EMS Desktop Client Freezes

The EMS Desktop Client continues to freeze. Rebooting the computer or closing/restarting the application temporarily solves this but it will freeze again. This is usually caused by moving an EMS window outside of the main application window. This most often happens when you move to a second monitor while using a laptop and then disconnect.

Step-by-step guide

Within the Desktop Client

1. Click Settings>>Reset Window

A secondary option:

1. Hit ESC button to unfreeze the window
2. Hit the New button
3. Hit Alt+Space Bar to bring up context menu and click maximize
4. Errant window will come back to the main screen maximized
5. You can minimize, close, reopen and it will come back to the appropriate screen correctly

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