

The Vision thumbnails show 1/8th of the screen over and over again in the Dashboard

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Applies to: Vision versions 6.9.0 or higher, Vision Pro 7.3 or higher

Occasionally you will note a behavior where 1/8th of the student screens will display 8 times in the thumbnail (basically it tiles the portion of the screen it received). You can fix this error by going to the registry key: HKEY_LOCAL_MACHINE > SOFTWARE > Netop > Vision6 > Configuration > Supervision

And change the ScreenShotStripes property from 8 to 1 then restart the teacher machine. That should usually resolve the issue. If not, please contact technical support.

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