Compatibility Troubleshooting

In our example we have a program called COMREG which has some problems running in Windows 7. The first thing we will try is to troubleshoot compatibility. To do that we will right-click it and select the "Troubleshoot compatibility" option. The troubleshooter will scan the application and see if it the problem can be fixed.

Troubleshooting Options

In our case we have two options. The first option is to try recommended settings. Let's choose that option now.

Windows XP SP2 Compatibility
Notice that in our case the troubleshooter will apply create environment that corresponds to Windows XP SP2 system. If we choose the second available option (Troubleshoot program), we will be able to troubleshoot the problem ourselves. In this window we can respond to several questions and that will help us to solve compatibility issues. In our case we will select the first three options.

**What problems do you notice?**

Select all that apply.

- [x] The program worked in earlier versions of Windows but won't install or run now
- [x] The program opens but doesn't display correctly
- [x] The program requires additional permissions
- [ ] I don't see my problem listed

**Noticed Problems**

When we click next we will be able to choose the version on which the program worked on. In our case we will select the Windows 98 option and click Next.

**Which version of Windows did this program work on before?**

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**Windows Versions**
On the next screen it will ask us about display problems that we noticed. In our case we will select the transparency issues.

**What display problems do you notice?**

Select all that apply.

- [x] Window transparency isn't displayed properly
- [ ] Error message saying the program needs to run in 256 colors
- [ ] Program starts up in a small window (640x480 pixel) and won't switch to full screen
- [ ] Program does not display properly when large scale font settings are selected
- [ ] Window controls appear cut off, or the program changes visual themes when started
- [ ] I don't see my problem listed

Display Problems

Once we click Next we will be able to run our program with different settings applied.

**Test compatibility settings for the program**

Settings applied:
- Windows compatibility mode: Windows 98 / Windows ME
- Display settings: Disable Aero
- User Account Control: Run as administrator

Display settings could have a noticeable impact on the appearance of other programs. After you have tested the program, you must close it to restore the appearance.

You need to start the program to make sure these new settings have fixed the problem. After running the program using these settings, click Next to continue.

[Start the program...]

Applied Settings

If we go to the properties of that program, and then go to the Compatibility tab, we will see all the options that were set during troubleshooting.
So, we can set all those options manually in Compatibility tab of the particular program. By default compatibility settings will be saved for single user. If we want to force those settings for all users on the computer we can click the "Change settings for all users" button. Note that some applications won't work even if we set compatibility modes. If that is the case we can take advantage of the Windows XP Mode in Windows 7, which is actually a virtual Windows XP machine.