From time-to-time we get questions and/or concerns regarding the connection speed and some time-out issues from our clients. Typically this is either your server name/info is not correct or it’s a local I.T. issue.

To double-check and/or set your server information:

1. Click the “Advanced button on your login screen.
2. Clear out whatever information is in the “Server Name” box
3. Enter “pittsburgh”
4. Try and login…
5. If this doesn’t work; see the local IT issues below

For location IT issues we would suggest a couple things to do/test.

1. Have your staff open a browser & enter www.speedtest.net; after it loads; click the “Begin Test” icon & report the results back to you on the speed (see next page)
2. Ask the IT department(s) involved to use the information below and make sure they “allow” and “do not block” connections to our servers
   - We use “TCP” communication and use the following IP address & port for our server:
     - IP 206.210.85.131  Port 1039
3. Ask the IT department(s) to make sure that they do not use “throttling software”, or something similar, to restrict the connection and/or our ATS.exe application
4. Ask the IT department(s) to make sure that the local Firewall and/or anti-virus software is no blocking the IP address & ports from #2 above.
5. Ask the IT department(s) to make sure that the local Firewall and/or anti-virus software does not block “peer-to-peer” network connections.
6. Ask the IT department(s) to do a “trace route” test from the applicable PC to make sure it connects. This is done from the DOS Command prompt by entering  tracert 206.210.85.131

   Note: Our server is “ping-less” so you will not be able to get a response from it. Please note any slowness in connection/hop speed. If your trace reaches outside your organization and near Pittsburgh, PA your connection should be good.

7. Ask your staff to try the “xxx3.atsusers.com” site (no www) and see if the speed is better. “xxx” would be your applicable name.
Enter [www.speedtest.net](http://www.speedtest.net) in the address of your internet browser

Once the screen loads; click the “Begin Test” area

Note: Due to traffic variations during the day you may want to try this at different times to get a variety of test results

Note/Report the “Ping”, “Down Speed” and “Upload Speed” results...