

# DRIVEWINDOW LIGHT, DRIVESTUDIO OR DRIVELOADER IS VERY SLOW OR STOPS RESPONDING

# 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

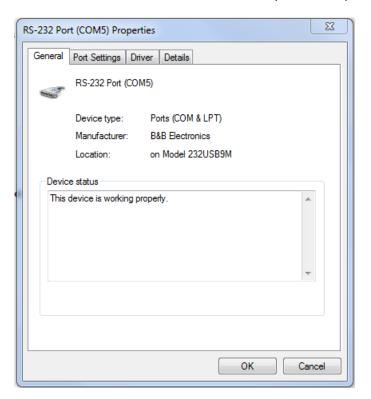
### **Corrective Actions:**

1. Open Device Manager within Windows and locate the USB to Serial port. Computer Management File Action View Help ■ USNBB-L-0074320 🜆 Computer Management (Local System Tools ▶ Satteries Dask Scheduler Event Viewer Shared Folders Disk drives ▶ Æ Local Users and Groups Display adapters ▶ N Performance DVD/CD-ROM drives Device Manager Devices | Disk Management → M Mice and other pointing devices → ■ Modems Differ devices Ports (COM & LPT) ... TRIP RS-232 Port (COM5) Processors

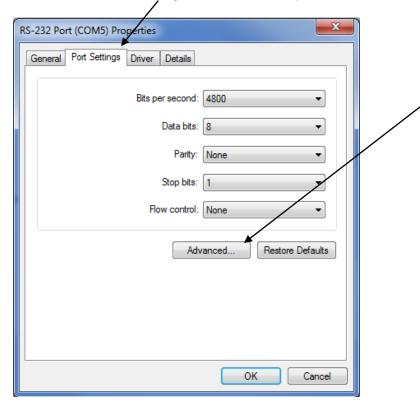
Author: Jeff Fell – Application Eng.		Date: November 2011
External		Document #: LVD-EOTN34U-EN
http://www.abb.us/drives.	Industry – Industrial, HVAC	Revision: A
roduct Categories: ACS55, ACS150, ACS350, ACS355, ACS310, ACS320, ACS550, ACH550, ACS800, ACS850, ACSM1,		
DCS800		



2. Double click on the RS-232 Port to open the Properties window.



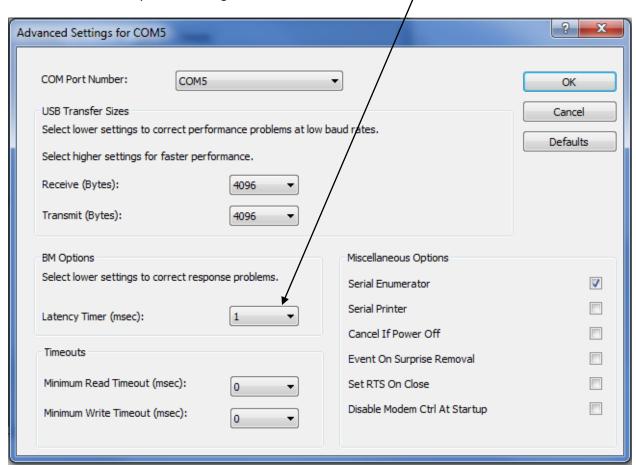
3. Click on Port Settings tab within the Properties window and then click the advanced button.



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DCSSUU			



4. Set the Latency Timer setting from 16msec to 1msec.



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

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