? 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.

i 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\<username>\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:
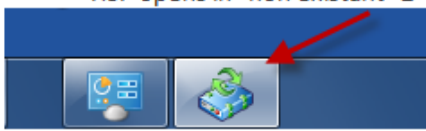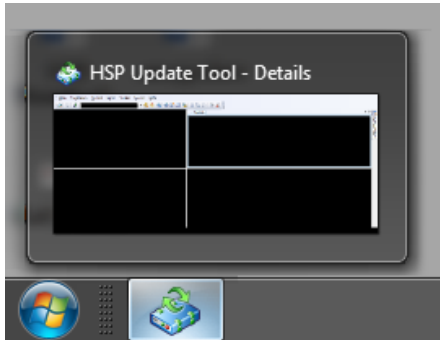

- User is working without external monitor and opens HSP update Tool

- 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:

You will find further FAQ here: www.etas.com/en/faq

Please feel free to contact our Support Center, if you have further questions.

Here you can find all information: http://www.etas.com/en/hotlines.php

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