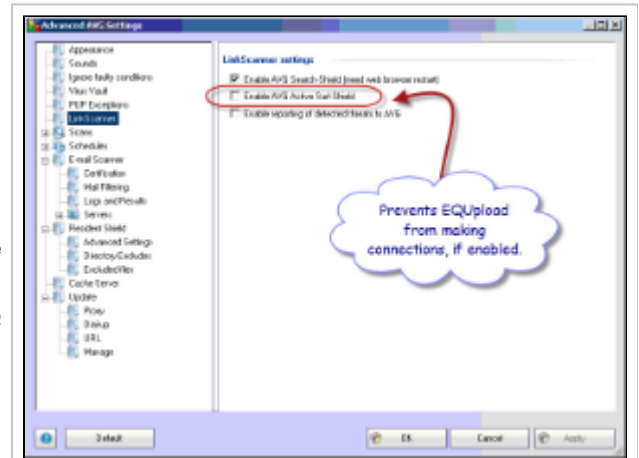# EQ Uploader

Uploads Slow

Q. My EQ Uploads seem to take a long time to upload when customers use this service. Is there something wrong?

A: Not necessarily.   What it actually may be is that the ISP and the cap or limitation that it has placed on the upload speeds. Most ISPs in general practice have much slower download speeds compared to the upload speeds. So it just may be a limitation of the service. Sometimes ISPs offer different levels of service and for business purposes it may be worth looking into as an option to help facilitate uploads faster.

Unable to Deserialize Type . . . Error

Q. When I opened and looked at the EQ Uploader I notices an error on the orders that said something to the effect of "Unable to Deserialize Type. . ."

A: This may be the result of a security application installed on the APM preventing the order from uploading.   While security applications are a good thing to have in terms of general computer maintenance and security, they can sometimes do the job too well and hinder legitimate applications from performing their intended functions. However most of the better security applications available allow for customization and allowances for exceptions to allow applications such as the APM and it's supporting applications to perform their intended tasks. The settings may be descried differently and under different categories for different applications, but oftentimes it is a matter of turning off or disabling the right one.   One example is with AVG Anti-Virus. When all the default settings are turned on, it prevents the EQ Uploader from sending the orders to the servers and returns an "Unable to Deserialize Type. .. ." error message. Turning off the AVG Active Surf Shield resolves the issue. See the screenshot below.

AVG Settings to Disable