



Question:

Why does HSP Update Tool open outside the monitor?

Temporarily a 2nd monitor was in use.



Answer:

The position of the windows is stored in a file.

If two monitors are used the window of the HSP Update Tool might be allocated to the second monitor.

Solution:

Move the hidden window into your active screen: keep the Windows key pressed while pressing the cursor key left (or right).

Change the position of the re-integrated window slightly and the new position will be updated in the xml-file once the window is closed.



Additional information:

Scenario:

- User opens HSP Update Tool and places window on 2nd monitor
- User closes HSP Update Tool
- The position of the HSP Update Tool is stored in the file "fwut3-en.xml" (English) or "fwut3-de.xml" (German)
- Path: C:\Users\\AppData\Roaming\ETAS\HSP\fwut3-en.xml (or -de.xml)
- The positioning of the HSP window is contained within the file "fwut3-en.xml" at the following location:

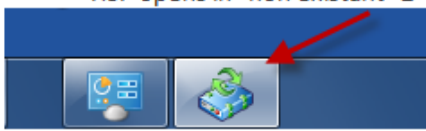
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10      "13" />
11      <DockingPane Top="0" Bottom="200" Left="0" Right="1123" Selected="1" Pane-1="1" />
32      </DockingPane>
33      <Application>
34      <MainWindowSize Rect="100, 100, 1123, 626" />
35      </Application>

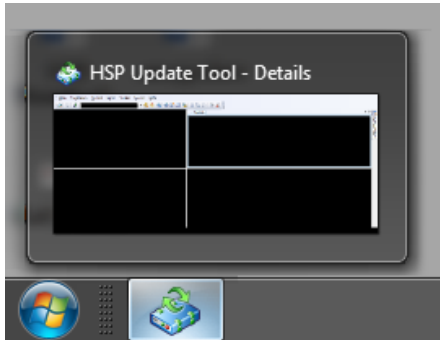
```

- User is working without external monitor and opens HSP update Tool
- HSP opens in "non existant" 2nd monitor

- The symbol for HSP is visible in the taskbar



- If you hover the mouse over the HSP icon a little dark shaded window indicates that there is a hidden window



Solution:

- Close HSP
- Delete the file "fwut3-en.xml".
- Re-open HSP (an new file "fwut3-en.xml" will be created)



In case of further questions:

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