

SYSPRO 8

How do I address screen scaling issues?

Last Published: January 2019



SYSPRO Help and Reference

Copyright © 2019 SYSPRO Ltd

All rights reserved

No part of this document may be copied, photocopied, or reproduced in any form or by any means without permission in writing from SYSPRO Ltd. SYSPRO is a trademark of SYSPRO Ltd. All other trademarks, service marks, products or services are trademarks or registered trademarks of their respective holders.

SYSPRO Ltd reserves the right to alter the contents of this document without prior notice. While every effort is made to ensure that the contents of this document are correct, no liability whatsoever will be accepted for any errors or omissions.

This document is a copyright work and is protected by local copyright, civil and criminal law and international treaty. This document further contains secret, confidential and proprietary information belonging to SYSPRO Ltd. It is disclosed solely for the purposes of it being used in the context of the licensed use of the SYSPRO Ltd computer software products to which it relates. Such copyright works and information may not be published, disseminated, broadcast, copied or used for any other purpose. This document and all portions thereof included, but without limitation, copyright, trade secret and other intellectual property rights subsisting therein and relating thereto, are and shall at all times remain the sole property of SYSPRO Ltd.

Contents

SYSPRO 8 and DPI Settings	3
Using Avanti.....	4
Using the classic SYSPRO interface	5
100% Scale	5
125% Scale	6
150% Scale or higher	7
Possible Remedy	9



SYSPRO 8 and DPI Settings

SYSPRO 8 works correctly and as expected with modern Windows operating systems.

However, various versions of Windows server and client operating systems have different settings which determine how objects are displayed, especially when you choose to change your display settings to anything other than the default options.

Factors that affect how SYSPRO is displayed include:

- **Scale and layout** settings (accessible from your computer's display settings)
- **Resolution** settings (accessible from your computer's display settings)
- Your actual hardware (monitor) and drivers that you use



Using Avanti

If you elect to use the Avanti interface, which is SYSPRO's web-based interface, none of these factors cause any adverse display issues, as all the screens scale exactly as expected.

Using the classic SYSPRO interface

If you choose to use the classic SYSPRO interface, you may experience some of the issues discussed below. These factors are usually only an issue when, for example, you have a large, high resolution monitor you would like to use to demonstrate SYSPRO.

100% SCALE

If you select 100% as the scale for your text and apps:

SYSPRO will display as expected and successive windows will display as expected when you log in and run other programs.

For example, you will see this when you log in:

The screenshot shows the SYSPRO 8 login window. At the top, the window title is 'SYSPRO'. Below the title bar, the SYSPRO 8 logo is displayed on the left, and a search icon is on the right. The main area contains the following fields and controls:

- User name:** A dropdown menu with 'ADMIN' selected. Below it, the text 'ADMIN - SYSPRO Administrator' is visible.
- Password:** An empty text input field.
- Company:** A dropdown menu with 'EDU1' selected. A search icon is to the right of the dropdown.
- Company password:** An empty text input field.

At the bottom of the form is a large blue button labeled 'Login'. Below this button are three links: 'Forgot password?', 'View users', and 'Exit SYSPRO'. At the very bottom of the window, there is a small text note: 'Program protected as described in Help About SYSPRO'.

