

# Troubleshooting

Guides to troubleshooting.

- [Perform Speed Test](#)
- [Sponsored Links Are Blocked](#)

# Perform Speed Test

## About

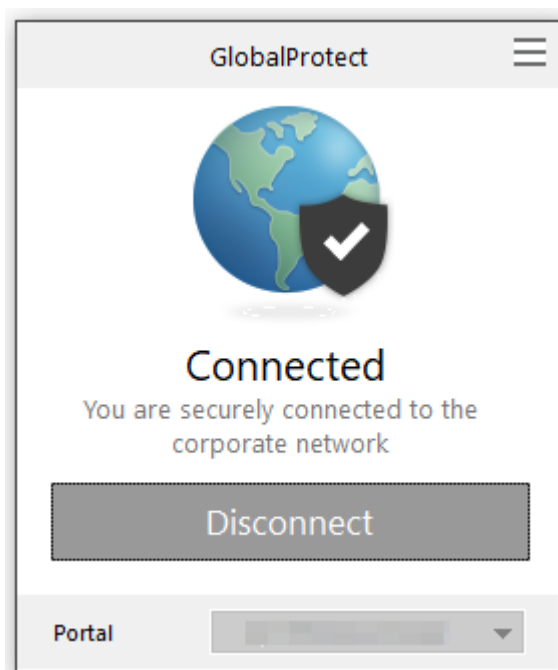
From time to time there will be connection issues when working from home to work resources. Here are a few simple steps to perform to help isolate the problem prior to calling the Help Desk to know whether to contact your ISP or not.

## Speed Test

When internet slowness or network drops are occurring, the first thing to check is a speed test to identify what types of download and upload speeds exist on your network. If the speeds are below the optimal range, you may experience subpar performance.

