Do I have to be an Administrator to install the USB Dock module? (42005)

Currently the driver requires the user to have Administrator rights to the computer to install the USB VGA Docking Module. The software will continue to work if you subsequently login without Administrator rights.

WMV files stop playing when on a DisplayLink screen (4200110)

Symptom:

Playing a WMV file in Windows Media Center causes a blank screen after a few minutes of playing

Problem:

This is due to an interaction of Windows Media Player overlays and DisplayLink software

Solution:

The issue can be worked around by disabling overlay support in Windows Media Player. Please refer to FAQ 420075 for further information on how to do this

"Failed to install device driver" message on install (42007)

Symptom:

The message "Failed to install device driver" when trying to install the USB Display adapter

Solution:

This can occur if you have previously uninstalled the DisplayLink software and then try to reinstall without rebooting.

The PC needs to be rebooted after an uninstall before new DisplayLink software can be installed.

Cannot uninstall "DisplayLink Core Software" under "Add/Remove Programs" (42008)

Symptom:

Cannot uninstall "DisplayLink Core Software" under "Add/Remove Programs".

The user receives the error message "Cannot uninstall DisplayLink Core Software because it is being used by other installed products".

Problem:

The DisplayLink Core software cannot be uninstalled.

The core DisplayLink software and the customer driver software is separated for the situation where a customer has two products containing DisplayLink chips (e.g. a ACME Dock at work, and a DisplayLink enabled TV at home).

Using the example above, the Add or Remove dialogue would identify three items:

- ACME Dock.
- Logie Baird TV Display Adaptor
- DisplayLink Core Software

If one of the products is uninstalled, then the remaining product still needs the DisplayLink Core Software.

If only one product remains, and is uninstalled, then it will remove the DisplayLink Core Software as well.

This means that the DisplayLink Core Software will report itself as "in-use", causing the error seen

Solution:

To remove the DisplayLink core software, ensure that all customer driver software has been uninstalled. In the above example this means uninstalling the ACME Dock and the Logie Baird TV Display Adaptor.

Once both products have been uninstalled, the DisplayLink core software will automatically be uninstalled.

Cannot set the USB display adapter to be primary (4200144)

Symptom:

When setting the DisplayLink Graphics Adaper to primary, the setting is not remembered by windows when pressing "Apply" or "OK" on Windows display properties.

This normally occurs on laptops.

Problem:

The primary graphics adapter may ensure that the laptop screen, if enabled, is always the primary screen.

Solution:

This is due to a third party application ensuring that the laptop screen is always primary.

To prevent the laptop screen from being primary, it needs to be disabled. This should allow the DisplayLink graphics adapter to be primary.

However after a reboot, the primary graphics driver may detect that neither of the laptop displays are enabled, therefore re-enable the primary laptop display. This will prevent the DisplayLink Graphics Adapter from becoming primary after a reboot.
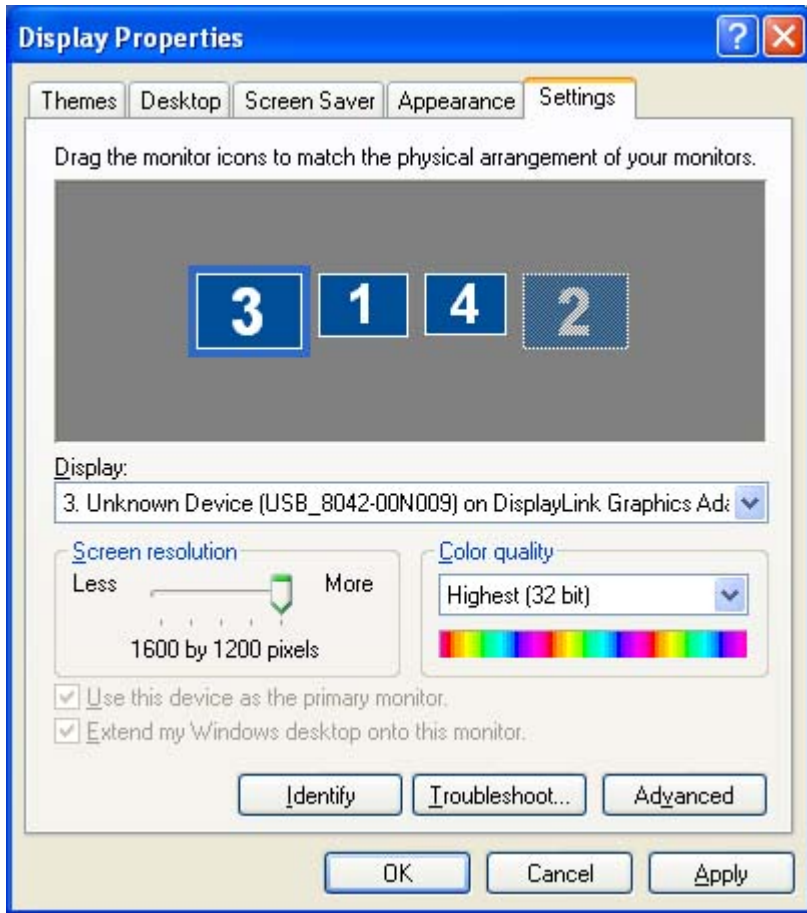
What features are in DisplayLink software? (4200105)

Version	Release date	Major Features or Fixes
4.3.9881 (4.3 M3)	Mar 2007	• Cooperate with safely remove hardware requests • Improved latency and performance under Vista Aero
4.3.9677 (4.3 M2)	Mar 2007	• On Vista WDDM, detection of directly-attached screens and mode switching using Fn-F7 or equivalent keys are now supported in general • On Vista WDDM, playing DVDs using Windows Media Player or Windows Media Centre now works
4.3.9110 (4.3 M1)	Feb 2007	• Show auto-update dialogs in English on US English machines • Install correctly when there are Far Eastern / non-English characters in the user name • Improved video playback performance on XP • Verify support for Windows XP SP3
4.3.8432	Dec 2007	• Vista Aero (3D desktop) support • DisplayLink SDK support for custom GUI development • Improved video playback performance on XP • Auto software update
4.2.7056	Aug 2007	• Removed EDID monitor range checking. Software will now try and display on a monitor even if it does not support the EDID reported timings. This means that an image will try to be displayed, which may not look perfect. Previously the screen would have been blank.
4.2.6711	July 2007	• GUI now correctly recognises the language of the PC and not always shown in English
4.2.6685	July 2007	• Extend support in Vista basic mode (No Aero support) • Improved DVD playback

How do I use the USB Display Adapter as a primary display? (420015)

To set up the USB Display Adapter to be the primary display:

- Open the "Settings" tab of the Display properties page.
- Click on the Monitor connected to the DisplayLink Graphics Adapter and ensure that the "Extend my Windows desktop onto this monitor" is checked.

- Check the "Use this device as the primary monitor".

The orientation of the screens can also be adjusted by dragging the location of the blue screens to match the actual physical layout.

Note: To stop this screen being the primary monitor, another screen must be selected as the primary monitor.

Note for laptop users: Some notebook graphics chips will not permit any monitor other than the built-in notebook screen to be the primary monitor. Please see FAQ number 4200144 for more information.

Moved the position of the extended display and can't open the Windows Display properties (420021)

Symptom:

If you move a window onto an extended display and then you change the position of the extended display, the windows do move with the extended display, except for the Windows Display Properties dialogue.

Solution:

This is an issue with Windows which is covered by Microsoft knowldgebase article 891391

A work around for this issue is to:

- Re-open the display properties dialog (e.g. right-click the desktop and select "Properties")
- Press escape (without clicking another window)

The next time WDP dialog is opened, it will appear on the main screen.

USB Display adapter does not extend with Windows 2003 server (420048)

Symptom:

Although not supported or tested, the USB display adapter can be installed and used under Windows 2003 Server. However the USB display adapter does not operate in extend mode.

