Troubleshooting - User Interface Issues / Tabs not showing in TDO

305 TDO KB October 24, 2023 Troubleshooting 26.93K

Overview

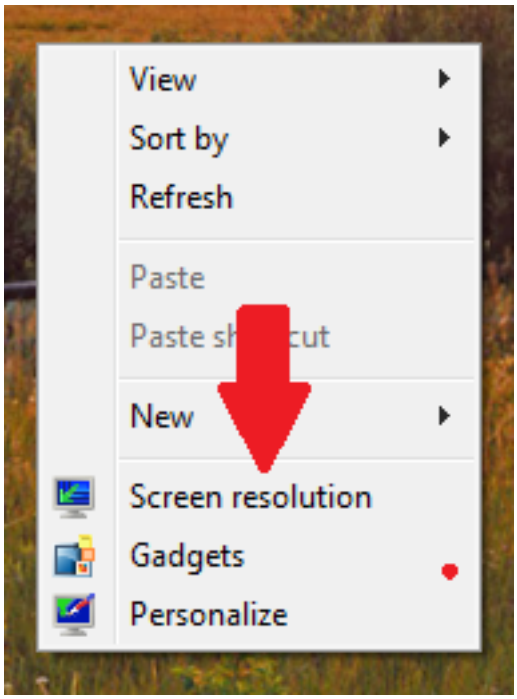
If when using TDO and you are experiencing issues with the User Interface (ex, the tabs are not showing on a particular workstation), there are few potential reason why.

Potential Causes

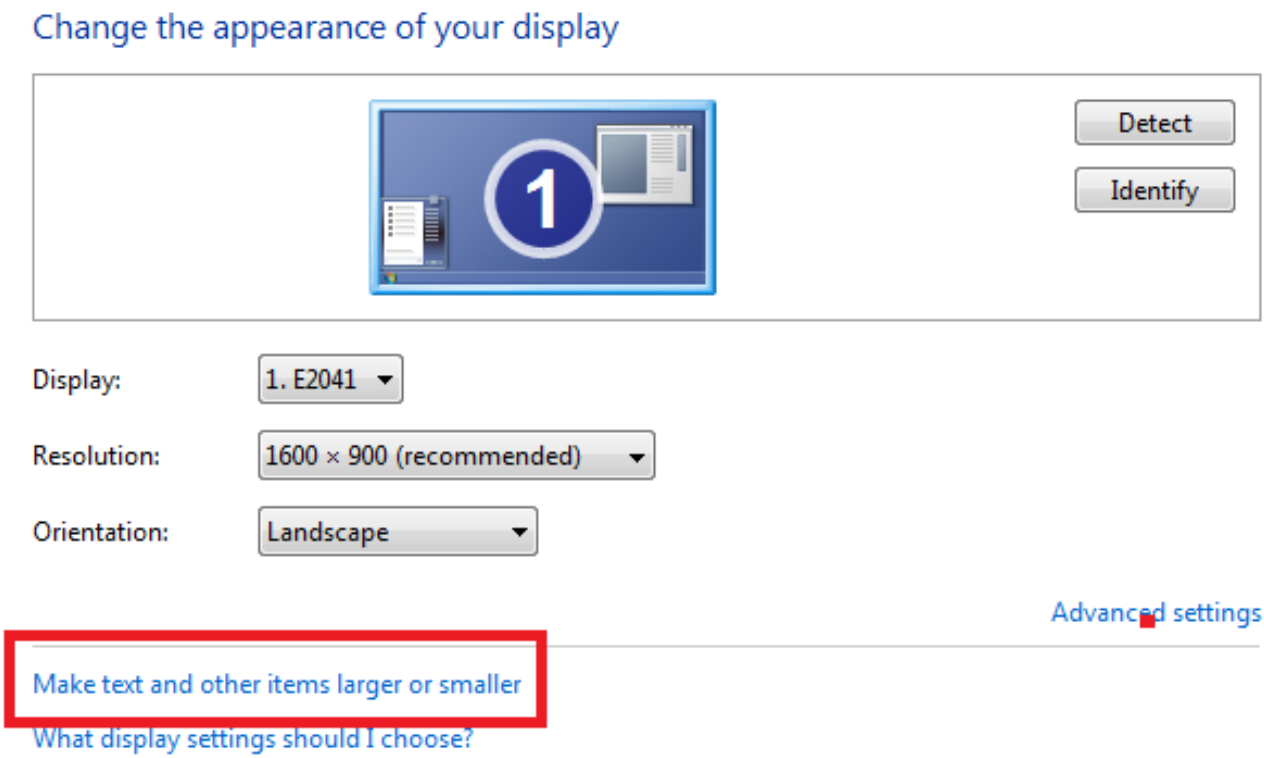
DPI is set incorrectly

TDO requires for the DPI to be set to Smaller in order for things to display properly. This is sometimes unknowingly adjusted by an office in order for fonts to appear larger on screen. To check if your computer is set to the proper DPI. Follow these steps.

