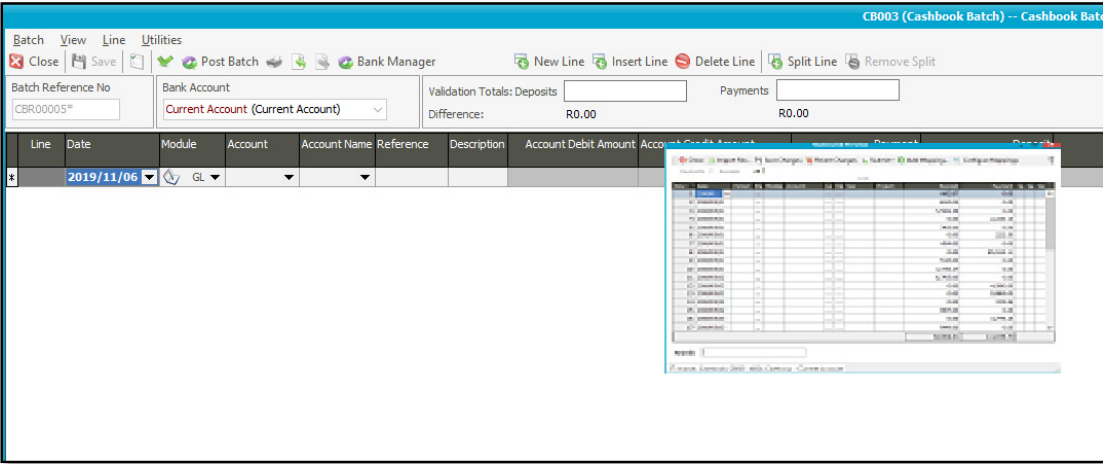


Article Outline	Bank Manager screen opened is much smaller than Evolution screens	
Article Date	2019/11/06	
Knowledge Type	Solving an unknown issue	
Knowledge Activity	Importing	
Application Version	V9.20	
Application Edition	<input checked="" type="checkbox"/> Evolution Standard / Sage 100 Evolution	<input checked="" type="checkbox"/> Evolution Premium / Sage 200 Evolution
Primary Module	Bank Manager	
Secondary Module	Bank Manager	
Knowledge Source	Incoming Customer Query	
Incident Reference Nr	HD12292844	

Description of the Issue

Users may observe that the newly opened Bank Manager screen is **much smaller** than the other Evolution screens directly after browsing for the import file, making it difficult to read the small font/text.

The image below is how it may be observed, but in some cases other Evolution screens, e.g. the main cashbook screen, may also suddenly appear much smaller than usual as well.



Diagnosing the Issue

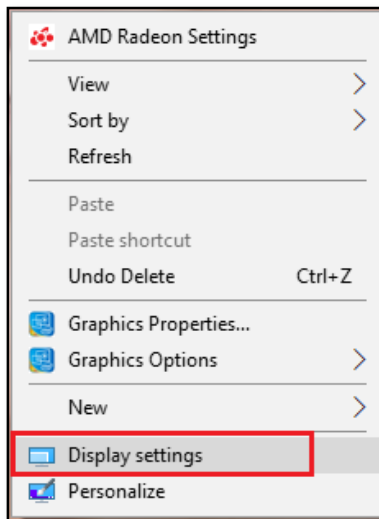
The issue seems to occur continuously and is replicable on the following scenarios:

- May occur on one or more user/workstations on a company database.

