

# OnGuard programs do not appear correctly, or missing Modify buttons

Last Modified on 04/04/2023 2:17 pm EDT

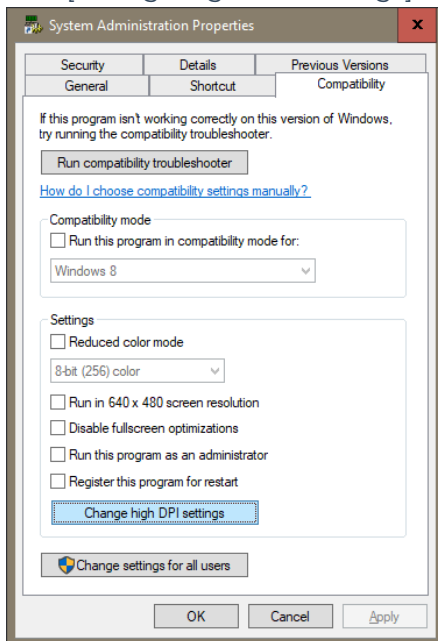
## Symptom

If the Windows **Accessibility** or **Ease of Access** settings for text size, apps, and other items are set to any value other than 100%, OnGuard components won't display correctly (for example, in **System Administration > Cardholders**, the Access Levels edit window covers the buttons to save changes). In the past, the only workaround was to set this value to 100%, and if everything is too small for the customer to see comfortably, set the screen to a lower resolution.

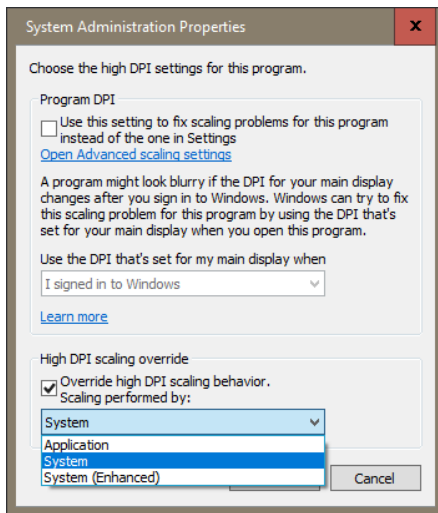
## Resolution

There is a Windows setting that lets you override the resolution for a specific application. In the Properties of the System Administration shortcut:

1. Click [Change high DPI settings].



2. Under **High DPI scaling override**, select **Override high DPI scaling behavior**. **Scaling performed by**, and change the drop-down menu from **Application** to **System**.



The resolution of OnGuard System Administration is now scaled according to the Windows scale setting.

## Applies To

OnGuard (all versions)

## Additional Information

### High DPI scaling override

**Override high DPI scaling behaviour.** If you select this box, you override the way Windows would normally handle high DPI scaling for your application.

- **Application:** The application will be unaware of high DPI and will not be scaled
- **System:** The application will again be unaware of high DPI and the system will scale it
- **System (Enhanced):** This is only available in [Windows 10 \(1703\)+](#)

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