**Power point - KB00021**

Impacted App/Service: PowerPoint

Title: Slow performance observed on shared deck

Short Description: The application loses performance when loading a deck from one of the shared folders.

Resolution:

1. Open the Windows Start option.
2. Launch the **Remote Desktop Connect** (RDC) application.
3. On the Computer field, type **105.106.14.44** and click **Connect**.
4. Once the connection to the remote computer is established, login using your administration account credentials.
5. Select the Windows Server Power option from the Start menu and perform a **Restart**.