

How do I address screen scaling issues?

SYSPRO 8 Technical Article

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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

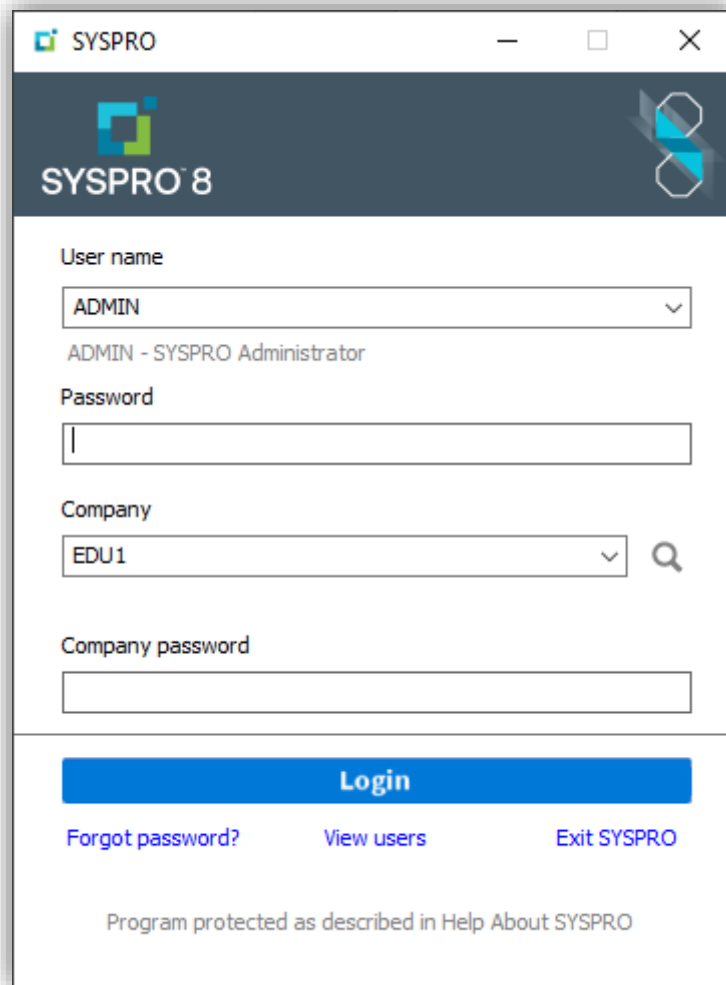
If you choose to use the classic SYSPRO interface, you may experience some of the issues discussed below. These factors are usually only an issue when, for example, you have a large, high resolution monitor you would like to use to demonstrate SYSPRO.

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:



The image shows a screenshot of the SYSPRO 8 login window. The window title bar reads "SYSPRO" and includes standard minimize, maximize, and close buttons. The header area is dark blue with the SYSPRO logo and the text "SYSPRO 8". The main content area is white and contains the following fields and buttons:

- User name:** A dropdown menu with "ADMIN" selected. Below it, the text "ADMIN - SYSPRO Administrator" is displayed.
- Password:** A text input field.
- Company:** A dropdown menu with "EDU1" selected and a search icon to its right.
- Company password:** A text input field.
- Login:** A prominent blue button.
- Forgot password?** A blue link.
- View users** A blue link.
- Exit SYSPRO** A blue link.

At the bottom of the window, the text "Program protected as described in Help About SYSPRO" is displayed.

