

Re: Weird screen resolution problem – Need help

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2005-05/msg11115.html>

- *From:* Malke <notreally@xxxxxxxxxxx>
 - *Date:* Thu, 19 May 2005 05:21:34 -0700
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FayeC wrote:

- > My niece is having an odd problem with her windows xp home edition
- > machine. There are 4 users on the machine and whenever they go into
- > their accounts/profiles the screen resolution is changed to very low
- > res causing all the text and images to be huge.
- > She then changes it back to hi res (they have a 19" flat screen
- > monitor) and it stays that way for a while but if she logs out or logs
- > into any other account they all revert to low res on all accounts...
- > This is a Dell machine that they followed the manual to configure
- > Windows XP Home edition and created the 4 accounts (although they were
- > not needed since only the two girls in the house use the computer).
- > I have no clue if one of the accounts (or which of the accounts) is
- > the administrator account.
- > She has run the updated anti-virus and nothing was detected.
- > Can anybody give me some help in solving the issue?
- >
- > Thanks in advance,
- >
- > FayeC

Classic troubleshooting question for you to answer: Did this always happen? If not, what changed between the time things worked and the time they didn't?

1. Try updating your video card drivers. Get the drivers from Dell's website for your particular machine.
2. If the above doesn't work, there may be a problem with the video. Since we don't know what video card is in the machine – or if it is onboard – we can't address this more specifically. Try swapping out the card for a known-working one if updating the drivers doesn't work.

If you want more help, please post back with more details about the problem and the machine.

Malke

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MS–MVP Windows User/Shell
Elephant Boy Computers
www.elephantboycomputers.com
"Don't Panic"
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- **References:**

- ◆ **[Weird screen resolution problem – Need help](#)**

- ◆ *From:* FayeC

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