[V7] ISSUE: aboutBG image trimmed in the Setup Wizard for client installers build in the AhsayCBS console

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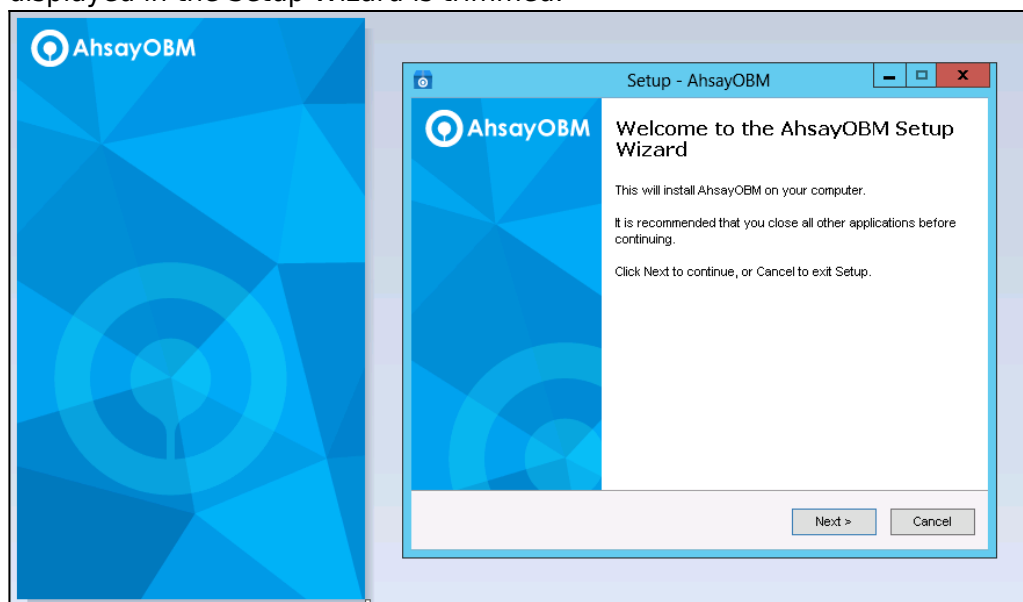
Product Version:
AhsayCBS: 7.5.0.0 or 7.5.0.2
OS: All platforms

ATTENTION 1st January, 2022: v7 officially End-of-Life [details]

Problem Description

For branded AhsayOBM / ACB installer built via the AhsayCBS console, the aboutBG.bmp image displayed in the Setup Wizard is trimmed:

Note:
In the above example, the original aboutBG.bmp file is on the left hand side, it is cutoff in the Setup Wizard as shown.

Cause

This is a known issue with AhsayCBS version 7.5.0.0 - 7.5.0.2.

The recommended size for "aboutBG.bmp" is actually 164 x 314 pixels, not 300 x 500 pixels. Also, the recommended size for "small.bmp" is 55 x 58 pixels, not 56 x 56 pixels.

Resolution

To resolve the issue, patch the AhsayCBS server to version 7.7.0.0 or above, to have the recommended size displayed correctly in the AhsayCBS console, and the correct default images. The instructions can be found by Clicking Here.

Keywords

image, cutoff, cut, off, trim, trimmed, removed

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