



-- Slow response time or cannot access application at all but LeadMaster is up --

In order to assist in troubleshooting, we will need a traceroute from one or more of the affected machines. The traceroute should be run from an affected machine when they are experiencing slow response time. Please refer to the information below for instructions on running a traceroute.

About Response Time

Slow response time can be the result of a number of different problems. There could be congestion on the internet between you and us that slows down your connection to us. To determine whether this is the problem, perform a traceroute test as described below to figure out if you are just experiencing bad internet connectivity, and not a problem with any of our servers.

Please follow the steps below to run a series of three traceroute tests to display the response time of the hops necessary for data to travel from your local system over the internet to our data center as well as details on the response time for each hop. **The traceroute should be run when you are experiencing slowness, as it is a “real time” snapshot of the routing and response time.**

A. Run a Traceroute

1. Go to the command (DOS) prompt.
 - In Windows XP, go to Start>Run; type "command" (without the quotes) and click OK
 - In Windows 2000 click Start>Run; type: "cmd.exe" (without the quotes) and click OK.
 - In Windows 95/98 click Start>Programs; then click the "MsDos Prompt" icon.
 - In some Windows systems, you may need to go to Start>Programs>Accessories and look for the selection called Command Prompt
2. At the command prompt you just brought up, type "tracert 64.132.240.2" (without the quotes) and hit Enter
3. Wait for the traceroute to complete (the system will say "Trace complete" when it is done).
4. Click on the C:\ icon in the top left corner of the command prompt window and select Edit>Select All
5. Click on the C:\ icon again in the command prompt window and select Edit>Copy
6. Open a new email message addressed to support@leadmaster.com
7. Right click in the body of the message and select Paste (or go to Edit>Paste)
8. Send the email



B. Run a ping -n 100

1. Go to the command (DOS) prompt again as described above.
2. At the command prompt you just brought up, type “ping -n 100 64.132.240.2” (without the quotes) and hit Enter
3. Wait for the ping to complete all 100 pings. At the end it will provide a summary report that will look something like this:

```
Ping statistics for 64.132.240.2:  
Packets: Sent = 100, Received = 100, Lost = 0 (0% loss),  
Approximate round trip times in milli-seconds:  
Minimum = 85ms, Maximum = 1277ms, Average = 261ms
```
4. Follow the instructions above to copy and paste the results into an email to support@leadmaster.com

C. Run a Series of 3 Traceroutes

1. Go to the command (DOS) prompt.
 - In Windows XP, go to Start>Run; type "command" (without the quotes) and click OK
 - In Windows 2000 click Start>Run; type: “cmd.exe” (without the quotes) and click OK.
 - In Windows 95/98 click Start>Programs; then click the "MsDos Prompt" icon.
 - In some Windows systems, you may need to go to Start>Programs>Accessories and look for the selection called Command Prompt
2. At the command prompt you just brought up, type “tracert 64.132.240.2” (without the quotes) and hit Enter
3. Wait for the traceroute to complete (the system will say “Trace complete” when it is done).
4. Press F5 on your keyboard and hit Enter. The traceroute will run again. Wait until it is complete.
5. Repeat Step 4
6. Click on the C:\ icon in the top left corner of the command prompt window and select Edit>Select All
7. Click on the C:\ icon again in the command prompt window and select Edit>Copy
8. Open a new email message addressed to support@leadmaster.com
9. Right click in the body of the message and select Paste (or go to Edit>Paste)
10. Send the email

Reading the Results

Each line of output represents 1 "hop" on your trip across the internet to our network and includes the time, in milliseconds, that it took to traverse that hop. If you see times consistently over 500ms or asterisks (*), then that is the point on the internet where your connection is being slowed down. If you find a slow hop before you reach our systems, the trouble is on the internet somewhere between your local system, your ISP and the backbone networks they are peered with



rather than issues on our network. Note that once there is a slow hop on your route, every hop after that will be affected accordingly, so it is the first slow hop that is the source of the problem.

Since response time works in direct relation to the route the data takes through the internet, at any given time, you will have different performance when connecting to different websites. As a result, you can have slow response times to one site (because of the route it is taking through the internet and problems it encounters on that route) while other sites respond quickly (because they are being routed a different way that does not include the troublesome point on the internet).

NOTE: Instructions above are PC-specific. For directions on running a traceroute on a Mac see:

http://www.verio.com/support/view_article.cfm?doc_id=3693