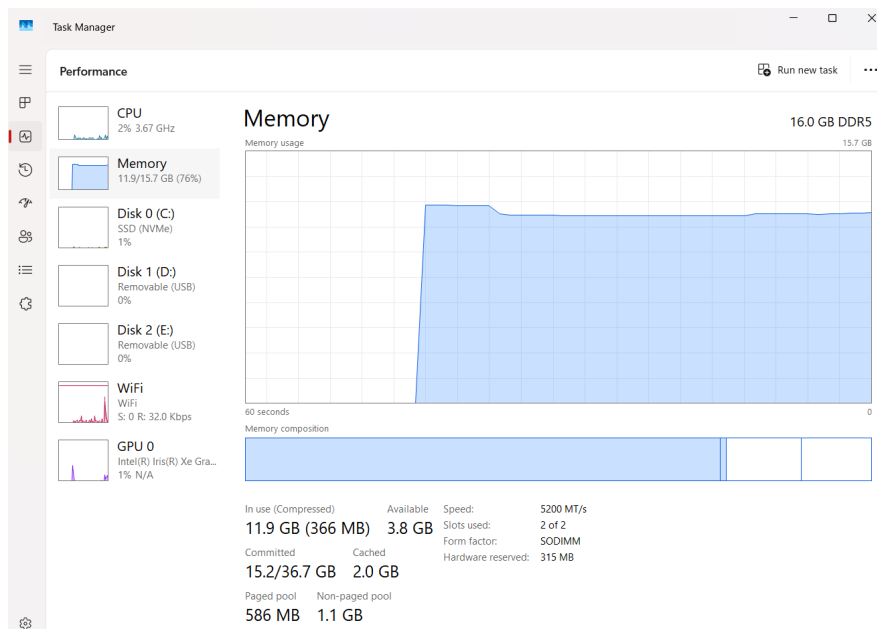


Performance, Windows Updates & Online Sync Guide

What to check if Salon Tracker is running slowly or crashing, how to keep Windows up to date, and how to run an Online Sync.



Task Manager showing memory usage

Work through the guide in order. Most slow running and crashing is caused by the PC running low on memory, so check Task Manager first.

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Click a section below to jump straight to it.

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Salon Tracker running slow or crashing?

Salon Tracker is written to run comfortably within the recommended PC specification. If it starts running slowly, freezing or crashing, it is almost always because the PC has run low on free memory (RAM), rather than a fault in Salon Tracker itself.

1. Why this happens

Windows, Salon Tracker and everything else open on the PC all share the same pool of memory. Once that pool fills up, the PC has to slow everything down to cope, and Salon Tracker is usually the first thing to freeze or crash because it is doing the most work.

RULE OF THUMB

On an 8GB PC, Salon Tracker will start to crash and run slowly once memory usage reaches around 8GB, in other words full capacity. This is expected behaviour on a PC below spec, not a bug.

2. What to check

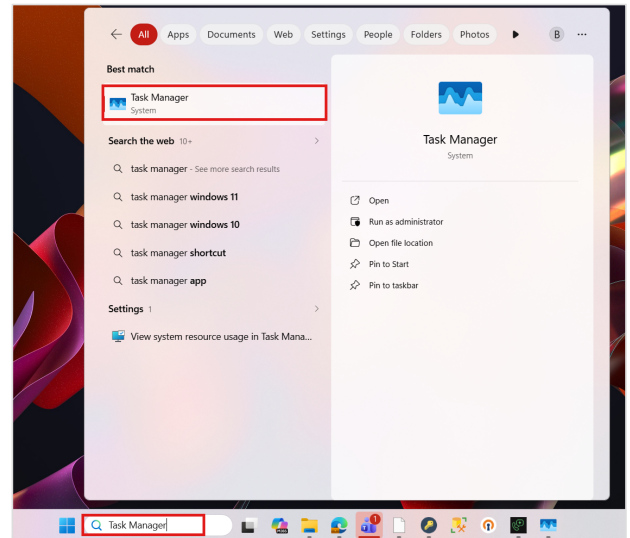
1. Open Task Manager and check how much memory is being used ([page 4](#)).
2. Compare the PC against our recommended specification ([page 6](#)).
3. Make sure Windows Updates and optional or driver updates are installed ([page 7](#)).
4. If salon data looks out of date across devices, check Online Sync ([page 8](#)).

