



CONTROLS & DRIVES LTD

The Industrial Automation Specialists

Technical Tip

GX Works 3 –
Scaling problem fix!



Part of the **B P X** Group

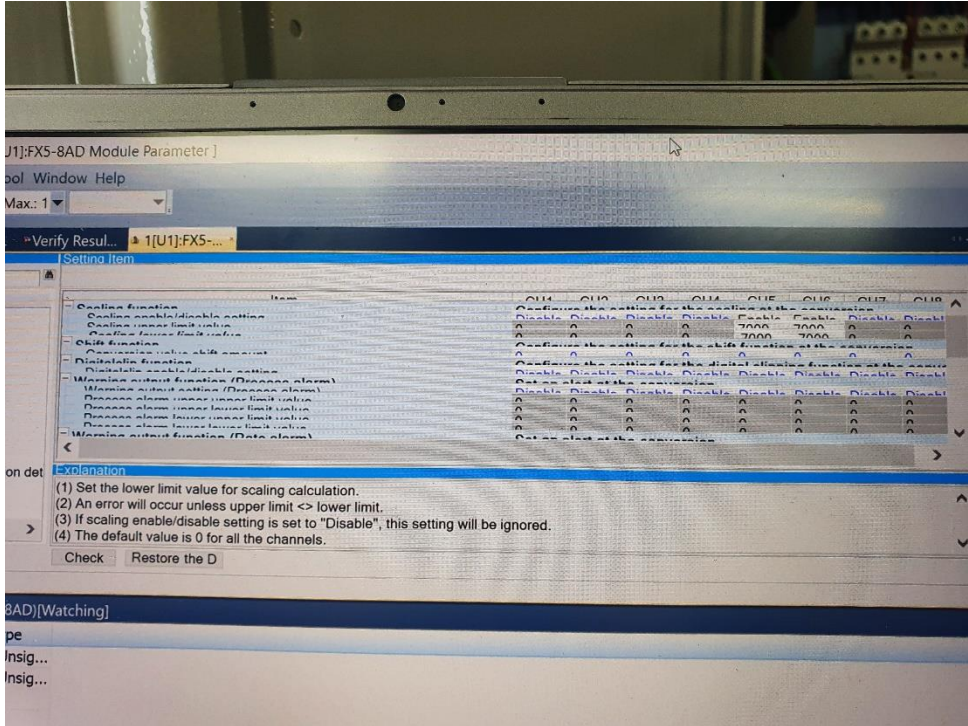


Technical Tip

GX Works 3 – Scaling Problem Fix

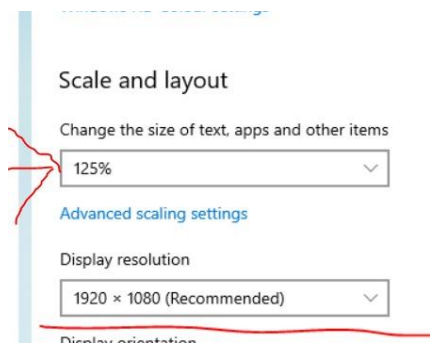
If you having trouble with overlapping fonts and icons in GX Works 3, you can follow these steps, we have noticed this may happen on Windows 10 Laptop with a 4K resolution screen.

Scaling problem example:



Step 1.

Check the computer scaling in the display options...





Step 2.

Follow these steps...

Symptom	Check point	Corrective action
Contents in the screen may not be displayed properly. (For example, overlapping of icons, text overflowing from the frame of a button, etc.)	Is the size of the text and/or other items in the screen changed to a value other than the default value (such as 96 DPI, 100%, and 9 pt) in Windows settings?	<ul style="list-style-type: none"> • Return the settings to the defaults. • For Windows 10 (version 1703 or later)^{*1}, the display of GX Works3 can be displayed with high DPI scaling by using a Windows 10 function^{*2}. <ul style="list-style-type: none"> ❶ Select and right-click 'GXW3.exe'^{*3}, and select [Properties] from the shortcut menu. ❷ Select the checkbox of "Override high DPI scaling behavior. Scaling performed by:" in the [Compatibility] tab, then select "System" from the pull-down list. ❸ Click the [OK] button.
Timeout occurs while GX Works3 is accessing to a built-in Ethernet CPU in Ethernet.	Is communication with GX Works3 allowed when Windows Firewall is enabled?	For details, refer to the following: When communication with GX Works3 is not allowed by Windows Firewall

*1 The Windows version can be checked by the following procedure.

- ❶ Press Windows key + **R**, or select [Windows System] ⇨ [Run] from Windows Start.
- ❷ Enter 'winver' in the "Run" screen.
- ❸ Check the version in the displayed screen.

*2 The display of GX Works3 will be blurred by enlarging.

The following lists the setting values for "Change the size of text, apps, and other items" and the recommended display resolution for each setting value in Windows 10.

- Setting value: 100%, display resolution: 1024 × 768 dots or more
- Setting value: 125%, display resolution: 1900 × 1200 dots or more
- Setting value: 150%, display resolution: 1900 × 1200 dots or more
- Setting value: 175%, display resolution: 2880 × 1620 dots or more
- Setting value: 200%, display resolution: 2880 × 1620 dots or more
- Setting value: 225%, display resolution: 3840 × 2160 dots or more
- Setting value: 250%, display resolution: 3840 × 2160 dots or more

*3 'GXW3.exe' is stored in the folder where GX Works3 has been installed.

The following is an example of a storage location.

- 64-bit version operating system: C:\Program Files (x86)\MELSOFT\GPPW3\GXW3.exe
- 32-bit version operating system: C:\Program Files\MELSOFT\GPPW3\GXW3.exe

By following these steps, it should resolve the problem.