Problem:

By default, when installed, Windows reduces the Hardware Acceleration level of the USB Display Adapter. The USB Display adapter requires full hardware acceleration to be enabled to correctly operate.

Solution:

To enable full hardware acceleration:

- Open the Windows Display properties
- Click on the "USB Display Adapter (DisplayLink)"
- Click on "Advanced"
- Select the "Troubleshoot" tab
- Make sure that the hardware acceleration level is set to "Full"
- Click "OK"

It will now be possible to use the USB display adapter in extend mode.

Desktop icons are not redrawn properly in mirror mode (420026)

Symptom:

Windows icons are not drawn properly when being mirrored to the USB Display adapter. Moving the mouse over the icons forces them to be re-drawn correctly.

Problem:

This can occur when the USB Display Adapter is mirroring the primary display and there is another screen in extend mode, e.g. the direct VGA output from a laptop, the icons on the Windows desktop may not be drawn properly.

Solution:

This is a Windows issue, and the solution is to disable the extended screen if appropriate.

DisplayLink will try and work around the issue in a future version of software

USB Display Adapter and DirectX support (420027)

The USB Display Adapter supports a subset of DirectDraw commands.

There is currently no support for Direct3D or hardware acceleration on Windows XP

Can I use more than one USB Display Adapter connected to a computer at a time? (420030)

DisplayLink Windows software supports up to 6 devices connected to the PC at any one time.

DisplayLink Intel Mac software supports up to four devices connected at any one time.

Ultramon smart taskbar is not available on the USB VGA Docking Module extended screen (420032)

Symptom:

On installation of the USB Display adapter, the Ultramon smart taskbar does not appear on the new display.

Problem:

This is an issue with Ultramon not supporting the dynamic addition of display adapters.

Solution:

The solution is in a FAQ on the Ultramon website here.

Unable to extend desktop using Vista and software v4.1 (4200113)

Symptom:

Installing the software under Vista does not install a DisplayLink Graphics adapter. A user cannot extend the Windows desktop.

Problem:

This is a known limitation in v4.1 software. If the user has installed Vista graphics drivers (WDDM), Vista only allows one graphics card to be supported. This means that DisplayLink cannot install an extend driver.

Solution:

This has been fixed in version 4.2 and upwards.
V4.2 Provides multiple extended desktops in Vista Basic mode (not Aero).
V4.3 Supports Vista Aero.

A single extended desktop is possible with v4.1. A user needs to uninstall the WDDM graphics adapter for the primary graphics card. Instead they need to install the XDDM (XP graphics drivers) for the graphics card. If the primary graphics card is using XDDM drivers, DisplayLink will install an extend driver to provide a single extended screen.

Note: Before changing the drivers for the primary graphics card, a user must uninstall any DisplayLink software

Media file playback is not smooth on the USB Display module (420035)

Symptom:

Movie playback is not smooth when played on the USB display adapter. It is worst when playing a media clip in full screen.

Problem:

Movie playback may not be smooth due the large amount of display data being transferred during movie playback.

Note: Movie playback has been greatly improved in later versions of software. DisplayLink recommends using the latest available software for movie playback.

Solution:

DisplayLink regularly improves video playback through driver updates. Please ensure that you are using the latest version of the DisplayLink driver.

Other ways to improve the performance are:

- Reduce the resolution of the display to 640x480 or 800x600
- Use the USB display adapter in extend mode
- Terminate any other CPU intensive applications running on the computer.

DisplayLink supports playback of SD/DVD/480p resolution video clips. HD clips are not currently supported.

Why is there a delay between the connection of the USB cable and an image appearing? (420038)

Symptom:

There is a few seconds delay between connecting the USB Display adapter to the PC and an image appearing on the display.

Solution:

The reason for this is that the PC needs to detect the new USB device and configure it. This configuration can take a few seconds to complete before the USB Display Adapter is ready to start displaying an image.

If the USB Display Adapter is part of a dock, all other elements in the dock could need to enumerate first, which can take a significant time.

Connecting a DisplayLink device does not start the Found New Hardware Wizard (420039)

Symptom:

On connection of the USB display adapter, the Found New Hardware Wizard does not appear.

"DisplayLink Core Software" is not found under "Add/remove programs".

Problem:

This can occur if the DisplayLink device has previously been connected to the PC, but the Found New Hardware wizard had been cancelled. This means that the PC may not prompt for the installation of the DisplayLink device software again.

Solution:

The DisplayLink software needs to be installed manually by running Setup.exe from your installation CD, or by downloading the latest software from your supplier.

How to identify the DisplayLink software version installed (420040)

To identify the version of software installed

- Open Add/Remove Programs from Windows Control panel
- Locate the "DisplayLink Core Software"
- Click on it, then click 'Click here for support information'.
- The dialog box that comes up gives the version number. In the example below it is 4.1.6232.0

What languages does DisplayLink software support? (4200104)

The following languages are supported in the latest software

- English
- French
- Italian
- German
- Spanish
- Portuguese
- Dutch
- Hungarian
- Russian
- Polish
- Chinese (Traditional)
- Chinese (Simplified)
- Japanese
- Korean

Toshiba Dynadock Blue Screens or corrupts displayed images (4200157)

Symptom:

I am using a Toshiba Dynadock and am experiencing blue screens, reboots, or corrupted images on web pages.

Problem:

This is caused by the Ethernet driver in the Dyandock.

Solution:

Please ensure you are using the latest AX88772 USB Ethernet driver. It can be downloaded from the ASIX website:

http://www.asix.com.tw/products.php?op=pItemdetail&PItemID=86;71;101

Will the OpenGL 3D screensavers work with DisplayLink software? (420050)

Symptom:

The OpenGL screensavers (the 3D ones such as 3D flowerbox) do not display correctly in either extend or mirror mode, and may cause screen flashing.

Problem:

This is due to interaction between OpenGL and the DisplayLink graphics drivers.

Solution:

The solution is to not use the OpenGL or 3D screensavers

Google Earth and DisplayLink software (420051)

Symptom:

Google Earth maps are not drawn correctly on the mirrored screen. Moving the mouse over the screen forces them to be re-drawn correctly.

Google Earth sometimes does not work on an extended screen.

Problem:

This occurs because Google Earth uses 3D libraries that interact with the DisplayLink graphics drivers. The problem occurs with both OpenGL and DirectX configurations of Google Earth.

Solution:

The solution is to use Google Earth on an extended screen if appropriate. DisplayLink recommends OpenGL mode rather than DirectX mode for Google Earth.

What are the minimum PC requirements for DisplayLink software? (420052)

Minimum system requirements are:

- For 1-2 monitors, business usage, productivity target. This may not provide full frame rate DVD playback at full screen.
  - 1.2GHz CPU
  - 512MB memory

- For 3 monitors where 1 could run DVD video while also targeting productivity and business apps. Will support only 1 video of DVD resolution at full screen:
  - 1.8GHz CPU
  - 1GB memory

- For 6 screens where 1 screen can run full screen DVD video:
  - 1.6GHz Core Duo

○ 1GB memory

DisplayLink regularly improves video playback through driver updates. Please ensure that you are using the latest version of the DisplayLink driver.

Can movies be played on the cloned screen? (420058)

Playing movies in mirror mode is not supported by Windows and therefore not supported by DisplayLink. This is because the Windows mirror driver does not support DirectX, required by some media players.

Video playback can be unpredictable in clone mode in Windows and performance will be considerably lower than the same screen in Extended desktop mode.

Adobe Photoshop Album Start Edition in full screen mode (420059)

Symptom:

Adobe Photoshop Album Start Edition 3.0 does not work in full-screen mode on an extended desktop where the extended display resolution is lower than the full screen resolution

Problem:

Adobe Photoshop Album Start Edition 3.0 maximises to the size of the primary screen, not the size of the screen it is on.

Solution:

This is a limitation of Adobe Photoshop Album Start Edition 3.0. Either use it in windowed mode, or adjust the resolutions of the primary and extended monitors so that they match.

