

Windows-based programs resolution issues on Apple Retina display

- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Pro Edition
- Parallels Desktop for Mac App Store Edition
- Parallels Desktop for Mac Business Edition

Symptoms

Some of my programs in the Windows virtual machine don't look right: buttons aren't displayed properly, some are missing, program's interface (GUI) looks broken in general.

NOTE: if you are having general resolution issues with Microsoft Windows running in Parallels virtual machine please visit this article: [Virtual Machine display resolution issues on Macs with Retina display](#)

Cause

Such programs could be:

- Quickbooks
- Quicken
- CAD software (Computer-aided design);
- Web sites or clients (banks, messengers, RTs);
- Photo/Video editors
- Other Windows-based programs which do not support high DPI resolution.

Some Windows-based programs are not adapted for such high pixel density (DPI) resolution of the Retina display: Windows virtual machine resolution becomes very high thus everything is too small; in-program fonts, UI buttons or images are not rendered properly.

Learn more about the Apple Retina display in this article: [Frequently asked questions about using a Retina display.](#)

Resolution

To make sure that Windows applications are displayed properly with **1:1 scale factor** you need to select **Scaled** view mode in the virtual machine graphics settings. [Parallels Desktop 13 for Mac](#) brings enhanced Retina display support for Windows applications in Scaled mode.

1. Adjust the Windows virtual machine's **configuration** settings > **Hardware** > **Graphics** > and change the Retina setting from **Best for Retina / Best for External Displays / More Space** to **Scaled** (HiDPi disabled).
2. Check the Windows virtual machine's scaling settings:

For Windows 7/8.1: right click on Windows Desktop > **Screen resolution** > **Make text or other items larger or smaller** > set **100% scaling** and hit **Apply & Sign Off**.

For Windows 10: right click on Windows Desktop > **Displays settings** > set **100% scaling** and hit **Apply**.

For more information about Windows scaling options please [visit this page](#).

3. macOS **System Preferences** > **Displays** > make sure **Resolution** option is set to **Default for display**.

4. Reboot the virtual machine to apply changes.

After applying the solution above all Windows-based programs will be displayed properly in 1:1 scale ratio - everything will be on its position. The only minor inconvenience you may notice is the quality of fonts in Windows - the result of running Windows on Apple Retina display. [Parallels Desktop 13 for Mac](#) brings enhanced Retina display support for Windows applications in Scaled mode.

Related articles

- [Parallels virtual machine's recommended Retina video settings](#)
- [Using an external display alongside with Apple Retina](#)
- [Broken screen resolution in Windows 8.1 Virtual Machine on Retina display after the latest update of Parallels Desktop 9](#)
- [I cannot keep custom screen resolution in Full screen mode](#)
- [Virtual Machine resolution is too small via Remote Desktop Connection](#)

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