

Allied Financial Software Knowledgebase

Tabs Do Not Display on Contact, Company or Group Detail View

Question

You are working in the Contact, Group or Company Detail view and find that you are not able to access the tabs for Notes, History, Activities etc...

Answer

This issue can occur if your Windows Display DPI (Dots Per Inch) setting is larger than the normal 96 DPI. You can often resolve this issue by temporarily reducing the DPI setting, dragging the tabs up, and then changing back to your original DPI setting.

Follow the steps for your Operating System below to reduce the DPI setting to Normal Size(96 DPI).

Windows XP and Windows 2003 Server: 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 and Intel... 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 warning appears:

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

Windows 2000: 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 Settings tab, click the Advanced button. The Default Monitor... dialog box appears:

Under the General tab, in the Display section, change the Font Size display to Small Fonts - Normal size (96 DPI) and then click OK. The following Change System Font warning appears:

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

Once you have changed the DPI settings and restarted the computer, follow the steps below to drag the tabs up on your ACT! Contact (Company or Group) Detail view: Launch ACT! and open your database. Click the Tools menu, point to Design Layouts and then click Contact, Group or Company depending on the detail view you wish to modify. The Layout Designer launches. Click directly on the splitter bar above the displayed tabs. A small white square will appear at the top-center of the splitter bar (as illustrated below). If you are viewing the Properties Window, (click the View menu, and then click Properties Window) you will find that the initial field displays PanelTabs (Panel) when the splitter bar is correctly selected, as follows: . You can now click and drag the small white square up to move the splitter bar and tabs.

Note: If the small white square appears on the splitter bar with a grey border above, you will not be able to move the spreader bar. Refer to the illustrations below for the correct and incorrect selection of the splitter bar.

Once you have moved the splitter bar up to an acceptable position on the layout, click the x in the upper right corner to close the layout designer, and then click Yes to save the changes. You may now return to the Display Properties for your operating system to return to the original DPI setting.