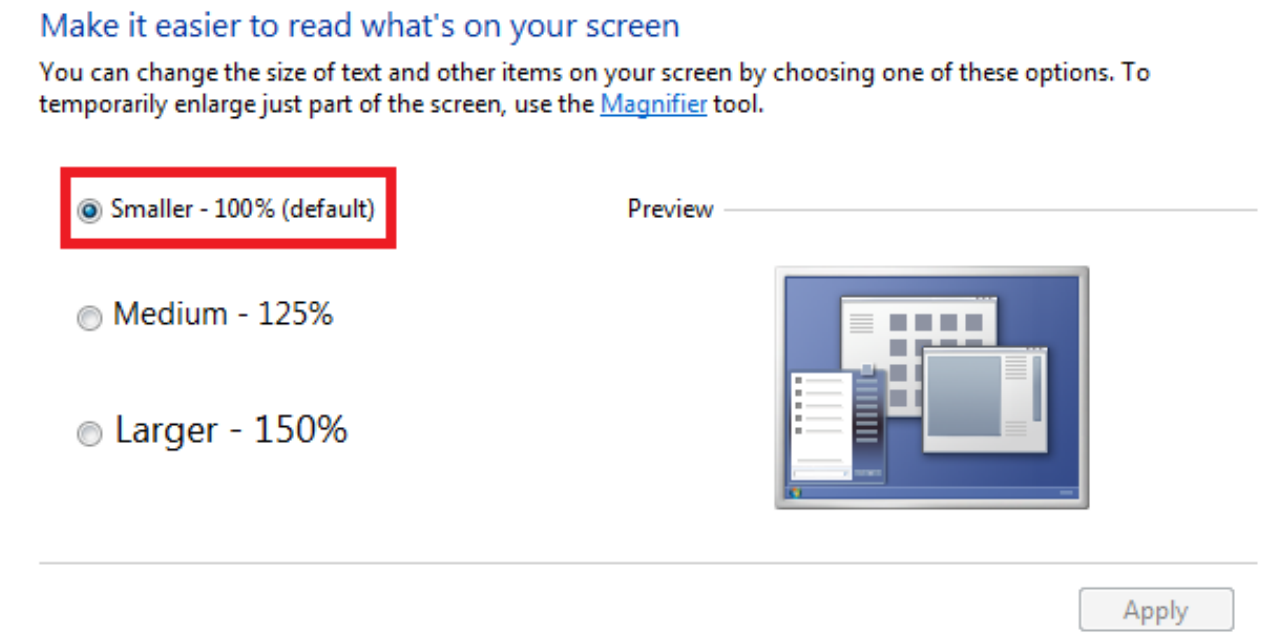
1. Right click on the Desktop of your computer



2. Choose **Screen Resolution.** When the **Change the appearance of your display** window comes up, select the **Make text and other items larger or smaller**



3. As mentioned, TDO needs the DPI set to **Smaller - 100% (default)**



4. After you have selected **Smaller**, click **Apply**.

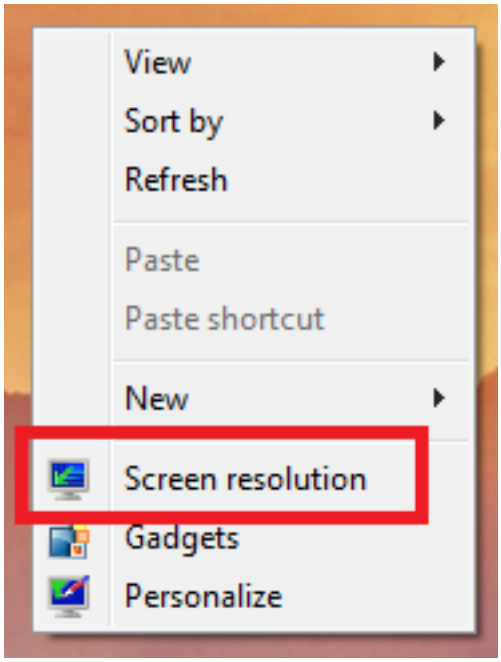
5a. If the DPI was already set properly, check the Screen Resolution on the computer.

