

Smart RC – Remote Control

KB 2020-001

1 Problem Description

If you use more than 3 Displays, some of the displays cannot been controlled or the Display status of some of the Monitors is wrong. It might also happen that when you send a View to a Monitor it is shown on the wrong Monitor.

Furthermore, the Client itself is sending Views to the wrong monitor when using the built in function.

Example:
> Send View 1 to Secondary Display 2 is shown on Secondary Display 4 while
Send View 1 to Secondary Display 4 is shown on Secondary Display 2

This is caused in between the Windows 10 OS and the Video Client. While in the default Video Client this is not a big deal, it messes up the use of Smart RC.

This is only happening if you change the order of the Displays in the Windows 10 Settings. If you don’t change this order everything is working as expected.

If you connect all Displays and start the PC, the order of them are not deterministic. This means that in most cases you need to rearrange the Displays.
As soon as this happens, the Operating Systems stores this in the cache and you can’t change this anymore.
After researching this issue, we found a method to work around this issue by resetting the Display configuration and reinstall the Displays one after another in the correct order.

2 Solution

If you encounter the described issue, we need to delete the cached display configuration from the registry.

Open the Registry Editor and go to the following Entry:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\GraphicsDrivers

- Create a Backup of this node and then Right-click and delete the following nodes:
  ➔ \Configuration
  ➔ \Connectivity
  ➔ \ScaleFactors

- Shutdown your PC and disconnect all Displays except your Display 1.

- After you started the PC again, you can connect the Second Display, the Third and so on one after another in the right order (usually from left to right).

The Displays should now be ordered correctly, even when the Displays become a different ID as expected.

Now you can test, if the Video Client function "Send view to Secondary X" is working as expected.
If this is the case, the Problem should be solved and Smart RC is running correctly.