3xLOGIC

Service Bulletin 180002

VIGIL VMS – 4k Scaling Override

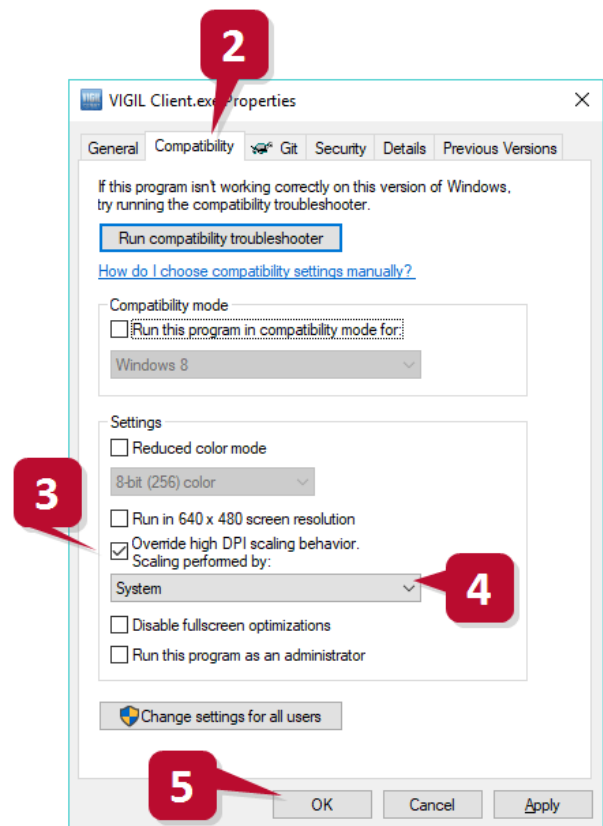| Service Bulletin #:	180002-1
Date:	April 24th, 2018
Product Affected:	VIGIL VMS Suite v10 (and newer) Applications
Purpose:	This document is intended to instruct a user on enabling 4k scaling override for VIGIL applications on systems with 4k displays.
*Importance:	Low

1   Problem

3xLOGIC has recently identified an issue on VIGIL systems utilizing 4K resolution displays. On these systems, VIGIL GUI components may be displayed incorrectly due to scaling abnormalities. 3xLOGIC has outlined a workaround for this issue in this bulletin.

Please follow the steps outlined in the proceeding section of this bulletin for instructions on performing the workaround.

2   Solution

If you are utilizing a 4k display and are experiencing any VIGIL user interface display issues, follow the below steps to perform a scaling override to correct these display issues:

1.   On the Windows desktop or using a file explorer, right-click the executable icon of the application exhibiting issues and select Properties from the right-click menu.
2.   Open the Compatibility tab.
3.   Enable Override high DPI scaling behavior.
4.   Set Scaling performed by to System.
5.   Click OK to save settings and exit the Properties window.
6.   Repeat the process for all applications exhibiting display issues.
7.   Restart the system to ensure all changes take effect.

3   Contact Information

If you require more information, or if you have any questions or concerns, please contact 3xLOGIC Support:
Email: helpdesk@3xlogic.com
Online: www.3xlogic.com

* Importance:	High	Mandatory Upgrade – Will affect the recording functionality of the VIGIL Server System and may cause loss of video records
	Medium	Recommended Upgrade – Will not cause loss of video records, may affect usability of the System.
	Low	VIGIL Server System will function properly – Affects non-critical system features only.