Does DisplayLink software work on 64-bit editions of Windows XP or Vista? (420061)

DisplayLink software does not run on 64-bit editions of Windows. Do not try to install on these platforms.

DisplayLink will support 64-bit Vista in a future version of the DisplayLink software.

Windows appear on an unconnected display (420096)

Symptom:

This can occur if a user has been using an application on an extended display, eg Skype. The extended display has been disconnected but the Window still appears on the disconnected display.

Problem:

Some applications remember their position relative to the primary display, even if this display no longer exists.

Solution:

This is a Windows and application issue.

Click the application icon in the taskbar once to minimize, then click it again to maximize the window. Some applications will then move the window to a visible part of the screen. (this usually works with MS office apps).

If that doesn't work, follow the steps below to move the Window back onto the primary screen:

- Select the lost window using Alt-tab
- Use CTRL+space bar to bring up the Window menu
- Press 'M' to select 'Move'
- Press a cursor key (arrow key)
- The mouse can now be used to move the dialogue box on to the primary display.

Once moved onto the primary display the window should continue to open on the primary display.

Can the numbers used in Windows Device Properties to identify the attached screens change? (420066)

Yes. After a reboot, the numbers used in Windows Device Properties to identify the attached screens may change. Press the 'Identify' button for an easy way to find the new numbers.

It is also possible that a "dummy" adapter is installed in some scenarios.

Moving a window containing a paused video clip (420067)

Symptom:

When a movie is paused and the window of the player is moved, the picture sometimes stays where it is and does not move with the window. This has been observed with MPlayer and with RealPlayer when a divx is played.

Problem:

This is a known limitation for performance reasons and is application specific.

Solution:

Do not move the player window while the movie is paused.

Should Anti-Virus programs be stopped during installation? (4200112)

Symptom:

When installing DisplayLink with an anti-virus program installed, a high alert warning is shown saying that a malicious script is detected. The installation does not complete unless all scripts are allowed to run

Problem:

This occurs because the installer runs some VB scripts. Depending on its security level, an anti-virus program would alert about this.

Solution:

A user may have to disable virus checkers, or lower their security level to allow installation.

No Display on DisplayLink device with no user logged in (420070)

Symptom:

This can occur if a device that the PC has not seen before is attached to a USB port that has not seen a device before
Problem:

If a DisplayLink attached screen is moved from one USB port to another, and if it has never been connected to the new USB port, it stays in a disabled state until a user logs in. In particular, the login screen does not appear on it.
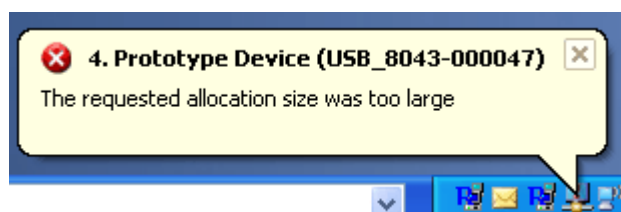
Solution:

There is no workaround to this issue

Error message: The requested allocation size was too large (4200142)

Symptom:

The following error message is seen in the Tool tray:

Problem:

This can occur if trying to mirror a primary display larger than 4 MegaPixels. These are modes above 2300x1700 (4:3) or 2600x1500 (16:9).

Solution:

Reduce the size of the primary screen if you want to use mirror mode.

Is video playback affected by enabling / disabling screens and changing primary? (420072)

Some DVD players and movie players do not respond well when a monitor is enabled or disabled in the Windows Display Properties dialog box or when a non-primary monitor is made the primary monitor.

Problems include the following:

- WinDVD and VLC behave unpredictably when screens are enabled or disabled.
- RealPlayer resets back to the beginning of a DVD when a second or third screen is enabled or disabled.
- Windows Media Player appears to be unaffected when screens are enabled or disabled, though there is a little flicker.

Can the DVD window be dragged between monitors? (420073)

Some DVD players and movie players do not respond well when the movie window is moved from one monitor to another.

Problems include:

- WinDVD 8.0
  - Dragging a paused movie from either the Displaylink adapter screen to the Laptop or from the Laptop to the Displaylink adapter screen results in a blank player screen on the destination screen.
- WinDVD 5
  - When moving a playing movie window onto an extended screen, the movie should be stopped or paused, then moved, then restarted.
- PowerDVD 7.0
  - Moving a paused movie from either the Displaylink adapter screen to the Laptop or from the Laptop to the Displaylink adapter screen results in a blank player screen on the destination screen.
  - Dragging a paused movie from an extended Displaylink adapter screen to the main screen, playing it, pausing it, dragging it back to the Displaylink adapter screen and then playing it again results in the player display only appearing in the space occupied by the player's overlay control.
- Windows Media Player 9
  - 16:9 DVD, moving the playing window to the Displaylink adapter screen results in the player looping through the DVD chapters, without displaying anything.
  - Move it back to the main screen and it displays again.

Why are some screen updates missed, but can be "painted in" with a mouse? (420074)

Symptom:

In some situations, some screen updates do not appear on the DisplayLink screen but do appear when the mouse is moved over the place where they should be.

This can occur

- On the DisplayLink Graphics Adapter screen if it is cloning the primary screen and there is a second DisplayLink Graphics Adapter screen that is extending
- On the DisplayLink Graphics Adapter screen if it is the primary screen and there is a directly attached screen that is extending
- If the Hardware acceleration is reduced (from Windows Display Properties, select DisplayLink monitor, 'Advanced', 'Troubleshoot' tab).

Problem:

This is caused by Windows altering the frame buffer directly, bypassing standard GDI calls. This means that the DisplayLink driver does not get informed of the changes.
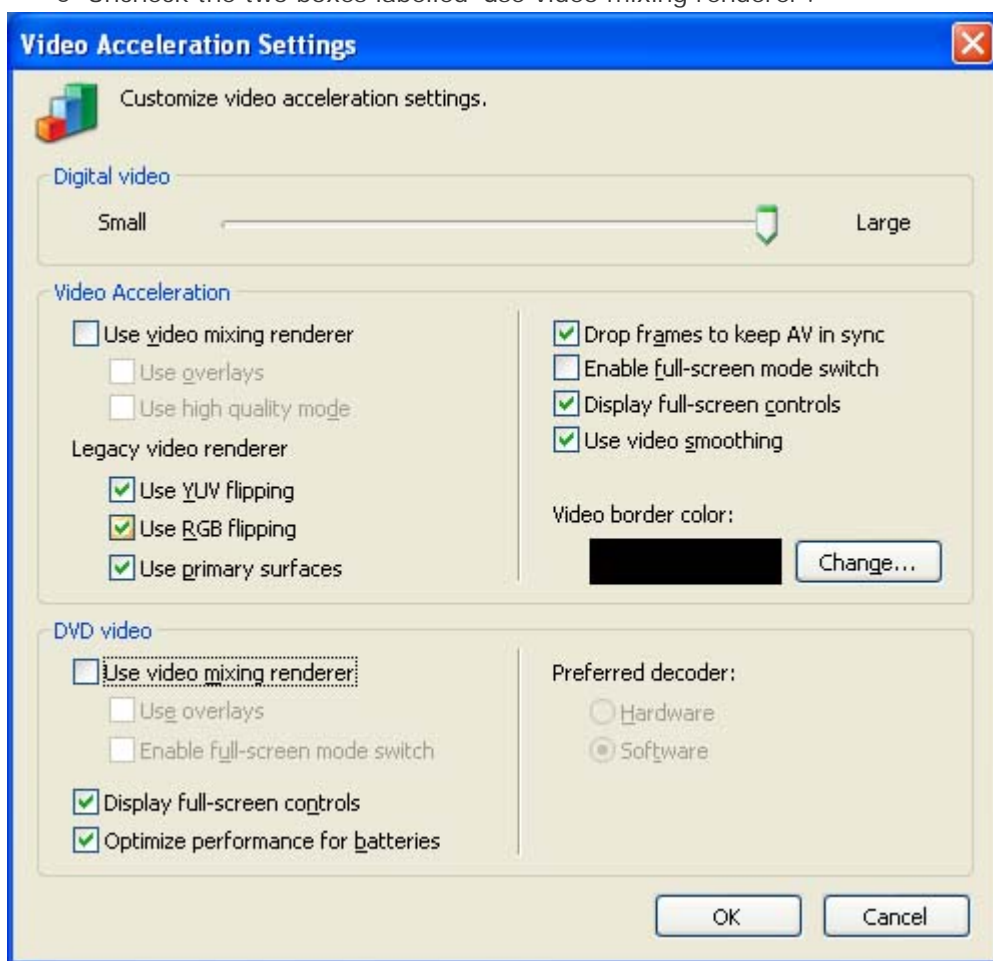
Solution:

The workaround is to make sure that the Hardware acceleration is at its maximum value, and to use the mouse to 'paint in' areas that were not updated.

Does Windows Media Player work with DisplayLink Graphics Adapters? (420075)

Yes, Windows Media Player (WMP) version 10 works on DisplayLink Graphics Adapters when part of the extended desktop.

WMP does not respond well in all situations:

- WMP can default to using a decoder that does not work on DisplayLink Graphics Adapter extended screens. This occurs with decoders that require the video mixing renderer. The workaround is to turn off support for the video mixing renderer. To do this:
    - Open the Tools Menu
    - Select options
    - Select performance
    - Select the advanced button
    - Uncheck the two boxes labelled 'use video mixing renderer'.

- WMP may not fully redraw if the video window moves, or other windows move over it.
- Although not supported, using WMP 9.0, with a 16:9 DVD and moving the playing window to the Nivo screen results in the player looping through the DVD chapters, without displaying anything. Move it back to the main screen and it displays again.
- If you start WMP, then move it to the DisplayLink screen and start a 16:9 DVD it displays incorrectly with an aspect ratio of 4:3. If the DVD is started with the window on the main screen, it plays with correct aspect ratio.
- Moving another window on top of the WMP window sometimes leaves a small white area

Windows Media Player version 11 issues

- Windows Media Player 11 may have issues playing video on an extended screen under Vista.
- If Windows Media Player version 11 is playing video on an extended DisplayLink display, and if the resolution of that display changes, the video may move to another display or may show corruption. Clicking on or moving the video

windows fixes this.

- Setting Windows Media Player 11 to full screen mode, only displays on the primary screen. When set back to windowed mode, the window is displayed on the DisplayLink extended screen correctly. This also occurs if using a direct VGA connection from the primary graphics card, therefore this is an issue with WMP v11.
- When unplugging the USB cable, the video window correctly returns to the main display, but no video is displayed - the video area is transparent. As soon as the window is moved, the video is displayed ok. This also occurs with a direct VGA connection therefore it is an application issue.
- Video playback using WMP v11 in mirror mode will not be smooth, as it is software rendered
- WMP v11 does not support fast user switching while playing videos

Does PowerDVD work with DisplayLink Graphics Adapters? (420076)

Yes, PowerDVD works on DisplayLink Graphics Adapters when part of the extended desktop.

PowerDVD does not respond well in all situations, however. In particular:

- Video hardware acceleration must be turned off in the PowerDVD options (configuration options, video tab).
- With PowerDVD 7.0, dragging a paused movie from either the Nivo to the Laptop or from the Laptop to the Nivo results in a blank player screen on the destination device. Also, dragging a paused movie from an extended Nivo to the main screen, playing it, pausing it, dragging it back to the Nivo screen and then playing it again results in the player display only appearing in the space occupied by the player's overlay control.
- When the mouse is moved over the playing movie, a black shadow appears behind it.
- Uncovering the PowerDVD window (by moving another window off it) may cause other screens to flicker and redraw.

Does WinDVD work with DisplayLink Graphics Adapters? (420077)

Yes, WinDVD works on DisplayLink Graphics Adapters when part of the extended desktop.

WinDVD does not respond well in all situations, however. In particular:

- With WinDVD 8.0, dragging a paused movie from either the Nivo to the Laptop or from the Laptop to the Nivo results in a blank player screen on the destination screen.
- WinDVD8 doesn't run full screen on a directly-attached non-primary monitor. This is an application issue with WinDVD 8.
- With WinDVD 5, when moving a playing movie window onto an extend screen, the movie should be stopped or paused, then moved, and then restarted.
- A black shadow appears behind the mouse pointer when it is moved over movie window.
- WinDVD does not like resolution change of the screen to the left or below of the screen it is playing on. This causes clipping of the video window.
- WinDVD4 will not work with ANY extended screen playback

Does Skype video work with DisplayLink Graphics Adapters? (420078)

Skype video does not work with DisplayLink Graphics Adapters under Windows XP. This is because it requires Video Mixing Renderer (VMR9) support, and the DisplayLink Graphics Adapters do not currently support this functionality.

A command prompt in full screen mode is not displayed on the DisplayLink Graphics Adapter screen (420079)

Symptom:

Launch a command prompt (DOS window) and press Alt+Enter to switch the command prompt into Full Screen display mode. Any DisplayLink attached displays stop updating. When the command prompt is closed, the attached displays start working again.

Problem:

When the command prompt is switched to Full Screen mode, the whole Windows display subsystem is disabled and all screen rendering is done via the DOS subsystem. DisplayLink graphics drivers run within the Windows subsystem and cannot detect DOS direct drawing commands.

Solution:

The workaround is to use the command prompt in windowed mode.

Can two video windows be displayed on the same DisplayLink screen? (420080)

It is often not possible to display two videos or DVDs on the same DisplayLink Graphics Adapter screen. This is because the overlay technology used to draw the video content onto the DisplayLink screen supports only a single overlay at a time.

If it is necessary to display two videos at once, make sure they are on different screens.

Which Media players does DisplayLink support? (420083)

DisplayLink supports the latest versions of the following media players for use with its technology:

- VLC
- Power DVD
- Win DVD
- Windows Media Player
- RealPlayer

WinDVD , PowerDVD and Windows Media Player work well with DisplayLink Graphics Adapters. See separate FAQ entries for each of these players.

There is limited support for other players. Here are some examples:

- Quicktime movies may work on DisplayLink Graphics Adapter screens, however they cause a lot of screen flashing when starting up.
- Sometimes .mov files shown in Quicktime 7.4 show corrupt output. The workaround is to disable DirectX mode on the Advanced tab in the Quicktime player plug in settings.
- Mplayer is capable of displaying only on the primary display. It works on a DisplayLink screen that has been made the primary display.
- VLC media player plays but has issues if the screen settings are changed during playing.
- Moving RealPlayer (v10) video between extended screens does not work. It either won't play on the second screen or when moved back onto the primary screen, the DVD playback restarts from the beginning. It also occurs on direct VGA, therefore an issue with Realplayer.

Which Windows operating systems does DisplayLink support? (420088)

Symptom:

On certain versions of Windows, the DisplayLink software cannot be installed.

Problem:

DisplayLink software requires certain Microsoft patches and service packs (SP) for correct operation.

The installer for DisplayLink software prevents the installation on:

- Windows 2000 SP1
- Windows 2000 SP2
- Windows 2000 SP3
- Windows XP
- Windows XP SP1

The reason that Windows 2000 SP4 is required is for Microsoft to provide USB2.0 support. DisplayLink requries USB2.0 for correct operation. Further details are available from the Microsoft knowledgebase here

Windows XP requires SP1 to add support for USB2.0, therefore Windows XP with no service packs is not supported.

Windows XP SP1 has an instability which could be observed with the USB Display Adapter. Therefore DisplayLink does not test or support Windows XP with SP1. Further details of the Microsoft instability can be found here

64 bit Windows Vista support will be available in summer 08. This is currently being developed by DisplayLink

Solution:

DisplayLink supports the following operating systems:

- Windows 2000 with SP4
- Windows XP with SP2
- Windows Vista (32 bit only)

64 bit Windows support for Vista will be available in Summer 2008

What is the maximum USB distance a device can be from a PC (420092)

The distance between a computer and a device or hub is stated to be five meters according to the USB specification. The maximum distance distance per USB specification is 30m by using five hubs.

