



# SALON TRACKER

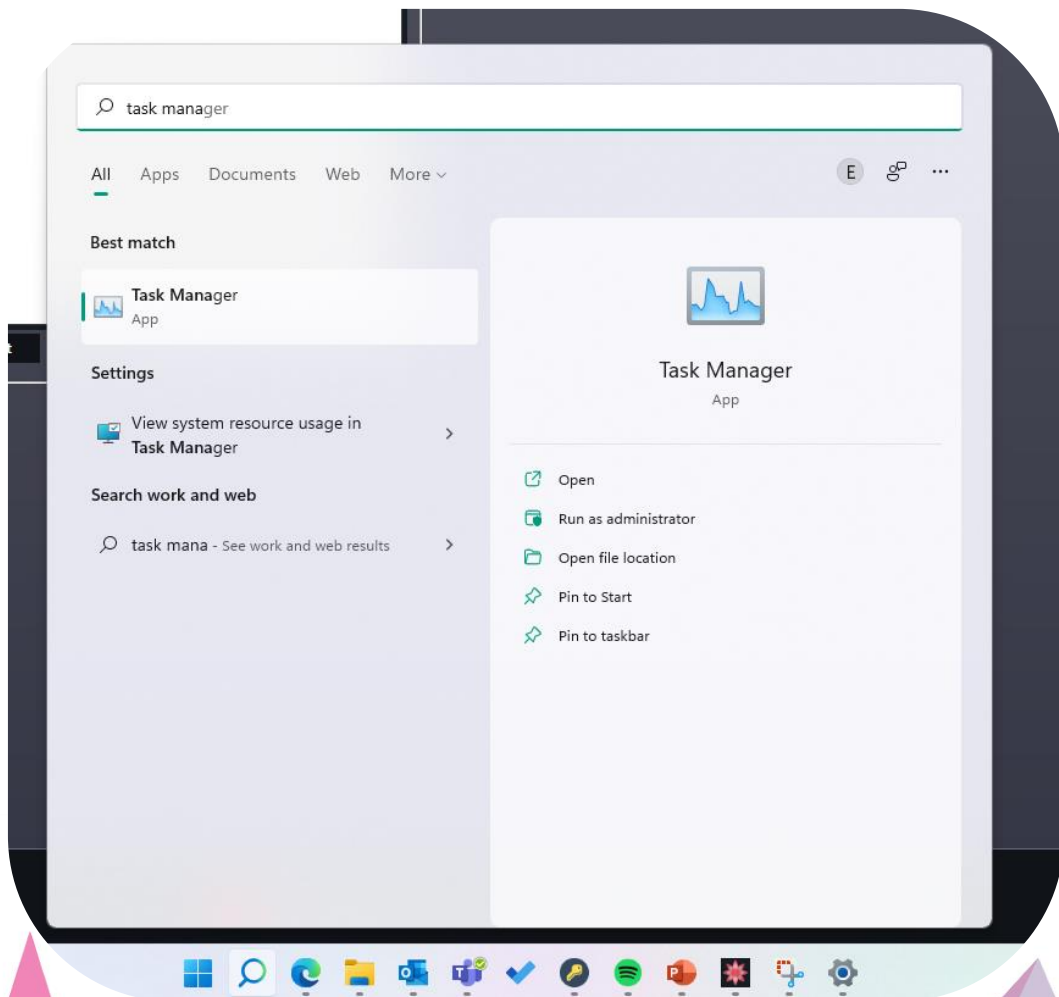
management software

**SALON TRACKER IS RUNNING  
SLOW/CRASHING**

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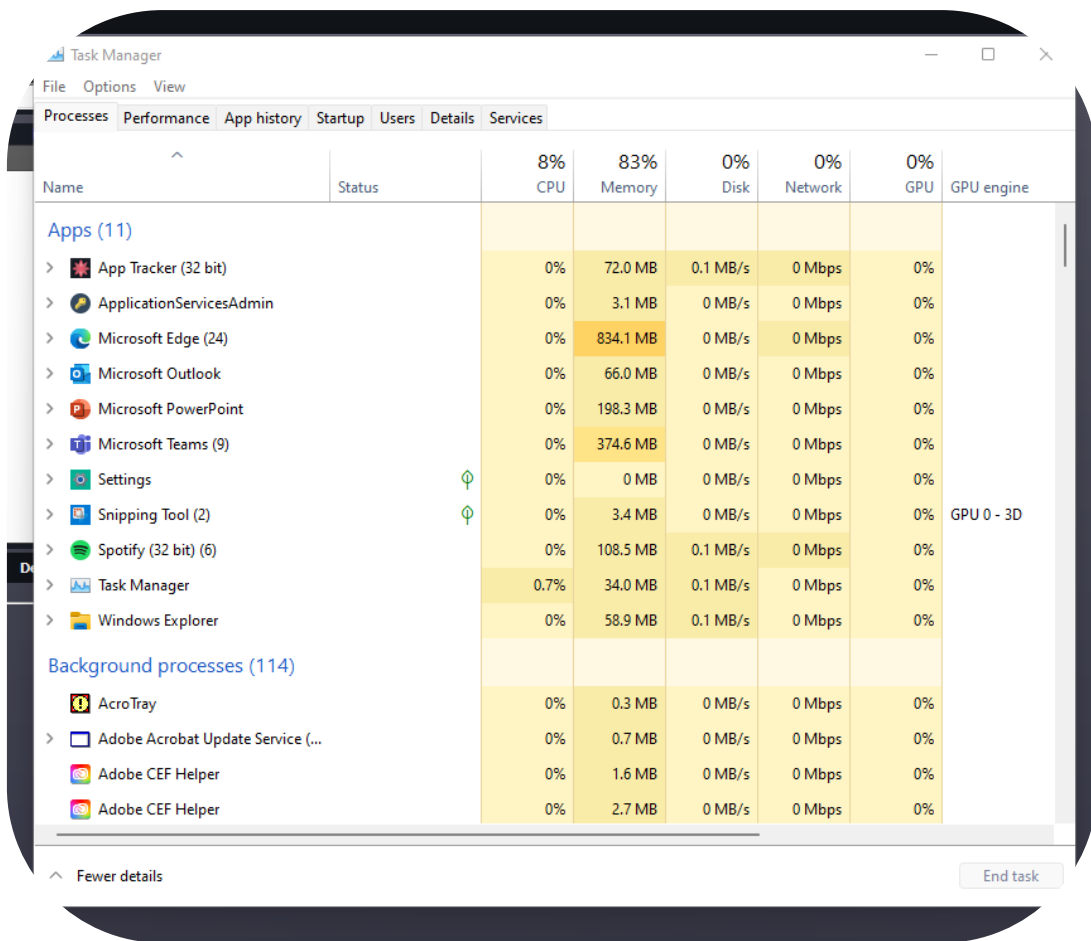
**1.** First of all, there may be some Windows Updates that need doing – Please see our support guide on these to see how to do them.

**2.** Open Task Manager



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3. Have a look at your **CPU**, **Memory** and **Disk** – if any of these are above 80%, they will need reducing in order to speed up your PC.



