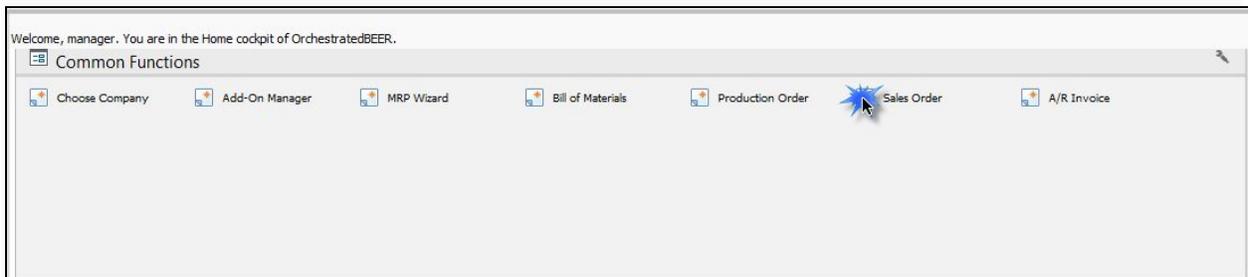




Summary

When using Windows 8/8.1/10 on a newer computer, you may run into an issue where the mouse cursor that is displayed on your screen does not line up with where the actual click is registered in Orchestrated. For example, you might try to click on Sales Order and a Production Order opens instead:



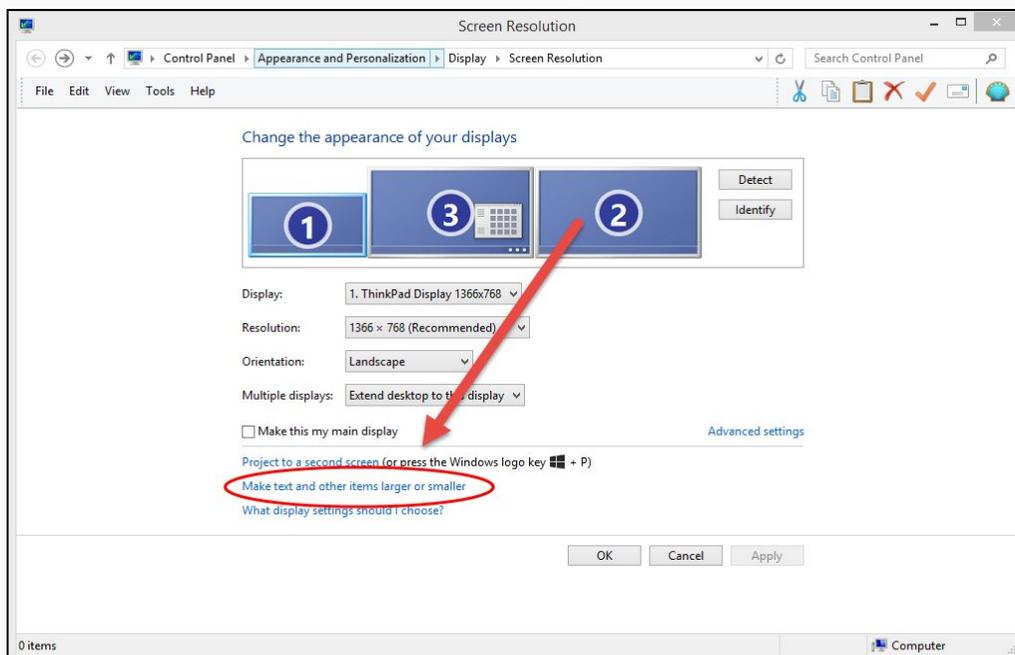
This is caused by a Windows feature that allows you to scale your displays to adjust the size of icons, windows, etc on each screen.

Additionally, you may have resolution problems where the screen looks small or scrunched up.

To fix this, you can follow these steps:

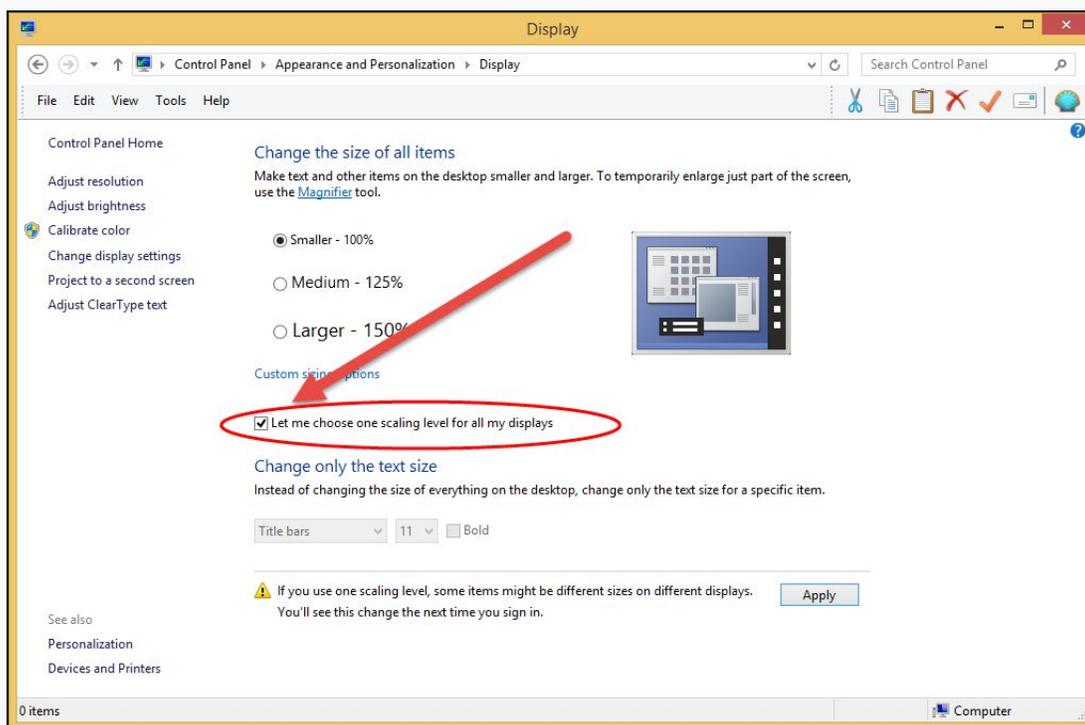
Windows 8/8.1:

