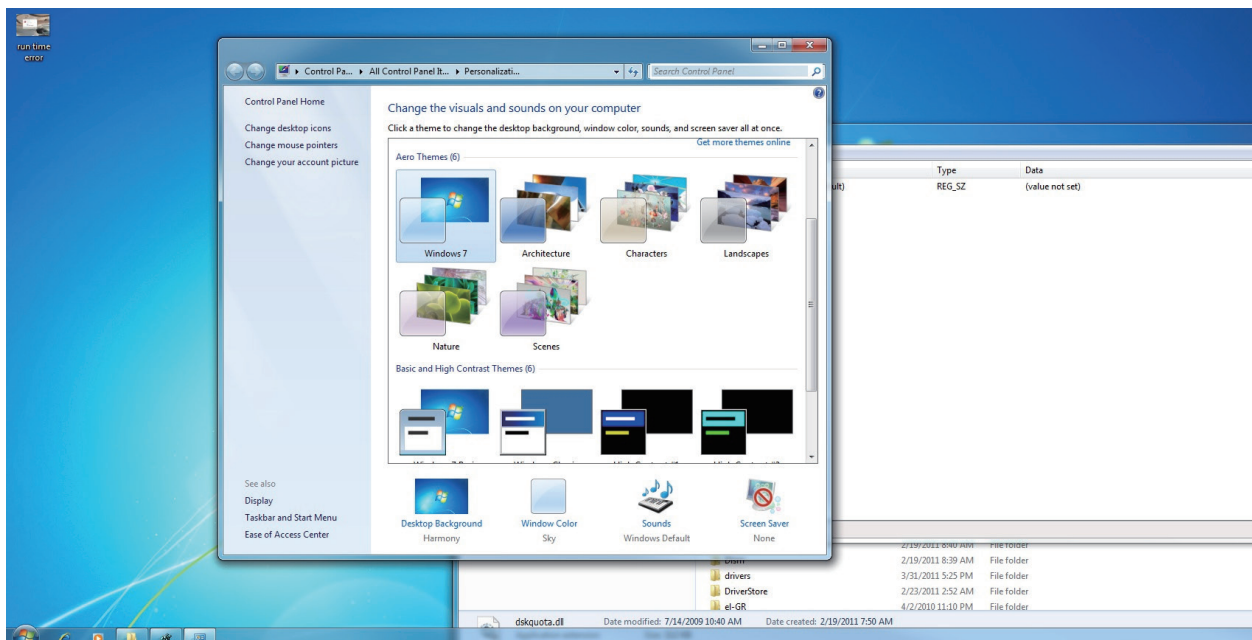
4. Launch the System Properties Window
5. Click **Settings** button in "Performance" module



6. Make sure to check “Adjust for best appearance” and all the options below are checked



7. Make sure the task bar and windows is Aero effect



8. To disable and compare performance without DWM, run the DWMOff.bat again to turn off the DWM.