It is possible to extend the distance further by using networked USB solutions, however these devices may only support up to USB1.1 and not the USB2.0 standard. USB2.0 is required for DisplayLink's technology.

Error message: Insufficient system resources exist to complete the requested service (4200141)

Symptom:

An error is seen in the tool tray:

Problem:

This can occur when entering extend mode with low system resources. The PC does not have enough memory to start an extended display.

Solution:

Close down any unused applications. The situation may also be improved by rebooting the PC.

How to switch between WDDM and XDDM graphics drivers on Windows Vista (4200115)

Symptom:

A user may want to switch to using XDDM or WDDM graphics drivers for their primary graphics card

Problem:

If using a graphics card in WDDM (Vista drivers), DisplayLink only provides mirror mode to the user. Changing to use XDDM (XP drivers) will also allow a single extend session

To obtain XDDM drivers for your graphics card, you may have to contact your graphics card provider. DisplayLink cannot provide the XDDM drivers for 3rd party graphics cards.

Solution:

DisplayLink recommends to uninstall/reinstall displaylink software when switching between XDDM and WDDM display drivers on Vista.

Changing Windows Display Settings during movie playback (4200116)

Symptom:

Changing the primary monitor during movie playback stops the movie working on the primary screen

Problem:

This problem appears to be an issue with Windows, as the same behaviour is observed when using second output of VGA card.

Solution:

Do not change the primary display while playing a movie file

On disconnecting a DisplayLink device that is the primary display, PC exits power save mode (4200117)

Symptom:

If a DisplayLink display adapter is set to be the primary monitor, and is disconnected, the PC will exit power saving mode

Problem:

This is because the Windows Display Properties change, bringing the PC out of power save mode

Solution:

There is no workaround for this issue

DisplayLink device is not recognised on a PC with Fast user switching (4200118)

Symptom:

Installing DisplayLink software with Fast user switching and two users logged on

Installing DisplayLink software works, however no image is seen on the DisplayLink device

Solution:

A reboot is required before the system detects the new device.

DisplayLink recommends only installing the software when one user is logged into the PC

Display does not blank when uninstalling a branded installation (4200120)

Symptom:

On uninstalling a DisplayLink branded product installation (eg ACME display adapter), the ACME display adapter does not blank and shows a frozen screen

Problem:

This can occur when uninstalling a branded product, and there are other DisplayLink branded releases installed. For example ACME software and Logie-Baird software are installed and a user removes ACME software.

Solution:

This is a known issue. Windows uninstalls the software before it sends a blank message to the device. It does not occur when uninstalling the last DisplayLink package

Disconnecting or reconnecting DisplayLink attached displays whilst displays are in screensaver causes issues. (4200125)

Symptom:

Disconnecting or reconnecting during screensaver cancels the screensaver, and can produce white screens, which don't cleanly exit.

Problem:

On all OSes, detaching or attaching DisplayLink attached screens while a screensaver is running may cause strange effects. The screensaver cancels because the Windows Display Properties change, which causes the displays to exit out of the screensaver

Solution:

Sometimes it is necessary to detach and reattach the DisplayLink attached screen after exiting the screensaver.

There is no workaround for the cancelling out of screensaver issue

Windows 2000 has slow video performance (4200126)

Symptom:

Video performance is slow on Windows 2000, also moving a window is slow on a DisplayLink screen.

Problem:

In the Windows 2000 Device Manager under Universal Serial Bus Controllers there should be an item called "USB 2.0 Root Hub". If it is not there then they adapter will be using USB1.0 rather than USB2.0, which is slower.

Solution:

Install the USB2.0 driver as described in the Microsoft knowledgebase article here.

HP LP2465 Monitor flicks on/off when connected to a DisplayLink device (4200130)

Symptom:

This occurs when connecting the monitor to the DisplayLink device using a VGA cable

Problem:

This monitor provides strange detection when connecting this monitor over VGA. The monitor keeps appearing as a "new" monitor. This causes the DisplayLink software to think there is a new monitor connected, causing the flicking on and off.

Solution:

To workaround this issue, disable auto-input detection on the monitor.

Should firewall programs be stopped during installation? (4200132)

Symptom:

Setup.exe causes alerts sometimes during installation. An example message is shown below:

Problem:

During installation, it is possible that setup.exe tries to connect to the Internet to get Certificate Revocation List. This is to verify the DisplayLink digital signature. This is a normal part of the installation process.

Windows has a cache of Certificate Revocation Lists so Setup.exe does not have to connect to the Internet on each install.

Solution:

Please let Setup.exe connect to the internet if requested.

How does DisplayLink work with a monitor that does not support automatic detection of supported resolutions? (4200135)

Symptom:

If a DisplayLink device is connected to a monitor that does not support automatic detection of supported resolutions (EDID), what modes are offered?

Problem:

If a monitor supports EDID, it will report a list of supported modes to the DisplayLink software. Those modes that are supported by both the monitor and the DisplayLink hardware/software will be offered to the user.

However if no modes are offered by the monitor, a different method must be offered

Solution:

If no EDID is detected and the monitor reports no supported modes, DisplayLink software will offer the following modes:

- 1680x1050
- 1600x1200
- 1400x900
- 1366x768
- 1360x768
- 1280x1024
- 1280x720
- 1024x768
- 800x600
- 720x480
- 640x480

Notes:

Higher resolutions may not be available on some devices

Not all these resolutions may be supported by the connected monitor. Please confirm that the resolution is supported by the monitor before connecting it, failure to do so may result in damage

Enabling a second monitor on ATI based systems (4200139)

Symptom:

The DisplayLink enabled device is installed by Windows as display 2. The display is visible in windows display properties, but cannot be enabled as an extended monitor.

Problem:

Some laptops with ATi based PCs always assume that the second display is the VGA port on the laptop, but on some occassions Windows may enumerate the displays in a different order.

ATi have written an application (ATI2EVXX.EXE) that runs in the background of windows. This application disables monitor number 2 if nothing is plugged into the VGA port.

If the DisplayLink adapter is installed as display 2, and configured to extend mode, then the ATi application disables it - because nothing is plugged into the VGA port.

Solution:

Disable the background task ATI2EVXX.exe. This can be done by removing the startup entry in the registry under HKLM/Software/Microsoft/Windows/Current Version/Run/

