

Problem : Dual/Multi Monitor Display - Issue: Application Windows Cannot be Saved to Desired Locations on Different Monitors

Error Message / Description : Dual/Multi Monitor Display - Issue: In Sterling Trader Pro and Manager, sometimes the application windows cannot be saved to the desired locations on the primary and secondary monitors, even though closing out of the program *should normally save* all of the application window locations as they were last set up on the dual or multiple monitors – so long as they were still open at the time of exiting the program. In addition, sometimes the Main Menu Bar of Sterling Trader Pro or Manager will not open up onto the primary monitor display; it will only open on the secondary monitor display. Even then, when user moves these application windows to the desired locations on either the primary and secondary monitors, those locations *are not saved* when the user exits Sterling Trader Pro and Manager. Instead, upon re-entry into the program, the application windows once again open up initially into the secondary monitor, as if they had never been saved; it seems as if the windows just *cannot* be saved to the primary monitor.

Solution: The solution is the following:

1. Click on the **Settings** tab of the **Display Properties** window of your desktop. The **Settings** tab will show the physical display arrangement of your Dual or Multiple Monitor configuration.
2. **Make certain that**, whichever monitor is designated as your *primary monitor* (it doesn't matter whether it's monitor number 1, 2, 3 or 4 so long as you have designated it as your *primary*) **is positioned** either to the **left** of the other monitor(s), or on **top** of the other monitor(s). Then your Sterling Trader Pro and Manager will initially open up onto the primary monitor; furthermore, the locations where you have placed the various application windows will **remain saved** and in effect after you have logged out of and then back into Sterling Trader Pro or Manager again.
3. If your primary/secondary monitor configuration is **not set up correctly** as just described above, you can **modify it** from within this **Settings** tab screen to attain the correct configuration; you simply **drag** the designated primary monitor *either* to the **left of** or **on top of**, the other secondary monitor(s).

NOTE

The technical reason why it is necessary to position the primary monitor either to the **left** of the other monitor(s), or on **top** of the other monitor(s) - is because then it will have **numerically positive** position coordinates, beginning at **0/0 ++**. If, on the other hand, the primary monitor is wrongly positioned to the right of or below the other, secondary monitor(s), then the primary monitor will have numerically negative position coordinates; it will start at **0/0**, but then from that point onward it will move *leftward* into the negative (- -) territory. This in turn hinders the ability to save the application window locations because the primary monitor is supposed to *extend* the desktop display onto the secondary monitors. It cannot *extend* (or save) locations onto numerically negative coordinates.