
IVT cannot be displayed on 24 inch monitor

Posted by Tammy Glenn - 2009/10/22 11:11

Hi there,

I am running Beyond 20/20 Professional Browser version 7.0.3050 (32).

My workstation configuration:

Version: Microsoft Windows XP Professional SP3

Model Number: Precision WorkStation T3500

RAM (bytes): 2,681,745,408 bytes

CPU Speed: 3,200

Drive Size (bytes): 159,998,146,560

Drive Size (bytes): 300,066,439,680

Video: NVidia Quadro FX 580 Driver version 6.14.11.7864

Monitor: 24", Dell

Screen Resolution: 1920 x 1200 pixels

Problem:

Start the Beyond 20/20 Professional Browser,

Open an ivt file with lots of rows,

Maximize the Beyond 20/20 Browser window and the open file window inside beyond 20/20 (sometimes the Beyond 20/20 Browser just quits at this point),

Minimize both windows, an error is reported: BrowserPro, Not enough memory to complete operation.

Minimize the Beyond 20/20 Browser, Maximize the Beyond 20/20 Browser, and then close the Beyond 20/20 Browser and you will get this error:

Beyond 20/20 Professional Browser

The instruction at "0x7c91101a" reference memory at "0x6974616c". The memory could not be "written".

Click on OK to terminate the program

Reducing the monitor resolution to 1600 x 900 makes this problem go away. However on our 24" monitors this is not an option.

Thank you for taking the time to look into this problem.

Tammy Glenn

Re:IVT cannot be displayed on 24 inch monitor

Posted by Gilles Russell - 2009/10/22 11:19

Hello Tammy,

This is a known bug when using a resolution height that is bigger than 1050. It happens when more than 50 rows are displayed, we are working on a resolution before then end of the year.

In the mean time, I suggest that you do not maximize the application when running in a resolution higher than 1050.
