Grace Finance

- [Citrix Workspace only showing on half of screen or mouse clicks are misaligned](#)
- [Epson TM - S1000 | Setup to Deposit Checks](#)

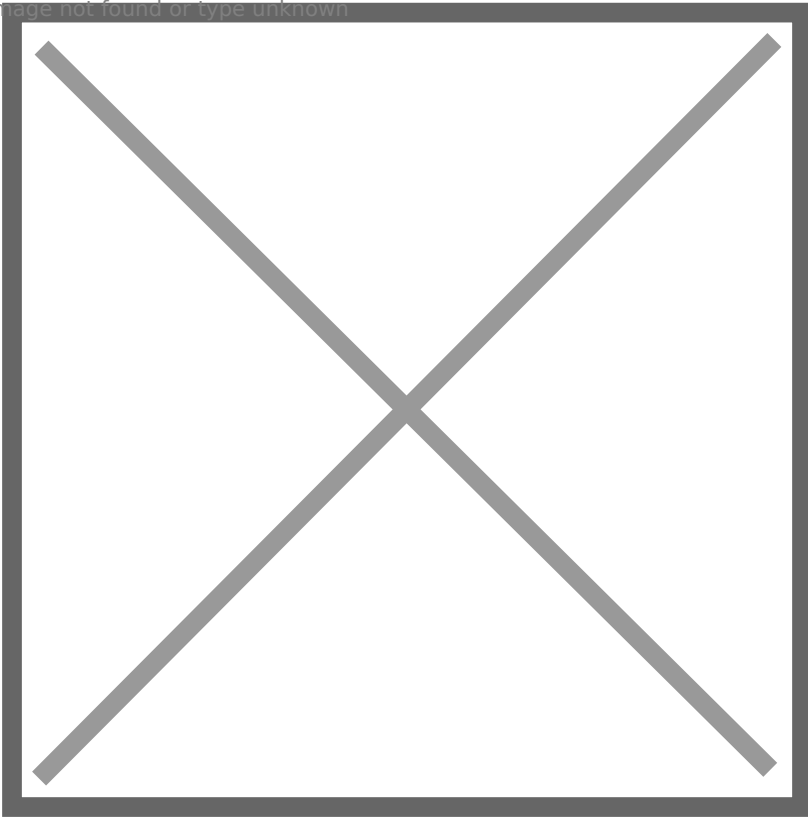# Citrix Workspace only showing on half of screen or mouse clicks are misaligned

How to fix Citrix Workspace if an app window displays the application in half of it and a black screen in the other half or if the mouse isn't clicking where the cursor is.

