

This KM explains what to do if you are unable to view entire screen in ICBS.

End User Solution

Make sure the Windows DPI settings are set to 96 by following these steps:

On Windows XP:

1. Right-click on the Desktop and choose Properties.
2. Go to the Settings tab and click **Advanced**.
3. On the General tab make sure the DPI is set to 96 (NOT 120).
4. Reboot if needed to complete the change.

On Windows 7:

1. Left-click the Windows (Start) icon on the task bar.
2. Left-click on Control Panel.
3. Left-click on Display.
4. Left-click on Set Custom Text Size (DPI).
5. In the Custom DPI Setting pop-up window, select the percentage (100%, 125%, 150% or 200%) that results in a sample text of 96 DPI (e.g. *"9 point Segoe at 96 pixels per inch"*) under the ruler.

Note: by April 2014, most FS and BLM computers used in the caches should have been updated to Windows 7. ICBS users at the Coeur d'Alene Cache (ID-CDK), which is hosted by the Idaho Department of Lands, sometimes use computer operating systems, Java file versions, etc. that are different than FS and BLM users.

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