

## I'm having trouble with poor performance or a slow agent interface on some computers

Ben Henley - 2023-08-29 - Comment (1) - Deskpro Legacy

### **:Question**

I have found that the agent interface is very slow on some computers, but not others. What can I do about this

### **:Answer**

If the agent interface is running slow and you have ruled out a problem with the Deskpro server (that is, it is only slow on some computers but not others), here are some steps to take

.1 Switch to Google Chrome if you are not already using it

.2 Check that the computer is not using an energy-saving setting that slows down the processor. Some laptops are known to ship with this enabled even when they are plugged in to the mains. As a rule of thumb, if the processor is running at less than 1GHz, there's a risk of poor interface performance

.3 Old and low-end devices may not be able to run Deskpro's advanced interface well. This includes budget laptops, "thin client" machines and lower-end Microsoft Surface devices