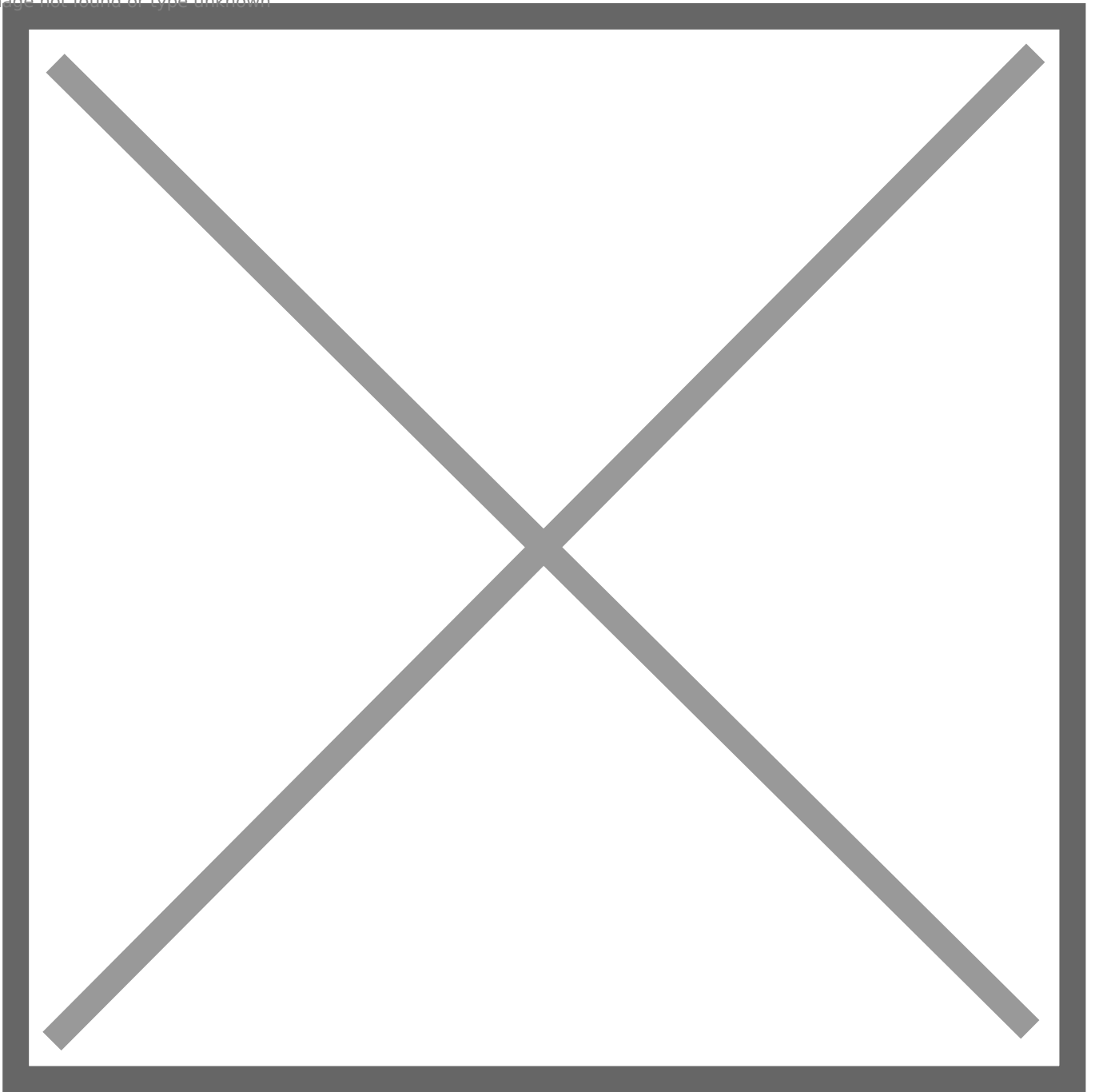1. Right Click on the Citrix Workspace icon in the system tray
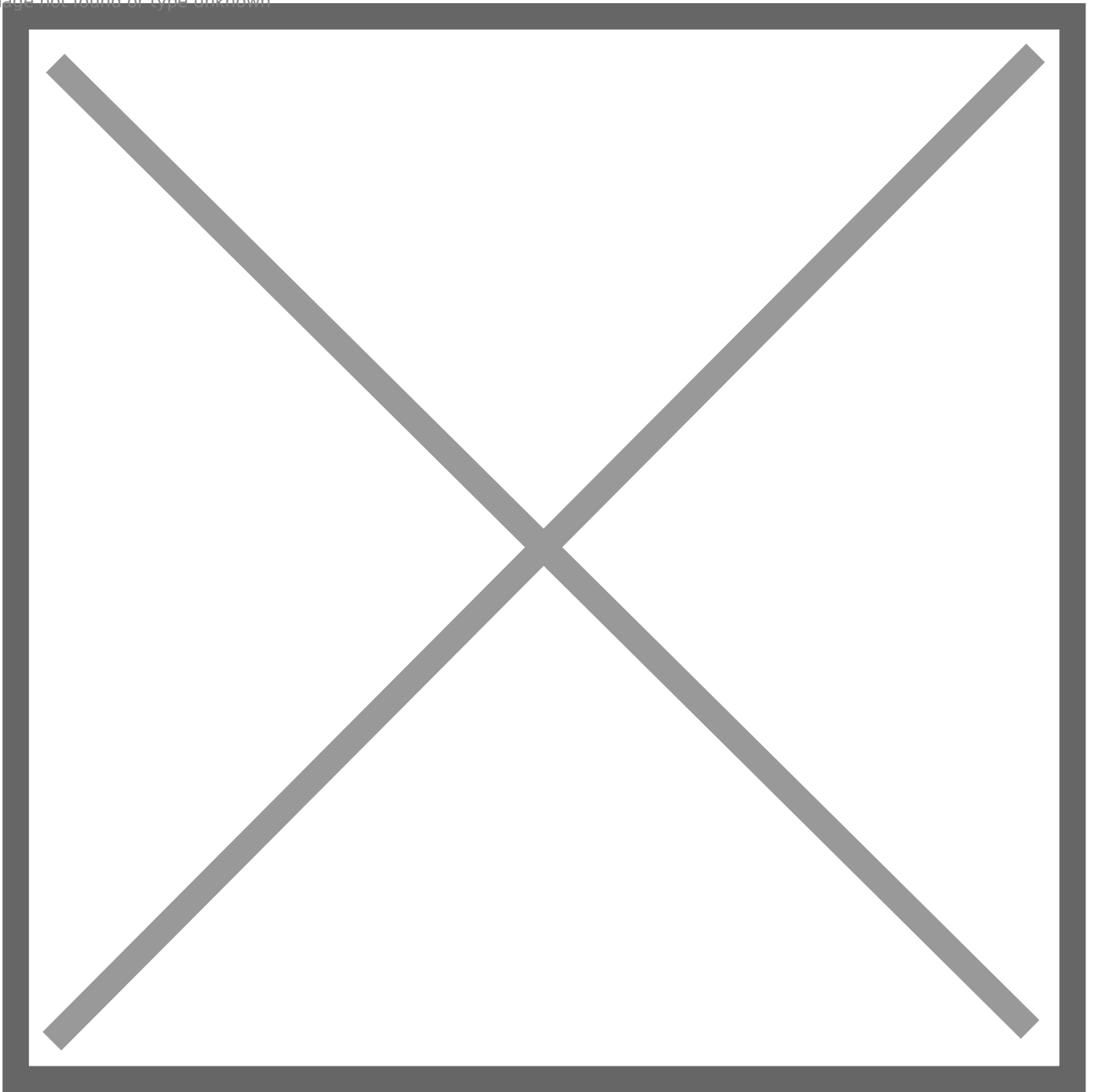

