

Troubleshooting Slowness in TDO

617 [TDO KB](#) December 17, 2025 [IT resources](#), [Troubleshooting](#) 1.96K

Two common causes for slowness in TDO are:

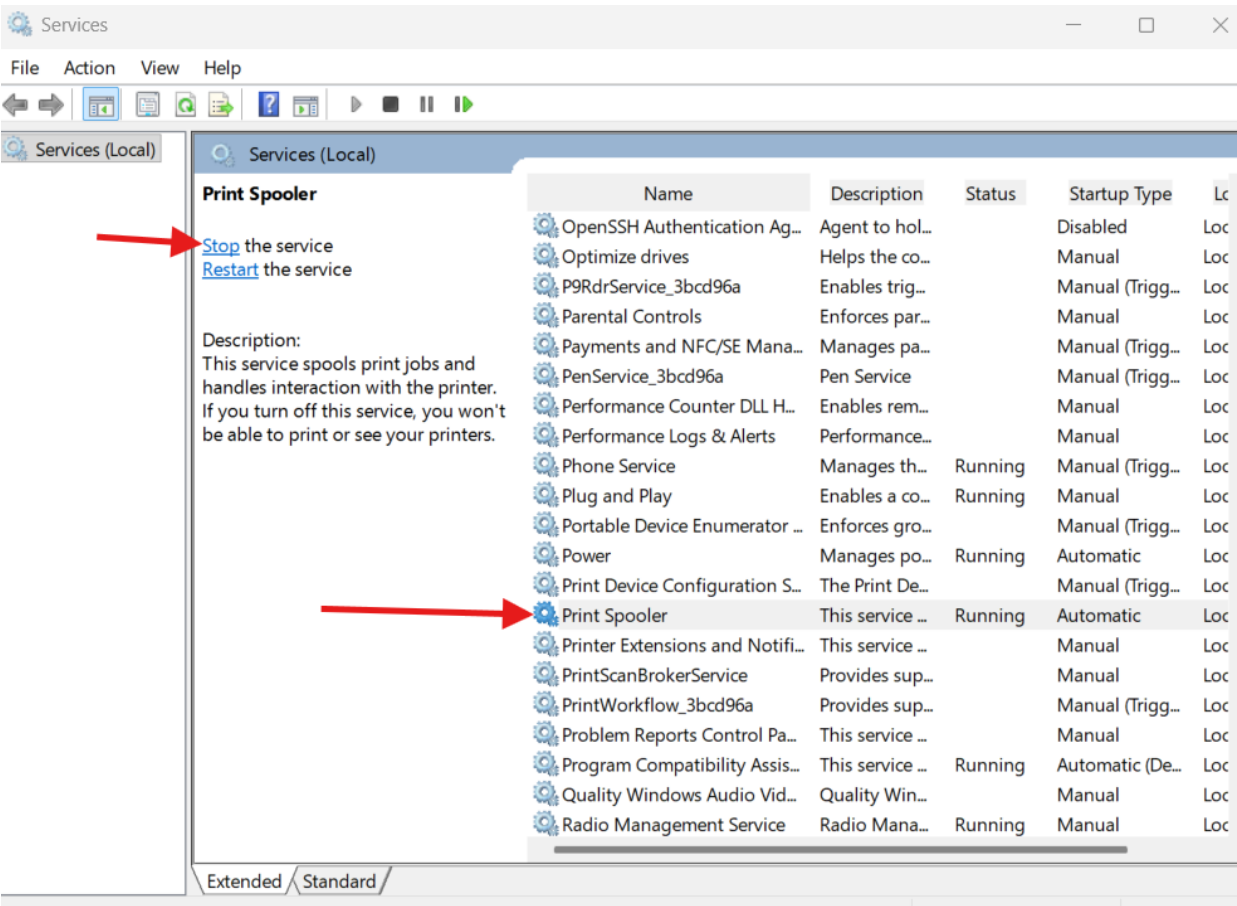
- 1) High disk latency on the server
- 2) High RAM utilization on the server

Both of these issues will present as TDO slow in all areas. This will affect ALL computers that use TDO.

Behavior – TDO is slow to open to the login screen

Reason - One or more of the printers’ drivers are corrupt and will need to be removed or repaired by your IT.

Testing – Turn off the print spooler. Windows search>Services



Note: While the printer spooler is off, you will not be able to access Letters or print anything on the computer.

Behavior - Letter Template is slow to load

Reason - One or more of the printers' drivers are corrupt and will need to be removed or repaired by your IT.

Testing

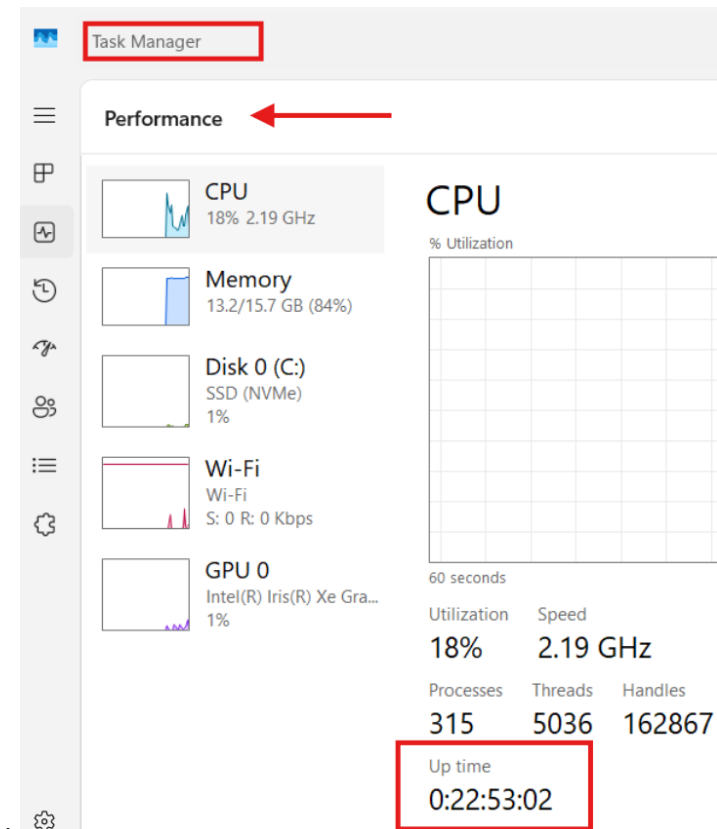
- 1) have print spooler running in services
- 2) open letters
- 3) select template
- 4) stop print spooler service
- 5) letter will immediately load

Behavior - Slow to switch patient charts

When switching patients, the new patient's information will be in the patient ribbon, and the previous patient's information will be in the main tabs.

Reason - Usually, high Uptime on the computer or server.

Testing - Start by checking the computer's uptime. If a higher uptime, reboot the computer. A reboot can usually resolve this kind of issue.



Online URL: <https://kb.tdo4endo.com/article.php?id=617>