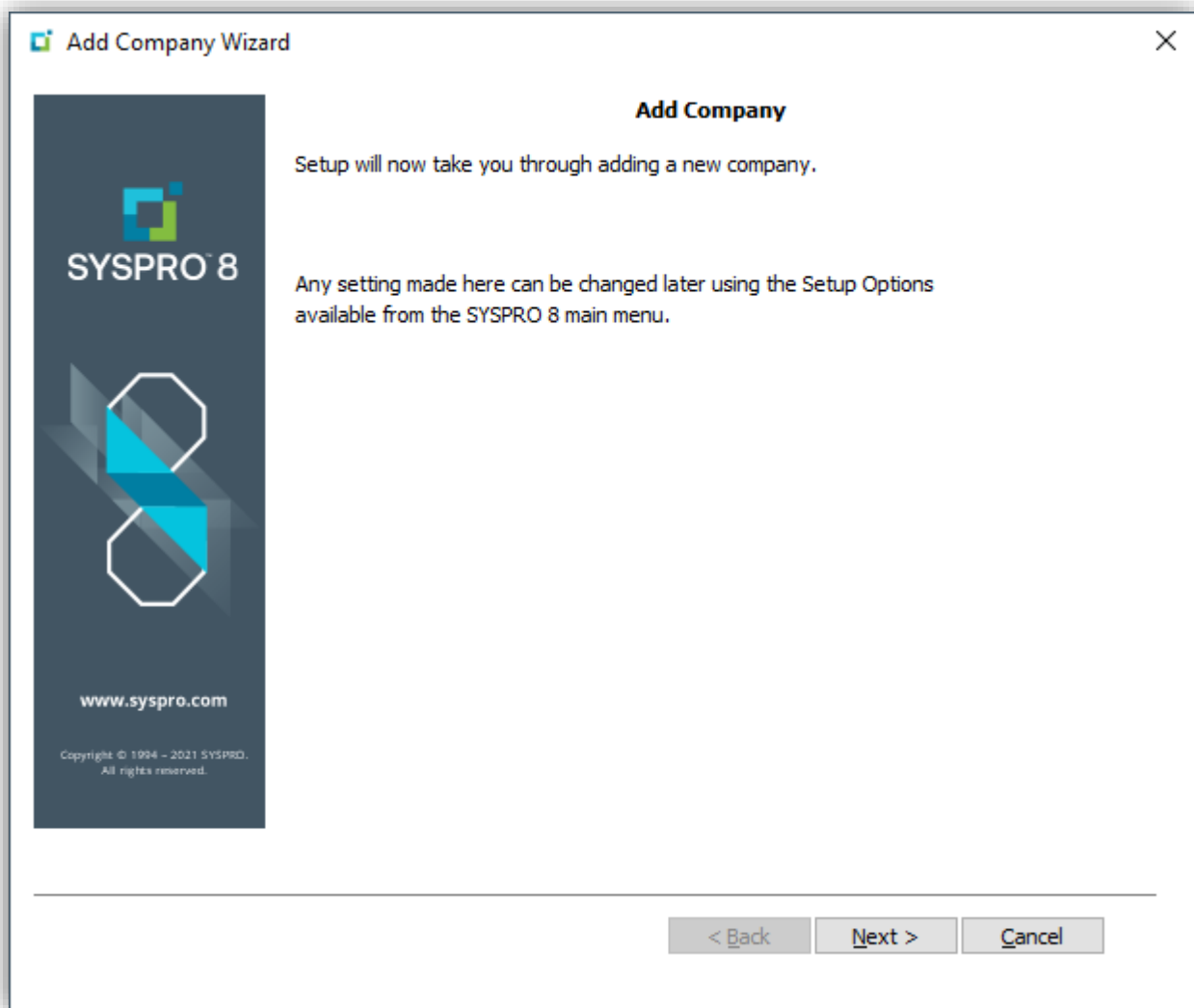
125% SCALE

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:



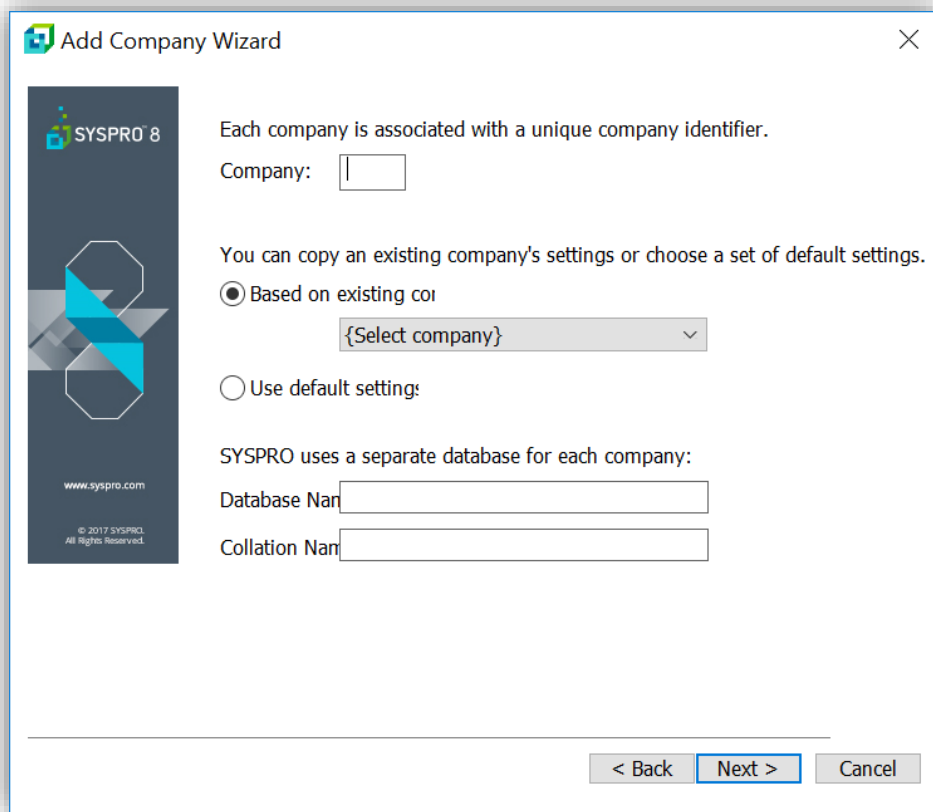
Note: We are changing several of these screens to allow for slightly higher display options, so this shouldn't be an issue going forward.

