

"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



3. Right click on the Citrix icon and choose Advance Preferences



4. Click on the High DPI link in the window that comes up



5. Fill in the radio button next to Yes in the window that comes up

Citrix Workspace	×
Scale the session for high	h resolution?
○ No, use the native resolution	
O Let the operating system scale the	resolution
Relaunch the session for the changes	to take effect.
	Save Cancel
5. Click Save	
Oitrix Workspace	×
Scale the session for high	h resolution?
Ves	
O No, use the native resolution	
C Let the operating system scale the	resolution
Relaunch the session for the changes	to take effect.
	Save Cancel

7. Click the X in the upper right of the Advanced Preferences window to close it

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🌀 Citrix Wor	kspace			x
	Advan	ed Prefere	nces	
	Connection Shortcuts au Citrix Work: Configurati Delete pass Citrix Castir Log Collect	center nd Reconnect pace Updates on checker words Ig ion	High DPI Keyboard and Language bar Data collection Reset Chrix Workspace Support information Citrix Files	

8. The Citrix client will now adjust itself to the display settings of the computer

Notes/Addendums: