**Description:**

The DriveWindow Light, DriveStudio or DriveLoader software is very slow or "Not Responding".

**Answer:**

The latency timer for the USB to serial port might need to be adjusted within the computer.

**Documents or other reference material:**

None

**Corrective Actions:**

1. Open Device Manager within Windows and locate the USB to Serial port.
2. Double click on the RS-232 Port to open the Properties window.

3. Click on Port Settings tab within the Properties window and then click the advanced button.
4. Set the Latency Timer setting from 16msec to 1msec.

5. Close all open windows and try DriveWindow Light, DriveStudio or DriveLoader software again.