SELF HELP SERIES – INTERNET CONNECTION TESTS

One of the most critical factors in the success of your Hosted Systems is capability of your Internet connection.
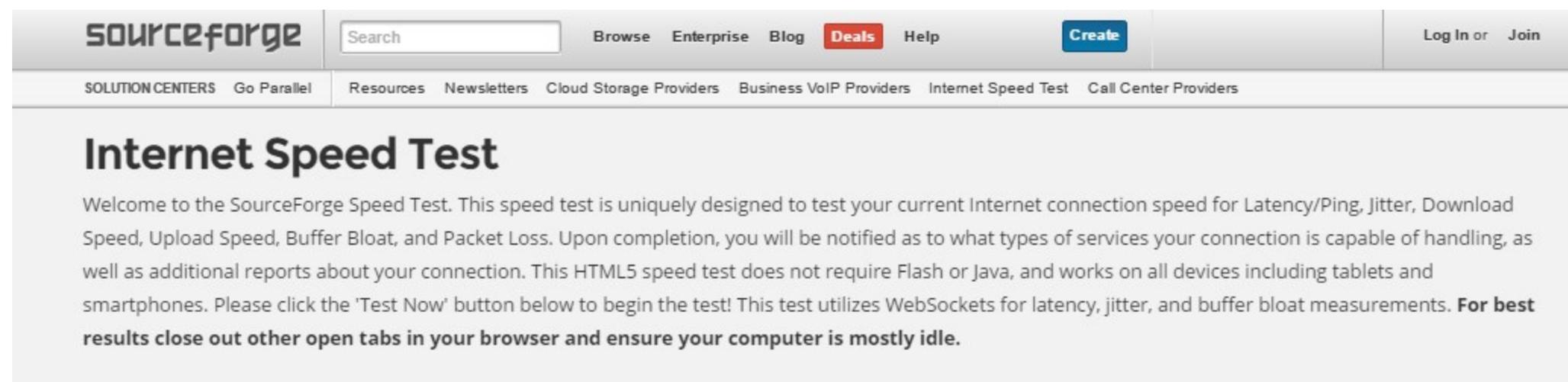
In order to properly assess your Internet capabilities, we ask you to perform some easy, painless tests. This entire process should take no longer than 15 minutes, start to finish. Once the tests are completed, we will need to view them. So, we ask that you print them to a PDF file and send them to us.

Please perform the tests for each location that will access the hosted Systems.
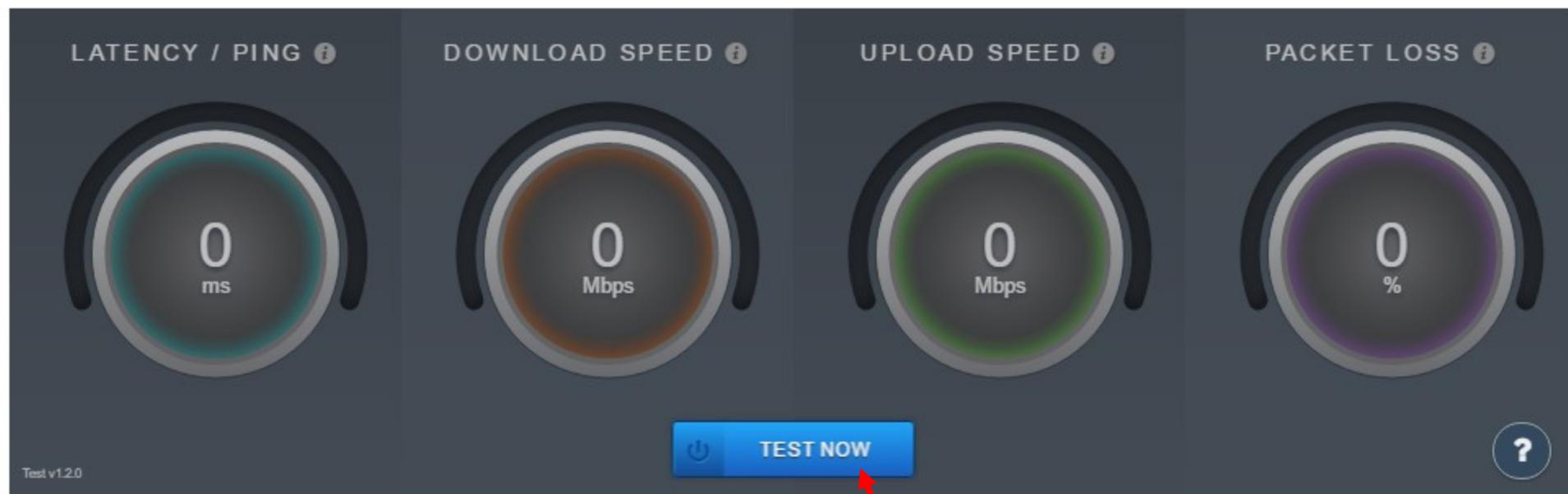
The next couple of pages provide instructions and diagrams that step you through the process.