Check Task Manager

Task Manager shows exactly how hard the PC is working. Check this first whenever Salon Tracker is slow or has crashed.

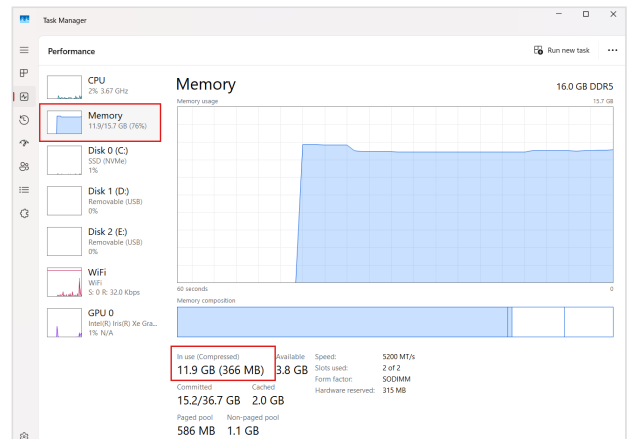
1. Open Task Manager

1. Click the **Start** button, or press the **Windows key**, and type **Task Manager**.
2. Select **Task Manager** from the results, or press **Enter**.
3. Select **Performance** on the left if it does not open there automatically.



2. Check Memory usage

1. Select **Memory** on the left.
2. Look at the figure next to it, for example **11.9/15.7 GB (76%)**. This is the memory in use out of the total, and the percentage in use.
3. If this is regularly close to 100%, or the PC only has 8GB in total, this is very likely why Salon Tracker is crashing or running slowly.

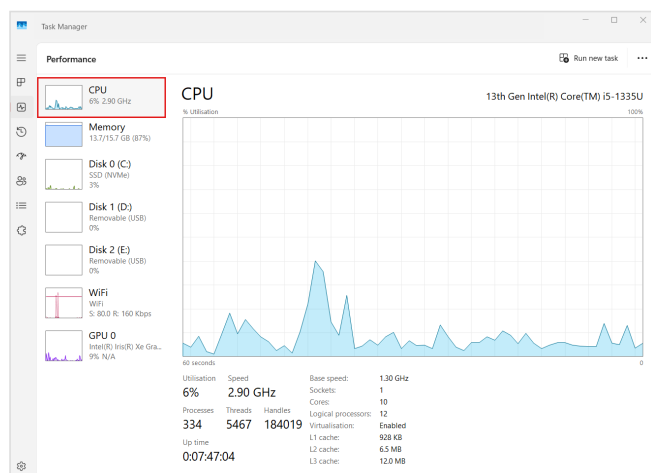


NEXT STEP

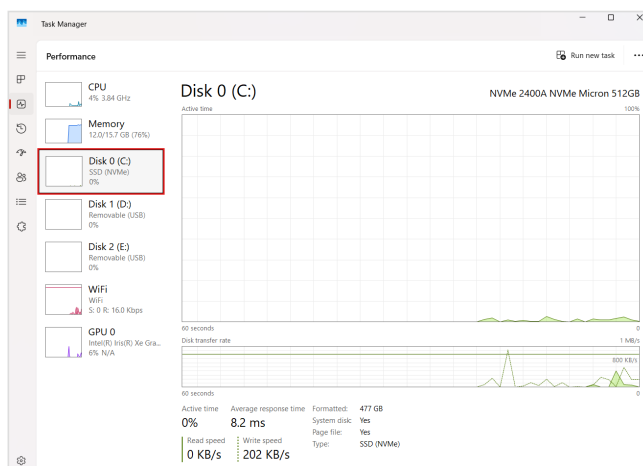
Compare what you found here against our recommended specification ([page 6](#)). It is also worth glancing at **CPU** and **Disk 0 (C:)** ([page 5](#)).

