

# GSD. Citrix - How to Change Scaling Behaviour of Citrix Workspace App

**Article ID:** KB0039893

**Created:** 2024-12-19 14:03:45

**Updated:** 2024-12-19 14:03:45

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**Category:** {'link':

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General Information:

Possible symptoms/errors:

User wants to know how to change scaling behaviour of App from Citrix or Desktop from Citrix. User is facing synchronization issues with their mouse on Citrix

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

If user wants to change scaling behaviour of their Apps from Citrix, advise them to do the following:

Ask user to expand Citrix menu from the top when they are logged into Citrix and select preferences:

2. Advise user to switch to the Monitor Layout tab and change DPI value there - confirm with OK:

3. Check with the user if the mouse is synchronized - if not, advise user to change DPI value to another.

4. User may also need to change DPI value on their monitor - they should check it with their local IT support.

NOTE: all monitors must have the same DPI set - to check or correct it user should contact their local IT support.

If user wants to change scaling behaviour of their Desktops from Citrix, advise them to do the following:

1. In the info area of the taskbar (completely on the right side) advise user to click on the small arrow to show all icons.

2. Then, to right-click on the Citrix Workspace App icon (blue-white circle).

3. Ask user to select Advanced Preferences.

4. Then, to click on High DPI.

5. Change the setting as required, default options is on screen and click Save.

6. Restart Citrix application - it is mandatory - otherwise changes will not apply.

7. Check if application works properly, if not - change option set in point 5.

Assignment Group:

Ext\_WW\_Virtual-Workplace\_SLS\_Capgemini

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A