

GE Transportation Customer Web Center (CWC)



Troubleshooting Guide – Desktop resolution and Zoom Issue

GE Internal

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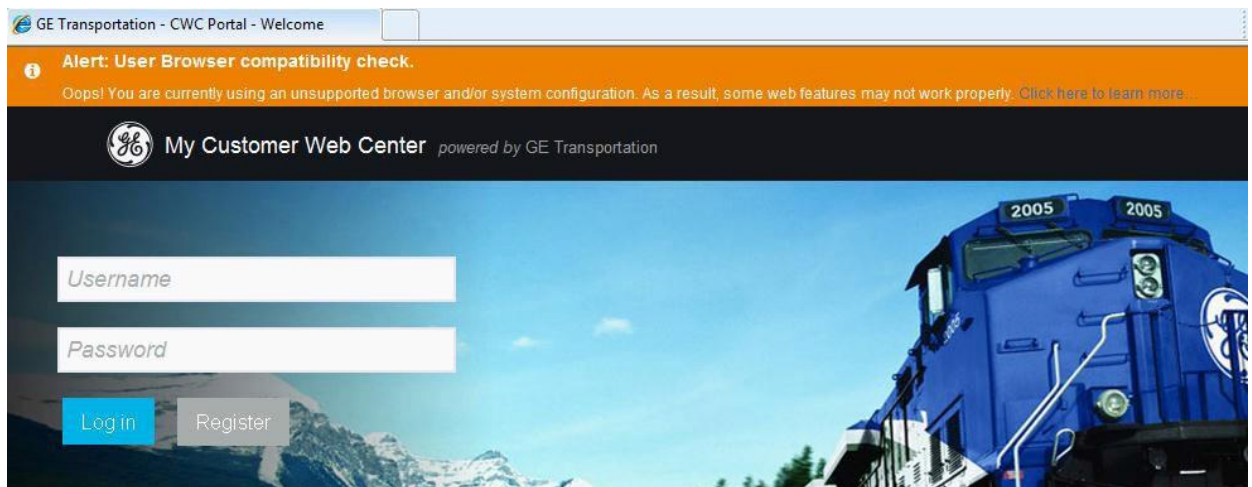
1 Introduction

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.



1.3 Desktop Resolution Issue

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

User Browser Compatibility



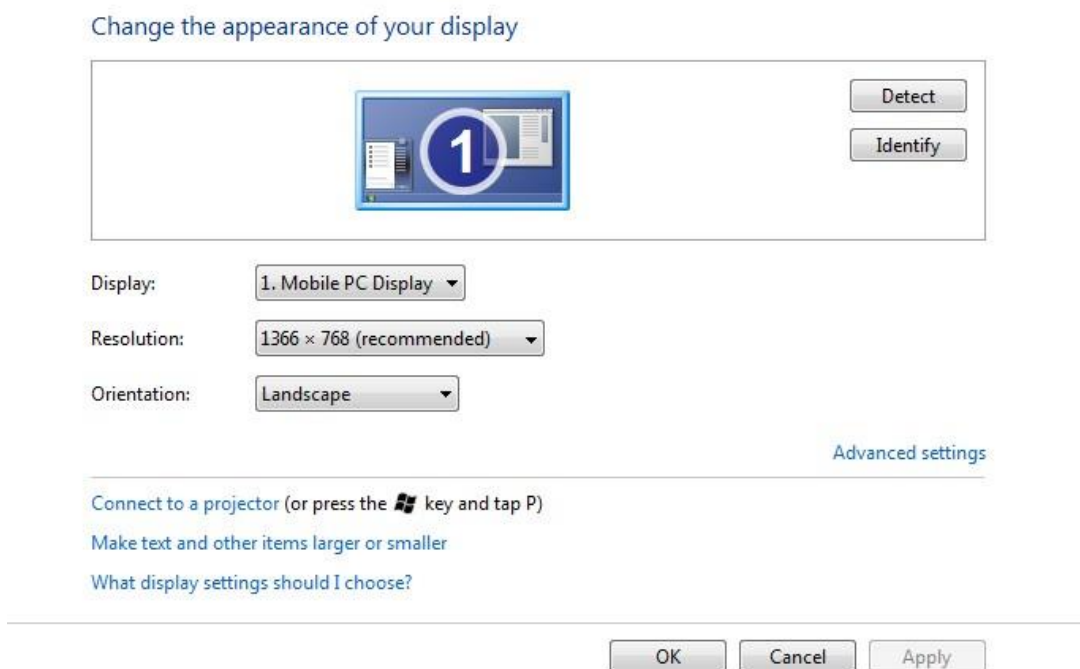
Description	Your System settings	Best Viewed On	Troubleshooting Tips
Browser	Chrome	IE, Chrome, Firefox, Safari	Browser Help Guide
Version	43.0	IE 8.0 to 11.0, Chrome 24.0 to 43.0, Firefox 18.0 to 38.0, Safari 5.0.4	Version Help Guide
Resolution	800 * 600	Mobile Phones : 320 x 480, 320 x 568, 480 x 320, 568 x 320 Tablets : 1024 x 768, 768 x 1024 Desktops/Laptops : 1024 x 768, 1280 x 1024, 1366 x 768, 1440 x 900, 1536 x 864, 1600 x 900, 1680 x 1050, 1920 x 1080	Resolution Help Guide

