This may be required to resolve the following issues:

- Windows scaling differently when dragging between screens/monitors with different resolutions.

- Resolve a black screen graphical issue.

- Resolve an issue which causes mouse clicks to not properly register in Virtual Apps or the Virtual Desktop

NOTE: You must restart your Virtual Session for setting to take place.

Windows

1. From the system tray (bottom corner of the screen near the date and time) right click on the Citrix Workspace App icon and click **Advanced Preferences:**
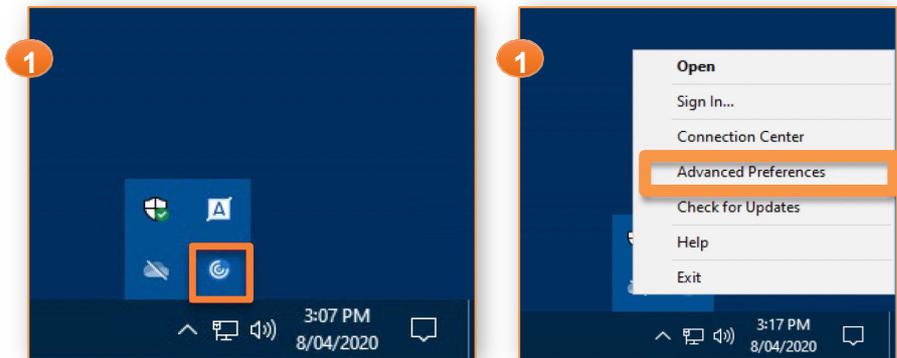
2. From the Advanced Preferences window, click on **High DPI:**
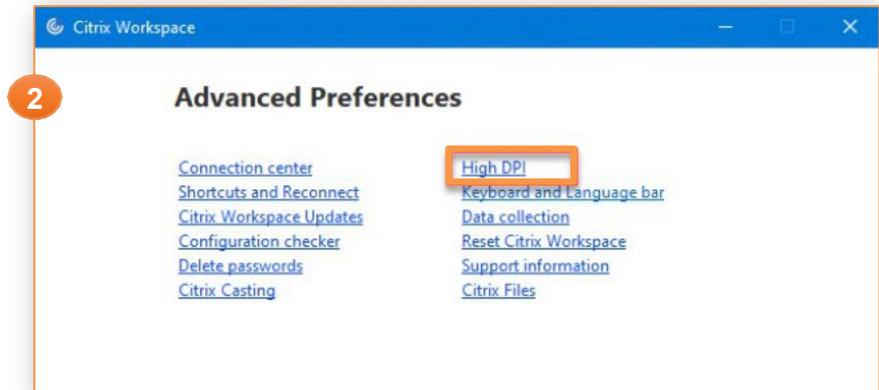
3. Select **Yes** on the 'Scale the session for high resolution' window then click **Save.**
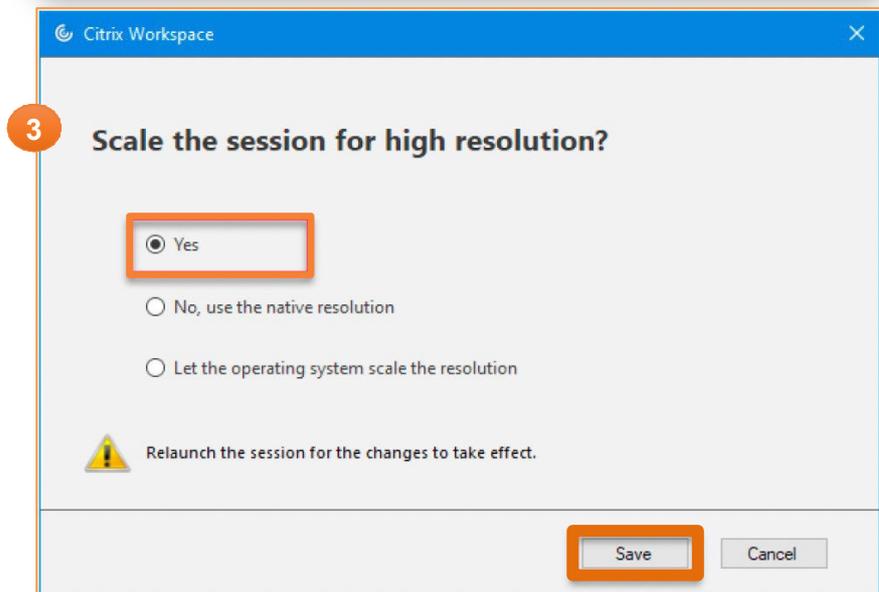
4. Close the Advanced Preferences window and restart your Virtual applications.