Testing Internet Speed for Hosting
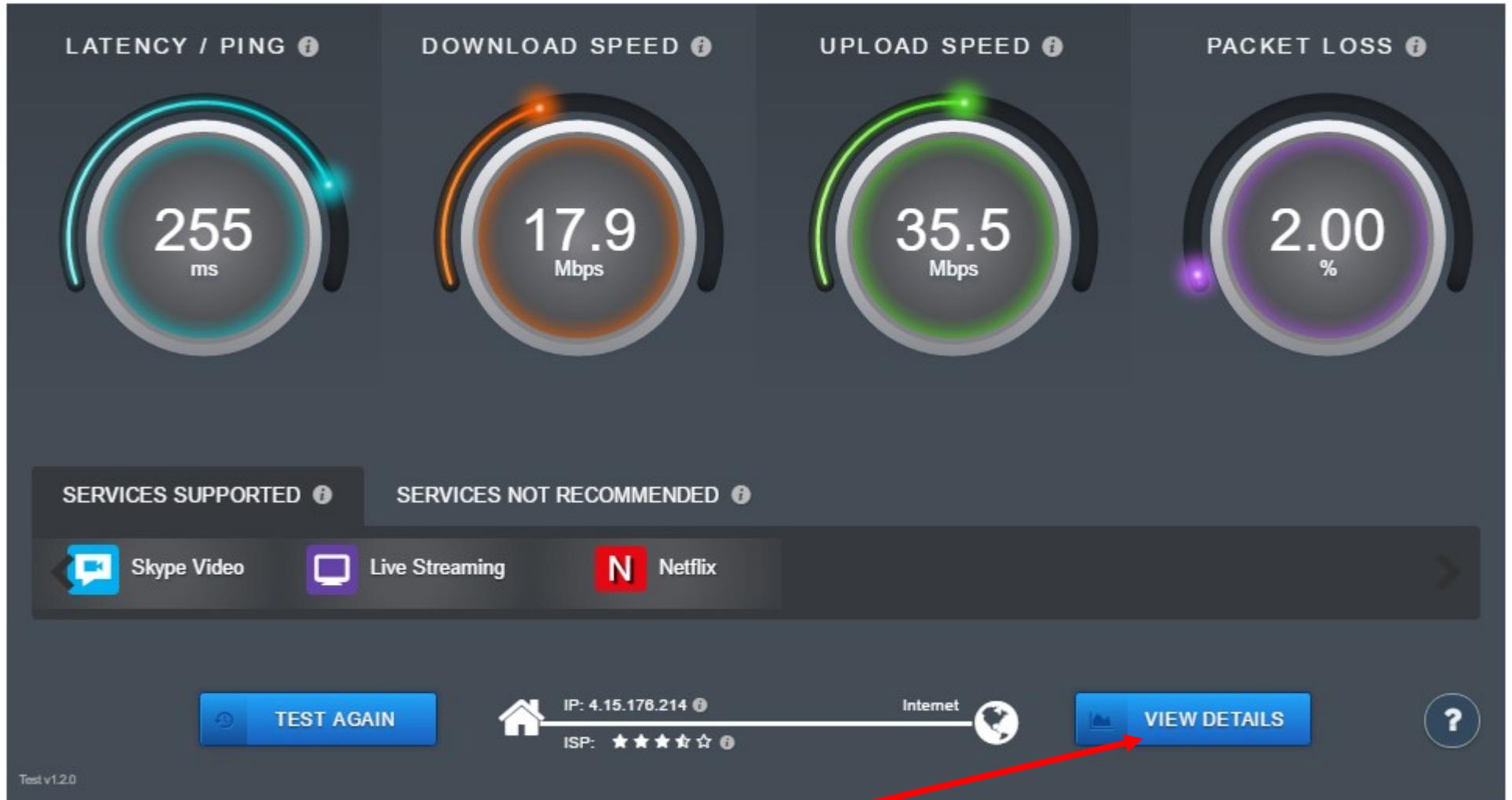
1. Navigate with internet browser to https://sourceforge.net/speedtest
2. Click on the "Test Now" button.