CPU and Disk views

While you are in Task Manager, it is worth glancing at CPU and Disk 0 (C:) on the left. Sustained high usage on either, close to 100% for long periods, can also cause slowness, though memory is by far the most common cause.



CPU



Disk 0 (C:)

Next, compare the PC against our recommended specification ([page 6](#)).

Recommended PC specification

Our recommended PC specification for running Salon Tracker smoothly, including Salon TV and Online Sync running in the background.

COMPONENT	RECOMMENDED
Operating System	Windows 11
Processor	Intel i5 or Ryzen 5
Memory	16GB RAM
Storage	256GB SSD
Screen Resolution	1920 x 1080 (minimum)

BELOW SPEC?

A PC with 8GB RAM does not meet this specification and will run Salon Tracker slowly, especially once memory usage reaches full capacity. Upgrading to 16GB RAM, or moving to a PC that meets the full specification, is the fix.

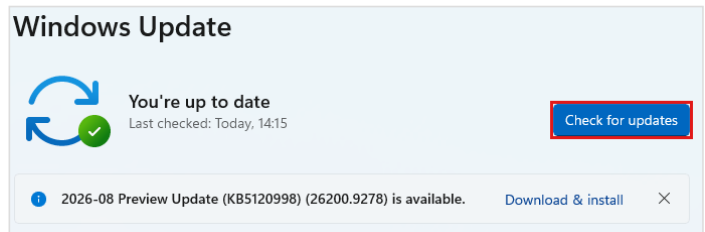
Next, check Windows updates ([page 7](#)).

Check Windows and optional updates

Windows Update can fix a range of slow-running, crashing and driver issues. Make sure all updates are installed, including optional ones.

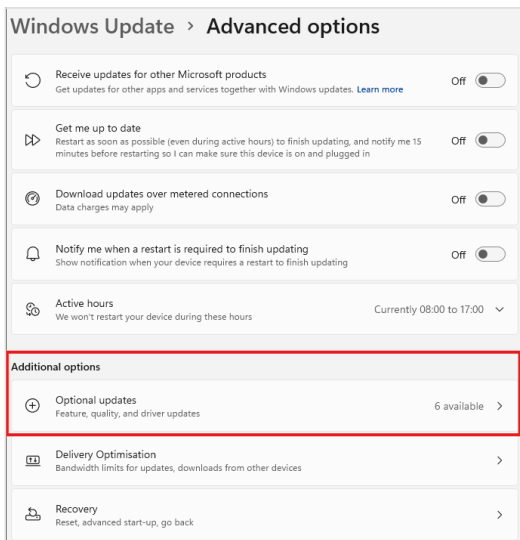
1. Check for Windows Updates

1. Open **Settings > Windows Update**.
2. Select **Check for updates** and install any available updates.
3. Restart the PC if Windows asks you to.

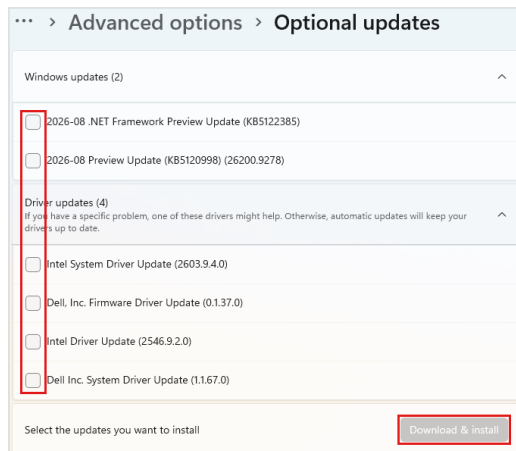


2. Check Optional Updates

1. Return to Windows Update and open **Advanced options**.
2. Under **Additional options**, select **Optional updates**.
3. Tick any pending updates. You may need to select the arrow for them to appear.
4. Select **Download & install**, then restart the PC if asked.