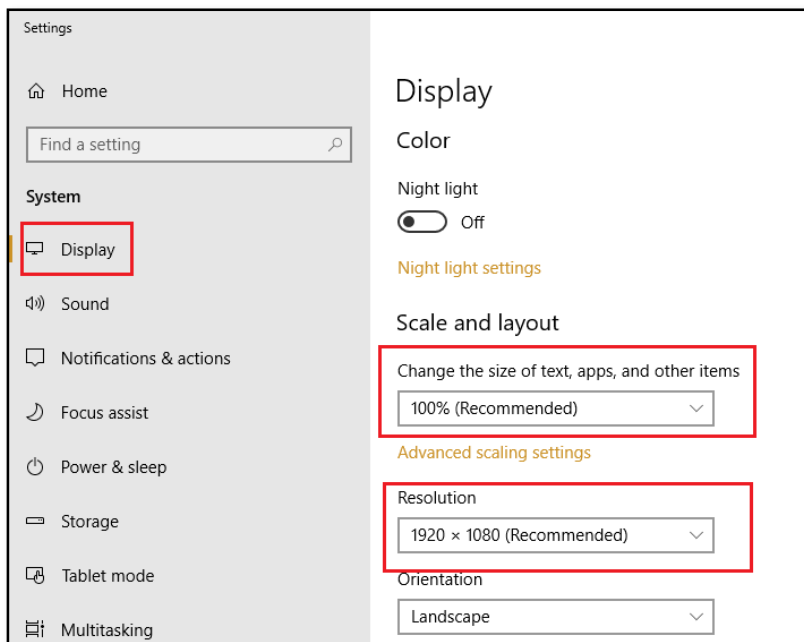
Solution / Details

The following steps explain how to resolve the abovementioned query:

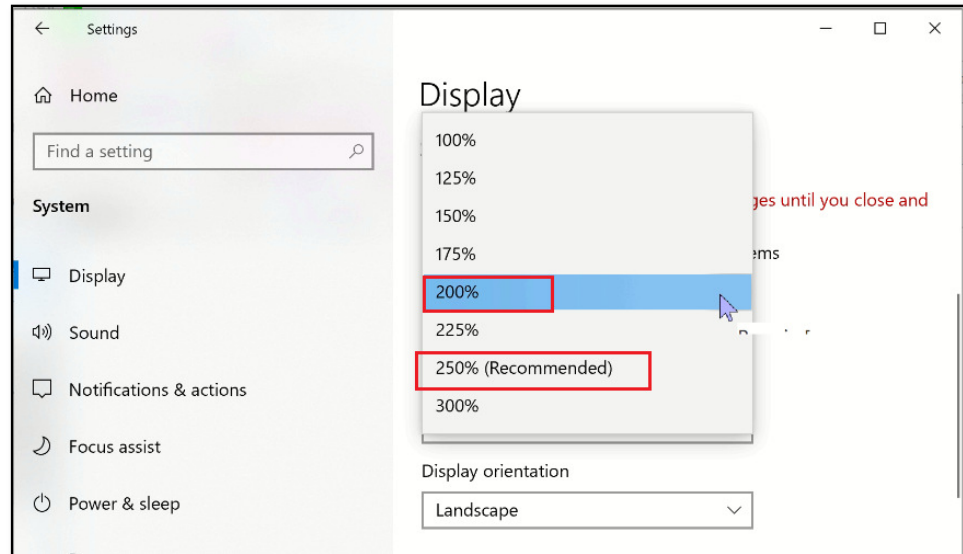
1. Close Evolution and Bank Manager on the local PC.
2. Anywhere on the PC's desktop, right click and select **Display settings**.



3. Change the **Scale and layout** setting to **100% (Recommended)**. Also change the **Resolution** setting to **1920 x 1080** (or the highest available option).



4. Please note however the following matter that was observed and concluded in a recent query:
- The client is working on a laptop PC. In this case, setting the above **Scale and layout** setting to 100% still result in having too small a Bank Manager screen.
 - The current **Scale and layout** value was initially set to **250 % (Recommended)**



- Only when this value was changed to **200%** (and Evolution then opened afterwards), did the newly opened Bank Manager screen had the desired size.
- In some cases, it may therefore be required to first test the various **Scale and layout** settings until you're satisfied with the opened Bank Manager screen size.

Just remember to close Evolution and Bank Manager before changing this setting and then carefully test/evaluate the result on the opened Bank Manager screen.

***Disclaimer:** These articles refer to possible solutions and a platform to share information. Each article describes a method that solved a query (knowledge gathered from previous sites) and how Sage Evolution should operate. These articles make reference to a specific Sage Evolution version, however the thought process can be generalised. Please note the information contained in these articles should be treated as guidelines and adapted to accommodate differences in business processes and IT environments. Articles may not be applicable to all environments. If this article did not resolve your query please contact the Sage Evolution Support Department directly on: +27 (0) 86 112 6837.*