

HARDWARE:

HP 17 Envy laptop i7 intel w/ 1920x1080 HDR display

ATI Radeon Mobility HD5850 display adapter

1 x VGA to HDMI (active adapter)

1x display port ver 1.1

1x HDMI

All ports are functional (tested as good)

3x external monitors 1920x1080 DELL H2414U (tested as good)

All cables are new.

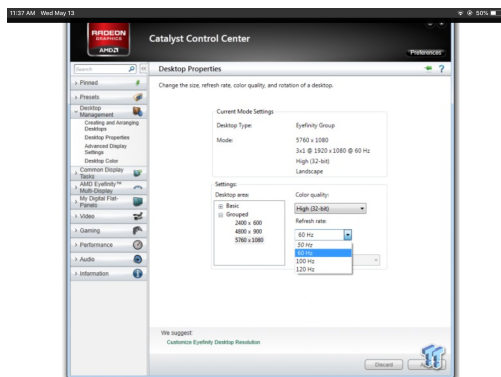
SOFTWARE:

Windows 10 ver. 1903

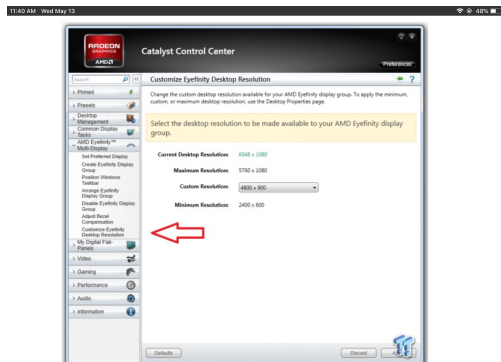
Catalysis Control Centre (CCC) ver. 15.7.1 (windows WHQL and AMD download tried)

Dell H2414U drivers also installed

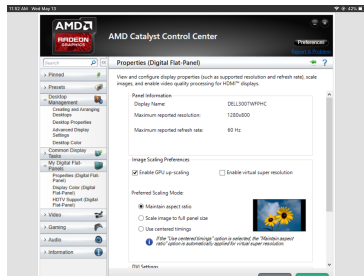
- Windows always defaults to install the PNP monitor drivers and not the OEM Dell EDID drivers when discovering new hardware attached to the GPU. This is fine but, then the driver for the VGA to HDMI active adapter connected monitor shows no vendor or monitor hardware settings info in CCC. Incorrect EDID information limits the resolution below (1920x1080) max resolution of that monitor.
- The windows 'display settings' menu for that monitor only show resolutions lower than the max of 1920x1080 until the EDID checkbox in MY VGA Properties section of CCC is deselected and the resolution set to 1920x1080, then Windows will recognize that setting.
- When eyefinity is setup in CCC the expected maximum resolution of 5760x1080 is available as shown and also shown and available in the windows display settings.



When I go to the Multi-display settings to check available resolutions this is what I see. The max custom resolution of 5760x1080 is shown but not selectable in the custom selections tab. What I have are my 5760x1080 images being cropped to 4800x1200.



Going to the 'Digital or VGA' properties in the Properties screens of CCC to make any changes makes not difference to how the image fills the 3 screens. Using Centre Timing does not work.



HISTORY of STEPS to RESOLVE:

1. Original configuration in windows 7 and CCC ver. 15.7.1 functioned as expected (even had bezel compensation).
2. Bit the bullet and upgraded to windows 10 with initial problems setting up CCC to even function correctly but when it did that setting only lasted for 5 weeks and then a windows update changed something and disturbed adapter setup.
3. After many driver uninstall and reinstalls the settings for a 3x1 (5760x1080) were never stable and would failed intermittently and without warning.
4. Correct methods of completely removing/installing drivers were adhered to even using DDU numerous times with no stable state being achieved. (Insert definition of insanity here).
5. A clean install of windows 10 did not do anything to resolve the issue.
6. Nothing in the laptop BIOS has any impact on how the display adapter needs to function.
7. Since windows 10 has WHQL of CCC ver 15.7.1 there should be no issues.
8. At this point in time I am thinking the problems stem from the way the GPU adapter VGA output is being handled. Note again it worked without issue under windows 7 and all problems started under windows 10. So much for WHQL certification.

I am aware that it may be possible to modify the windows registry to override monitor and CCC driver settings and lock those in but, it seems a bit more complex than I am willing to consider at this time but, will not rule it out as a solution. I am aware of CRU utility.

I failed to make it clear from the start that my main purpose with this computer is productivity and not gaming so, the multi-monitor (eyefinity) setup is the only desired configuration I am seeking to achieve.

I have spent CONSIDERABLE time researching all possible solutions on the internet and most all solutions explain how to uninstall and reinstall Catalyst Control Centre, ad nauseam.

My apologies for such a long winded diatribe but I am not one who walks away from a problem or challenge until it can be resolved or explained before giving up. I hope there is someone in this forum who can help me diagnose what exactly might be happening with this particular problem. I realize we are many generations further along into AMD(ATI) display adapters and why should I bother with what I am working with, it still serves me well at this time and I am not ready to build my next computer.

“We should not give up and we should not allow the problem to defeat us.”
A.P.J Abdul Kalam