Advanced options



Optional updates

AFTER UPDATING

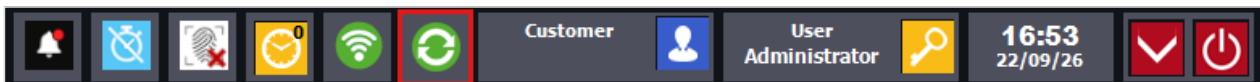
Restart the PC if Windows asks you to, then try Salon Tracker again. Do this regularly, not just when a problem shows up, as outdated drivers are a common hidden cause of crashes and slow performance.

Check Online Sync

Online Sync keeps data and files up to date between devices. It is only available for Salon Tracker **Enterprise** customers. There are two ways to run it.

1. The quick way: the sync button

1. Look at the toolbar along the top of Salon Tracker for the **sync icon**, the two circular arrows.
2. Click it to start a sync.
3. The icon turns green once the sync has run successfully.



2. The full way: Admin > Database > Online Sync

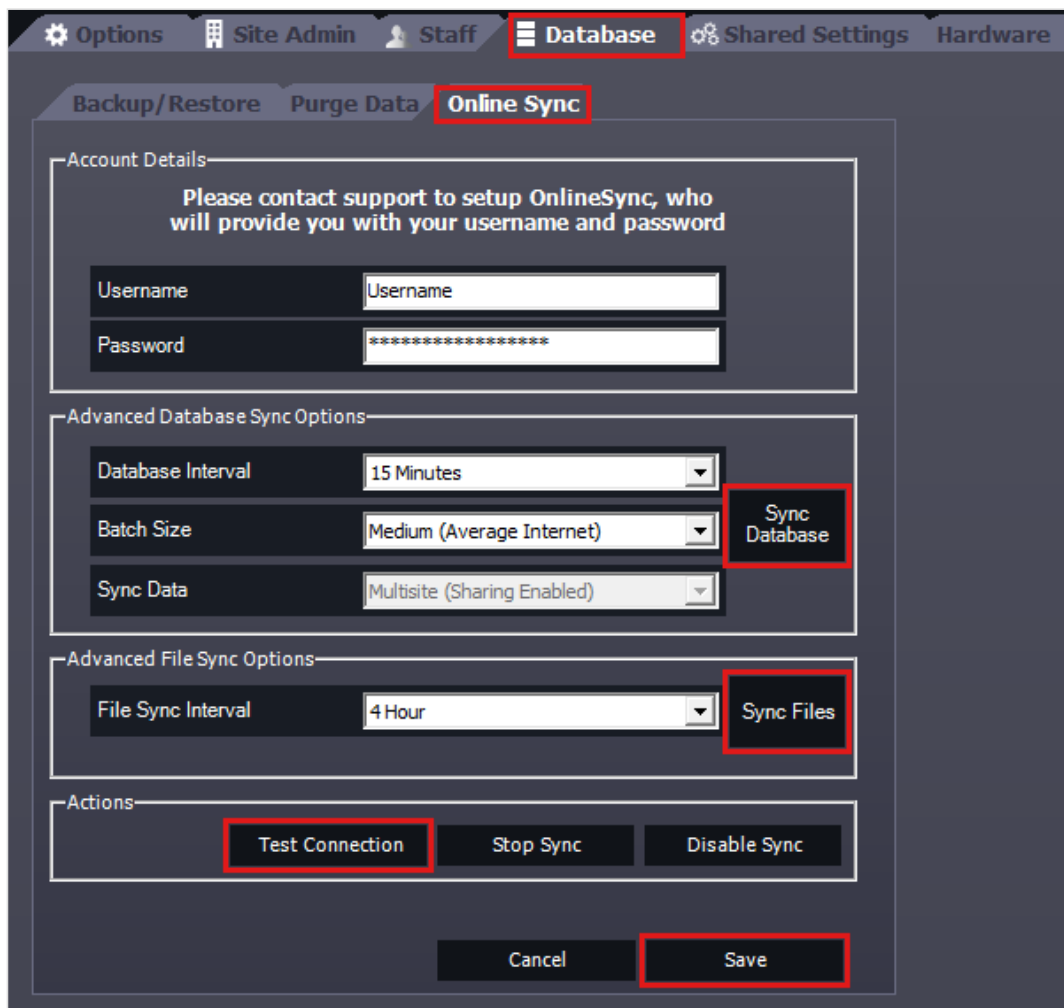
1. Go to **Admin > Database > Online Sync**.
2. Under **Advanced Database Sync Options**, click **Sync Database** to sync database records.
3. Under **Advanced File Sync Options**, click **Sync Files** to sync files.
4. Click **Save** if you changed any of the sync settings.