5b. If you adjusted the DPI from what it had been previously. Run the **TDO Autofix** and see if the issue is resolved. If not, check the Screen Resolution

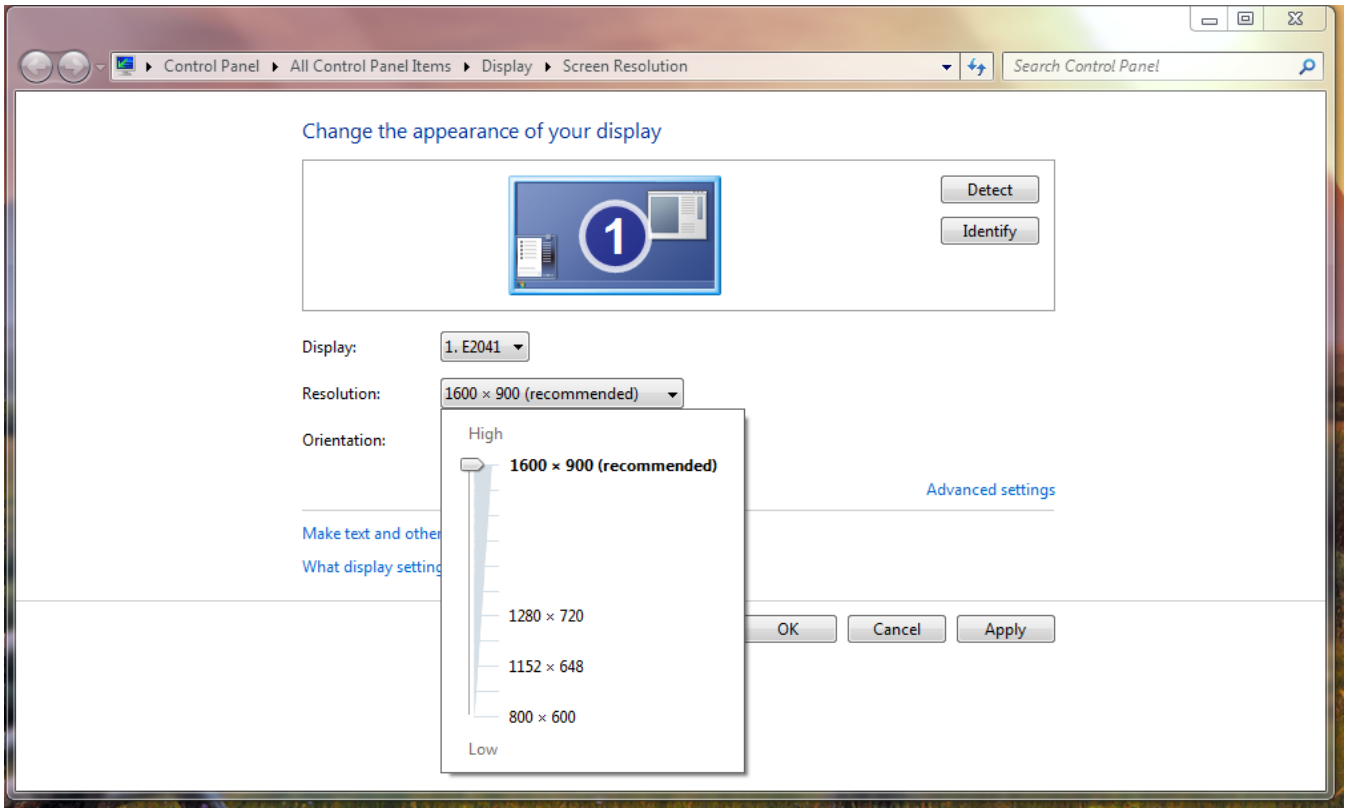
Screen resolution is not set to display TDO properly

TDO requires a minimum screen resolution to be set in order to have to room to display everything on screen. The recommended screen resolution for TDO is **1280x960.** Without this being set properly, the program may not be able to show everything at once and the tabs will collapse.

1. To check your screen resolution, right click on your desktop and choose **Screen Resolution**.



2. Make sure the resolution is set to at least **1280x960** although it can be set higher than that if your monitor allows..



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