

## Divar MR Web Page Produces Error May 23, 2008

### Issue Severity:

- High: Act immediately
- Medium: Bosch Security Systems strongly recommends you take the action(s) described below.
- Low: Advisory

### Products Affected:

- Divar MR Series

## 1.0 Issue

When you open a second instance of a Web browser that displays the main Divar MR page and you have DirectDraw Acceleration enabled, you receive the following error message “unable to adjust main overlay.”

If you then continue to log into the second Divar MR Web page, the error message repeats continuously.

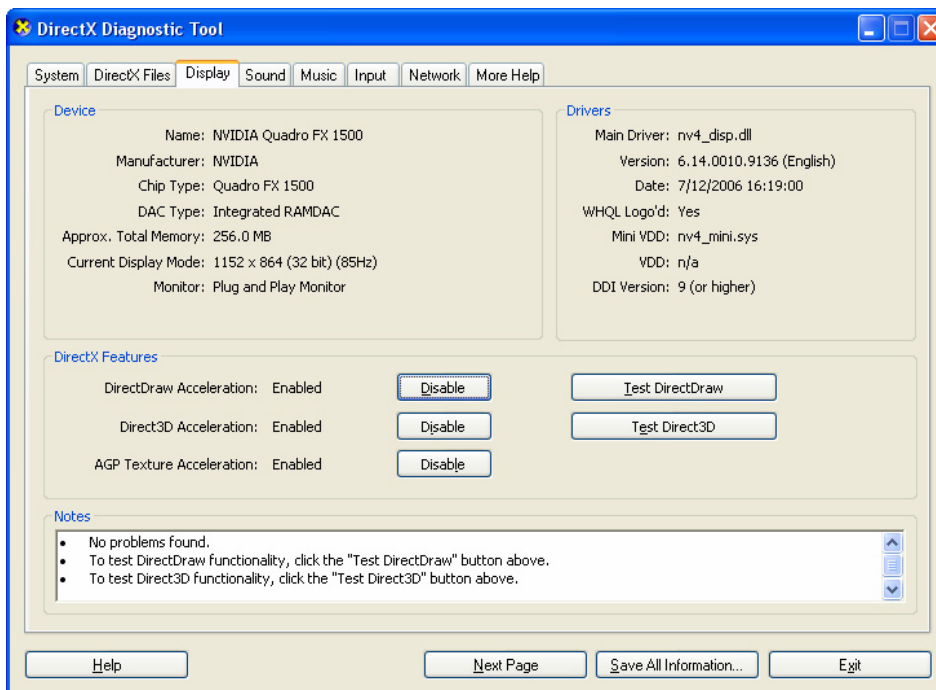
## 2.0 Resolution

To resolve this issue, disable the DirectX DirectDraw Acceleration feature in the DirectX Diagnostic Tool.

1. To start the DirectX Diagnostic Tool, click Start, click Run, type `dxdiag` in the Open box, and then click OK.

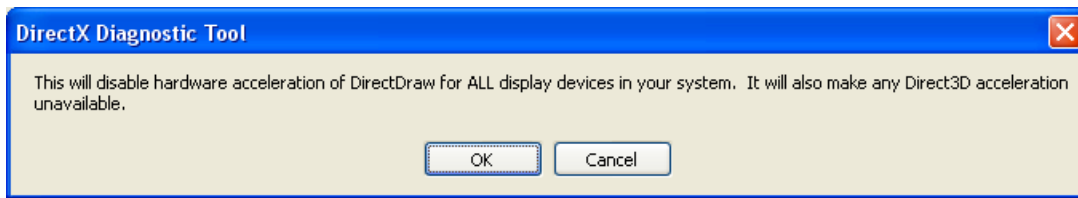
Windows opens the DirectX Diagnostic Tool.

2. Click the Display tab.



3. Click the Disable button, located to the left of the “DirectDraw Acceleration” feature listed in the DirectX Features group box.

The DirectX Diagnostic Tool displays the following message:



4. Click OK to confirm your choice to disable the DirectDraw Acceleration feature.
5. Click Exit to save the change and to close the DirectX Diagnostic Tool.