

How to Disable Third Party Utilities From Startup

I'm having problems with my camera under Windows or Mac, with camera crashing or freezing. What should I do?

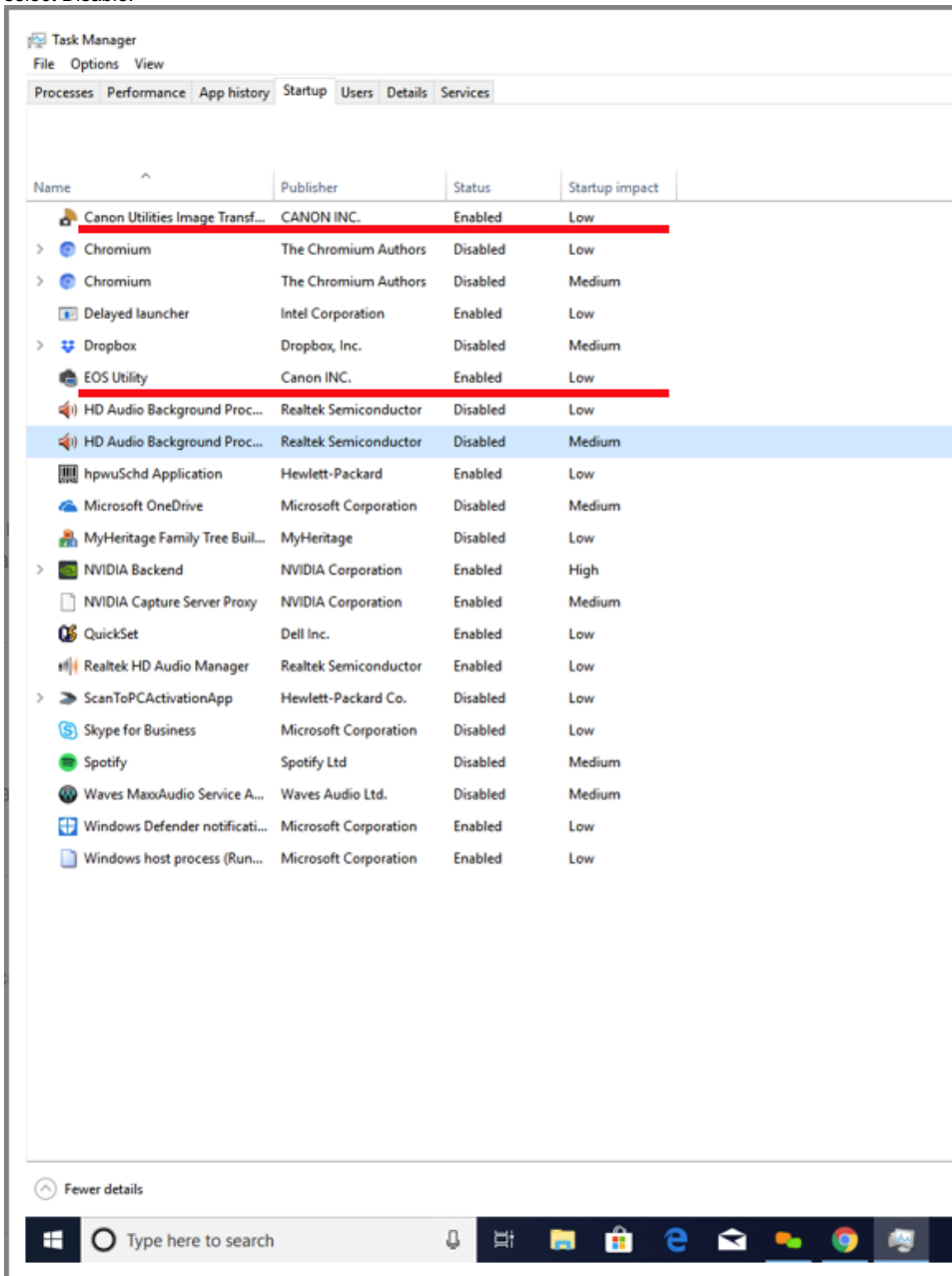
Step-by-step guide

We are aware that in versions 6.x of Shutter Stream, some Canon cameras will not work well and Shutter Stream may crash if the Canon EOS startup utilities are running.

WINDOWS

Here is what you can take to disable the Canon EOS utilities in Windows:


1. Start your Task Manager
2. Click on the Startup tab
3. Disable all Canon EOS utilities, a sample of which is underlined in red. If there are any others, please disable all. To disable, right click and select Disable.

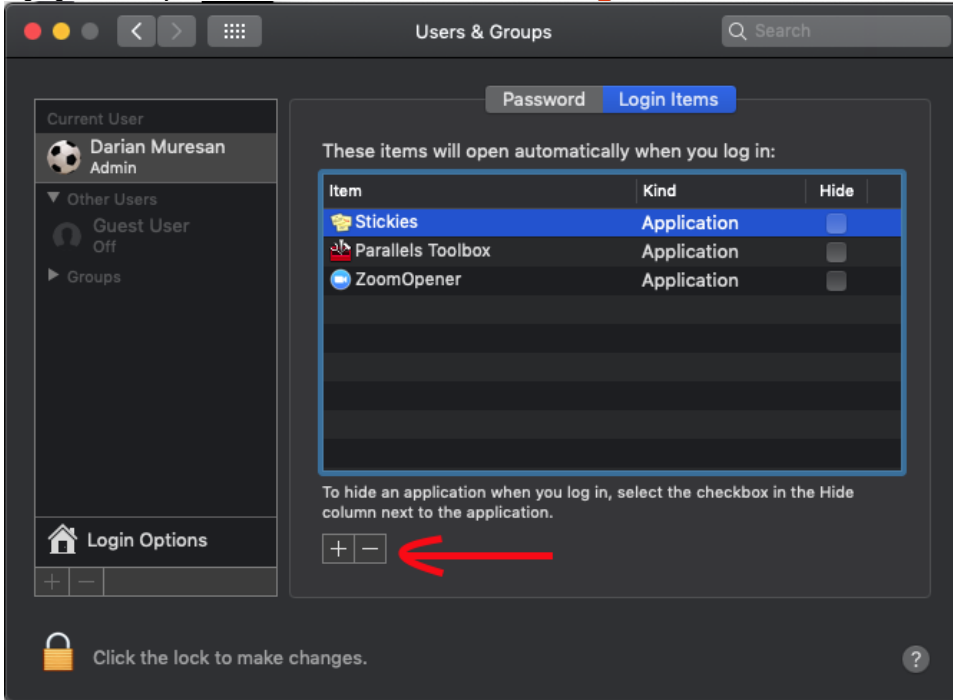


4. Restart your computer.


MAC

Here is what you can take to disable 3rd party utilities in Mac OS:

1. Go to System Preference
2. Click on Users & Groups
3. Click on your name and then select Login Items
4. Highlight the item you want to remove and then click on the minus  button at the bottom of the screen.



5. Restart your Mac.

 Please note that Shutter Stream can only connect to Canon cameras via USB cables. No wireless support.

Related articles

- [Long Connection Times and Disabling Other Camera Search](#)
- [Compatible Camera Settings](#)
- [How to Disable Third Party Utilities From Startup](#)
- [Canon Camera Control](#)
- [Canon Error Codes](#)
- [Sierra and Canon Cameras](#)
- [El Capitan And Canon Cameras](#)