PingPlotter Graphs Freezing/Not Updating

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Question

Why is the timeline graph in PingPlotter freezing / not updating?

Solution

We have had a couple of other reported instances of similar behavior inside PingPlotter and in the past, it has been specifically related to 11th gen Intel processors.

This issue should be able to be resolved by disabling hardware acceleration inside PingPlotter, to do this:

- Open PingPlotter, go to *Edit* > *Options* > *General*
- Check **Disable Hardware Graphics Acceleration**
- Click **OK**

If you have any questions, feel free to [contact us](#)!