Allied Financial Software Knowledgebase

Unable to Enter SA Password During ACT! by Sage Installation After Manually Creating ACT7 Instance

Question
You have manually installed the SQL Server® ACT7 instance, and when prompted to enter the SA password during the ACT! installation, you find that the input section for the dialog box is missing.
Answer

// //]]> This issue may be the result of the default Windows® font size DPI (dots per inch) being set to larger than 96 DPI (Dots Per Inch).

To work around this issue, you will need to change your DPI settings to 96, restart the computer and start the installation again. Please use the following steps: Press Cancel on the dialog box to halt the installation process. Change your DPI settings to 96 for your Operating System:

Click to Expand/Collapse the sections below.

Windows 7: Right-click the Windows desktop, and then click Personalize from the shortcut menu. The Personalize dialog box appears:

Select Set custom text size(DPI) on the left hand side. The Custom DPI Scaling dialog box appears:

Ensure the percentage is set to 100%, which specifies 96 DPI and then click OK.

Click Restart Now to restart the computer to complete the changes.

Windows Vista®: Right-click the Windows desktop, and then click Personalize from the shortcut menu. The Personalize dialog box appears:

Select Adjust font size (DPI) on the upper left hand side. The DPI Scaling dialog box appears:

Under DPI Scaling, change the DPI setting display to Default scale (96 DPI) and then click OK. The following warning appears:

Click Restart Now to restart the computer to complete the changes.

Windows XP and Windows Server® 2003: Close ACT!.Right-click the Windows desktop, and then click Properties from the shortcut menu (or double-click the Display icon from the Windows Control Panel). The Display Properties dialog box appears:

Under the Appearance tab, ensure that the Font Size field is set to Normal:

Under the Settings tab, click the Advanced button. The Plug and Play Monitor... dialog box appears:

Under the General tab, in the Display section, change the DPI setting display to Normal size (96 DPI) and then click OK. The following Change DPI Setting message appears.

Click OK, and then restart the computer to complete the changes.

Restart the ACT! installation process, and now the input section will appear in the dialog box to enter the SA password.