



Reports Appear and Print Tiny and Cramped in Upper Left Part of Page

Symptoms:

- Reports appear to be approximately 1/3 to 1/4 of the size of the page size. They print the same way they appear. This is problematic for all reports, and especially for certificates.
- You are running CRM on a laptop or tablet style laptop (such as Surface Pro).

Cause: By default, today's high-resolution laptops have the font size defaulting to anywhere from 125% to 200% of normal. This makes the actual text appear very tiny in the ReportViewer.

Detour:

With the report open, you can make the change to fix it and print, then reset your display. Follow these steps:

1. Right-click on the desktop and choose **Display settings**.
2. Look for the drop-down labeled "**Change the size of text, apps, and other items**" (this is Surface wording – it should be similar on other vendors' equipment). Set this to 100%. Leave this Settings window open.
3. Switch back to the report (which will be even tinier now). There is a Refresh button up on the toolbar at the top of the report window (a circle with curved arrows just to the left of the printer icon). Click on it. The report should now display as a normal page (although tiny), and you can print correctly now.
4. When all printing is done, switch back to the **Display settings** and reset that setting back to the recommended choice.