



Unable to set full iPad Pro resolution when connected remotely via Parallels Access

- Parallels Access for Business
- Parallels Access

Symptoms

I cannot get full iPad Pro resolution. I have black bars at the top and the bottom of the screen.

Cause

The iPad Pro screen aspect ratio (4:3) differs from the computer screen ratio (16:9 / 16:10) it is connected to.

Resolution

This behavior is normal, 4:3 resolution scale is not supported on the modern computers.

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