

APPLICATION COMPATIBILITY ISSUES IN WINDOWS 7

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 the problem can be fixed.

Select troubleshooting option

- Try recommended settings
Select this option to test run program using recommended compatibility settings
- Troubleshoot program
Select this option to choose compatibility settings based on problems you notice

Troubleshooting Options

In our case we have two options. The first option is to try recommended settings.

Let's choose that option now.

Test compatibility settings for the program

Settings applied:
Windows compatibility mode: Windows XP (Service Pack 2)

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...

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.

- The program worked in earlier versions of Windows but won't install or run now
- The program opens but doesn't display correctly
- 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?

Windows Vista
Windows Vista (Service Pack 1)
Windows Vista (Service Pack 2)
Windows Server 2008 (Service Pack 1)
Windows Server 2003 (Service Pack 1)
Windows XP (Service Pack 2)
Windows XP (Service Pack 3)
Windows 2000
Windows NT 4.0 (Service Pack 5)
Windows 98 / Windows ME
Windows 95
I don't know

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.

- 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
- Window transparency isn't displayed properly
- 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

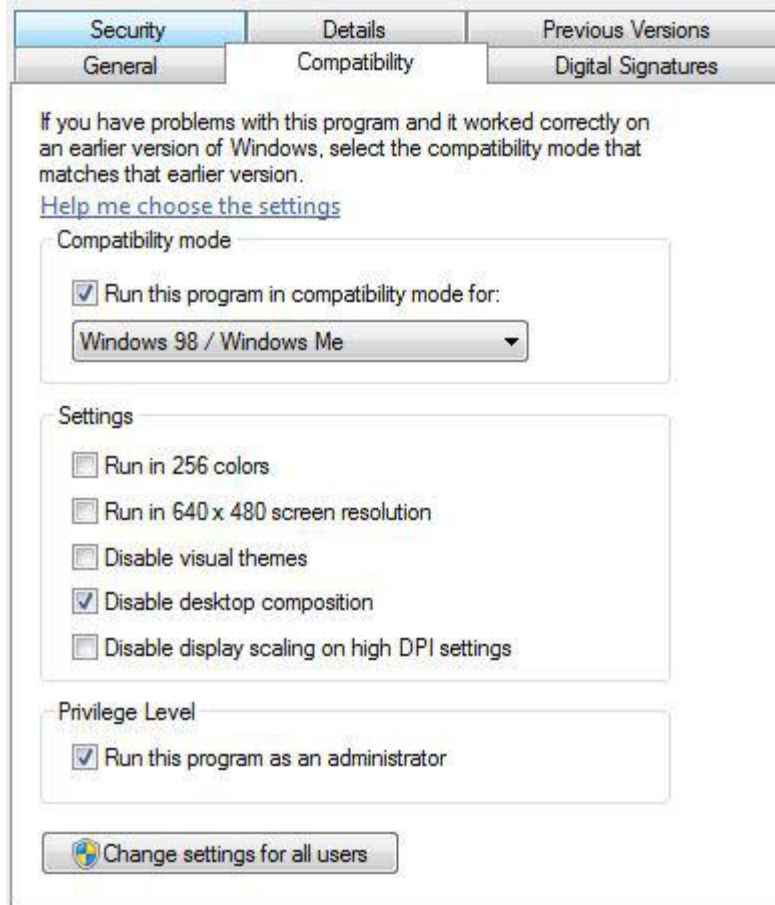
Display settings could have a noticeable impact on the appearance of other programs. After you have tested the program, you must close it to restore the appearance.

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.



Compatibility Tab

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.

Source: <http://www.utilizewindows.com/7/management/398-application-compatibility-issues-in-windows-7>