How do I address screen scaling issues?

SYSPRO 8 Technical Article

SYSPRO

SYSPRO Help and Reference

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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.
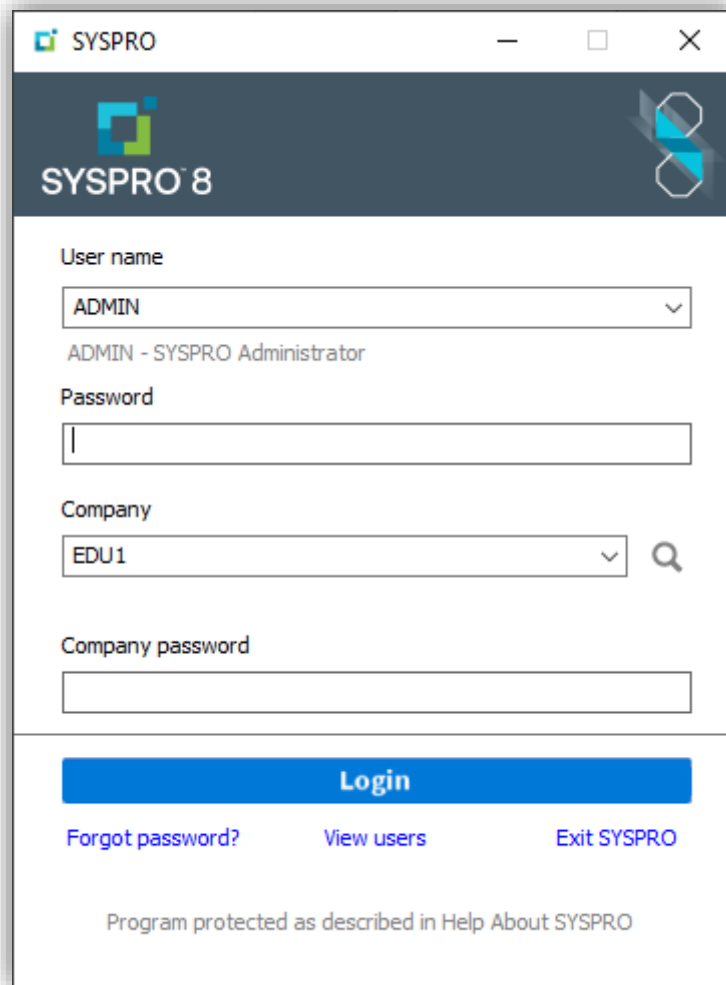
Using the classic SYSPRO interface

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.

