

Title: SentryVMS Client and Digital Zoom

Product: SentryVMS Client

Brief: Shaded Yellow Box does not appear in digital zoom

Solution: Verify DirectX version

The yellow digital zoom box depends on whether Direct Draw (DirectX) is being used and which version. Currently SentryVMS Client uses DirectX 5 for this feature. If the video card does not support DirectX 5 possible symptoms are a render error. Solution is to turn it off in **Tools – Options – General Tab**. When you turn it off the yellow box will not display any longer. DirectX 5 is outdated and most video card manufacturers don't include it on their cards. Current video cards are including DirectX 7 or higher.

To determine which version of Direct X is installed on your system, click **Start - Run** enter **dxdiag**. The DirectX Diagnostic Tool window will appear. On the **System Tab** the version is listed at the bottom of the list.