

# Computer running slow after updates and seeing agent.exe file

## Frequently Asked Question:

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## Resolution:

This issue has been tied to a problem with the InstallShield Update Manager. The manager gets into a loop of constantly attempting to make updates sending a spike to the CPU usage and slows the system down. In order to correct the problem, the update manager should be uninstalled from the system using the Update Manager Uninstaller from InstallShield:

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<https://pearsonassessmentssupport.com/support/index.php?View=entry&EntryID=1506>