

Troubleshooting

Guides to troubleshooting.

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Perform Speed Test

About

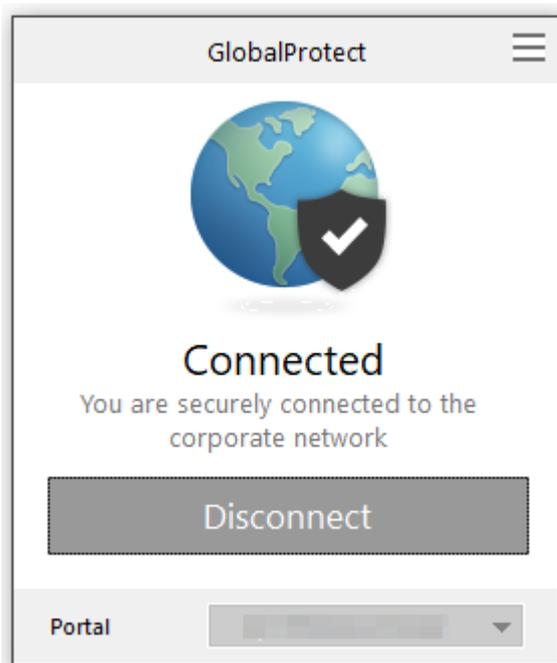
From time to time there will be connection issues when working from home to work resources. Here are a few simple steps to perform to help isolate the problem prior to calling the Help Desk to know whether to contact your ISP or not.

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.

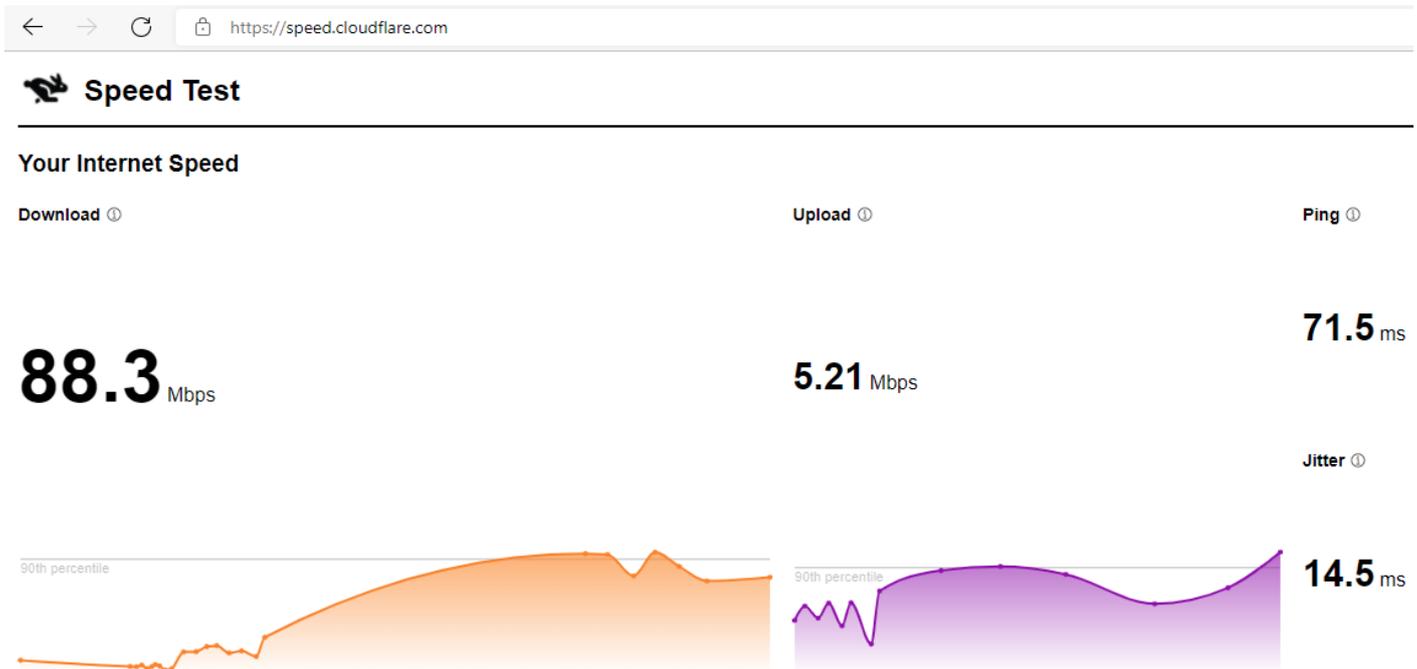
Disconnect from VPN

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.

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