

Mac video resolution issue

Customer reported that after installing UPDD driver and switching the primary touch monitor to 90 degree portrait mode the display would entry a strange 830 x 624 resolution instead of the desired 1024 x 768 resolution that was selectable without UPDD installed.

This was a one off report which we have never seen or heard of before and cannot reproduce.

We suggested that they try using [SwitchResX 4](#) utility that allows you to switch to all resolutions supported by the video card and monitor and not restricted to the one deemed possible by the OS.

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<http://kb.touch-base.com/KnowledgebaseArticle50022.aspx>