Network Slowness Issues

User Guide

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Version History

Date	Version	Author	Role
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References

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Digital / Business Consulting / Technology

User Guide for Network Slowness Issues

- **Steps to check on Network slowness issues:-**

1. Ensure you check physical Ethernet connections and correct port.
   - Ethernet cable should be connected in Blue slot.
   - You'll be able to see light on port of computer/laptop.
   - Go to the command prompt and type in – IPCONFIG and hit enter.
   - IP address shouldn't be in range of 169.254.x.x. If, it is – then Reboot.

2. Need to check if it is the only computer having slowness (DNS issues), also if it is any single application/website having slowness issues. Can check with other user or login to other available computer.

3. Need to check Link Speed:-
   - Click on computer icon on bottom right corner of screen near clock.
   - Click on Network & Sharing center -> Local Area Connection -> Properties
     Click on Configure-> Advanced-> Speed and Duplex-> select to Auto-Negotiation.
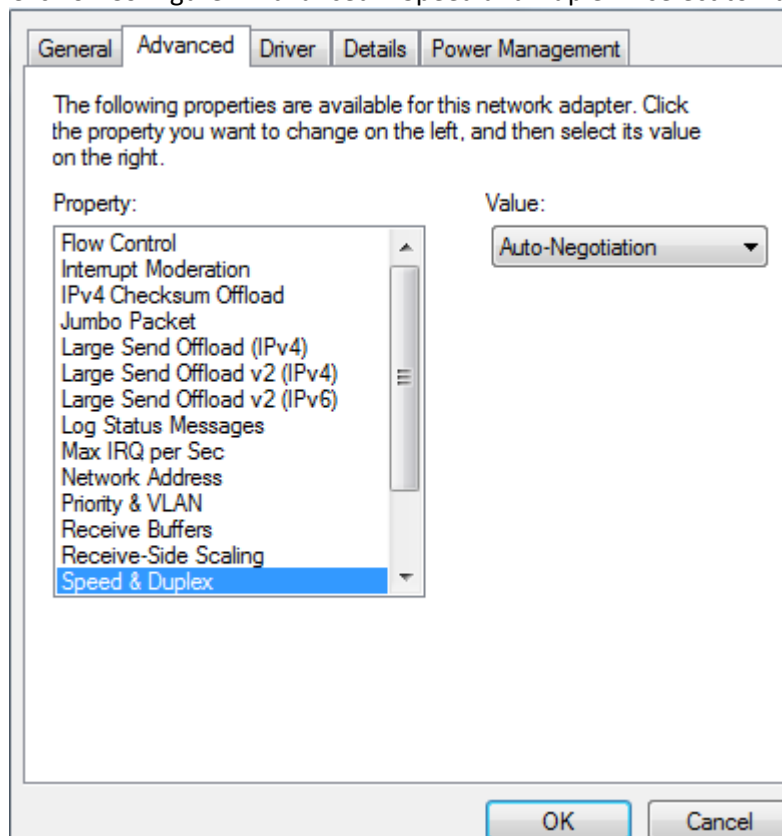
4. Look for trace routes, a large number of TCP retransmissions and \or TCP resets, also look for a high percentage of broadcast traffic (Need to contact support).