1. Right-click on your Desktop and choose "Screen Resolution"
2. Click the option "Make text and other items larger or smaller"





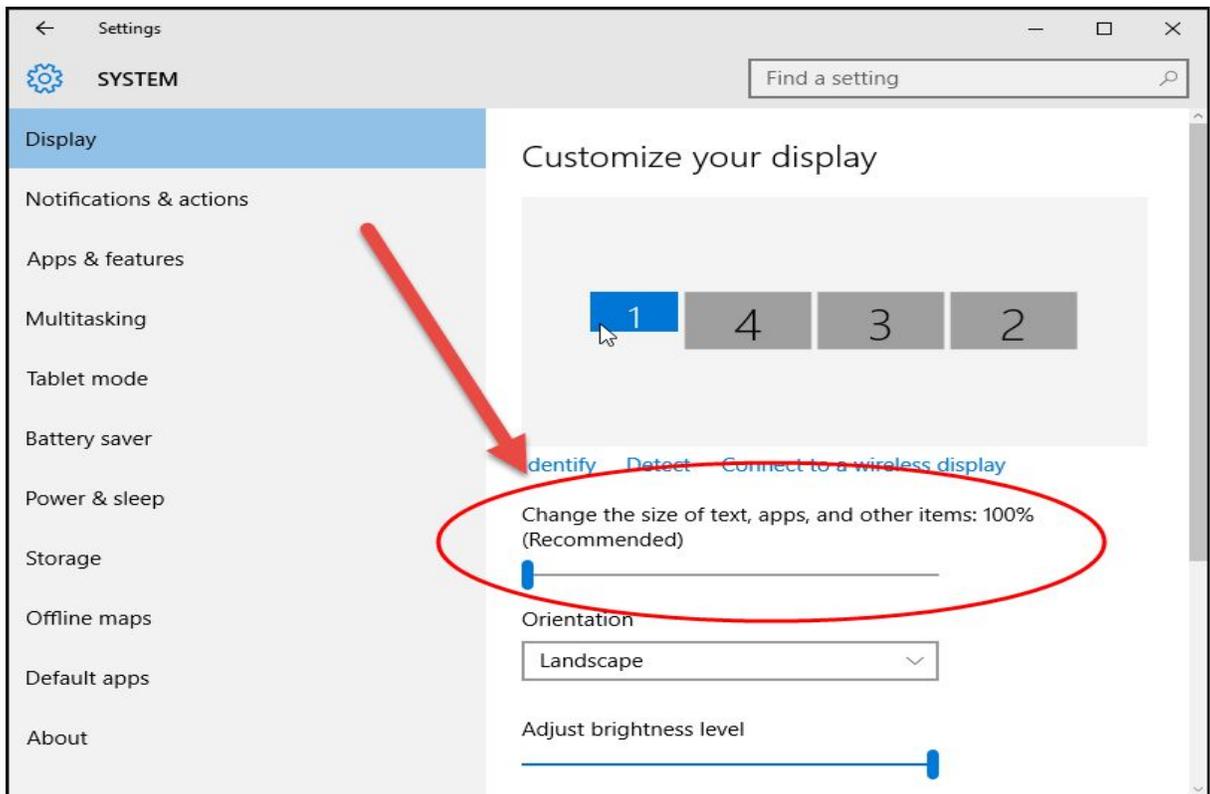
3. Check the box for "Let me choose one scaling level for all my displays"



4. Select the size that works best on your screens
5. Click Apply to save the settings
6. Log out of Windows and log back in to apply the changes

Windows 10:

1. Right-click on your Desktop and choose "Display Settings"
2. Select each of your monitors and set the "Change the size of text, apps, and other items:" to the same number (100% is recommended. You can go higher if it looks better on your screens. They just need to all be the same)



3. Click Apply to save the settings
4. Log out of Windows and log back in to apply the changes