Application Hangs at Start, Showing Splash Screen

This article applies to: **Deskzilla 1.x-2.x, JIRA Client 1.x-2.x**.
For clarity, this article is written about JIRA Client, but it applies to Deskzilla as well.

Problem

When application is started, it only shows a splash screen and hangs.

Possible Causes and Solutions

Corrupt *config.xml*

config.xml is the main configuration file for JIRA Client. It is a known problem that when it becomes corrupt, JIRA Client may hang like described in the Problem section.

Please refer to **Restore your queries from backups** from the "Restoring config.xml File from Backups" article to verify this possible cause and try a solution.