**Twitter - KB00339**

Impacted App/Service: Twitter

Title: The application is having a slow performance

Short Description: Follow the steps below to troubleshoot the slow performance issue for Twitter application.

Resolution:

1. Open the Windows Start option.
2. Launch the **Remote Desktop Connect** (RDC) application.
3. On the Computer field, type **twtr.org.net** and click **Connect**.
4. Once the connection to the remote computer is established, login using your administration account credentials.
5. From the bottom Windows Taskbar, select the Search function (magnifying glass icon).
6. In the search patter, type **task**.
7. A suggestion of **Task Manager** will appear in the top of the list, click on the Task Manager.
8. Once the Task Manager popup appears, the **Process** tab will be on screen.
9. The CPU column will display the percent of utilization. If not already sorted, click once to sort this in descending order. This will present the highest CPU utilization process at the top of the list.
10. For any process utilizing above 50% CPU, close these processes by right clicking and selecting the **End Task** option.
11. Select the Windows Server Power option from the Start menu and perform a **Restart**.