

Wasp

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InventoryControl v7 & MobileAsset v7: Printing labels on Windows 10 causes the window
size to shrink

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Symptom

When using InventoryControl v7 & MobileAsset v7 to print labels (e.g. item labels, asset tags) on Windows 10, the list's window size shrinks.

Cause

Windows has been set to show the display size larger than 100%, and the Wasp program is redrawing its window, but at 100%.

Resolution

Change the Windows display size back to 100%.

Note: This procedure might require you to sign out of Windows, which closes documents and quits running applications.

1. Quit the Wasp program.
2. Right-click the desktop, Display Settings.
3. Adjust the slider "Change the size of text, apps, and other items:" to the value 100% (Recommended).
4. If you are not able to continue, click the link "Sign out now" next to the red text "Some apps won't respond to scaling changes until you sign out."
5. Relaunch the Wasp program. The window should no longer shrink when printing labels.