

Avid Tech Bulletin

ATB #: **024**



Date: 3/24/2004

Title: Nvidia display card settings can cause video level shift when playing/stopping video

Product/Assembly Affected

Any Avid products utilizing one of the following display cards with Nvidia driver 53.03: Nvidia 980XGL, Nvidia FX1100, or Nvidia FX1000 OGL display cards. This problem has been seen on all Avid-qualified monitors (i.e., NEC LCD, NEC CRT, and Mitsubishi CRT monitors), but is not necessarily limited to these monitors.

Problem/ Description

Video levels on both the source and record punch-through monitors can appear to brighten or darken, depending on whether video is playing or static (parked on a frame). The image's video level will drop when the video is played, and return to the brighter level when playback is stopped. NTSC full screen monitor is not affected.

Cause

The image shift has two causes. One cause is due to the NVidia Driver Helper Service (nvsvc32.exe) being run in accordance with the Nvidia card. Avid recommends that this service be shut off as a default, as it can cause other display problems as well. The other cause is improper setting values of video image categories (Brightness, Contrast, Hue, Saturation, Gamma and Image Sharpening) in the monitor settings.

Solution

1. Disable the Nvidia Driver Helper Service (nvsvc32.exe).

This service can cause slow boots and shutdowns, color correction settings not to stick, as well as random odd UI behavior with windows positioning, etc. It can also prevent Photoshop's Gamma Loader from operating. To disable, right click on My Computer-> Manage-> Services and applications -> Services-> Scroll down to the NVIDIA Driver Helper Service (it is called nvsvc32.exe), right click on Properties and change startup type to 'disabled,' and then right click again and chose 'stop.' Do not use Task Manager to stop this service, as the service will be restarted upon reboot.

2. Manually set your Nvidia Monitor settings in Display Properties.

- A) Navigate to the Overlay Control tab. Navigation will vary, depending on platform.
- B) Set parameters to the following values:
 - Brightness: 118
 - Contrast: 110
 - Hue: 0 (Default)
 - Saturation: 100
 - Gamma: 1.00 (Default)
 - Image sharpening: far left (Default)

Additional Information