Note: DisplayLink cannot take responsibilty for any problems caused by users changing or corrupting their registry.
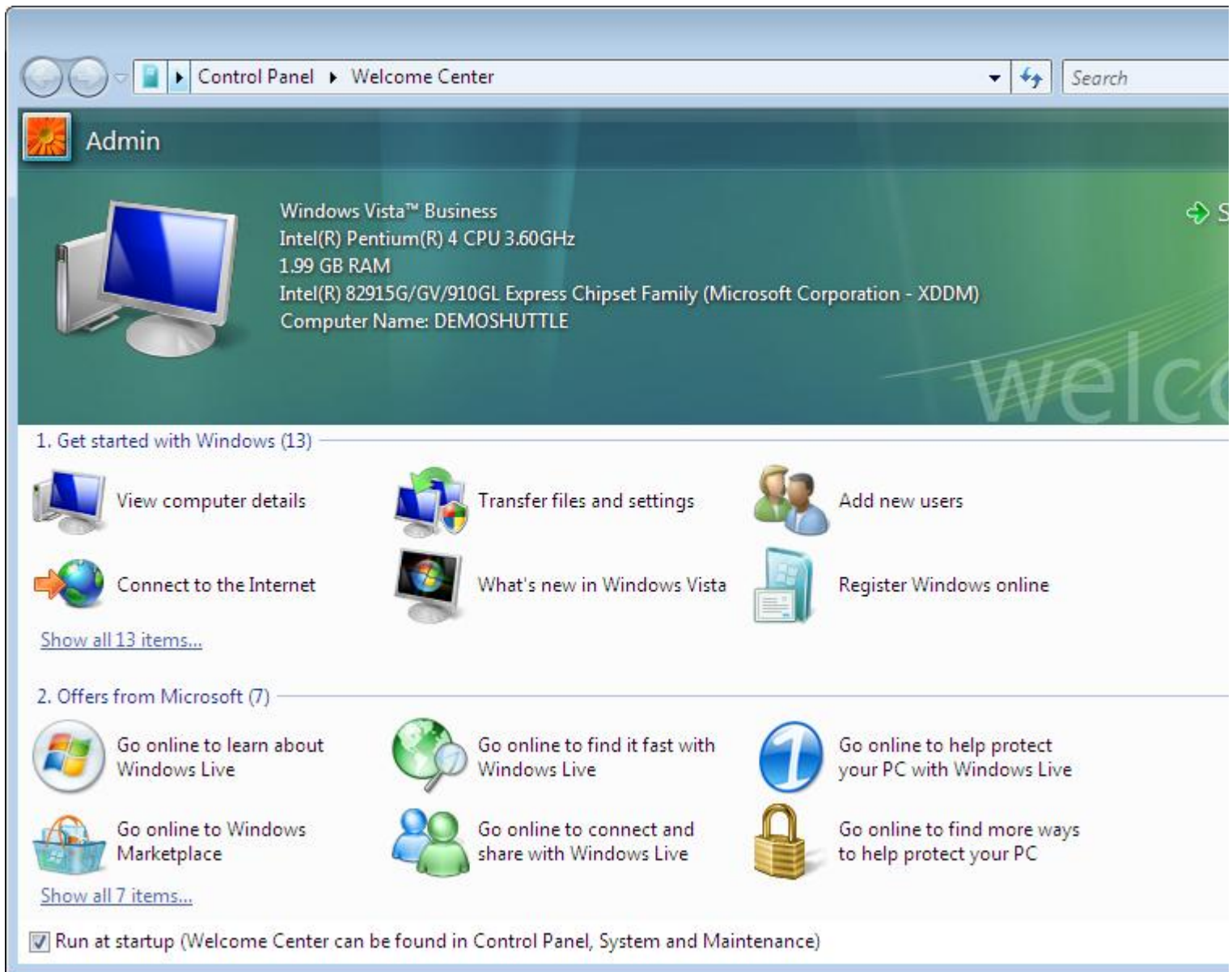
Only one extended display using Vista (4200147)

Symptom:

When connecting multiple USB display adapters to a PC running Vista, only one screen can be configured in extend. All other screens are in Mirror mode.

Problem:

This is due to a restriction of Microsoft Vista. If the primary display is using XDDM (XP) graphics drivers, it is only possible to configure one extended display. WDDM (Vista) graphics drivers need to be used by the primary graphics card to allow more than one extended screen with the USB display adapters.

To identify whether XDDM or WDDM graphics drivers are being used, open the Windows Welcome Center from Control Panel. The graphics mode is shown here:

Solution:

Please download and install WDDM drivers for your primary graphics card.

PC hangs when booting with USB devices attached (4200148)

Symptom:

The PC fails to boot when a USB device is attached

Solution:

This is observed on PCs with old BIOS. The solution is normally to update the BIOS from the manufacturer's website.

If updating the BIOS does not solve the problem, also try setting the USB Legacy Mode to Full Speed (not High Speed).

Multiple PC Reboots when installing DisplayLink software (4200150)

Symptom:

When installing the DisplayLink software, one or more reboots are required before an image is seen on the display.

Problem:

Windows XP

Occasionally, when installing the DisplayLink graphics drivers on Windows XP, the extend and/or mirror driver is not correctly started by windows and cannot be used by the DisplayLink software. The software detects this and prompts the user to reboot. The DisplayLink Graphics driver works correctly after a reboot.

Windows Vista

After installing on Windows Vista, a reboot is always required. This is required to allow the DisplayLink service to start.

After the PC restarts, occasionally the extend and/or mirror driver is not correctly started by Windows (same issue as XP above). Therefore another reboot may be prompted for. This means that it is possble that a PC using Vista may have to be rebooted multiple times before an image is seen on the display.

Solution:

DisplayLink continue to investigate a solution to multiple reboots sometimes being required in Microsoft Vista.

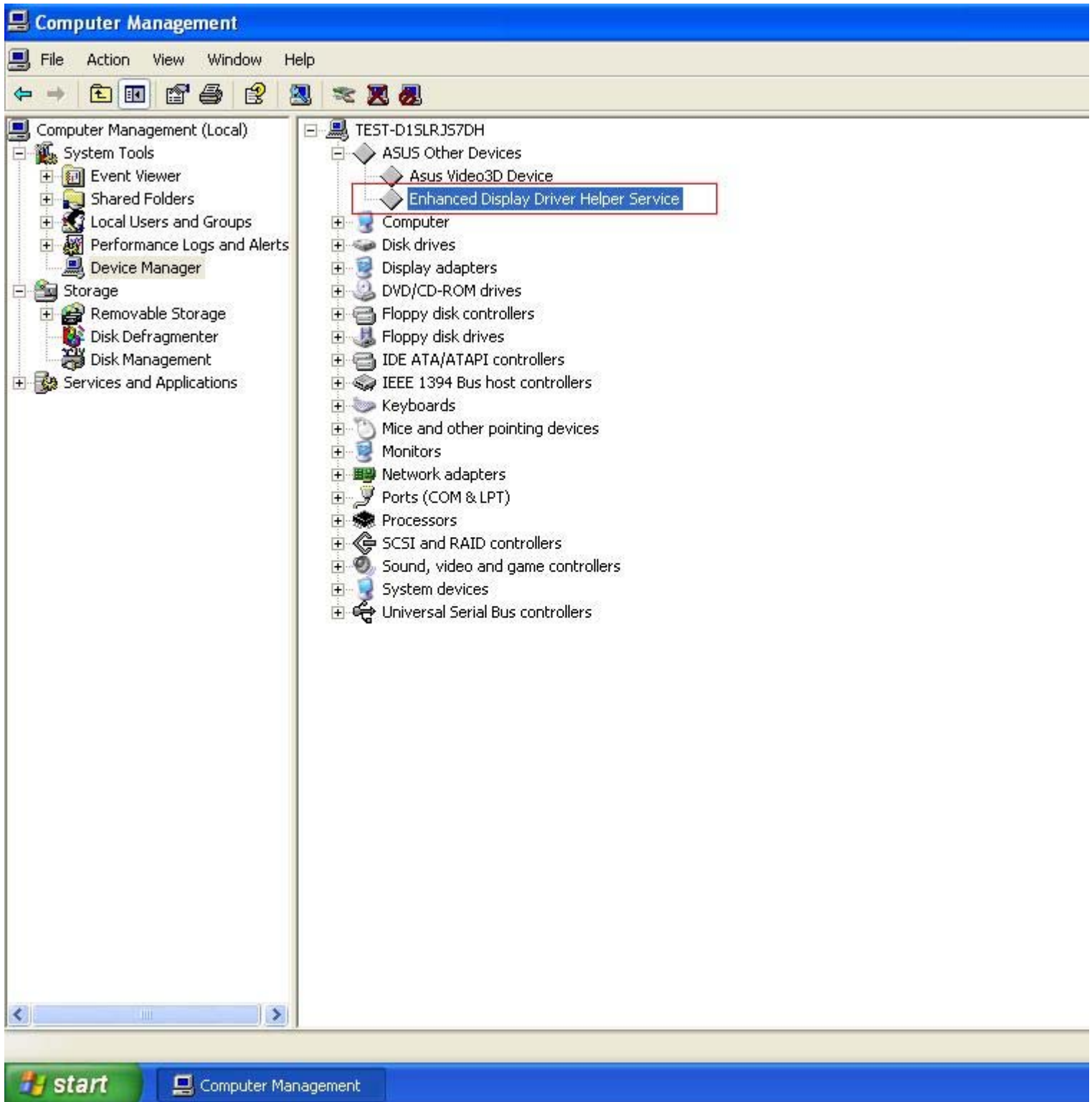**DisplayLink adapter only shows 16 (4bit) colour VGA (4200154)**

Symptom:

Having installed the DisplayLink driver, the Primary and/or the DisplayLink display are in VGA and only 4 bit colour.

