Connection Tests

You can run connectivity tests in the C9 Portal by going to the Connection Test page. You can do a speed test to check the speed of your local internet connection and you can also run a traceroute or a ping test (these help diagnose the source of any connection problems).

Your server is the default destination for the traceroute and ping test.

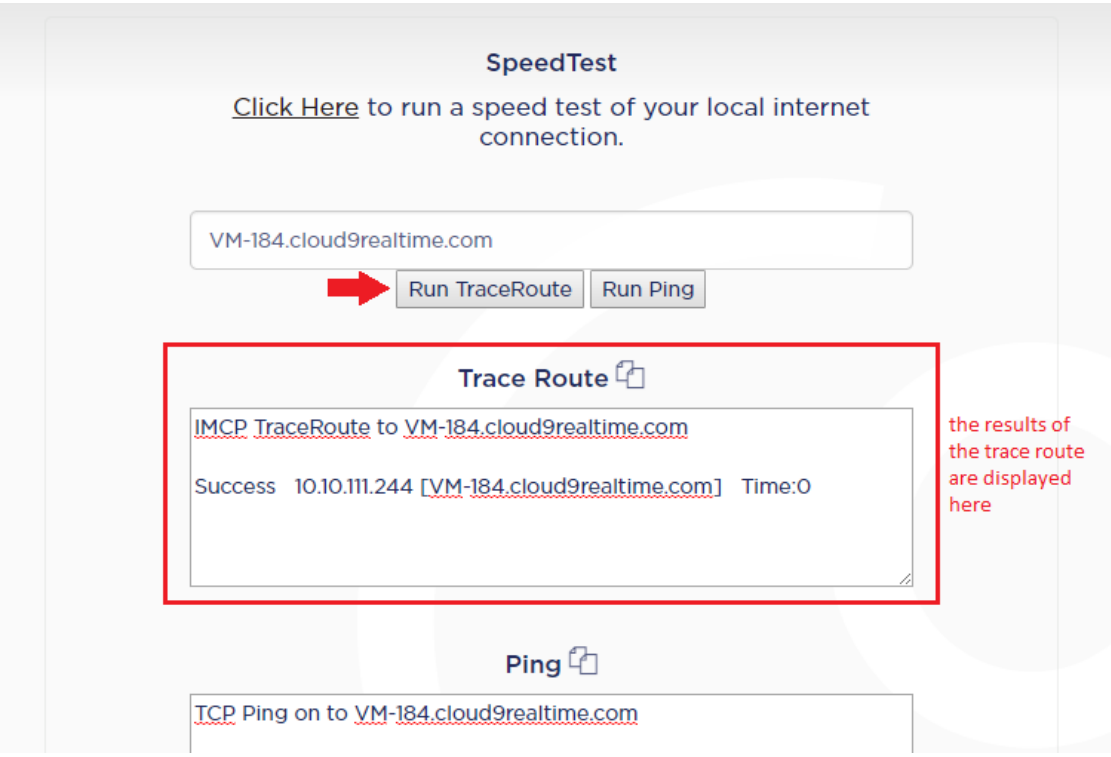
Speed Test

Click the link under the SpeedTest header to run a speed test. The speed test measures your connection speed and gives you four values:

- **Ping** — the reaction time of your connection (a fast ping means a more responsive connection)
- **Jitter** — a measure of how much latency varies over a period of time (lower jitter indicates a more stable connection)
- **Download speed** — how fast you can pull data from the server to you
- **Upload speed** — how fast you send data from your computer to the server

TRACE ROUTE

A traceroute is a function that traces the path from one network to another. It is helpful in determining where a disconnection might be occurring. Click the **Run TraceRoute** button to run a traceroute from the C9 Portal to your server (the results will be displayed in the Trace Route field).



When the traceroute is finished you can click to copy the results.

To effectively diagnose a connection issue, a traceroute should be run while you are experiencing the problem and from the computer that is experiencing the problem. For this reason it may be necessary to run the traceroute from your local computer (see How to Run a Trace Route).

PING

A ping measures the time it takes for packets of data to make a trip to the destination and then back to the source (how fast you get a response after sending out a request). As stated above, it is the reaction time of your connection, and a fast ping means a more responsive connection.

Click the **Run Ping** button to ping your server (the results will be displayed in the Ping field).

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