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# Multiple Products: prompt, window or values are cut off or not visible

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This article applies to InventoryControl, MobileAsset and Wasptime.

Symptoms of the problem:

InventoryControl v7: On Pick Orders and Purchase Orders, although the View Quantity Available box has been checked, the quantities don't actually show.

MobileAsset v7: The login screen doesn't show the full password box.

Wasptime v7: When attempting to view timecards, the WaspTime v7 program crashes.

Wasptime v6: The timecard window doesn't show all the days, and/or buttons and controls are missing.

Issue: The computers DPI settings are at a setting higher than 100% (or higher than 96 DPI).

## Resolution:

## Windows 7/ Windows 8

- 1. Right-click on the Windows Desktop and select Screen Resolution to open the Change the appearance of your displays window.
- 2. Click the Make text and other items larger or smaller link.
- 3. Select Smaller 100% (default).
- 4. Click Apply.

### Windows Vista

- Right-click on the Windows Desktop and select Personalize to open the Personalize appearance and sounds window.
- 2. Click Adjust font size (DPI) to open the DPI Scaling window.
- 3. Select Default scale (96 DPI) fit more information.
- 4. Click OK to close the DPI Scaling window.
- 5. Click X to close the Personalize appearance and sounds window.

## Windows XP

- 1. Right-click on the Windows Desktop.
- 2. Select Properties to open the Display Properties window.
- 3. Click the Settings tab.
- 4. Click the Advanced Button.
- 5. Click the General tab.
- 6. Select Normal size (96 Dpi) from the DPI Setting: dropdown list.
- 7. Click OK.