"High DPI Setting"

Description of Problem:

1. Customer has a high-resolution monitor and mouse click is off or experiencing black screen when Accounting Core launches

Symptoms/Issue(s):

1. N/A

Solution:

1. Go to the bottom right by the computer clock and click on the carat

2. Find the Citrix icon
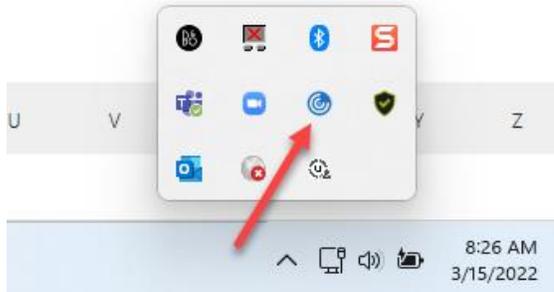
3. Right click on the Citrix icon and choose Advance Preferences
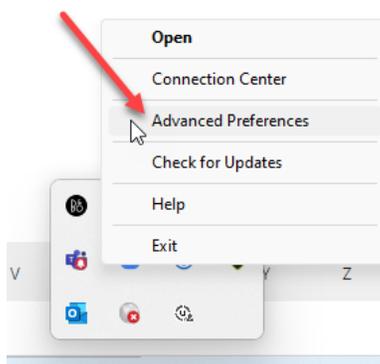
4. Click on the High DPI link in the window that comes up

Advanced Preferences

Connection center

Shortcuts and Reconnect

Citrix Workspace Updates

Configuration checker

Delete passwords

Citrix Casting

Log Collection

High DPI

Keyboard and Language bar

Data collection

Reset Citrix Workspace

Support information

Citrix Files
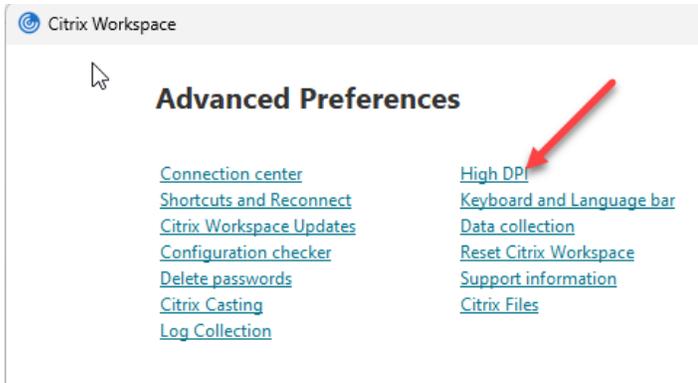
5. Fill in the radio button next to Yes in the window that comes up
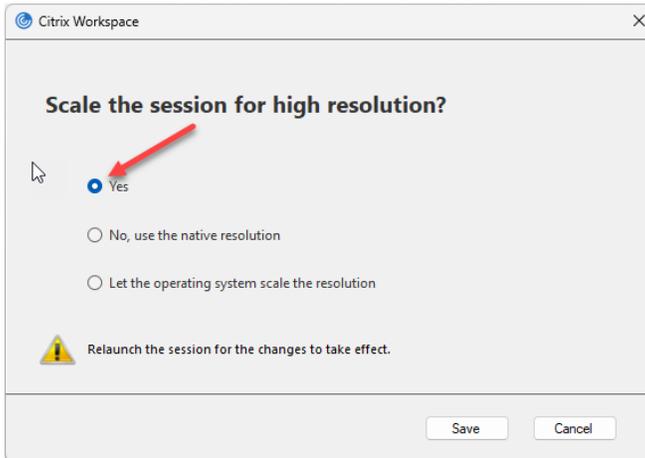
6. Click Save
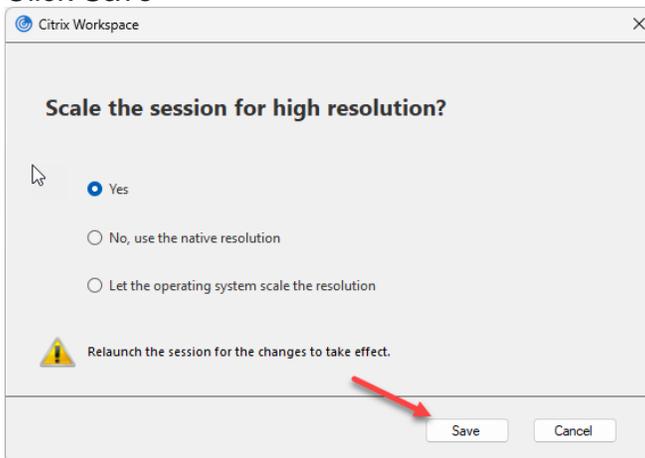
7. Click the X in the upper right of the Advanced Preferences window to close it
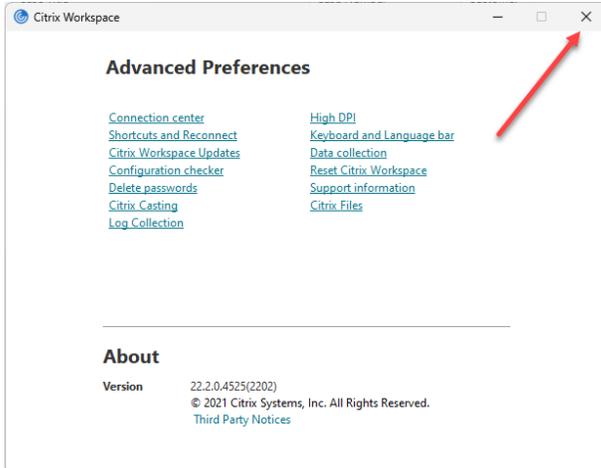
8. The Citrix client will now adjust itself to the display settings of the computer

Notes/Addendums:
<mark>*** N/A</mark>