

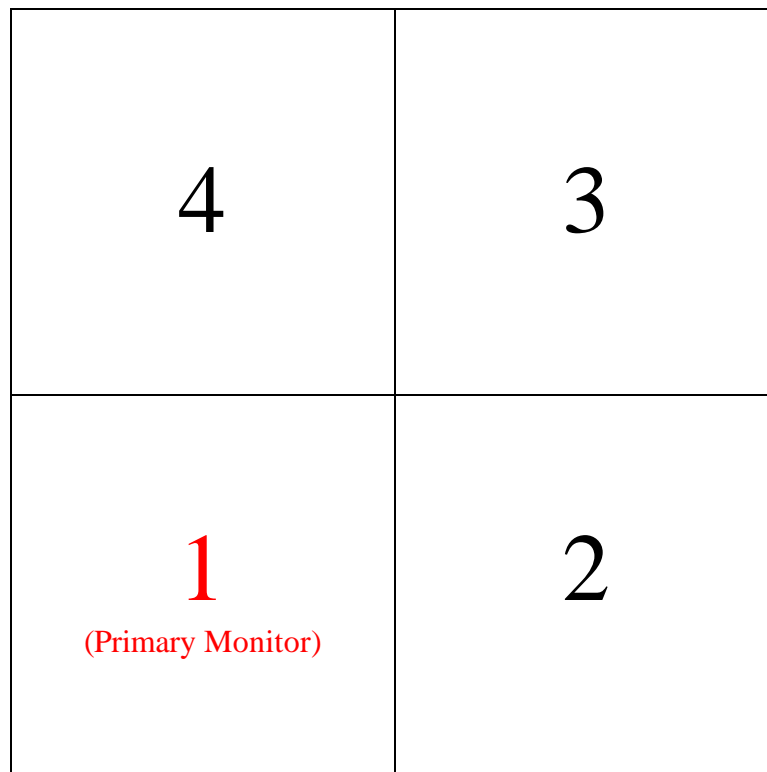
Problem: User Unable to Change Color Settings in Custom Mode of Stock Watch and Level II Order Entry Windows.

Error

Message: User Unable to Change Color Settings in Custom Mode of Stock Watch and Level II Order Entry Windows. When selecting what are believed to be custom colors after using correct menu path of **View → Settings → Theme → Custom**. ...nothing happens. Even though the colors on the Palette appear to have been selected, yet no visible change takes place on the display of the Stock Watch or Level II Order Entry windows.

Additionally, this user has a 4-Monitor (top and bottom) configuration. The user is able to select the various “Themes” within the two (2) windows mentioned (Stock Watch and Level II Order Entry). The user just cannot select and activate the Custom Colors feature. Also, all of the other Sterling Trader™ Pro windows in that same layout can have their Color Settings changed in Custom Mode...it’s just the two (2) windows on Monitor no. 4 (see the representation below) that cannot. But, interestingly, all of the other windows that are working are located on Monitors other than the Monitor no. 4 (see below) where the two malfunctioning application windows (Stock Watch and Level II Order Entry) are located.

Monitor Configuration before (Incorrect Setting):



Solution: The reason why this user was unable to change the Color Settings in the Custom Mode for these two (2) windows (of Stock Watch and Level II Order Entry Windows) is because the 4-Monitor configuration (as illustrated above) was WRONG. The problem

had nothing to do with the two (2) application windows in question (Stock Watch and Level II Order Entry). It would have happened to ANY application windows that happened to be positioned on Monitor 4. The problem was caused by the fact that the 2 windows were POSITIONED ON Monitor 4. In the incorrect configuration shown above, Monitor 4 was in “negative territory.” This prevented the applications positioned on it from being able to take on the attributes of the Custom Colors that were being selected from the Palette. Had the 4 Monitors been configured properly, this problem would not have occurred.

Comment: This scenario is very similar to the other scenario described in the solution, “Dual/Multi Monitor Display Issue: Application Windows Cannot be Saved to Desired Locations on Different Monitors.” The solution therefore is also the same, and is described in the following sentence:

“Whichever monitor is designated as the *Primary Monitor* **must** be positioned to the **LEFT** of the other Monitors, and on **TOP** of the other monitor(s) that make up the 4-Monitor (top and bottom) configuration. Also, in this configuration, the *Primary Monitor* **must** be *Monitor No. 3*. Please refer to the table provided below:

When this is done (see diagram below), the user **IS ABLE** to Change the Color Settings in the Custom Mode, for any and all windows in the layout, located on any of the Monitors in the 4-Monitor configuration:

Monitor Configuration after (Correct Setting):

3 (Primary Monitor)	4
1	2