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2. Click on "Advanced Preferences"

3. When the Advanced Preferences window pops up, click "High DPI"
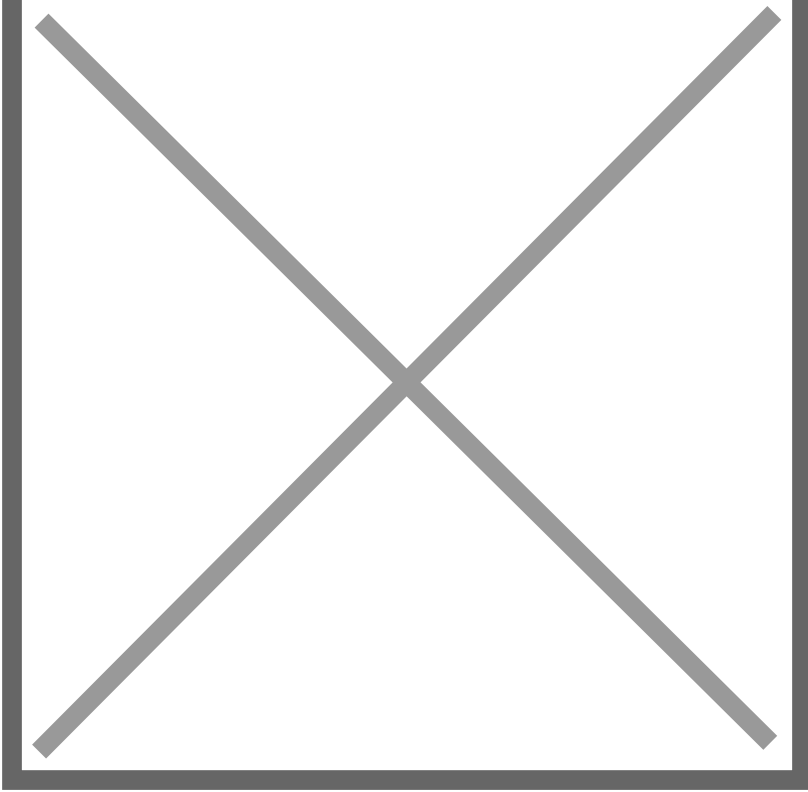
4. Select "No, Use the Native Resolution" and click Save.

5. Close the Advanced Preferences window
6. Right click on the Workspace icon in the system tray again, then click exit.

7. Re-launch Citrix Workspace

If you continue to encounter this issue, please see Citrix's documentation here:

https://support.citrix.com/article/CTX224400

Epson TM - S1000 | Setup to Deposit Checks

The finance team uses this scanner to deposit checks online in their internet browser. However, it requires a bit of undocumented setup to get the scanner to communicate with their deposit site. You will need the scanner drivers AND a complimentary piece of service software to go alongside it.

> Before installing drivers, Epson recommends that you *do not* have the scanner connected to the computer while installing drivers. Connect it once all installations have completed.

You can manually download the model's drivers here: [SPT_A41A266111 | Epson TM-S1000 Series | Check Scanners | Point of Sale | Support | Epson US](#)

You'll need to install:

- TMUSB Device Driver (at least v8.00b)
- Epson TM-S1000 Driver for Windows (at least v1.06)
- Epson Adjustment Program (at least v1.20)

Complimentary Service Software:

- EPS (Enterprise Payment Solutions) Device Control

You can also download all the files from SharePoint: [Epson TM - S1000 Scanner Drivers](#)

Might not need?

- *Epson Connect Printer Setup Utility (v1.41) (Might not need it?)*