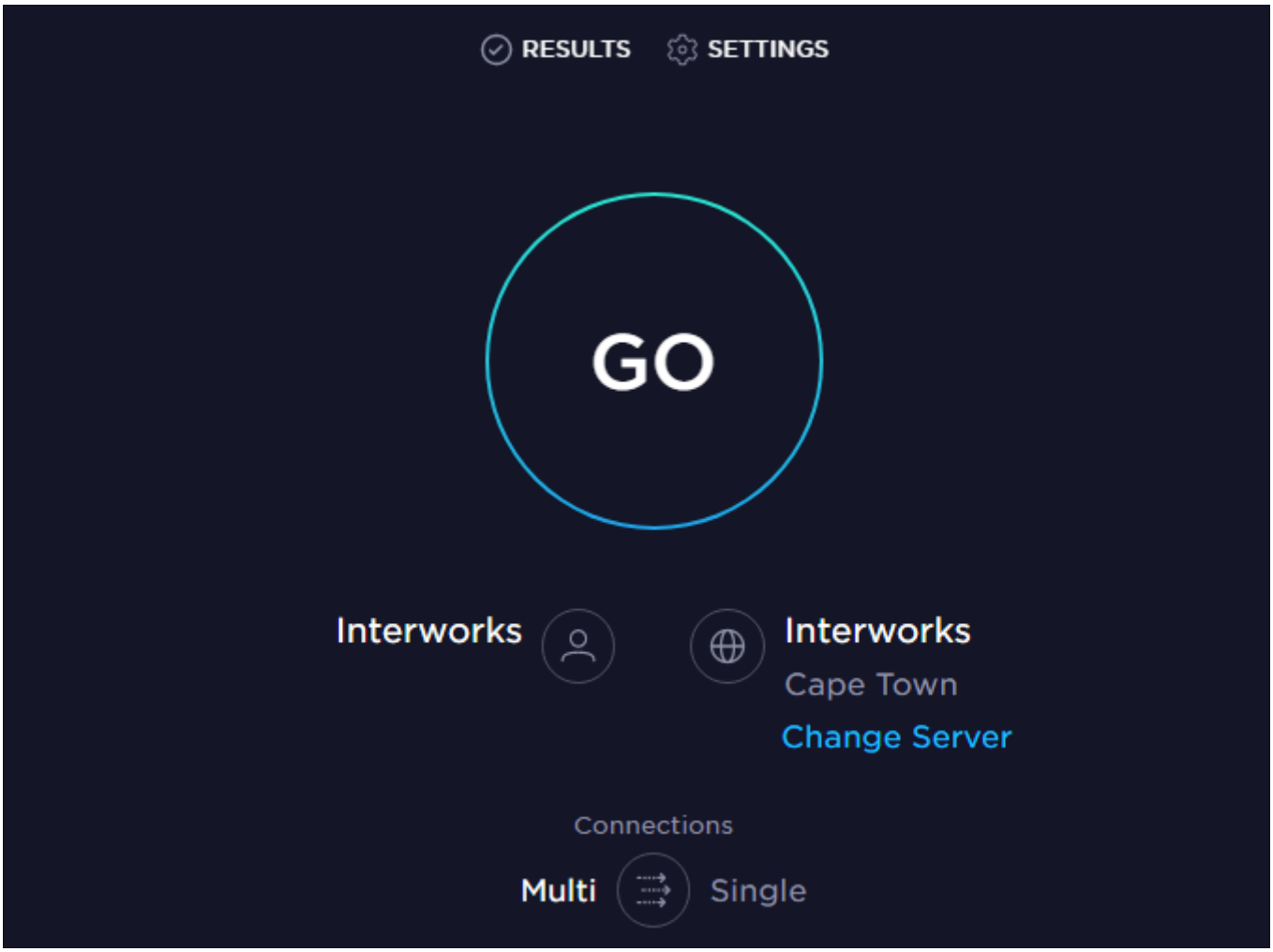
Self tests

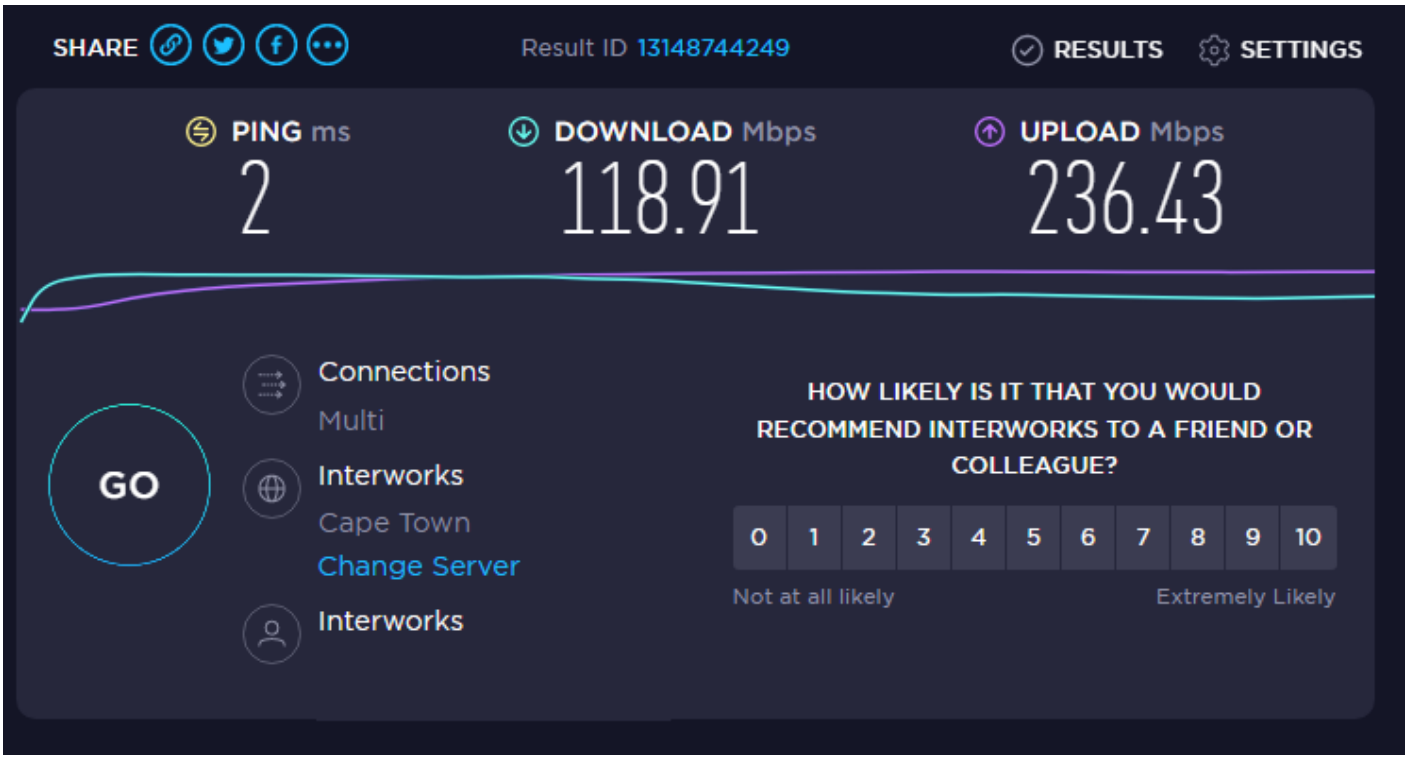
- Performing a Speedtest
- Performing a Pathping/Traceroute
- Taking a screenshot

Performing a Speedtest

How to perform a speedtest

1. **Ensure that you are using a device cabled into your router**. Do not use wifi to perform a speedtest (see note below)
2. **Ensure that no other devices are connected to your network** while performing a test
3. Open your web browser (for example Chrome, Firefox, Edge)
4. Go to www.speedtest.net or speedtest.mybroadband.co.za
5. Click on GO or START TEST
6. The test will run for a couple of seconds, before showing your results





Why perform a speedtest using a cabled device?

This will allow us to better pinpoint where an issue is, and help get a quicker resolution. It allows us to differentiate between a backhaul issue (fibre or fixed wireless) and internal wireless issues, both of which require a different approach to resolve. The result of this test is also a requirement from various fibre vendors (if applicable) before we can log a support ticket with them to investigate any possible issues on a line.

