

With the introduction of extremely high resolution displays, the bit depth of our screens has become so high that Microsoft had to implement a <u>Windows Scaling</u> feature to "zoom in" applications so they don't appear too small to be usable. Because of this scaling implementation, many Windows applications including GlobalSearch LAN, have potential <u>display issues</u> on these devices.

The following steps will let you configure your screen to appear normal by resetting the resolution and scaling to a level that is readable. Before you begin, you should close out of any applications you are running. You will need to logout of Windows during this reconfiguration process.

1. Exit GlobalSearch LAN completely. Make sure that ImageXChange is not running and that the "SSInterface.exe" process is completely closed within Task Manager. To access the task manager, right click on the taskbar in windows, then click Task Manager in the menu. If "SSInterface.exe" appears in your task list, end the task by clicking the "End Task" button.

🤬 Task Manager					_		(
File Options View							
Processes Performance App history	Startup	Users Details	Services				
Name	PID	Status	User name	CPU	Memory (pri	Description	^
<i>₩</i> spoolsv.exe	3332	Running	SYSTEM	00	6,320 K	Spooler Sub	<b>)</b> !
sqlbrowser.exe	4832	Running	LOCAL SERV	00	548 K	SQL Browse	ar 👘
sqlservr.exe	7112	Running	MSSQL\$GET	00	399,396 K	SQL Server	v
sqlwriter.exe	4740	Running	SYSTEM	00	852 K	SQL Server	v
Square9.GlobalAction.exe	6684	Running	SYSTEM	00	7,420 K	Square9.Glo	c
Square9.GlobalCapture.exe	6724	Running	SYSTEM	00	15,940 K	Square9.Glo	c
ssBatchPortal.exe	6716	Running	SYSTEM	00	1,108 K	ssBatchPort	a
ssContentIndex.exe	6992	Running	SYSTEM	00	880 K	SmartSearch	n
ssDocWFManager.exe	5892	Running	SSAdministr	00	11,100 K	DocumentW	٧
𝗭 ssDVAgent.exe	7756	Running	SYSTEM	00	2,528 K	Symantec.cl	c
	5812	Running	SSAdministr	00	4,600 K	SSIMPORTE	F
SSInterface.exe	4980	Running	dtascher	00	31,084 K	GlobalSearc	t i
SSLICenseClean.exe	7676	Running	SSAdministr	00	6,892 K	Square9.Lic	е
svchost.exe	592	Running	SYSTEM	00	264 K	Host Proces	s
svchost.exe	484	Running	SYSTEM	00	9,956 K	Host Proces	s
svchost.exe	1072	Running	NETWORK S	00	6,584 K	Host Proces	s
svchost.exe	1116	Running	SYSTEM	00	2,212 K	Host Proces	s
svchost.exe	1360	Running	NETWORK S	00	1,864 K	Host Proces	s
svchost.exe	1376	Running	SYSTEM	00	384 K	Host Proces	s
svchost.exe	1516	Running	SYSTEM	00	1,236 K	Host Proces	s
svchost.exe	1632	Running	SYSTEM	00	1,484 K	Host Proces	s
svchost.exe	1676	Running	LOCAL SERV	00	800 K	Host Proces	s
svchost.exe	1692	Running	LOCAL SERV	00	992 K	Host Proces	s
svchost.exe	1708	Running	LOCAL SERV	00	4,164 K	Host Proces	s
svchost.exe	1716	Running	SYSTEM	00	596 K	Host Proces	s
svchost.exe	1764	Running	SYSTEM	00	4,452 K	Host Proces	s
svchost.exe	1888	Running	SYSTEM	00	768 K	Host Proces	s
svchost.exe	2008	Running	LOCAL SERV	00	1,436 K	Host Proces	s
svchost.exe	896	Running	SYSTEM	00	1,140 K	Host Proces	s
svchost.exe	1132	Running	NETWORK S	00	1,884 K	Host Proces	s
svchost.exe	2152	Running	LOCAL SERV	00	11,300 K	Host Proces	s
svchost.exe	2248	Running	SYSTEM	00	500 K	Host Proces	s 🗸
<						>	
~							
<ul> <li>Fewer details</li> </ul>						End task	

2. Click on Start, type in "run" and hit "enter" on your keyboard.





3. In the "Run" window that appears type in "%temp%" and hit "enter" on your keyboard.

🖅 Run	×
٨	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
<u>O</u> pen:	%temp% ~
	OK Cancel <u>B</u> rowse

This will take you to your Windows profile's temporary folder. In the navigation window of the Windows Explorer folder that opened, click on "Local" to bring you up one level in the directory structure.

