

TROUBLESHOOTING CAPTIVATE SCREEN RECORDING

? I can't see the red recording area/can't make it snap to my application.

- If you have multiple monitors, make sure you are recording on the monitor Captivate is recognizing as your main monitor. To check which monitor Captivate is treating as the "main monitor," close Captivate, and open it again. The one where Captivate opens, especially the one where the Welcome screen shows up, is the best monitor to record.
- Make sure your display settings are set on 100%. Often, especially on high density displays or smaller laptops with high screen resolutions, the display settings will be on 150% or even 200%. **Right-click the desktop**, choose **Display settings**, look for the **Scale and layout**, and make sure it is set on **100%**.

? When I try to record, I get an error saying something about high-density monitors.

(Here is the error message: "Capture is disallowed since High-density display was detected. Please set 'DpiAwareness = 1' in AdobeCaptivate.ini and restart the application.")

- You are most likely using version 9 of Captivate on a new, small laptop that has a high-density screen.
- **Easy fix:** Upgrade to Captivate 2017.

More difficult fix: edit the Captivate 9 .ini file. [Here is an article that explains how to do it.](#)

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When I record in Training and Assessment mode, I get no interactivity and no captions.

- If you have multiple monitors, make sure you are recording on the main monitor. To check which monitor Captivate is treating as the “main monitor,” close Captivate, and open it again. The one where Captivate opens, especially the one where the Welcome screen shows up, is the best monitor to record.



I’m on a Mac and having trouble recording. (I get an error message, get no captions when I record, etc.)

- Open your **System Preferences > Security & Privacy > Privacy tab > Accessibility** category on the left nav
- At lower left, click **padlock** icon and enter password to unlock
- in the **Allow** the apps below to control your computer area, ensure that **Adobe Adobe Captivate.app** has a checkmark
- Click the padlock again to **re-lock**



My application menus open outside of the area of my application, and therefore don’t get recorded.

- You are most likely using a touch-screen computer
- Go to **Control Panel > Hardware and Sound > Tablet PC Settings > “Other” tab**
- Select **Left-Handed**
- Click **OK**
- (If you are ever using a menu on the far right-hand side of the app you are recording, you might have to change this back to right-handed. My apologies if you use your touch screen a lot. You can create a shortcut to this setting: **right-click** the **Tablet PC Settings** heading/link, choose **Create Shortcut**, and click **Yes** to create shortcut on the desktop.)