INFORMATION
TECHNOLOGY

Mac

1. Launch Citrix Workspace and go to **Settings.**
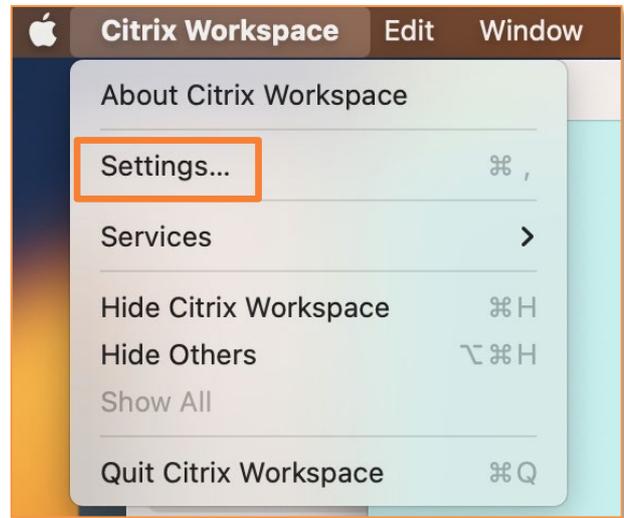
2. Click on the **General** tab and check on High DPI.
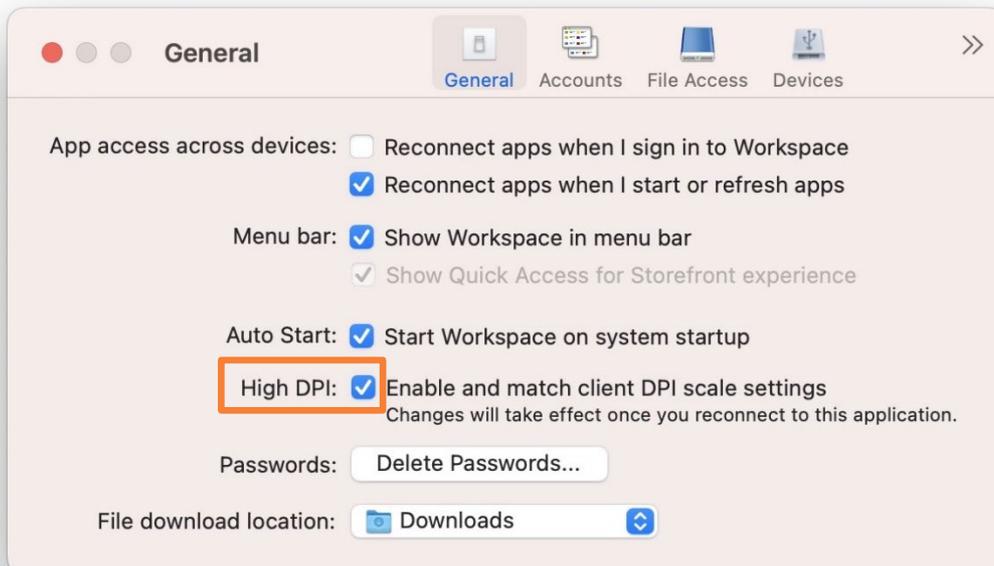
3. Close Settings and restart your Virtual App or Virtual Desktop.