

postman window position can't be reset, can become unrecoverable off-screen #2992

[New issue](#) Closed

k3davis opened this issue on May 2, 2017 · 11 comments



k3davis commented on May 2, 2017

1. Postman Version: 4.10.7
2. App (Chrome app or Mac app): Windows x64
3. OS details: Windows 10
4. Is the Interceptor on and enabled in the app: n/a
5. Did you encounter this recently, or has this bug always been there: unknown

The Postman window can become unrecoverable off screen in the following situation:

- Dual monitors, with the screen extended across both monitors
- Open Postman and position on secondary monitor (in my case the right one)
- Change display settings to "duplicate displays" instead of extend

Postman is now positioned off screen in a completely inaccessible way. Attempts to correct:

- Win key + left (which typically manually drags a focused window's position) - no effect
- Right-click taskbar > Cascade windows - postman isn't included in the cascade and is still untouchable
- Uninstall/Reinstall app - window position as well as numerous other settings are retained as though you never uninstalled it at all (an issue unto itself)



Assignees

No one assigned

Labels

[Bug](#)
[Windows](#)

Projects

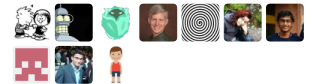
None yet

Milestone

5.3

Notifications

10 participants



AadilC commented on May 5, 2017 • edited ▼

Experiencing the same issue (Win 10 multi monitor setup)

@k3davis try focusing on the postman window by *Clicking* the icon on the **task bar** or

ALT + **TAB** (**WIN** + **TAB**) to select.

Once focused hit **ALT** + **SPACE** which brings up small menu
Then select either **Move** or **Maximize** to adjust the window position

hope this helps :)

  vegetableman added [Bug](#) | [Windows](#) labels on May 5, 2017

vegetableman commented on May 5, 2017 • edited ▼

Thanks for letting us know about this issue. Will keep you guys posted ^_.

  vegetableman self-assigned this on May 5, 2017

🔖  madebysid referenced this issue on May 12, 2017

Collection Runner window does not display #3018

🔒 Closed



MHeironimus commented on May 12, 2017

Seeing this issue on Windows 7 also.



AugustKarlstedt commented on Jun 27, 2017

Issue still exists.

👤  AugustKarlstedt unassigned **vegetableman** on Jun 27, 2017



k3davis commented on Jun 28, 2017


I wonder (but have not tested the theory) if this issue is shared with other Electron apps, or if it is Postman-specific.



kristyoverton commented on Jul 14, 2017

I'm having this issue now, in v5.0.2.

👍 1

🔖  madebysid added this to the **5.2** milestone on Jul 19, 2017



madebysid commented on Aug 23, 2017

Member

For the moment, if you guys see this, you can reset the app's window settings manually. To do this, you'll need to delete the `requester.json` file from the app's data directory, this is located:

on macOS: `~/Library/Application\ Support/Postman`
on Windows: `C:\Users\Postman\AppData\Roaming\Postman`
on Linux: `~/.config/Postman`

We'll take this up soon so the manual step isn't needed.

👍 7

🔖  madebysid modified the milestones: **5.2**, **5.3** on Aug 23, 2017



Rigler01 commented on Oct 3, 2017

This happened to me yesterday when i connected remotely to my work machine (which does have multiple monitors, in case that's the relevant thing). I'm using version 5.2.1 and Windows 7.

The manual fix re the requester.json file worked (once I'd permanently deleted it from the recycle bin) - thanks very much for this, it saved my evening...as sad as that sounds!



k3davis commented on Oct 4, 2017

Simply exiting Postman, renaming the file, and starting it again worked for me (on Windows). I look forward to this getting fixed because I frequently switch between 1 and 2 monitor scenarios and forget to move Postman to my primary screen before doing so.



This was referenced on Nov 2, 2017

Postman window does not show up after opening it. #3707

Closed

Postman window is hidden and cannot be resized by any means #3953

Closed



xameeramir commented on Dec 13, 2017

Still experiencing this on Windows 10 x64

1



thecuriousdev commented on Dec 13, 2017

The issue got fixed in **PostmanCanary 5.6.0-canary01**

get the build from <https://www.getpostman.com/canary>

1



thecuriousdev closed this on Jan 7