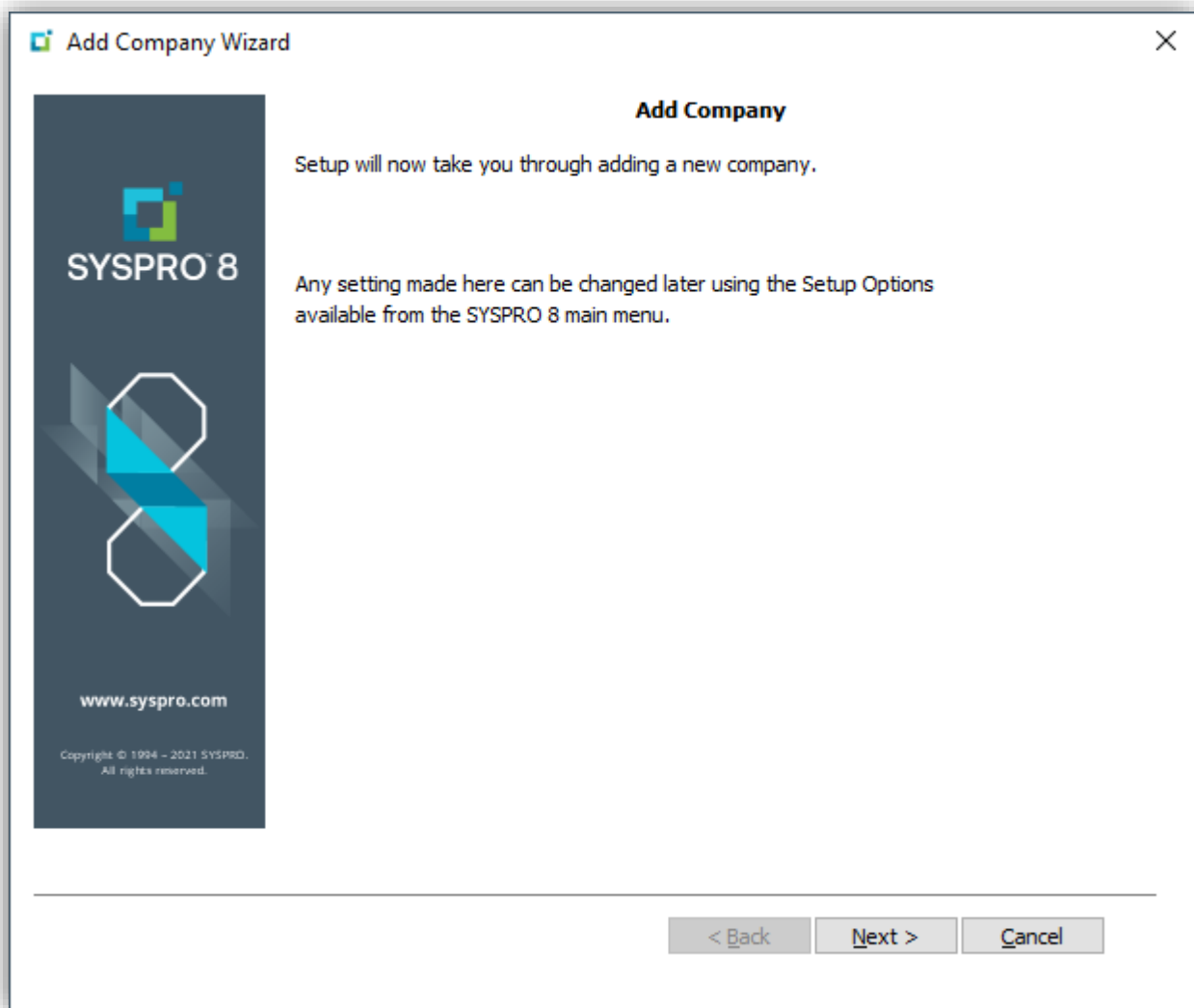For example, you will see this when you log in:

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.

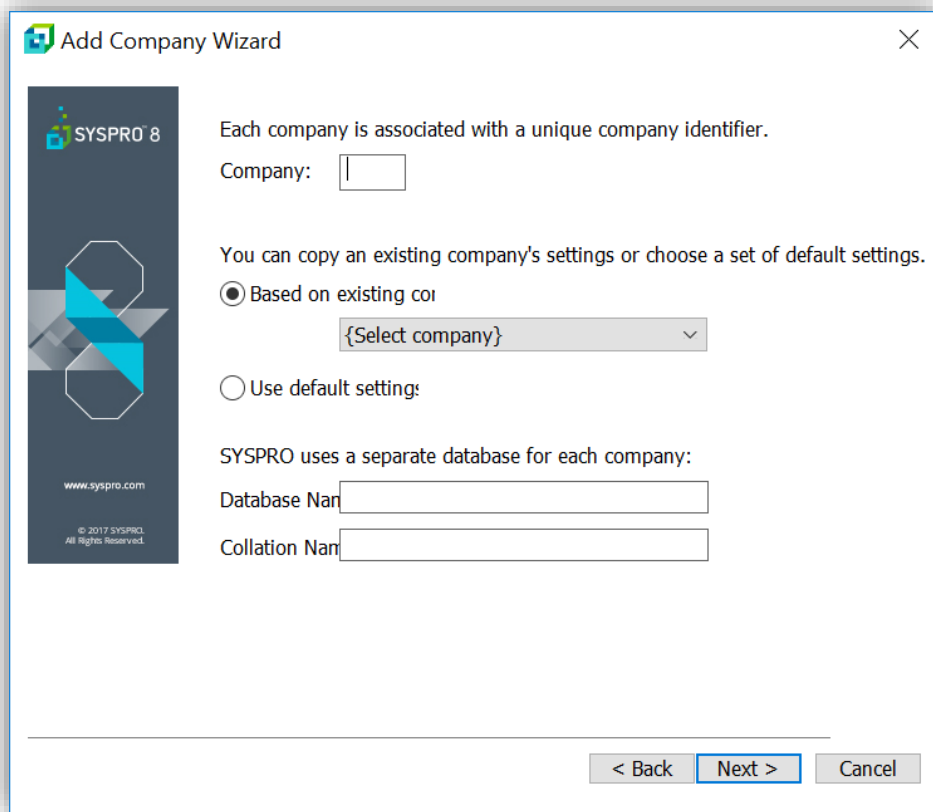For example, when adding a new company from the login screen:

