

Image in the Screenshot Editor is Garbled

This article applies to: **All Applications** running on Windows operating system

Problem

Screenshot Editor shows corrupted image when opened, resized, scrolled.

Solution

The problem is likely to be a compatibility issue between Java being used, your video card and your version of Windows. Using the following command-line modifiers you can disable using DirectDraw in the application, which may solve the problem:

Command-line property	Value
sun.java2d.noddraw	true
sun.java2d.d3d	false

For example, you can start JIRA Client with these properties using the following command line:

```
jiraclient.exe -J-Dsun.java2d.noddraw=true -J-Dsun.java2d.d3d=false
```

The problem is known to have appeared and being solved on the following platforms:

1. Windows XP SP3 + nVidia GeForce 210, Java 1.6 (JRE 1.6.0_18-b07 and earlier)