



Auction! V4 seems to have stopped working

Applies to: *Auction! Version 4*

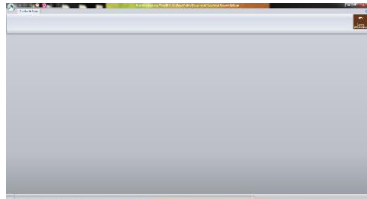
Background: The screen is gray with either an hour glass or the Windows circle is spinning and nothing is happening. Usually associated in documents and reports with clicking Preview or Preview All, Print Selected or Print All or editing a record from a different data entry area where a form should pop up in a screen in front of the original screen. It appears that *Auction!* has stopped working.

We have found that some computers, and more often some, but not all Windows 10 computers, bring up the pop up screen BEHIND, rather than in front of the original screen. *Auction!* has not stopped working, it is simply waiting for you to complete some kind of action on the hidden screen.

It is easy to see whether there is indeed a hidden screen and to bring that screen forward to complete the required action.

Step by Step Instructions

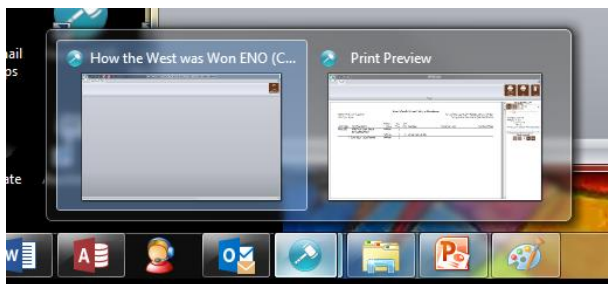
1. This is what you see:



2. On most computers, the icons for the applications that are currently in use appear at the bottom of the monitor. Occasionally these icons appear on the side of the monitor screen:



3. Notice the shadow *Auction!* icon in the above screen shot.
4. This shadow indicates that there is a second screen that may be hidden from view.
5. Hover your mouse over the *Auction!* icon and you will see a small window containing an image of both screens.



6. Click on the hidden screen and your computer will bring it to the front so you can either close the hidden screen or complete the action that is required.
7. If there are no hidden screen there will be no shadow *Auction!* icon:

