

## GE Transportation Customer Web Center (CWC)

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## Troubleshooting Guide – Desktop resolution and Zoom Issue

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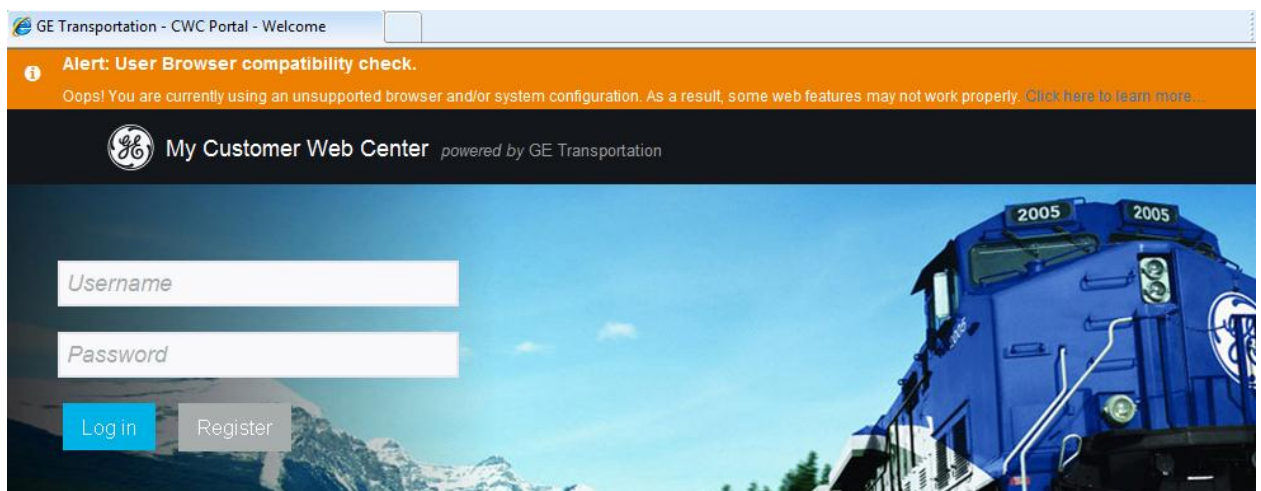
# 1 Introduction

## 1.1 Scope

This document provides users with instructions on how to Desktop Resolution issue and Zoom Issue.

## 1.2 Intended Users

Any user who gets the following error message when login to CWC.



### 1.4 Desktop Resolution Issue

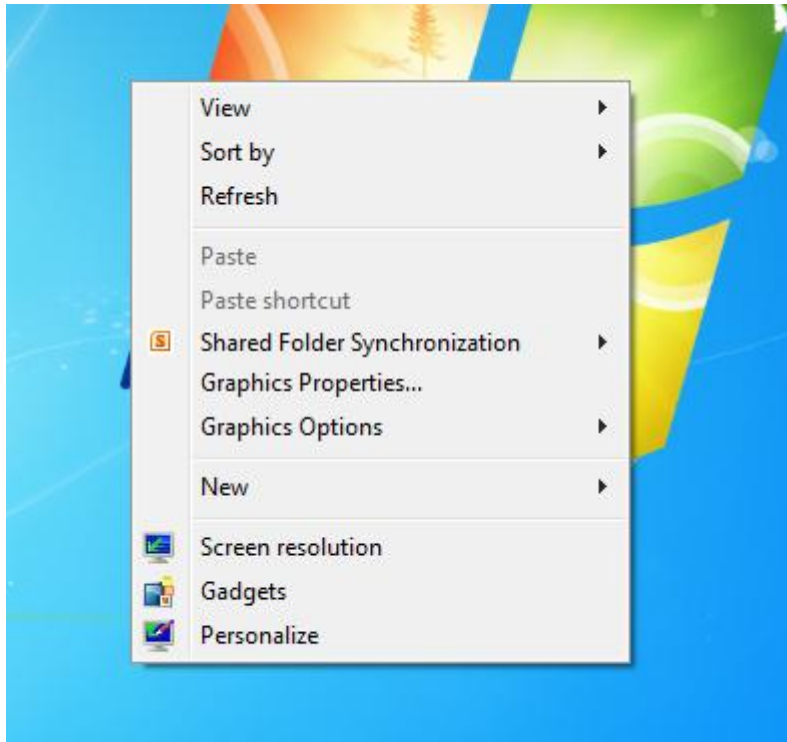
If the system flags an error Alert the desktop resolution error, you can change your desktop resolution by following steps.

Description	Your System settings	Best Viewed On	Troubleshooting Tips
Browser	IE	IE, Chrome, Firefox, Safari	Please use a compatible browser
Version	8.0	IE 8.0 & 9.0, Chrome 24.0 to 30.0, Firefox 18.0 to 24.0, Safari 5.0.4	Please use a compatible browser version
Resolution	<b>800 * 600</b>	Mobile Phones : 320 x 480, 320 x 568, 480 x 320, 568 x 320 Tablets : 1024 x 768, 768 x 1024 Desktops/Laptops : 1024 x 768, 1280 x 1024, 1366 x 768	<a href="#">Help Guide</a>

Close

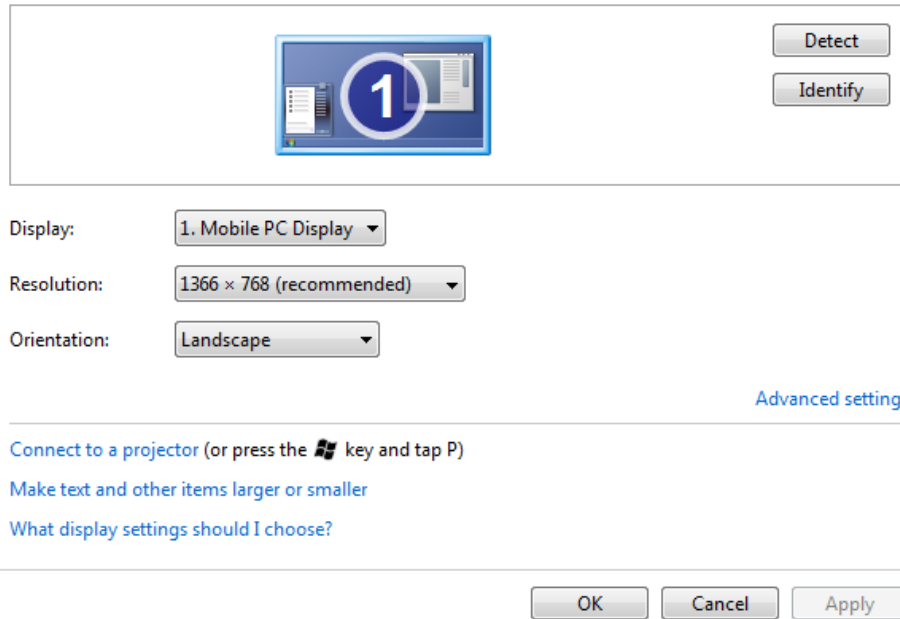
### 1.4.1 Windows Users

1. Please right click on the desktop.
2. Click on 'Screen resolution'.



3. The following screen will open.

### Change the appearance of your display




Display: 1. Mobile PC Display

Resolution: 1366 × 768 (recommended)

Orientation: Landscape

[Advanced settings](#)

[Connect to a projector](#) (or press the  key and tap P)

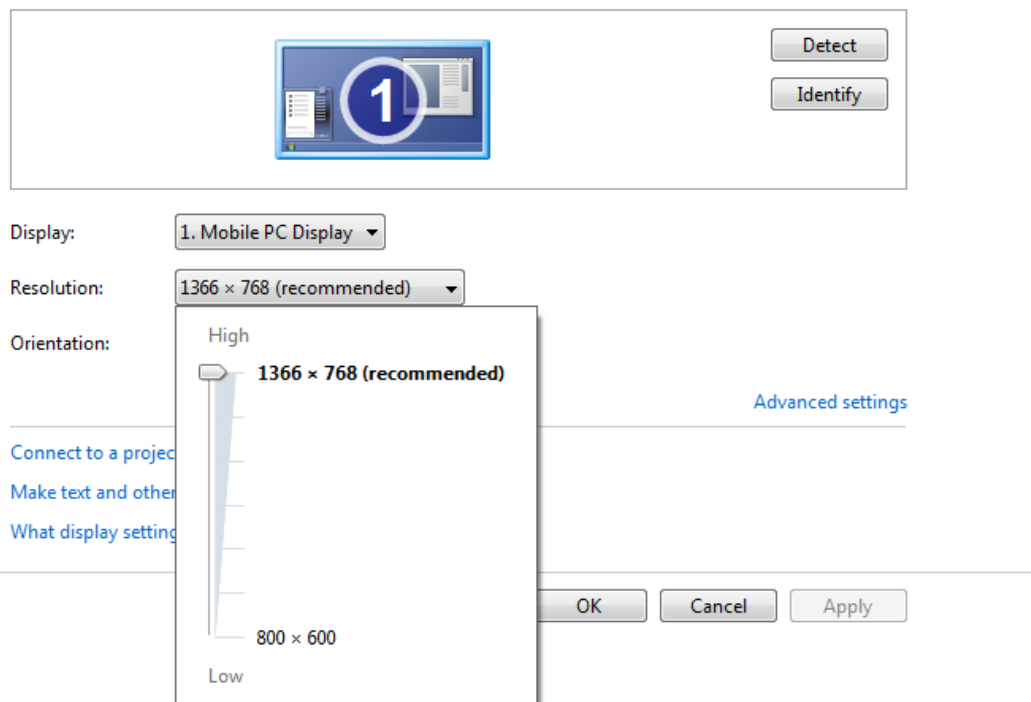
[Make text and other items larger or smaller](#)