Problem:

Some third party graphics drivers assume the position of their displays and try and control DisplayLink displays. This results in unpredictable behaviour.

Solution:

This has been seen with an ASUS PCI-E graphics card. The problem is fixed by disabling the "Enhanced Display Driver Helper Service" in device manager:

Icon position issues when connecting, disconnecting, or setting DisplayLink graphics adapter as primary (4200155)

Symptom:

When connecting or disconnecting a DisplayLink graphics adapter, the icon positions move.

Icons appear on the wrong monitor after you change the primary monitor in Windows XP.

Problem:

The same problems can be observed using two built in graphics adapters. Therefore these are not issues with DisplayLink technology, but with Windows. DisplayLink cannot fix these issues.

On XP, after the primary monitor is changed to an DisplayLink atatched extend screen, the desktop icons may appear on the wrong monitor.

These are both problems with Windows and its handling of extended displays.

Solution:

There is no solution for this issue. It is caused by Windows and is not related to DisplayLink.

Installer failing with error 2738 (4200159)

Symptom: Installation fails with error 2738.**Problem:**

Windows Installer error 2738 may happen if the user's VBScripting service isn't working correctly.

Possible causes are:

- Antivirus or personal firewall software is blocking VBScripts (or scripts in general):
- VBScripts has been disabled on your PC
- Windows Scripting Host installation is broken

Solution:

Antivirus or Firewall Software is an issue:

Switch off blocking of VBScripts in your antivirus and/or personal firewall software.
- Disabling personal firewall or antivirus software may also be an option, if you're not sure whether your security software can block VBScripts.

VBScripts Disabled

To verify that this is the case:

- create a VBScript file (e.g. test.vbs, extension .vbs is important)
- open test.vbs with notepad and type MsgBox "Hello World"
- save the file and close notepad
- double-click on test.vbs
- if VBScripts has been disabled you should get an error message similar to: "Can't find script engine "VBScript" for script "C:\test.vbs""
- if VBScripts are enabled you should see a dialog box with "Hello World" message and OK button.

To reenable VBScripts:

- Log in as Administrator
- Click on Start->Run,
- In Open: text field type cmd and click OK (Command Line Window will appear)
- In the Command Line window type: regsvr32 vbscript.dll and press Enter (this should enable VBScripts on your PC; message saying "DllRegisterServer in vbscript.dll succeeded" should appear to confirm that).
- Double click on the previously created test.vbs to confirm that VBScripts are working (you should see a dialog with "Hello World" message).

Windows Scripting issue

- Reinstall Windows Scripting Host (http://www.microsoft.com/downloads/details.aspx?FamilyId=C717D943-7E4B-4622-86EB-95A22B832CAA&displaylang=en

Which Operating systems do DisplayLink support? (4200160)

DisplayLink currently support the major Microsoft Windows operating systems, including Windows 2000, Windows XP, and Windows Vista. For further details, please see FAQ 420088. DisplayLink does not currently support the Mac OS X or Linux operating systems.

A Mac OS X beta driver for Intel Macintosh computers is available as a free download from the DisplayLink website.

DisplayLink is investigating support for other operating systems and will provide updates to this FAQ entry when more

information is available.

Does DisplayLink support Apple Macintosh Computers? (4200162)

DisplayLink announced its plans to support the Macintosh platform at MacWorld 2008, in partnership with Kensington. DisplayLink USB graphics devices will be supported on Intel-based Macintosh computers by installing a software driver on the Mac. The driver will be a free download from the DisplayLink website, and a public beta for Intel Macintosh is now available. For more information please see the DisplayLink Macintosh Press Release.

Problems using DisplayLink adapter displays with PhotoShop CS2 (4200163)

Problem: There is a problem with using Displaylink displays with Adobe Photoshop CS2. This is not a problem with the DisplayLink driver as the same problem is shown when installing CS2 on a VMware virtual machine with the VMware SXGA video driver.**Solution:** Updating CS2 to from v9.0 to v9.02 will fix the problem.

Dell Media Direct & Cyberlink PowerCinema support issues (4200165)

Symptom:

Some Dell laptops have a feature called Dell Media Direct, which is also known as Cyberlink PowerCinema on other systems.

This is a separate partition that can be booted into without booting up the main operating system, and it provides a limited set of services. DisplayLink USB Displays do not work in this environment.

Problem:

This feature operates as a closed platform and it is not possible to install DisplayLink software into it, so it cannot support DisplayLink attached screens.

Solution:

There is no solution to install DisplayLink drivers in this situation

Skype Video Calls do not work on USB connected displays (4200166)

Symptom:

If you start up a Skype Video call, and then drag the Skype window onto the USB extended screen, then move the window around the screen - any window decorations drawn over the video area remain visible and the video is not redrawn.

Problem:

Skype video requires VMR9 which requires hardware support. On Windows 2000 and Windows XP there is no support for VMR9 on DisplayLink displays, therefore the issues occur.

Using Windows Vista with a WDDM graphics driver allows the VMP processing to be done by the primary graphics card, before being sent to the DisplayLink display.

Solution:

Use the Skype video application on the main, directly connected display.

After resuming from sleep, or unlocking, the DisplayLink screen display mode changes from extend to mirror (4200178)

Symptom:

On Vista WDDM, some computers with Intel graphics reset DisplayLink screens from extend to mirror when coming out of sleep, or unlocking after a lock screen.

Problem:

The Intel software is updating the display settings according to what it thinks is required; this occurs after the DisplayLink Manager has finished setting up the displays. The Intel software "Graphics Media Acceleration" control panel applet and system tray icon does not recognize our monitors.

Solution:

The easiest way to stop this problem is to disable the Intel persistence application, igfxpers, using Windows defender.

To disable the Intel desktop persistence program:

1. Open control panel
2. If you are not using the classic view, select "Change startup programs" from the Program group, then go to step 7 li>If you are using the classic view select "Windows Defender"
3. Click on the "Tools" icon
4. Click on the "Software Explorer" link
5. Ensure the Category is set to "Startup Programs"
6. Click on the "Show for all users" button
7. There should be three items called "Intel (R) Common User Interface", click on each until you find the one that has the File Name: igfxpers.exe
8. Press "Disable"
9. A message "Are you sure you want to disable the application" will appear, make sure that the file name is correct and then press "Yes"
10. Close Windows Defender and then restart the system.

To reenable the Intel desktop persistence program use the same steps, but press "Enable"

Gamma Correction Issues (4200194)

Symptom:

Various symptoms may be observed, such as:

- Display Contrast in Universal Access will not be shown on DisplayLink displays.
- Screen Flash in Universal Access will not be show on DisplayLink displays.
- Color calibration will not function on DisplayLink displays.
- The desktop on the DisplayLink displays may not show the correct colour.

Problem: The DisplayLink Mac Driver does not currently support gamma correction, and therefore some issues arise.**Solution:** We are aware of this issue, and hope to support gamma correction in a future release.

DisplayLink display does not resume from sleep (4200196)

Symptom: DisplayLink display may remain blank when Mac resumes from sleep/powersave.**Problem:**

Tiger Users: DisplayLink displays connected to Kensington & Toshiba docks may not display when the Mac awakes from a system sleep.

All Users: DisplayLink displays connected to a hub may not wake up after Mac resumes from a system sleep.

Solution:

Disconnecting and reconnecting the DisplayLink display/device should hopefully cause the display to resume and function correctly.

Please note at present we suggest that a maximum of 2 DisplayLink devices are connected to a hub at anyone time, to ensure optimum performance and reliability.

However this is a known issue and we are investigating a possible fix for a future release.

