

# 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: <u>Virtual Machine display resolution issues on Macs with Retina display</u>

#### 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. <u>Parallels Desktop 13 for Mac</u> 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. <u>Parallels Desktop 13 for Mac</u> 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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