150% SCALE OR HIGHER

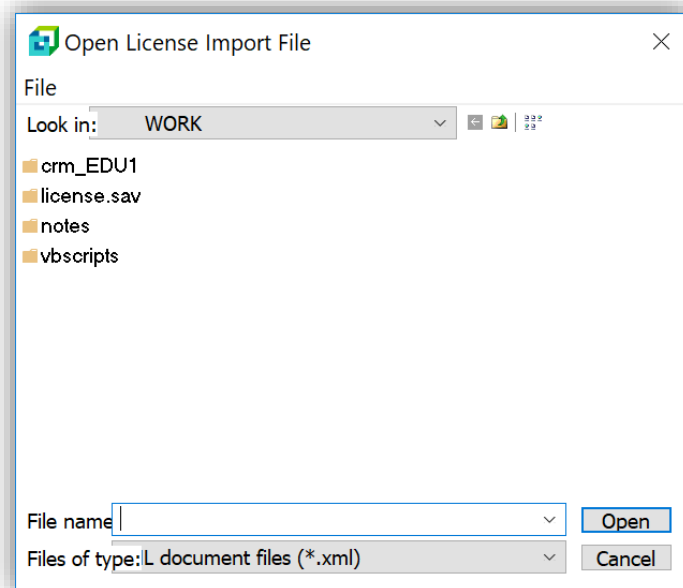
If you select 150% or higher as the scale for your text and apps:

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%:

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

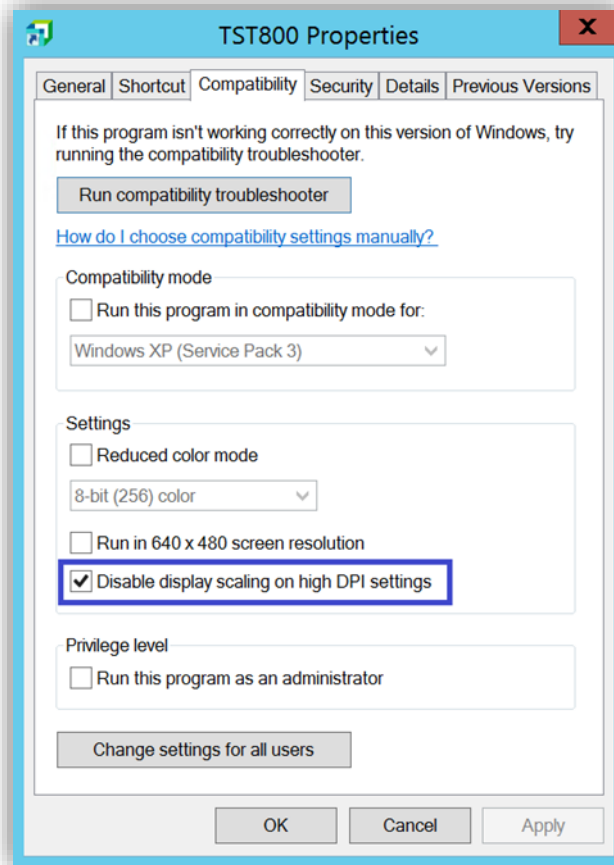
POSSIBLE REMEDY

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>



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