

Problem: Various active STI application windows are “hidden” from the desktop view – located off the screen(s). This happens for both Single or Dual/Multi Monitor displays.

**Error Message /
Description:**

User Reports: “My Sterling Trader application windows are hidden from view...they’re clear off the screen, and I can’t find them! (what will I do?)” (Single or Dual/Multi Monitor Display configuration). In other words, how can the user retrieve application windows that are “missing from view” or “went AWOL” and are “out there somewhere.”

Solution:

No problem – a piece of cake! There are two solutions to this difficulty; it only appears to be worse than it really is. I would recommend trying solution no. 1 first. If that is not satisfactory, then go on to solution no. 2. They both will work.

1. On the keyboard, press **Alt-Spacebar** and then **M** (for “Move”). This temporarily *de-activates* your **Mouse** and *activates* your **Arrow Keys** for the purpose of “Moving” a given application window that is selected and active, but is “off” the screen. Monitor images generally move from the left to the right. So, if you press down on your **left arrow key**, then most likely your missing application window will re-appear on your screen, scrolling back to center screen from the far-right side of the screen. You can try the other **Arrow Keys** as well if your “missing” window happens to be “located” **not** off to the far right, but is instead located off-center **below** the monitor, or **above** it, or to the **left**. But in the vast majority of cases the missing application window will be located **off to the right**. The nice thing about this method is that it doesn’t disturb or affect any other application windows on your screen, while it is locating and “dragging back” the missing “culprit” (application window).
2. Find an open grey space on the Microsoft Windows “Status Bar” at the *bottom* of your screen. **Right-click** on it; this will cause a small pop-up menu to appear. One of the choices presented is “Cascade Windows.” Click on the selection “Cascade Windows.” This will force all of the currently opened application windows to be clustered together on the screen directly in front of you. Therefore you have now *found* your “missing” or errant application window! The only downside of this procedure, is that in the process of doing this you will lose the *saved locations* of all the application windows in your layout - and so you have to re-set them once again (small price to pay for finding that missing application window, right?)