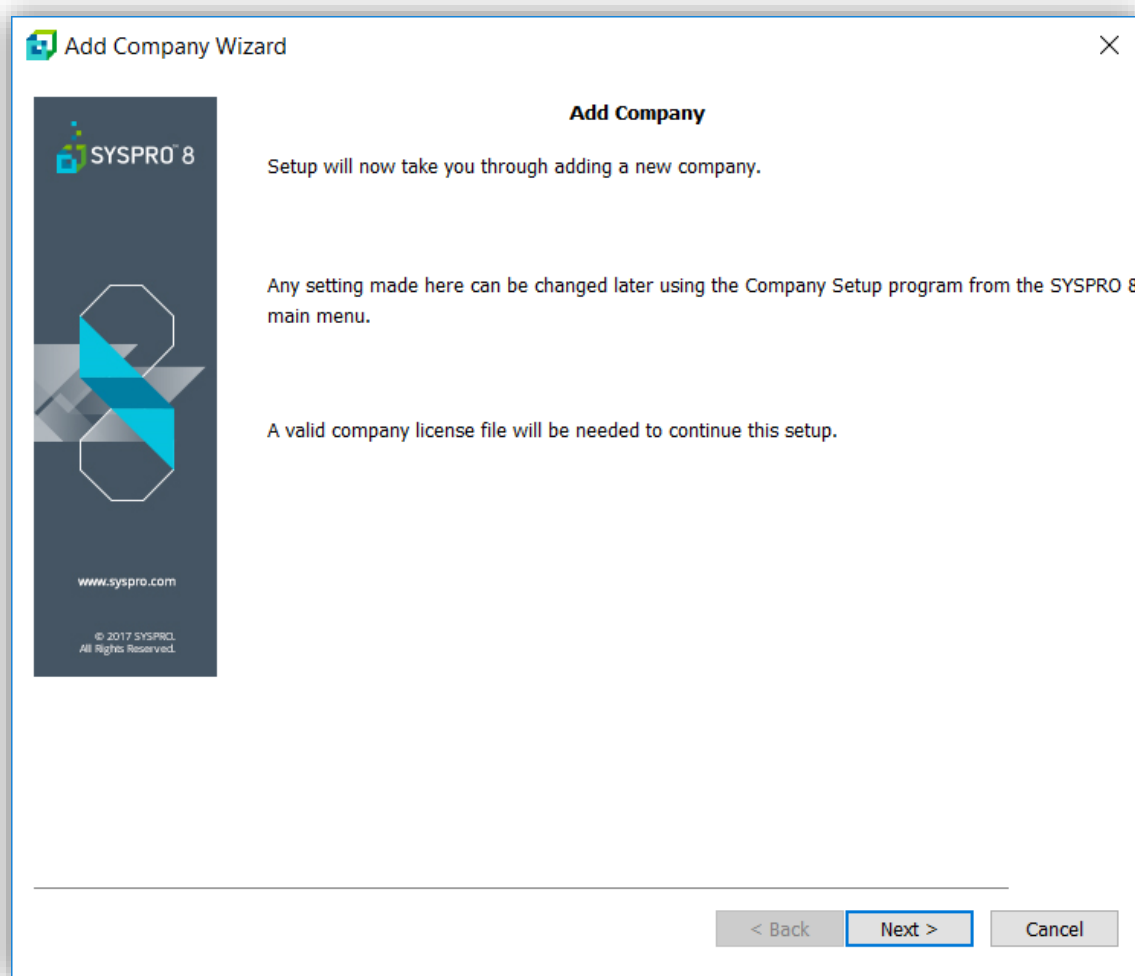
125% SCALE

If you select 125% as the scale for your text and apps:

Depending on your settings or hardware and drivers, this may or may not affect how SYSPRO is displayed.

At most, you might see this type of behavior in programs which are run before the main menu in SYSPRO is loaded.

For example, when adding a new company from the login screen:



Note: We are changing several of these screens to allow for slightly higher display options, so this shouldn't be an issue going forward.

150% SCALE OR HIGHER

If you select 150% or higher as the scale for your text and apps:

You might have more serious display issues.

As an example with the scaling set as 150%:

SYSPRO 8

Each company is associated with a unique company identifier.

Company:

You can copy an existing company's settings or choose a set of default settings.

Based on existing co

{Select company} ▾

Use default setting:

SYSPRO uses a separate database for each company:

Database Nam

Collation Nam

< Back Next > Cancel

Another example with the scaling set as 170%:

Open License Import File

File

Look in: WORK

- crm_EDU1
- license.sav
- notes
- vbscripts

File name

Files of type: L document files (*.xml)

Open Cancel

OTHER DISPLAY ISSUES

Once you log in to SYSPRO, most of the display issues won't be apparent, but any screen with radio buttons will have these buttons overlapping each other.

Examples at 150%:

Pricing	
Pricing category	A
Pricing method	<input checked="" type="radio"/> Coded <input type="radio"/> Discounted <input type="radio"/> Quantity discount
List price	0.00000
List price basis	Stocking unit of me
Commission %	
Currency	\$ - Local Currency
List price code	A
Minimum % at	0.00

<input type="radio"/> MPS item
<input checked="" type="radio"/> Non-MPS item
<input type="radio"/> Statistical item
I - Forecasts only
100