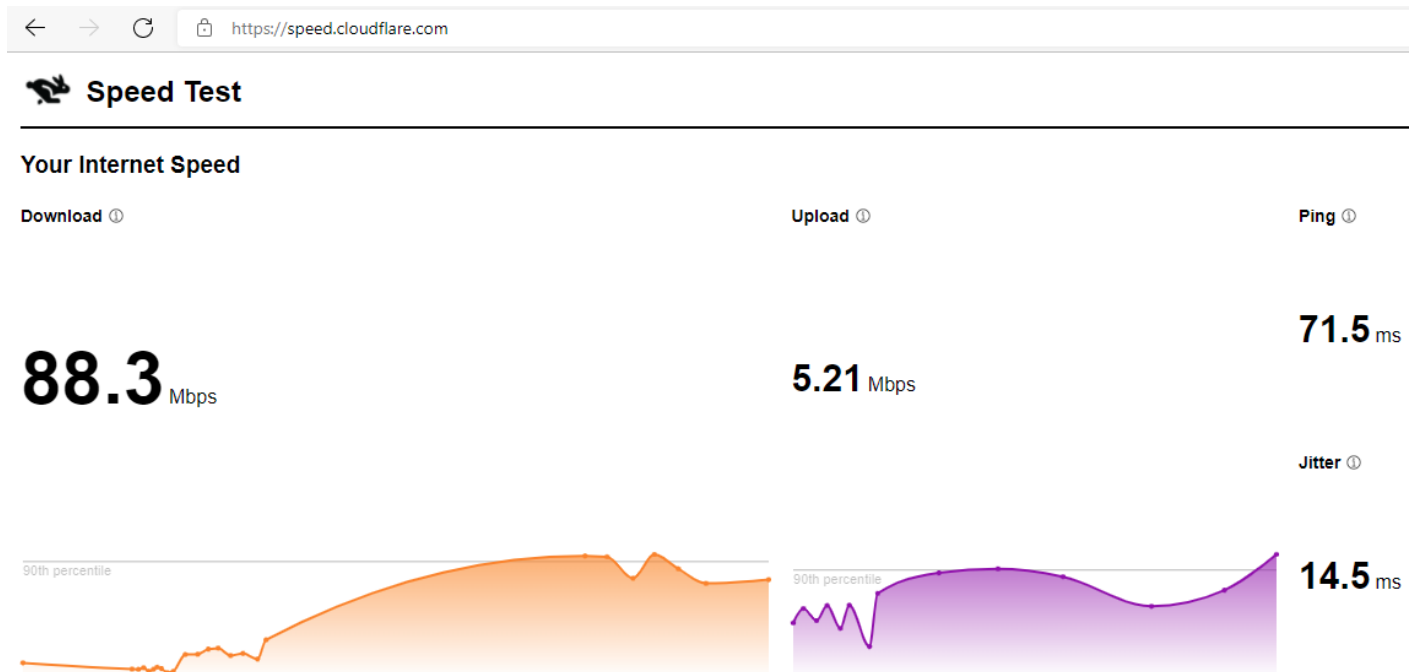
## Disconnect from VPN

If you are connected to Global Protect, you will first want to disconnect to ensure when the tests are performed they are using only your internet. Please "Disconnect" from the VPN if it is connected.



# SpeedOfMe Test

Please navigate to <https://folnc.us/speedtest> to start test with the default settings.



The results of the test will show as they are being performed. Our recommendation on the internet speed (aka: download) should be around 20Mbps or greater. The upload speed should be around 5Mbps or greater.

If either of these speeds are lower than those benchmarks or indicate "Kbps" (which is lower than 1Mbps), then the first issue to resolve is the slow internet speeds. Often times, the ISP has some network congestion or network outage that is causing the slowness to occur and will be beyond the scope of the Help Desk to fix.

Our recommendation is to contact your ISP for troubleshooting or verification of any outage in your area and work with your Manager or Supervisor on what alternative work locations you have access to if the problem can not be resolved by your ISP.

If both of these speeds are in-line with the proper results, a call to the Help Desk for additional troubleshooting would be appropriate.

# Sponsored Links Are Blocked

When searching for information on search engines like Google, you may run into a notification that a page has been blocked because of Ad Blocking:



## Access Denied

The site [www.googleadservices.com](http://www.googleadservices.com) you have requested from ip 72.50.240.231 has been blocked. **The site category Ad Blocking is blocked.**

If you need access to this site or believe it has been classified incorrectly, you may contact your administrator



**FOLIENCE™**  
Invest in Different.

The page that you're trying to reach is most likely allowed. What's blocked, in this case, is the Google sponsored link that takes you to that page as an advertisement. We made the choice to disallow online advertising links because, increasingly, they are used to lure people to fake websites that either deliver malicious software or harvest user credentials or other personal information.

In the example search below for a common consumer electronic, the links highlighted in red, which are indicated as being "Sponsored" will result in a message like the above. Scrolling down to the links in green, however, will work just fine and allow you to visit the page.

Results for **Cedar Rapids, IA 52401** · Choose area**Sponsored**

Apple

<https://www.apple.com>**iPhone**

Apple Official Site — **iPhone 15 Pro** and **iPhone 15**. Buy now. AT&T, Verizon and T-Mobile deals for as low as \$0. Right here at Apple. Terms Apply. 5G. iOS 17. All-day battery life. Accessibility features.

**iPhone 15 Pro**

Titanium. Buy iPhone 15 Pro now.

**Shop iPhone**

All models. Take your pick. Shop the latest iPhone now.

**Compare iPhone models**

Which iPhone is right for you? Learn more and shop now.

**Buy iPhone 15**

Newphoria. Buy iPhone 15 now.

**Apple Trade In**

Trade in. Upgrade. Save. It's a win-win-win. Learn more.



Apple

<https://www.apple.com> > [iphone](#)**iPhone - Apple**

Powerful. Beautiful. Durable. Check out the new **iPhone 15 Pro**, **iPhone 15 Pro Max**, **iPhone 15**, and **iPhone 15 Plus**.

**Shop iPhone**

Shop the latest iPhone models and accessories. Save with Apple ...

**iPhone 15 Pro**

Gigablast your gigabits. ... iPhone 15 Pro is the first iPhone to ...

You'll notice that both the Sponsored and the non-Sponsored results appear to lead to <https://www.apple.com>, but the links in the red section are all advertisements that will count an ad impression on Google's servers first, and that is what is being blocked.

In any search, scrolling down beyond the Sponsored links should allow you to get to the page you want to see without needing to file a request to unblock anything.