

Troubleshooting Drop in Network Speed

To check the speed open File / Management Console and record the time that shows in the top right hand corner.

Server speed _____

Workstation Speed

Name of Workstation _____ Speed _____ Network Card _____

Name of Workstation _____ Speed _____ Network Card _____

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Name of Workstation _____ Speed _____ Network Card _____

Name of Workstation _____ Speed _____ Network Card _____

Name of Workstation _____ Speed _____ Network Card _____

Name of Workstation _____ Speed _____ Network Card _____

Is the speed constant all day? Yes / No

Is a process scheduled to run during the slow time period? A backup or service?

Open the Demo Company on the workstation, log in as Staff with no password and check the speed _____

Is the speed slow for just one user? Log them into another workstation to check this out and follow the instructions on Point 6.

Is the Anti Virus Excluded Yes / No

Do the phones run over the Internet Yes / No (If yes did the installation of these coincide with the start of the drop?)

Is the EFTPOS Terminal running via the internet, Yes / No (if yes this may cause a drop in speed.)

What time is the Automatic Backup scheduled? _____

Are you livestreaming audio or video? Yes / No (stop this and see if the speed improves)

Are security cameras connected via the offending workstation or server? Yes / No

Has the site been set up to the Recommended Settings for Infusion Yes / No