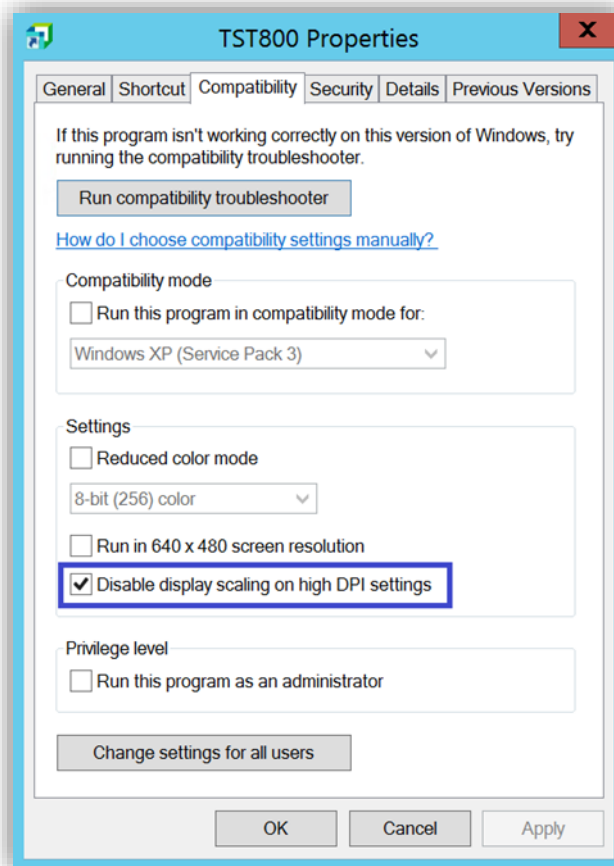
POSSIBLE REMEDY

There are some options you can try to overcome these issues.

For example, in Server 2012, the following option often provides some relief:

SYSPRO shortcut properties -> Compatibility tab

1. Check the option **Disable display scaling on high DPI settings** – see below:



Unfortunately, due the number of different Windows operating systems combined with even higher numbers of hardware/driver combinations, we are unable to give any precise recommendations regarding exactly what options you should choose to maximize your SYSPRO experience.

For further reading, we recommend the following articles:

- <https://support.microsoft.com/en-gb/help/3025083/windows-scaling-issues-for-high-dpi-devices>
- <https://support.microsoft.com/en-za/help/2900023/some-desktop-applications-may-appear-blurred-on-high-dpi-displays>



AFRICA

SYSPRO South Africa

Block A
Sunninghill Place
9 Simba Road
Sunninghill
Johannesburg
2191
South Africa
Tel: +27 (0) 11 461 1000
Email: info@za.syspro.com

SYSPRO South Africa

Block A
Lagoon Beach Office Park
Cnr Marine & Boundary Rd
Milnerton
Cape Town
7435
South Africa
Tel: +27 (0) 21 552 2220
Email: info@za.syspro.com

SYSPRO South Africa

4 Nollsworth Crescent
Nollsworth Park
La Lucia Ridge
La Lucia
Durban North
4019
South Africa
Tel: +27 (0) 31 566 4240
Email: info@za.syspro.com

SYSPRO East Africa

Ground Floor – Office No.1 E
Panari Sky Centre
Mombasa Road
Nairobi
Kenya
Tel: +254 720 909 644
+254 720 909 530
Email: info@za.syspro.com

ASIA-PACIFIC

SYSPRO Australia

Suite 1102, Level 12
201 Miller Street
North Sydney
NSW 2060
Australia
Tel: +61 (2) 9870 5555
Toll free: +1 300 882 311
Email: info@au.syspro.com

SYSPRO Australia

1/14 Business Park Drive
Notting Hill
Victoria
Melbourne
3168
Australia
Tel: +1300 882 311
E-mail: info@au.syspro.com

SYSPRO Asia

8 Eu Tong Sen Street
#19-91 The Central
Singapore
059818
Tel: +65 6256 1921
E-mail: info@sg.syspro.com

CANADA

SYSPRO Canada

4400 Dominion Street
Suite 215
Burnaby
Vancouver
British Columbia
Canada
V5G 4G3
Tel: +1 (604) 451 8889
Toll free: +1 888 259 6666
Email: info@ca.syspro.com

SYSPRO Canada

5995 Avebury Road
Suite 902
Mississauga
Toronto
Ontario
Canada
L5R 3P9
Tel: +1 905 502 5502
Email: info@ca.syspro.com

SYSPRO Canada

6080 Young Street
Suite 1002
Halifax
Nova Scotia
Canada
B3K 5L2
Tel: +1 902 423 1256
Toll free: +1 866 979 7776
Email: info@ca.syspro.com

EUROPE

SYSPRO United Kingdom

Baltimore House
50 Kansas Avenue
Salford Quays
Manchester
United Kingdom
M50 2GL
Tel: +44 161 876 4498
Email: info@uk.syspro.com

USA

SYSPRO USA and Americas

959 South Coast Drive
Suite 100
Costa Mesa
California
92626
USA
Tel: +1 (714) 437 1000
Toll free: +1 800 369 8649
Email: info@us.syspro.com

www.syspro.com

V01 Copyright © 2017 SYSPRO. All rights reserved.
All brand and product names are trademarks or
registered trademarks of their respective holders.