

PROKON Support Portal

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Program does not display on the screen

Stephen Pienaar - 2020-04-09 - 0 Comments - in General Issues

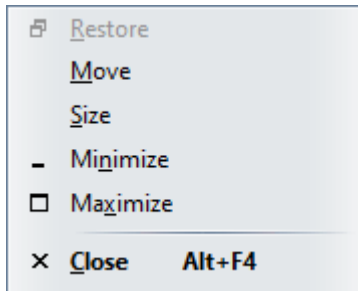
We have received multiple reports of PROKON modules not displaying on the screen. The program icon would display in the Windows task bar, but the program itself would not be visible.

This behaviour occurs when there has been a significant change in the Windows display settings with regards the screen configuration. The most common cause is a multi-monitor system where the secondary monitor is no longer present, or was moved relative to the primary monitor (e.g. from the right side to the left side of the primary monitor).

During the current COVID-9 pandemic, this issue has been quite prevalent as many users switched to working from home, with resulting changes in screen configurations.

To fix the display problem:

1. Focus on the PROKON program that does not display. To do this, press ALT+TAB until the PROKON module is selected. (The PROKON module will still not be visible.)
2. Press ALT+SPACE to bring up the display context menu:



3. Maximise the program. The program should now fill your whole screen.
4. Use the mouse to grasp the program title bar and drag it a bit lower on the screen. You should now be able to resize the program to your liking.

If these steps do not solve the problem for you, then please reach out to our technical support team for remote assistance.

As of 9 April 2020, newly released versions of PROKON modules will check for this problem situation and re-position programs as needed.