

Knowledge Base Article

Product Group: Software

Product: CMSW7400 - @ptitude Analyst

Version: N/A

Abstract

The error message, "This program requires VGA or better resolution," displays during the installation of SKF @ptitude Analyst. This article provides a resolution and offers more insight as to why a user would see this message.

Overview

The error message below [Figure 1] will be encountered when the PC display setting for the color quality is at 16-bit.

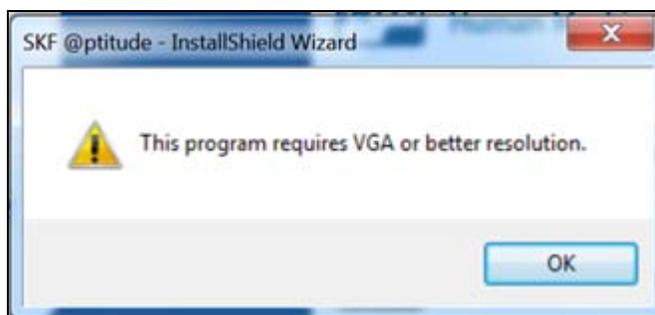


Figure 1. Error message

There are a couple items to consider when this error message is encountered:

- When using RDC to connect to a PC, 16-bit color quality is typically set at 16-bit.
- Display settings are 16-bit on the PC where the installation is taking place.

To resolve this issue, the display settings must be changed to 24-bit color quality or higher. The following procedure will solve the issue, whether the installation is being performed locally (on the PC) or via RDC connection.

1. Right click an empty space on the desktop and select **Screen Resolution**. [Figure 2]



Figure 2. Screen Resolution

2. If there are two monitors, select the correct monitor **Display** that the color bit changes should be applied to.

NOTE: A different display may only be selected if there is more than one monitor connected.

3. Click on the **Advanced settings** link. [Figure 3]



Figure 3. Advanced Settings

4. To select from a list of all display modes,
 - a) click the **Adapter** tab, and then click the **List All Modes** button. [Figure 4]



Figure 4. List All Modes

- b) Select the display mode with the desired screen resolution, color depth, and screen refresh rate, and then click **OK**. [Figure 5]

NOTE: A native screen resolution with a **True Color (32-bit)** color depth is recommended.

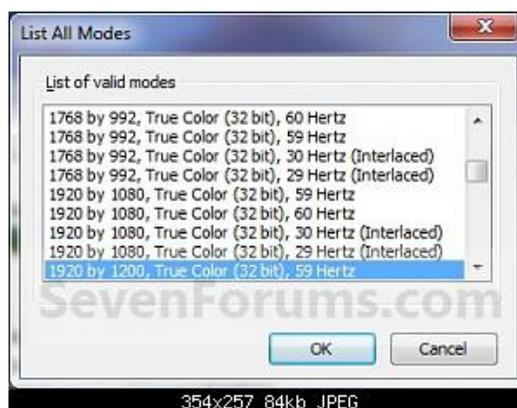


Figure 5. Select display mode

- c) Click **OK**

5. To change the color depth setting only,
 - a) click the **Monitor** tab.
 - b) Select the desired color bit setting from the available **Colors** in the drop-down menu. [Figure 6]

WARNING: True Color (32 bit) is recommended for best monitor picture.



Figure 6. Select color setting

- c) Click **OK**.
6. Click **Yes** to confirm the color bit change. [Figure 7]

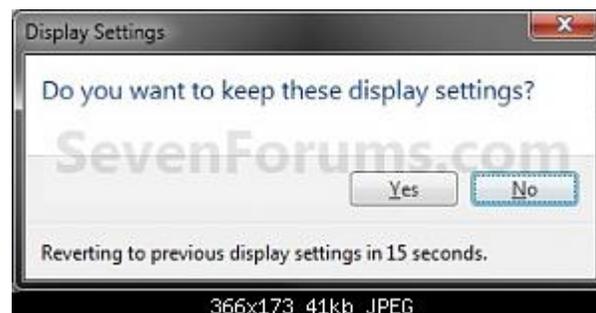


Figure 7. Save changes

7. Click **OK**.

The procedure is now complete. Continue with the @ptitude Analyst installation.

For further assistance, please contact the Technical Support Group by phone at 1-800-523-7514 option 8, or by email at TSG-Americas@skf.com.

