

SnapPlus Display Issues

Description

Users might notice strange display behavior in SnapPlus. We've heard reports of this with Windows 8-11. The behavior includes screens spontaneously minimizing when users try to interact with grids, or screens looking totally "broken" and getting worse when scrolling.

Currently, the best fix is to close SnapPlus and re-open it. We've been working on the issue as time allows, but have yet to come up with a comprehensive solution.

Why it's happening

The display errors originate from the way Windows tells our computer to resize its fonts when the size of text, apps, and other items are scaled up. As time goes on computers and laptops get increasingly better resolutions and higher pixel density. We call it "high-dpi," and Windows can have trouble managing these displays. Things get impossibly small to read. In response, computers with high-dpi come with very high resolutions and often scale the desktop up to a readable level. When Windows tries to scale SnapPlus up, the display of the program starts to break.