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File Home Share View								^ <b>(</b> )
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Clipboard	Organize		New	Open	Select			
← → · · ↑ 📙 > Daniel Tascher > AppD	ata Local Temp					ٽ ~	Search Ter	mp 🔎
Name	Date modified	Туре	Size					^
18ac7a6b-629f-4c72-adb3-ecaf3fb651	7/26/2017 4:15 PM	TMP File	11 KB					
AdobeARM.log	7/26/2017 3:58 PM	Text Document	200 KB					
LAPTOP-PM76HN0Q-20170726-1547.I	7/26/2017 3:49 PM	Text Document	18 KB					
etilqs_tvtww3KQCyACEoi	7/26/2017 3:49 PM	File	0 KB					
TWAIN.LOG	7/26/2017 3:46 PM	Text Document	1 KB					
Twain001.Mtx	7/26/2017 3:46 PM	MTX File	1 KB					
Twunk001.MTX	7/26/2017 3:46 PM	MTX File	1 KB					
DFBECFE2EA2BC4E9C2.TMP	7/26/2017 3:30 PM	TMP File	16 KB					
tmp40B7.tmp	7/26/2017 3:29 PM	TMP File	0 KB					
tmp2710.tmp	7/26/2017 3:29 PM	TMP File	0 KB					
SsmCF50.tmp	7/26/2017 3:27 PM	TMP File	26 KB					
i oobelib.log	7/26/2017 3:27 PM	Text Document	2 KB					
PDApp.log	7/26/2017 3:27 PM	Text Document	252 KB					
amt3.log	7/26/2017 10:03 AM	Text Document	2,538 KB					
adobegc.log	7/26/2017 10:02 AM	Text Document	754 KB					
swtag.log	7/26/2017 10:02 AM	Text Document	38 KB					
LAPTOP-PM76HN0Q-20170726-0831.I	7/26/2017 8:32 AM	Text Document	19 KB					
tmp3A89.tmp	7/26/2017 8:17 AM	TMP File	0 KB					
Phone The Section of Four	7000017000444	T 10	5.40 100					

At this point you should be located in "C:\Users\[your username]\AppData\Local". If you are not in that location please browse to that location manually and then proceed with the following steps.

4. Locate the folder named "Square\_9\_Softworks" in the "Local" directory and delete it.

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File Home Share View						~ (
Pin to Quick Copy Paste Sho	h Move Copy to to	New item • New folder	Properties	Select all Select none		
Clipboard	Organize	New	Open	Select		
← → * ↑ inis PC > Loc	ai Disk (C:) > Users > dtascher > App	Data > Local			~ O	Search Local D
Name	Date modified Type	Size				
ServiceHub	3/27/2017 8:16 AM File folde					
slack	3/14/2017 2:39 PM File folde					
SmartView2	1/21/2017 1:49 PM File folde					
Sonos,_Inc	1/27/2017 11:17 PM File folde					
SourceTree	3/27/2017 2:32 PM File folde					
	3/27/2017 8:35 AM File folde					
Square_9_Softworks	7/26/2017 3:46 PM File folde					
Square9	6/28/2017 9:09 AM File folde					
SquirrelTemp	3/27/2017 8:33 AM File folde					
Steam	2/13/2017 4:49 PM File folde					
Sublime Text 3	2/13/2017 10:17 AM File folde					
TeamViewer	1/16/2017 8:12 AM File folde					
TechSmith	1/18/2017 2:50 PM File folde					
Telerik_AD	1/15/2017 8:04 PM File folde					
Temp	7/26/2017 4:18 PM File folde					
TileDataLayer	1/13/2017 7:45 AM File folde					
VirtualStore	2/14/2017 8:17 AM File folde					
VMware	2/3/2017 7:58 AM File folde					
77 items 1 item selected	1/23/2017 11:25 AM File folde					Red I



5. Navigate back and right click on your computer's desktop and select "Display settings"



6. In the settings window that opens change your computer's resolution from the 4K resolution to 1920 x 1080 resolution.

Resolution
3840 × 2160 (Recommended)
2560 × 2048
2560 × 1920
2560 × 1600
2048 × 1536
2048 × 1152
1920 × 1440
1920 × 1200
1920 × 1080 🕞
Connect to a wireless display

When you change the resolution you will get a Windows prompt to confirm that you want to keep these settings. Click on "Keep changes".



Home	Display	
Find a setting	Noort Loort	
System		
Chiplay	Scale and layout	
Notifications & actions	Some appr worit respond to scaling changes until you sign out. Sign out now	
O Power & sleep	Change the size of text, apps, and other items	
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O About	Multiple displays	
		Optimal Resolution Notification
		resolution for the primary display. The
		Select this notification for more inform of/CM Module

7. Once you have set the resolution back to "1920 x 1080" make sure that the "Scale and layout" is set to "100%"

Settings		-	a	×
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Home	Display			
	Night light			
Find a setting	Off Off			
	Night light cettings			
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🖵 Display	Scale and layout			
Notifications & actions	Some apps won't respond to scaling changes until you sign out.			
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Tablet mode	1020 × 1080 ×			
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Multitasking	Orientation			
Projecting to this PC	Landscape $\lor$			
Shared experiences	Multiple displays			
<ol> <li>About</li> </ol>	Multiple displays			
	Extend desktop to this display $\sim$			
	Make this my main display			
	Connect to a wireless display			
	Display adapter properties			

8. After setting the scaling to 100%, Windows will let you know that you need to sign out of your session before the changes will take effect. Click on the "Sign out now" link that Windows provides and then log back in.

Scale and layout	
Some apps won't respo	nd to scaling changes until you sign out.
Change the size of text,	apps, and other items
100%	$\sim$
Custom scaling	



9. When you log back into Windows you may have to re authenticate to GlobalSearch LAN. Enter your password to log in.

😂 Login	×
Usemame dtascher	
Password	
Domain LAPTOP-PM76HN0Q	
OK Cancel	]

10. GlobalSearch should now be reset to its default layout and your windows should display normally.



11. If these steps do not resolve your issue, please submit a support request to Square 9's Software Support team by completing the support request form here: <u>http://www.square-9.com/support</u>