# Application Window doesn't appear

Kamel Balquis - 2025-03-25 - Comments (0) - Known Issues & Solutions

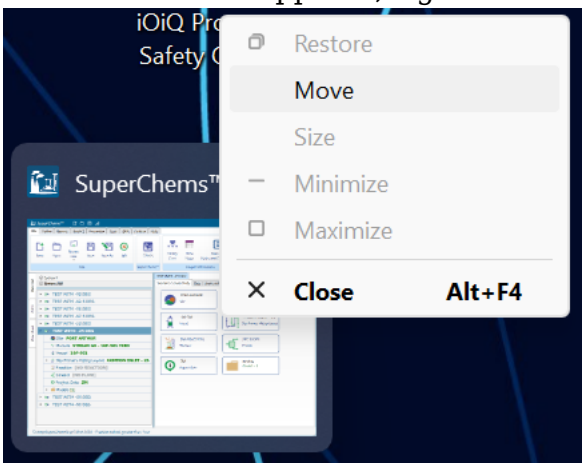
In some scenarios, Windows doesn't disconnect External monitors, causing the Application's Window to not be displayed.
Steps to reproduce:
- Open Application while computer is connected to one or more external monitors.
- Exit Application
- Disconnect one or more external monitors.
- Open application
- Application's appears in Windows Taskbar, but the Application's Window doesn't show.
There are different solutions for this, depending on the Application.

For Visual SuperChems™:

- Open the folder C:\iOiQ\PSOx**.y**\SuperChems\GUI\Files. Where **x.y** is the Process Safety Office® version installed.
- Delete the file 'config.xml' and open Visual SuperChems™.
- Open Visual SuperChems™, The Application's Window should appear.

For Visual SuperChems™ and Piping Layout Editor:
If this doesn't work, please try the following:

- Open the relevant Application.
- When the application is in the Taskbar, hover the mouse over the application's icon.
- When the window appears, right-click on it, and select 'Move'




- Using your **keyboard**, press any of the Arrow keys (up, left or right arrow keys) twice.
- Without clicking your Mouse, move the mouse on the screen, the

Application's Window will appear.

If both solutions do not work, please contact ioiqhelpdesk@iomosaic.com or submit a ticket through https://support.iomosaic.com/new-ticket and our support team will help you resolve the issue.