

Allied Financial Software Knowledgebase

How to reduce hardware acceleration

How to reduce hardware acceleration- Display Does Not Completely Refresh When Changing From One View to Another

Question

You are changing, for example, from the Contact Details view to the Contact List view when your screen does not refresh completely and you see parts of each view.

Answer

This can result from more than one issue:

Note: This Answer relates to more than one version of ACT!. Please refer to the appropriate section.

If you are using a ATI Technologies (Radeon) video card and experiencing this issue you may be able to resolve it by reinstalling the software drivers for your video card. Please refer to ATI Technologies Web Site.

It is recommended that you update your video card drivers (no matter what type) before attempting the other options in this Knowledge Base Answer.

For ACT! by Sage 2007 (9.0) Users:

Reducing Windows Hardware Acceleration:

This issue can be caused by your hardware acceleration being set at or near the Full setting. Lowering this setting can resolve this if the previous process was unsuccessful. Use the following steps:

1. Right-click the Windows Desktop, and then click Properties from the shortcut menu. The Display Properties dialog launches.
2. Under the Settings tab click the Advanced button. The Graphics Controller Properties dialog box appears:
3. Under the Troubleshoot tab, reduce your Hardware Acceleration (if anything other than None). If set to Full drag the slider to the first line (None) or the second line (Basic) from the left.
4. Click Apply, OK and then OK to close the Display Properties dialog box.
5. Test ACT!.

For ACT! by Sage 2006 Users:

You may be able to work around this issue by changing the shortcut file used to launch ACT! and/or changing your Windows Hardware Acceleration. Please perform these process in the order presented:

Modifying Your ACT! 2006 Shortcut:

When ACT! is installed, a shortcut can be created (depending on the options you choose at the time of install) and placed on your Desktop and/or your Taskbar. You can often work around this issue by changing the file that the shortcut is linked to. The install process links the ActRunner.exe file. In most cases changing the Target file associated with the ACT! 2006 shortcut to Act8.exe will resolve this issue. Use the following steps:

1. Right-click the ACT! 2006 shortcut, and then click Properties from the shortcut menu. The ACT! 2006

Properties dialog box appears.

2. Click in the Target field, and delete the word Runner.

3. Replace the word Runner with the number 8. The Target field will now display the following: (if you installed in the default location)

"C:\Program Files\ACT\ACT for Windows\Act8.exe"

4. Click Apply, and then OK to save your changes and close the ACT! 2006 Properties dialog box.

5. Test ACT!. If this does not resolve your issue continue on to the Reducing Windows Hardware Acceleration section.

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3. Under the Troubleshoot tab, reduce your Hardware Acceleration (if anything other than None). If set to Full drag the slider to the first line (None) or the second line (Basic) from the left.

4. Click Apply, OK and then OK to close the Display Properties dialog box.

5. Test ACT!.

<http://kb.actforadvisors.com/questions.php?questionid=2>