



### **Issues with high resolution monitors, i.e. “retina displays”**

Some newer computers (certain models of the Surface Pro, for instance) have very high pixel density monitors, i.e. greater than 150 dots per inch. Unfortunately, when Microsoft introduced support for these monitors in Windows, they neglected to properly update the Windows video libraries that ShowCase relies upon to draw its windows.

As a result, ShowCase has issues with these high resolution monitors. The primary symptoms are very small text, poorly laid out dialogs, and when you double-click on an image, it appears very small.

Unfortunately, there is no single prescription for addressing these issues. Monitors vary widely in their size, aspect ratio, pixel density, and video scaling behavior.

Here are some things to change in Windows to attempt to address the problem:

- Set Scale and layout to 125% or less
- Use a resolution lower than the native resolution of the device, e.g. 2560 x 1600 or even lower, like 1920 x 1200.

We are gradually migrating ShowCase to use newer technologies that circumvent the liabilities of the Windows video libraries with these issues. We are hoping Microsoft releases some fixes for these libraries, or special operating modes to accommodate software making the transition to these resolutions. In the meantime, working with these two settings is your best bet to running ShowCase on a high resolution monitor.

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