

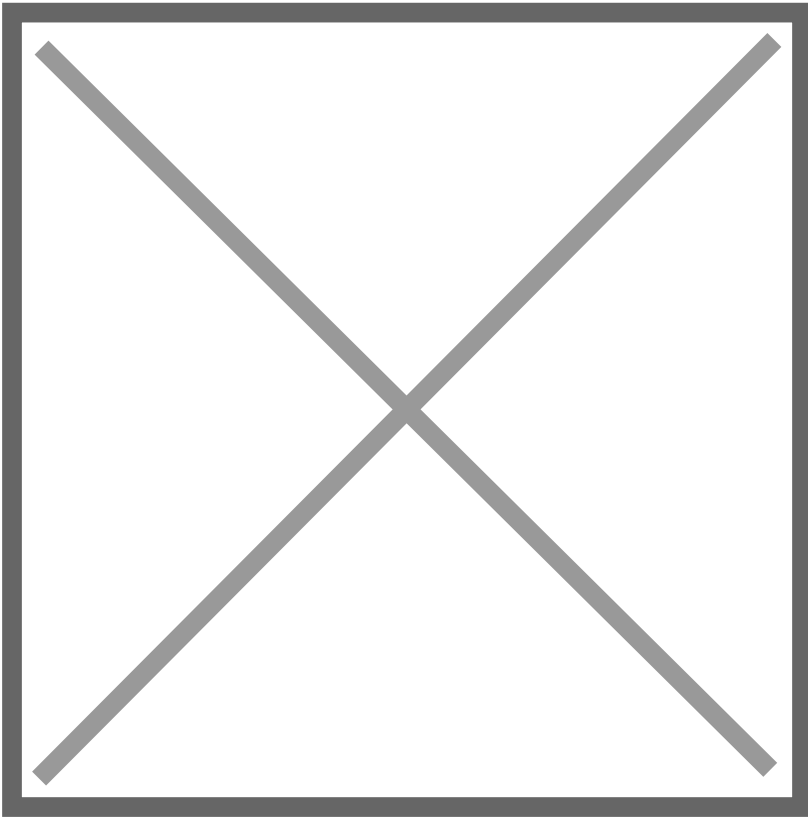
Citrix Workspace only showing on half of screen or mouse clicks are misaligned

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



2. Click on "Advanced Preferences"



3. When the Advanced Preferences window pops up, click "High DPI"

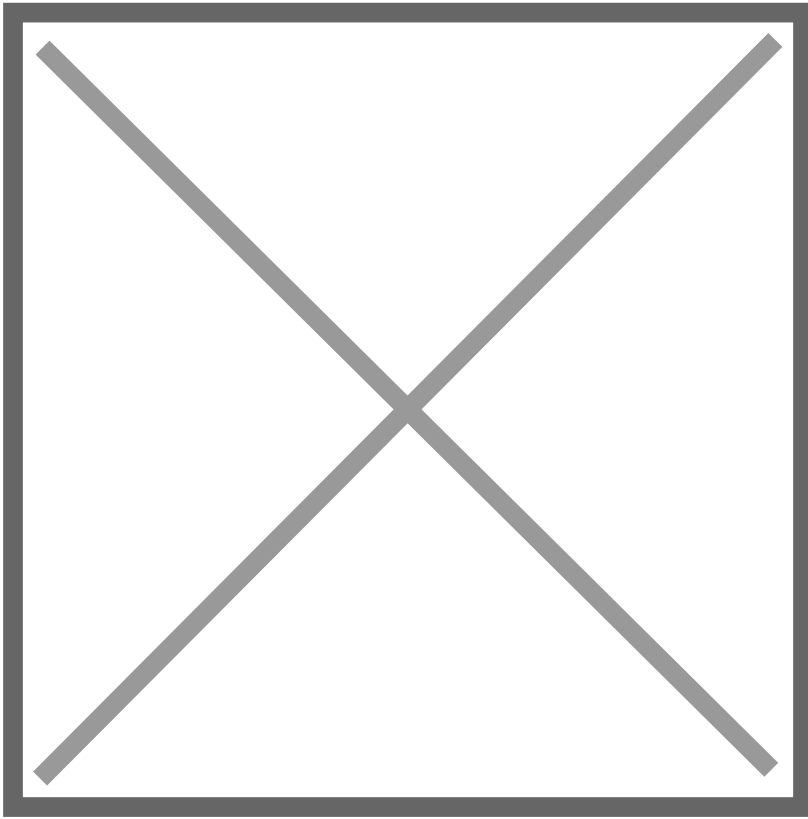


4. Select "No, Use the Native Resolution" and click Save.



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>

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