3. Please wait until test is complete…

4. Once complete you should have a "View Details" button now, see below for reference.

5. Click on "View Details".

6. Then PRINT (right click on the page with your mouse) this page to a PDF file and send this to The Solutions Team with the other forms. There may be several pages in the PDF file (5+).
7. Other browser print dialog boxes may differ in appearance.

Print

Total: **6 sheets of paper**

[**Print**] [Cancel]

| Destination | 🖨 Microsoft Print to PDF |
| | [Change...] |

| Pages | ⦿ All |
| | ◯ [e.g. 1-5, 8, 11-13] |

| Layout | [Portrait ▼] |

| Color | [Color ▼] |

+ More settings

Print using system dialog... (Ctrl+Shift+P)
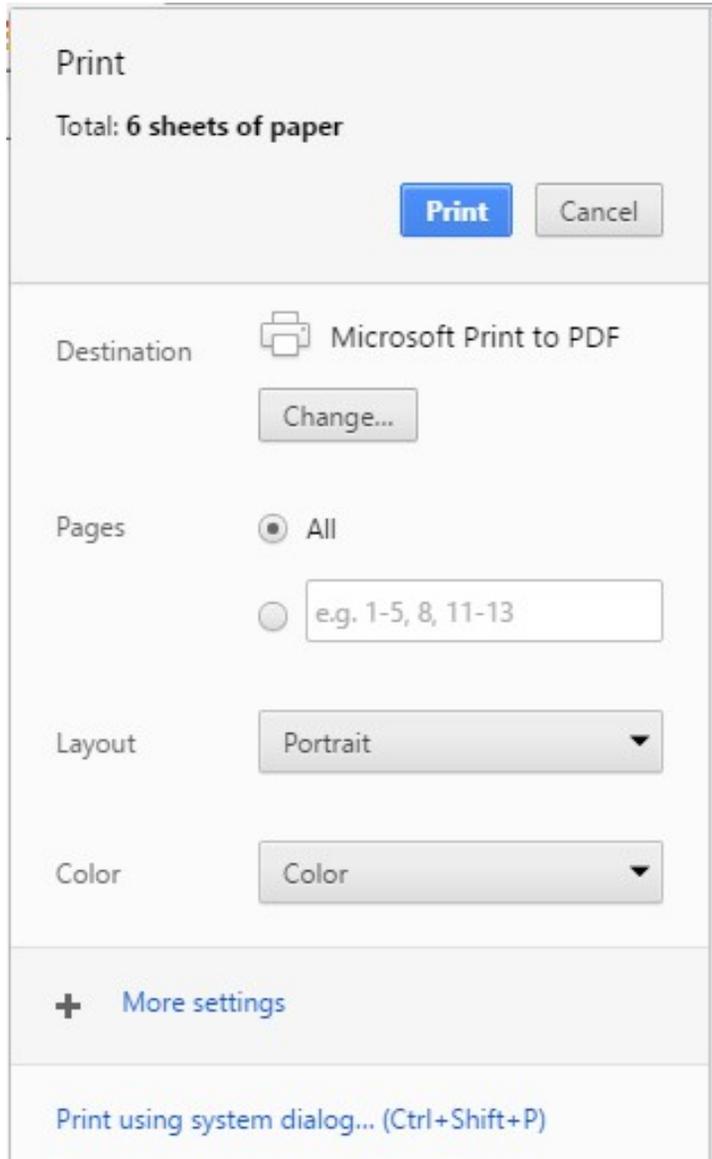
What do my test results mean?

After running the speed test, you will be presented with a number of results in different formats. But what do these numbers mean? Here is a brief explanation as to what your test results mean in relation to your current broadband connection:

1. **Latency/Ping:**
   The measurement of the time it takes a single packet to be sent from your computer to a remote computer and then back.

2. **Jitter:**
   The measurement of consecutive latency test results. Your ideal jitter result is as close to zero as possible.

3. **Download Speed:**
   Less a measurement of speed, this is how many bits per second can be downloaded from one computer to another via the Internet.

4. **Upload Speed:**
   Less a measurement of speed, this is how many bits per second can be uploaded from one computer to another via the Internet.

5. **Buffer Bloat:**
   A measure of latency, it is a test performed when your connection is under stress. This is usually achieved by running a bandwidth test to maximize your connection.

6. **Packet Loss:**
   The measurement of how many data packets arrive at their intended destination when sent from a computer. Ideal packet loss is zero percent.