Sage Evolution Knowledgebase Article



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	Evolution Standard /Sage 100 Evolution	☑ 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.

					CB003 (Cashbook Batch) Cashbook Ba
Batch View Line Utilities Sac Post Batch 🐳 🦂 🚳 🖉 Bank Manager 🔂 New Line 🗟 Insert Line 🧐 Delete Line 🐻 Split Line 🐻 Remove Split						
Batch Reference No CBR00005*	Bank Account Current Account (Current Account)	Validation Totals: Difference:	: Deposits R0.00	Payments R0.	00	
Line Date 2019/11/06	Module Account Account Name Refere	ce Description	Account Debit Amount Acc			

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**.

\$	AMD Radeon Settings	
	View	>
	Sort by	>
	Refresh	
	Paste	
	Paste shortcut	
	Undo Delete	Ctrl+Z
	Graphics Properties	
	Graphics Options	>
	New	>
	Display settings	
M	Personalize	

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

Settings	
☆ Home	Display
Find a setting	Color
System	Night light
🖵 Display	Night light settings
d 吻 Sound	Scale and layout
Notifications & actions	Change the size of text, apps, and other items
	100% (Recommended)
(¹) Power & sleep	Advanced scaling settings
📼 Storage	Resolution 1920 × 1080 (Recommended) V
-면 Tablet mode	Orientation
甘 Multitasking	Landscape \lor

- 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.

← Settings		– 🗆 ×
命 Home	Display	
Find a setting	100%	
	125%	
System	150%	jes until you close and
	175%	۶ms
La Display	200%	
থ্য) Sound	225%	N5
	250% (Recommended)	
Notifications & actions	300%	
J Focus assist		
	Display orientation	
O Power & sleep	Landscape	~

- 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.