Allied Financial Software Knowledgebase

Issues Using ACT! by Sage with Large or Custom Size DPI Display Settings

Question
You would like more information on issues when using ACT!
with Large or Custom DPI settings.
Answer

// //]]> ACT! is programmatically designed to display and scale based on 96 DPI (dots per inch) display settings. If DPI settings are set to Large size (120 DPI) or a custom DPI settings above 96 DPI, ACT! has been reported to have issues rendering certain areas of the application properly. General issues that can occur when DPI settings are larger than a application was designed and based for are: Clipped UI elements or text. Incorrect font size. Pixilated text. Misalignment of application space or rendering affecting layout. For instructions on how to reduce your default Windows® font size DPI setting, please follow the steps for your Operating System below.

Click to Expand/Collapse the sections below.

Windows 7: Right-click the Windows desktop, and then click Personalize from the shortcut menu. The Personalize dialog box appears:

Select Set custom text size(DPI) on the left hand side. The Custom DPI Scaling dialog box appears:

Ensure the percentage is set to 100%, which specifies 96 DPI and then click OK.

Click Restart Now to restart the computer to complete the changes.

Windows Vista®: Right-click the Windows desktop, and then click Personalize from the shortcut menu. The Personalize dialog box appears:

Select Adjust font size (DPI) on the upper left hand side. The DPI Scaling dialog box appears:

Under DPI Scaling, change the DPI setting display to Default scale (96 DPI) and then click OK. The following warning

appears:

Click Restart Now to restart the computer to complete the changes.

Windows XP and Windows Server® 2003: Close ACT!. Right-click the Windows desktop, and then click Properties from the shortcut menu (or double-click the Display icon from the Windows Control Panel). The Display Properties dialog box appears:

Under the Appearance tab, ensure that the Font Size field is set to Normal:

Under the Settings tab, click the Advanced button. The Plug and Play Monitor... dialog box appears:

Under the General tab, in the Display section, change the DPI setting display to Normal size (96 DPI) and then click OK. The following Change DPI Setting message appears.

Click OK, and then restart the computer to complete the changes.

Windows 2000: Close ACT! Right-click the Windows desktop, and then click Properties from the shortcut menu (or double-click the Display icon from the Windows Control Panel). The Display Properties dialog box appears:

Under the Settings tab, click the Advanced button.

Under the General tab, in the Display section, change the

Font Size display to Small Fonts - Normal size (96 dpi) and then click OK. The following Change System Font message appears:

 Click OK, and then restart the computer to complete the changes.

http://kb.actforadvisors.com/questions.php?questionid=212