Apple Cinema Displays (4200197)

Symptom: Only one resolution is available for use when an Apple Cinema Display is connected to a DisplayLink device.**Solution:** This is a limitation of the hardware of the Apple Cinema Displays, and a known issue, which we shall try to resolve in a future release.

System Preferences Crashes (4200198)

Symptom: Display Preferences crashes, if open, when a DisplayLink display is disconnected.**Solution:**

Do not disconnect a DisplayLink display when System Preferences is displayed.

This is a known issue, and we shall try to resolve it in a future release.

Hardware Acceleration Support (4200199)

Symptom:

Applications that require Quartz/OpenGL/hardware acceleration support are likely to exhibit problems if they are run on a DisplayLink Display.

Some known application issues include:

- Finder
  - Cover flow in Mac OS X 10.5 may become corrupt on a DisplayLink display, if it is set to be the main display
- DVD Player
  - DVD Player will move back to the native display, if you try to move it to a DisplayLink display
- Front Row
  - DVDs will not be played on a DisplayLink display when mirroring
  - This application will not load when a DisplayLink display is set to be the main display
- Google Earth
  - Terrains may not load if run on an extended DisplayLink display
  - Zooming in and out may be unusable on a DisplayLink display
- iMovie
  - iMovie may refuse to load and show the following error: "iMovie requires a graphics card that is compatible with Quartz Extreme. One or more of your graphics cards does not support Quartz Extreme"
- iPhoto
  - The DisplayLink display is blank when playing a photo slideshow
- Keynote
  - Embedded QuickTime movies will not be displayed on a DisplayLink display
  - This application will not run if a DisplayLink display is set to be the main display
- Screen Savers
  - OpenGL screen savers will not be shown on a DisplayLink display
  - Mosiac screen savers will not be shown on a DisplayLink display
- PhotoBooth
  - This application will not run if a DisplayLink display is set to be the main display
  - Backdrops will not function on a DisplayLink display
- VLC Player
  - This application will crash if a DisplayLink display is set as the main display
- iChat
  - The iChat windows blanks if effects are being used and the window is resized
  - When partaking in a Video Chat, you cannot enter full screen mode, when used on a DisplayLink display.
- Aperture
  - This application crashes when opening large images on a DisplayLink display
- Skype
  - This application's window can not be resized, or set as full screen when ran on an extended DisplayLink display
- Parallels
  - This application's window can not be set as full screen when ran on an extended DisplayLink display
- Quartz Composer Visualizer
  - This application may crash when used on a DisplayLink display.

Problem: The DisplayLink Mac driver does not currently support Quartz/OpenGL/hardware acceleration, and therefore some applications, which require this functionality, encounter difficulties when run on a DisplayLink display.**Solution:**

Some problems can be avoided by ensuring that a DisplayLink display is not set to be the main display (i.e the display with the menu bar).

If an application refuses to launch when a DisplayLink display is present, try to disconnect all DisplayLink displays, then try to relaunch teh application. Then connect the DisplayLink displays.

This is a known issue, and we hope to support Quartz/OpenGL/hardware acceleration in a future release.

2D Acceleration Support (4200209)

Symptom: Performance may decrease when using 'Spaces' or other applications that require 2D acceleration support.**Problem:** The DisplayLink Mac driver does not currently support 2D acceleration, and therefore some other applications may not function correctly, or with reduced performance.**Solution:** We are aware of this issue, and hope to support 2D acceleration in a future release.

Reduced performance on devices connected to a hub (4200213)

Symptom: Users may observe reduced performance and reliability on DisplayLink displays when more than two DisplayLink devices are connected to a hub.**Problem:**

Some hubs struggle to effectively manage the data transfer, when more than two DisplayLink devices are connected to the same hub.

Solution:

Therefore at present we suggest that a maximum of 2 DisplayLink devices are connected to a hub at anyone time, to ensure optimum performance and reliability.

This is a known issue, which we hope to resolve in a future release

Fast User Switching causes system freeze (4200214)

Symptom: Some users may encounter blue screens, or system freezes when trying to use Fast User Switching with DisplayLink displays connected.**Solution:**

We suggest that users do not use Fast User Switching when DisplayLink displays are connected, as we have experienced unreliability with this operating system function on certain configurations.

This is a known issue, and we aim to fully support fast user switching in a future release.

Why does the uninstaller show in English? (4200215)

Problem: Not all messages in the uninstaller are region specific and some may only be shown in English.**Solution:** This is a known issue, which we hope to resolve in a future release.

"Login Window" does not appear when Fast User Switching (4200216)

Symptom: The "Login Window" does not appear when selected from the Fast User Switching menu, if DisplayLink displays are connected.**Solution:**

Try disconnecting the DisplayLink displays, and requesting the "Login Window" again. It should now appear as expected.

This is a known issue and we hope to support Fast User Switching in a future release.

VB Scripting required for Installation (4200234)

Symptom: When trying to install the DisplayLink software the installer stops and displays a message containing "error message 2738".**Problem:** VB Scripting is not currently working correctly, so the installer can not continue. **Solution:**

The VB Scripting may not be operational due to following reasons:

1. Personal firewall or anti virus software disables the use of VB scripts.
   o Check if there is an option to disable VB scripts in your anti virus and/or firewall software. Ensure the option is not disabling the use of VB scripts.
   o If you are unsure if there is an option to disable VB scripts, disable you anti virus/firewall software for

installation

2. The OS has disabled VB scripts, to enable them again perform the following:
   - ○ Log in as an Administrator
   - ○ Click on Start->Run
   - ○ In 'Open:' text field type "cmd" and click OK (Command Line Window will appear)
   - ○ In the Command Line window type: "regsvr32 vbscript.dll" and press Enter (this should enable VBScripts on your PC, with a message saying "DllRegisterServer in vbscript.dll succeeded" to confirm this).

3. Windows Scripting Host installation is broken
   - ○ You need to reinstall the Windows Scripting Host, which can be downloaded from <u>here</u>.

Powerpoint 2007 slide show does not work with R4.3 software (4200249)

Symptom:

In Powerpoint, the "Display slide show on:" menu has a bug which means that it does not work when there are gaps in the numbering of enabled displays (as shown in WDP).

Problem:

The behaviour described is caused by a bug in PowerPoint when there is a gap in the Windows Display Properties (WDP) numbering of ENABLED displays.

PP enumerates the NUMBER of enabled displays, then populates the "Display slide show on:" box with the 1st, 2nd, 3rd, … etc display (as numerated by WDP), whether or not the display happens to be attached and enabled.

This means that if displays 1 and 3 are enabled (a common set up when there is one DisplayLink display attached), then the "Display slide show on:" menu in the "Set up slide show" box actually shows Display 1 and Display 2 (assuming there is a disabled 2nd head on the graphics card). As expected, enabling display 2 fixes the problem.

Solution:

Users of Powerpoint 2007 can get round this by using "Show presentation on:" in the ribbon, rather than the "Set up slide show" box.

ATI Catalyst Control Center Crashes when used with DisplayLink (4200253)

Symptom:

On Vista WDDM with ATI graphics, TMM brings up the ATI Catalyst Control Center (CCC). Some versions of the CCC crash in the presence of DisplayLink software.

Problem:

DisplayLink software on Vista works by using the primary graphics card driver to add extra screens. The ATI Catalyst Control Center does not appear to work with more than two ATI graphics adapters, therefore crashes when used in conjunction with DisplayLink

Solution:

A workaround is to disable task "MobilePC\TMM" from the Task Scheduler at Control Panel -> Admin Tools -> Task Scheduler.

Vista Aero "auto hide" Task Bar goes transparent when uplug nivo (4200254)

Symptom:

On Vista WDDM in Aero mode, if the Task Bar is set to "auto hide", it goes transparent when a screen is detached from the PC.

Problem:

This is a Windows issue as it occurs with all secondary screens, not just DisplayLink screens

Solution:

To avoid this problem, do not set the task bar to auto-hide.