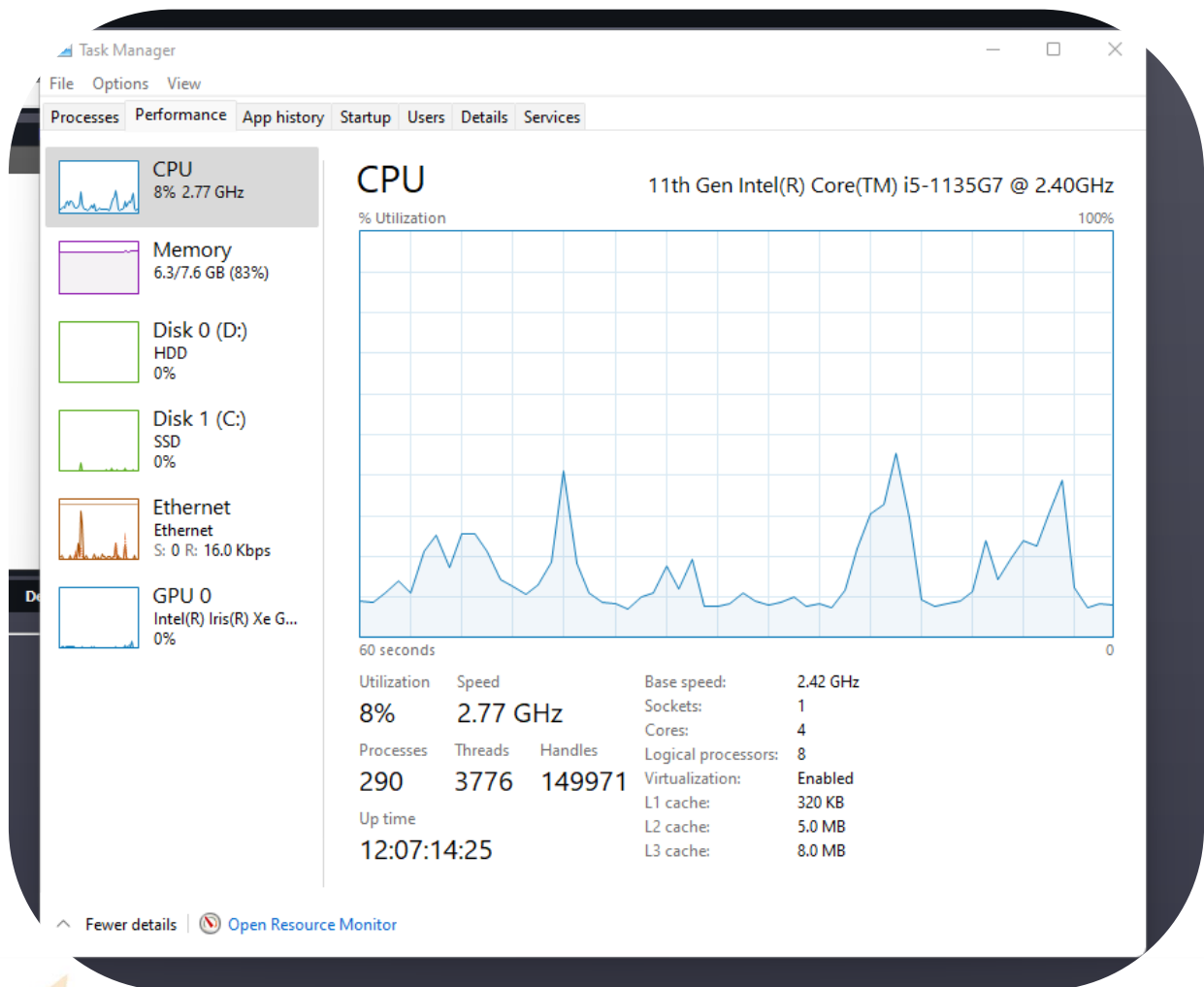
The screenshot shows the Windows Task Manager Performance tab. At the top, it displays overall system usage: CPU at 8%, Memory at 83%, Disk at 0%, Network at 0%, and GPU at 0%. Below this is a table of running applications and background processes, categorized into 'Apps (11)' and 'Background processes (114)'. The table columns are Name, Status, CPU, Memory, Disk, Network, GPU, and GPU engine. In the 'Apps' section, Microsoft Edge (24) is highlighted with 834.1 MB of memory usage. In the 'Background processes' section, Adobe CEF Helper is listed with 1.6 MB of memory usage. The 'End task' button is visible at the bottom right.

Name	Status	8% CPU	83% Memory	0% Disk	0% Network	0% GPU	GPU engine
<b>Apps (11)</b>							
App Tracker (32 bit)		0%	72.0 MB	0.1 MB/s	0 Mbps	0%	
ApplicationServicesAdmin		0%	3.1 MB	0 MB/s	0 Mbps	0%	
Microsoft Edge (24)		0%	834.1 MB	0 MB/s	0 Mbps	0%	
Microsoft Outlook		0%	66.0 MB	0 MB/s	0 Mbps	0%	
Microsoft PowerPoint		0%	198.3 MB	0 MB/s	0 Mbps	0%	
Microsoft Teams (9)		0%	374.6 MB	0 MB/s	0 Mbps	0%	
Settings		0%	0 MB	0 MB/s	0 Mbps	0%	
Snipping Tool (2)		0%	3.4 MB	0 MB/s	0 Mbps	0%	
Spotify (32 bit) (6)		0%	108.5 MB	0.1 MB/s	0 Mbps	0%	
Task Manager		0.7%	34.0 MB	0.1 MB/s	0 Mbps	0%	
Windows Explorer		0%	58.9 MB	0.1 MB/s	0 Mbps	0%	
<b>Background processes (114)</b>							
AcroTray		0%	0.3 MB	0 MB/s	0 Mbps	0%	
Adobe Acrobat Update Service (...)		0%	0.7 MB	0 MB/s	0 Mbps	0%	
Adobe CEF Helper		0%	1.6 MB	0 MB/s	0 Mbps	0%	
Adobe CEF Helper		0%	2.7 MB	0 MB/s	0 Mbps	0%	

4. Ending some tasks should allow your PC to run faster – closes things such as Microsoft Edge, Google Chrome, etc.

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5. Click on 'performance', if the uptime is high (anything above 00:12:00:00), restart your computer



6. You may also need to restart Salon Tracker



# **SALON TRACKER IS RUNNING SLOW/CRASHING**

If your PC is still running slow or crashing:

Please call our support line 0113 350 8232 and we will be able to have a look further into this issue for you.

**Our working hours (Mon-Fri 9am-5pm)**

It may be that you have a large amount of data, and we may need to do a data purge for you. This can be arranged with one of our technical support team.