

System Administration GUI Does Not Display Correctly

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Symptom

The System Administration user interface does not display correctly.

GUI objects, such as tabs and drop-down lists, are not displayed correctly or are in the wrong locations on the screen. This symptom occurs most often in systems with widescreen displays.

Resolution

This is caused by an incorrect DPI setting. To resolve this issue, perform the following steps.

In Windows 7:

- 1) Right-click on the Windows desktop and select Personalize.
- 2) On the bottom left of the panel select Display
- 3) Select Set custom text size (DPI)
- 4) Ensure that it is set at 100% (default.) If needed apply settings
- 5) If a change was made close and reopen the application to ensure the display is corrected
- 6) If the issue persists, either log off and back on or Restart the PC. If the Issue persists, see below.

In Windows 10:

- 1) Right-click on the Windows desktop and select Display Settings.
- 2) Within the Scale and layout section locate Change the size of text, apps, and other items. Verify that the value is 100% (Recommended.)
- 3) Log off and back on or restart the PC to apply the changes.

If these steps above do not resolve the issue on a computer running Windows 7/10, then a modification to the registry might be needed. Please back up your registry before applying these changes.

- 1) Launch REGEDIT
- 2) Navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Fonts
- 3) Locate the following keys:
 - Courier 10,12,15
 - MS Sans Serif 8,10,12,14,18,24
 - MS Serif 8,10,12,14,18,24
- 4) Double click each String Value and verify that the value data for each String is:
 - COURE.FON (this is for Courier 10,12,15)
 - SSERIFE.FON (this is for MS Sans Serif 8,10,12,14,18,24)
 - SERIFE.FON (this is for MS Serif 8,10,12,14,18,24)
- 5) If the above String Values do not exist (This might be the case on a few Windows 10 PC's), then you will need to create them. To do so:

- Right click the "Fonts" folder > Select New > Click String Value.
 - Give the String Value the same exact name(s) listed in Step 3
 - Double click the newly created String Value and ensure that the Value data are exactly the same as step 4.
- 6) Please restart the PC after making any registry changes to ensure that they take effect.

For more information on these registry key values:
<https://technet.microsoft.com/en-us/library/Dn528846.aspx>

Applies To

OnGuard (All versions)
Windows 7
Windows 10

Additional Information

OnGuard runs best with screen resolutions higher than 800 x 600.

Additional Knowledgebase article with alternate method:

<https://kb.lenel2.com/home/onguard-programs-do-not-appear-correct-or-missing-modification-buttons>
