1. Download and install Window Detective: http://sourceforge.net/projects/windowdetective/
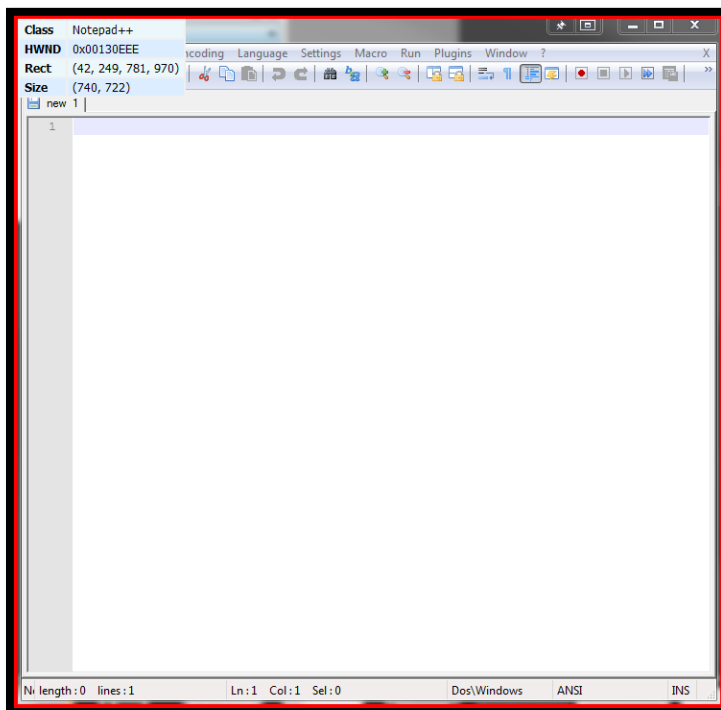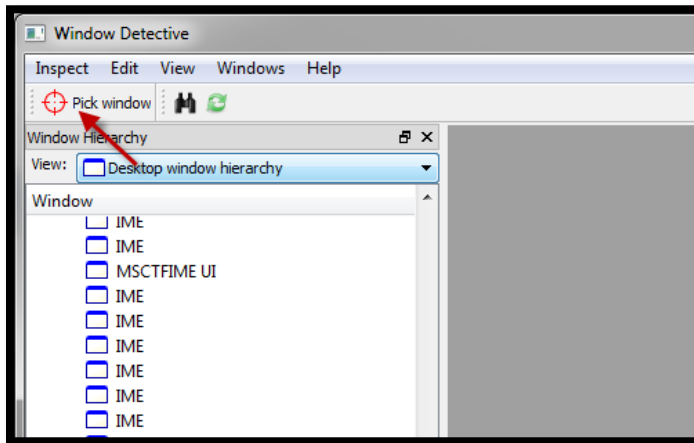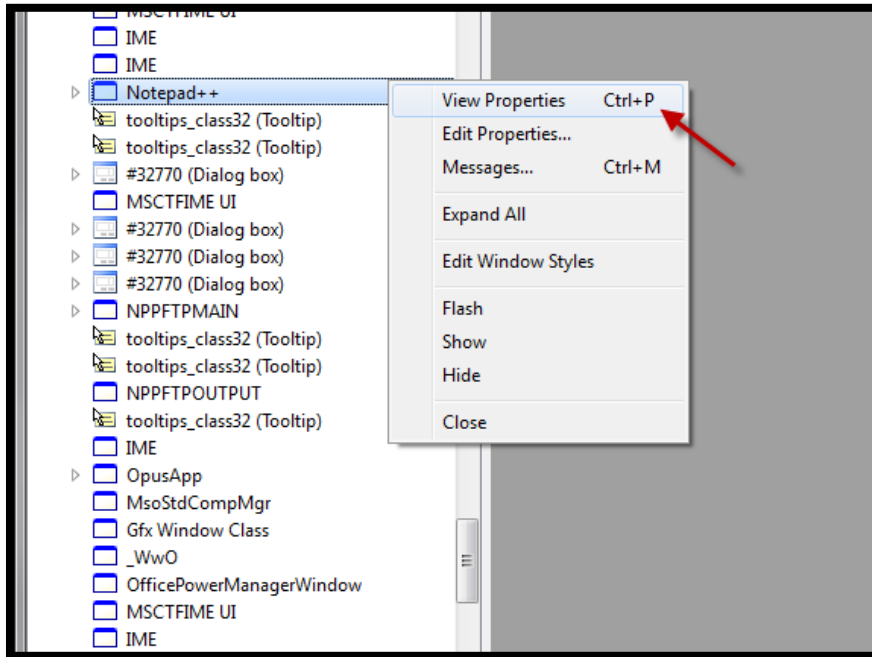
2. Open Window Detective

3. Click and drag the "Pick window" button. You'll want to drag it near the TitleBar Buttons so that a red box appears. See the two screenshots below. Note that I'm using Notepad++ as an example, but you'll be dragging the window picker over the invisible window.

4. After you release the mouse button, focus will be passed back to the Window Detective window, and the Window will be highlighted in the left pane. Right-click it and choose "View Properties".

5. With the details now showing in the right pane, click the Save button on the toolbar, save the file, then switch to the "Window Class" tab in the right-pane, and save it as a new file again. Email both files over to us.