1.3.1 Windows Users

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




3. The following screen will open.



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

Change the appearance of your display



Detect
Identify

Display: 1. Mobile PC Display ▾

Resolution: 1366 × 768 (recommended) ▾

Orientation:

High
1366 × 768 (recommended)
800 × 600
Low

[Advanced settings](#)

[Connect to a project](#)
[Make text and other](#)
[What display setting](#)

OK Cancel Apply

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

1.3.2 **MACUsers**

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

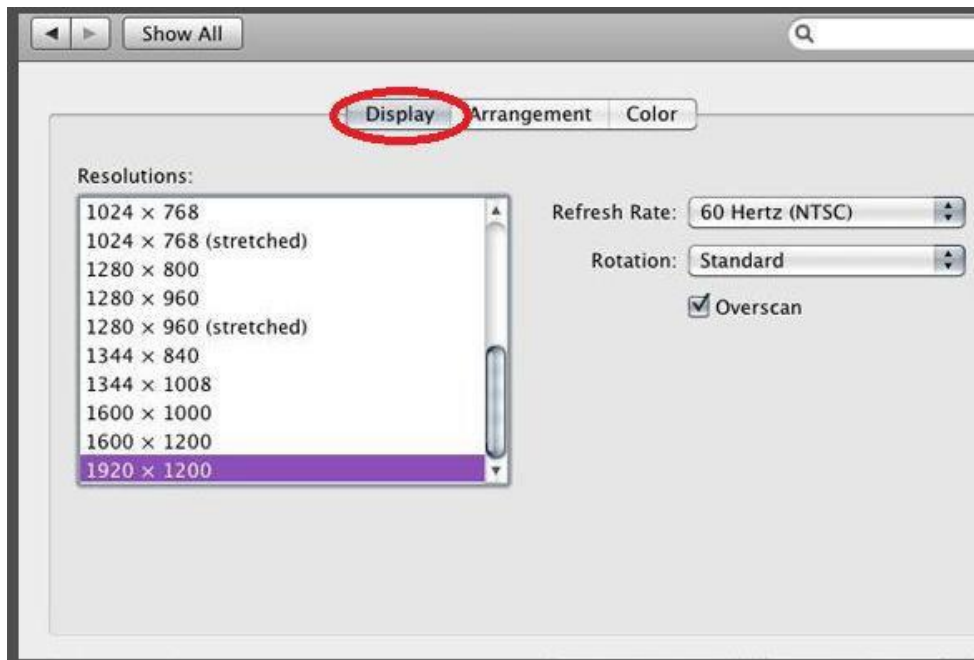
1. Click on the Apple logo in the upper-left corner of your display



2. Click System **Preferences**, then click **Displays**



3. Click **Displays** if it is not already selected



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

1.4 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%.