[What display settings should I choose?](#)

OK Cancel Apply

4. Click on Resolution Drop down and choose a resolution supported by CWC and Click 'Apply' and 'OK'.

### Change the appearance of your display



Display: 1. Mobile PC Display

Resolution: 1366 × 768 (recommended)

Orientation:

High

1366 × 768 (recommended)

800 × 600

Low

[Advanced settings](#)

[Connect to a projector](#)

[Make text and other items larger or smaller](#)

[What display settings should I choose?](#)

OK Cancel Apply

5. Then login back to CWC and the error bar on top your screen should now go away.

**1.4.2 MAC Users** If the system flags the desktop resolution error, you can change your desktop resolution by following steps

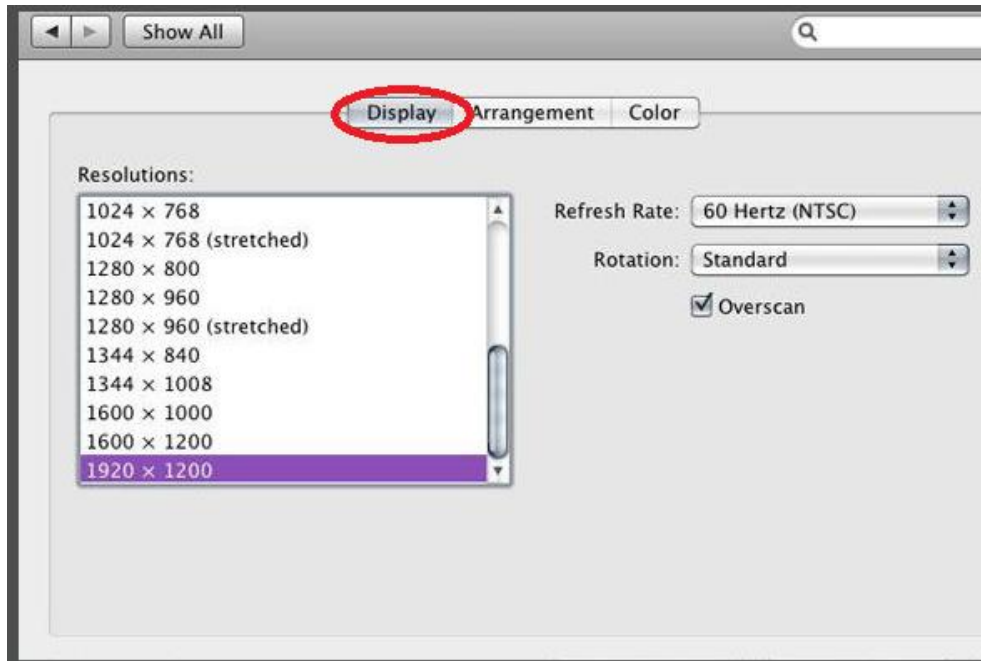
- 2 Click on the Apple logo in the upper-left corner of your display



- 3 Click **System Preferences**, then click **Displays**



- 4 Click **Display** if it is not already selected



- 5 Select a resolution from the list of available resolutions
- 6 Mac OS immediately applies the new setting



## 1.5 Browser Zoom issue

The system can generate the error bar in case the Browser Zoom is not set to 100%. Please do the following steps to change your zoom level.

Click on the Page from Menu bar and Change the Zoom level to 100%.