A screenshot of the 'Advanced Database Sync Options' and 'Advanced File Sync Options' settings in the Salon Tracker application. The 'Advanced Database Sync Options' section includes a 'Database Interval' dropdown set to '15 Minutes', a 'Batch Size' dropdown set to 'Medium (Average Internet)', and a 'Sync Data' dropdown set to 'Multisite (Sharing Enabled)'. A red box highlights the 'Sync Database' button. The 'Advanced File Sync Options' section includes a 'File Sync Interval' dropdown set to '4 Hour' and a 'File Sync Batch Size' input field set to '1000'. A red box highlights the 'Sync Files' button. At the bottom, under the 'Actions' section, there are three buttons: 'Test Connection', 'Stop Sync', and 'Disable Sync'. A red box highlights the 'Save' button at the bottom right.

The full screen is shown on [page 9](#).

The full Online Sync screen

This is the full Online Sync tab, reached through Admin > Database > Online Sync.



The screenshot displays the 'Online Sync' configuration screen. The top navigation bar includes 'Options', 'Site Admin', 'Staff', 'Database' (highlighted), 'Shared Settings', and 'Hardware'. The sub-navigation bar shows 'Backup/Restore', 'Purge Data', and 'Online Sync' (highlighted). The 'Account Details' section contains a message and input fields for 'Username' and 'Password'. The 'Advanced Database Sync Options' section includes dropdowns for 'Database Interval' (15 Minutes), 'Batch Size' (Medium (Average Internet)), and 'Sync Data' (Multisite (Sharing Enabled)), along with a 'Sync Database' button (highlighted). The 'Advanced File Sync Options' section features a 'File Sync Interval' dropdown (4 Hour) and a 'Sync Files' button (highlighted). The 'Actions' section contains 'Test Connection' (highlighted), 'Stop Sync', and 'Disable Sync' buttons. At the bottom are 'Cancel' and 'Save' buttons (the 'Save' button is highlighted).

CHECK THE CONNECTION FIRST

Use **Test Connection** to confirm the details are correct before syncing. If the username and password are missing, contact Salon Tracker Support ([page 10](#)) and we will set Online Sync up for you.

Still not working?

If you have completed the previous steps and Salon Tracker is still slow, crashing or not syncing, please contact Salon Tracker Support so we can take a closer look.

Contact Salon Tracker Support

Support Chat

salontracker.co.uk/help

Telephone

0113 350 8230

What we can check

Our Support Team can check the main areas that affect performance and syncing, including:

- How much memory the PC has, and how much is being used
 - Whether the PC meets the recommended specification
 - Whether Windows Updates and Optional Updates are installed
 - Your Online Sync settings and connection
-

Before you contact us

Please let us know what happened during these checks. It helps us fix the problem faster.

- What did Memory usage show in Task Manager, and what is the total RAM on the PC?
- Does the PC meet the recommended specification?
- Were Windows Updates and Optional Updates fully installed?
- Does the sync icon turn green when you click it, or does it stay white or show an error?

TIP

If possible, have Salon Tracker and Task Manager both open when you contact us. This means we can begin checking the issue straight away.