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| **Category** | **Questions** | **Answers (N/A if not applicable)** |
| **Description** | Provide a detailed description of the issue | Impossible Maximize or Minimize with a “transparent” part on the top of screen. |
| Please place an X to the right of the option showing how often you see this issue using specific steps. (Ex: 'Every few times a game is started it flickers.' <- This would be "Often") | The only way to fix – momentously – is to put monitors on windows settings to ‘duplicate’ and then back to ‘extended mode’. |
| **Hardware (HW)** | Brand and Model of the system. | LENOVO V530S  SN:PE048TTW  Type:10NNS20N00 |
| Hybrid or switchable graphics system? ie Does it have AMD or NV graphics too? | NO |
| Make and model of any Displays that are used to see the issue **(see note2 below). LFP**= Local Flat Panel (Laptop panel)**EFP** = External Flat Panel (Monitor you plug in) | AOC e97SWNL using VGA + SAMSUNG Syncmaster 732N using VGA + HDMI converter |
| How much memory [RAM] in the system (**see note2 below).** | 04GB |
| Provide any other hardware needed to replicate the issue. ie: Cables&brand, cable type [vga, hdmi, DP, etc], dock, dongles/adapters, etc | 02 monitors + 02 VGA cables + 01 HDMI Male to VGA female adapter |
| Hardware Stepping (**see note1 below**). |  |
| **Software (SW)** | Operating System version (**see note2 below).** | Windows 10 Pro |
| VBIOS (video BIOS) version. This can be found in “information page” of CUI (right click on Desktop and select “Graphics Properties”. | ???? |
| Graphics Driver version; for both integrated Intel and 3rd party vendors (**see note2 below).** | 27.20.100.8587 |
| SW or Apps version used to replicate the issue. | Adobe Acrobat Reader DC  Google Chrome |
| **Configurations** | Single display, clone, or extended (**see note2 below).** | Extended |
| Display resolution & refresh rate setting of each display (**see note2 below).** | AOC 1366 x 768 – 59.790 Hz  SAMSUNG = 1280 x 1024 |
| AC or DC mode, i.e. is power cable plugged in or not? | Monitors with AC internally |
| **How to repro** | Please provide steps to replicate the issue. These **steps** are very crucial to finding the root cause and fix. A screenshot to illustrate the issue is a huge plus. A video of the failure is even better! Attach to the post or provide the YouTube link. | 1.Open a .PDF file using Adobe Acrobat  2.Open a Google Chrome browser  3.  4.  n. It´s randow issue, we cannot reproduce when desired. |

**Additional system information**

* Indicate your computer make/model, or if it is a Desktop the motherboard make/model.
* Attach the [DxDiag.txt](https://www.intel.com/content/www/us/en/support/articles/000022556/graphics-drivers.html) and [SSU.txt](https://downloadcenter.intel.com/download/25293/Intel-System-Support-Utility-for-Windows-) reports (these are very useful as they can tell most of the computer configuration details)