Note: We are changing several of these screens to allow for slightly higher display options, so this shouldn't be an issue going forward.
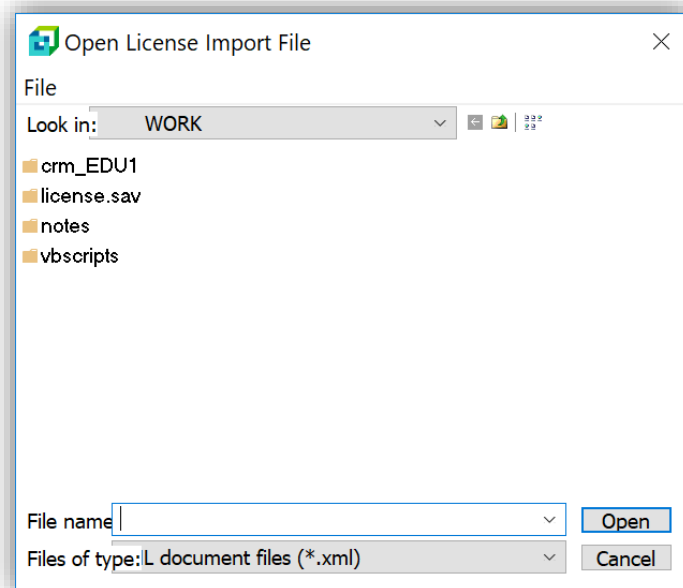
150% SCALE OR HIGHER

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%:

Another example with the scaling set as 170%:

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.
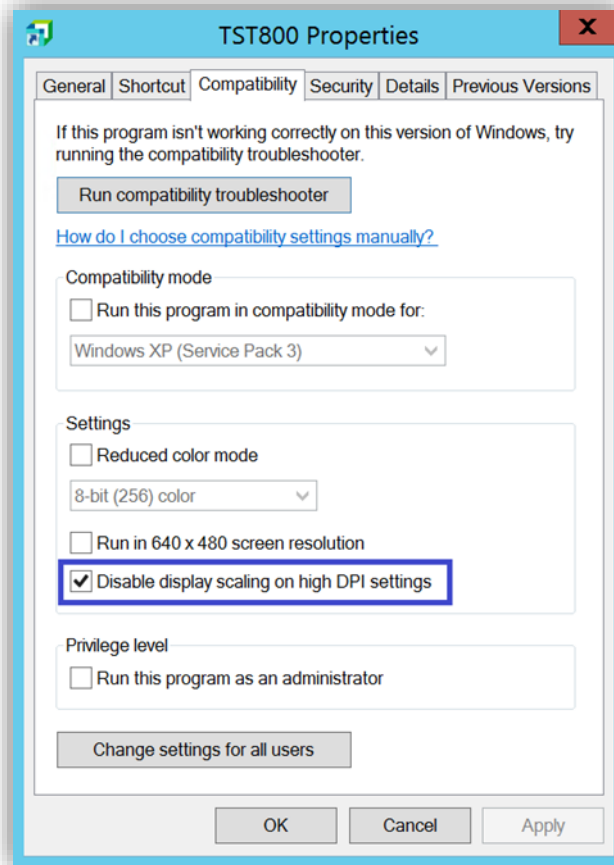
Examples at 150%:

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

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