

Intra-Department Case Transfer & Escalation Form - DEPRECATED

10/23/2025 9:21 am EDT

Intra-Department Case Transfer & Escalation Form

- Company Reporting Issue: Your Alarm LLC
- Affected Product & Version of all related products: Sedona Office 6.2.0.20 / SW2 1.51.07 / SX 2.1.3.2
- SedonaOffice/Manitou Hosted or On-Prem: On-Prem
- Date + Time Issue was first noticed: 9/26/25 11:01am
- Brief summary & screenshot of error if applicable: When moving Sedona Office middle resize bar horizontally (in an Extended Dual Monitor setup) there are vertical lines of a ghosting image of the Sedona Office WIndow on the other screen
[Screenshot]
- Has the company made any recent environmental, network, or systemwide changes?: Windows 11 systems are affected
- Is Customer a New Migration/ New Hosted?: No
- Did you search for similar issues in old cases and/or KnowledgeOwl?: No similar cases/KO found
- Did you review the relevant logs around the time of the issue?: Yes
- Can the issue be replicated in our test environment?: No
- o If it cannot be replicated, please explain why: because we do not have the same version of SO and dataset
- Impact Variable - Does the issue impact all users/workstations or one/some?: Appears to be all workstations with Windows 11 installed
- Scope Variable - Does the issue occur to all customers/invoices/work orders etc?: Yes
- Steps to Reproduce, including any impacted accounts /URLs/ users:

Open SedonaOffice

drag middle divider bar horizontally in either direction

observe artifacting on other screen

- Was the case reviewed by other team members for suggestions on the resolution?: Yes
 - Is there a viable workaround in the interim: No
 - What is the expected outcome is or specific ask of the next tier/department?: Provide fix in SedonaOffice Update and/or potential interim suggestions
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