

Mouse Scroll Wheel Not Working in Certain Areas of SedonaOffice

07/16/2025 9:54 am EDT

If this issue is only occurring for specific users or specific workstations, the customer likely will need to consult with their IT about how their local machine is connecting or utilizing the SedonaOffice Client. Below are some of the items they may look at with the customer. It is best for their IT team to compare the differences between their workstation or local Windows profile settings and those of others, where scrolling is working. Most often, it is simply their RDP/Citrix settings.

1. Many VB6-era apps use old-school controls like ComboBox, ListBox, or even embedded third-party controls like MSFlexGrid, VSFlex, Sheridan, or TrueDBGrid

Scroll behavior in these controls is inconsistent, especially:

- Inside popups or modal forms
- On newer versions of Windows
- When .NET interop is layered in

If one user has a different screen DPI, Windows theme, or scaling setting, the scroll wheel event might not be captured by the dropdown control.

2. Mouse Driver Differences

If one user is using:

- A default mouse driver
- While another has Logitech Options, Razer Synapse, etc.

...those drivers might hook or suppress scroll events in certain apps, especially legacy ones like SedonaOffice.

3. Focus Issue or UAC/Privileges

Some VB6 apps don't fully register scroll input unless:

- The control has explicit keyboard focus
- Or the app is running elevated

Test this:

- Click into the dropdown
- Try scrolling
- Run the app as admin to see if the behavior changes

4. Windows Display or Accessibility Settings

This is a big one. Things to compare:

- Setting Affects Scroll?
- DPI/Scaling (e.g., 125% vs 100%) Yes
- High Contrast Mode Yes
- Scroll inactive windows when hovered Yes
- "Classic" vs "modern" Windows theme Sometimes
- Font smoothing / ClearType No, but changes the sizing
- Go to Settings > System > Display > Scale and layout
- Make sure both users are set the same.

Also check:

- Settings > Devices > Mouse > Scroll settings

5. Citrix / RDP / RemoteApp Input Virtualization

If the user is on:

- RDP
- Citrix
- Any remote application delivery setup

...these environments can swallow or redirect scroll events based on policies or drivers.

Possible Fixes or Workarounds

Try an external mouse (just to rule out hardware/driver issue)

Run SedonaOffice as Admin temporarily

Try adjusting DPI settings or forcing the app to ignore high-DPI scaling:

Right-click the shortcut > Properties > Compatibility tab

Check: "Override high DPI scaling behavior"

Set to: Application

Consider rebuilding the user's Windows profile if it's uniquely broken

Update or reinstall the .NET Framework runtime (especially if SedonaOffice relies on specific versions)

Compare HKCU registry for SedonaOffice config keys between users