Why is it important that no other device be connected to my router while performing the speedtest?

A speedtest shows the "leftover" capacity on your line. If any device is busy downloading in the background (i.e. a device performing automatic updates, or syncing to the cloud), it will skew the result, and make it more difficult to pinpoint the exact issue.

How do I take a screenshot?

Sometimes our support team might ask you to take a screenshot of your speedtest results and email it to us. Please see this link on how to take a screenshot.

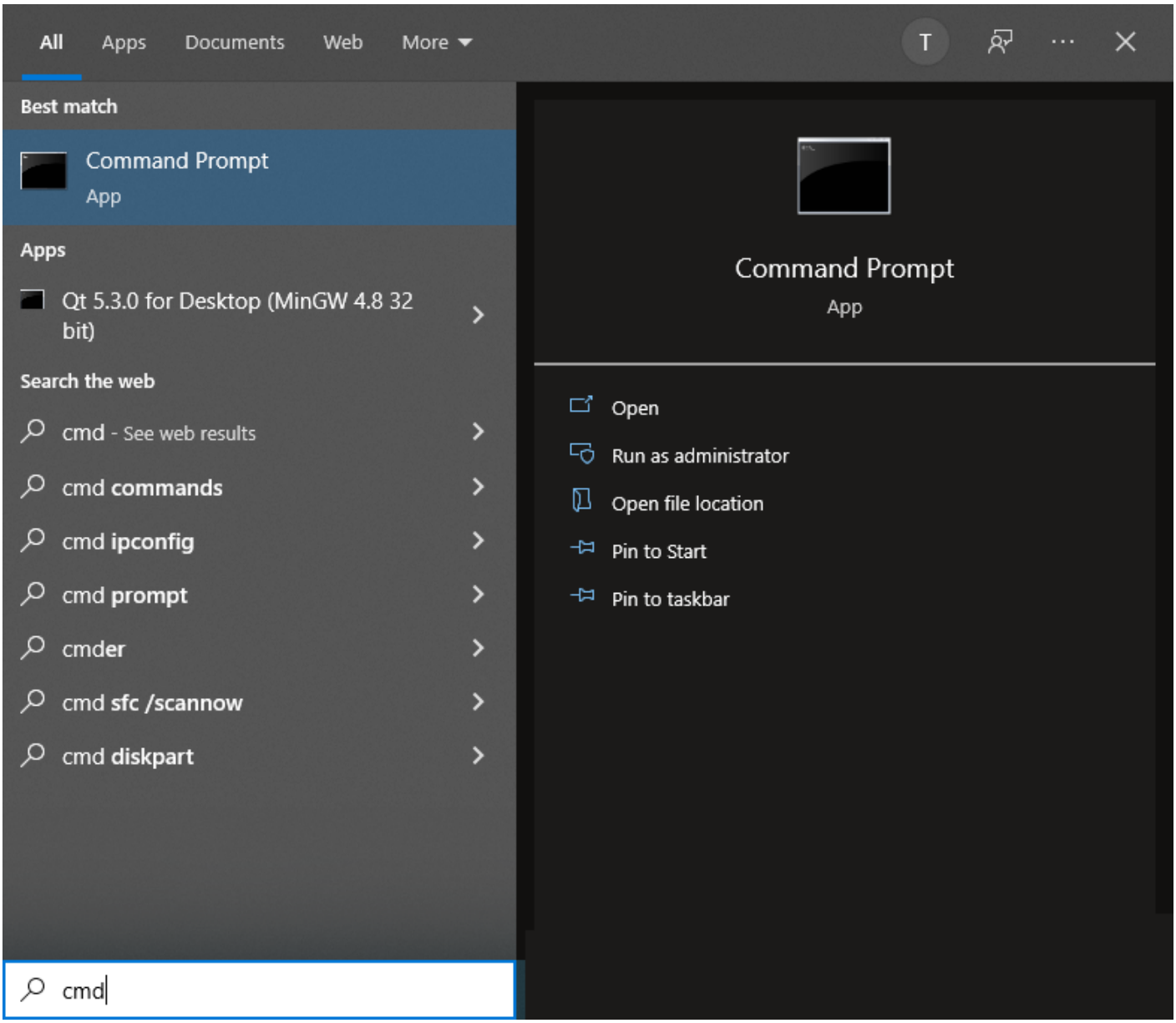
Performing a Pathping/Traceroute

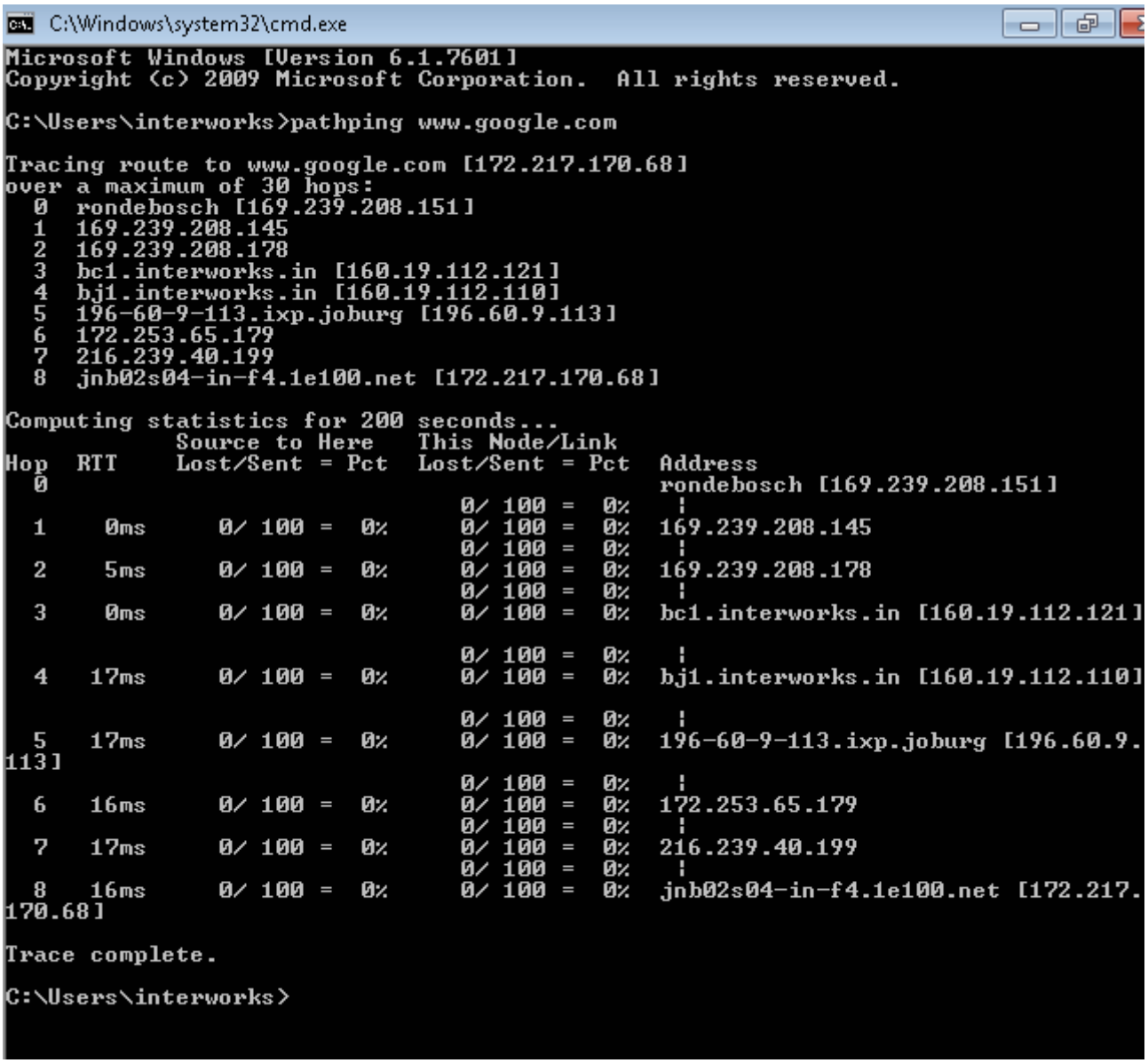
What is a Pathping?

A Pathping is a Windows application which greatly assists when troubleshooting intermittent link issues. At times, our support team might ask you to perform a Pathping to a specific destination.

How to perform a Pathping?

1. Firstly, unless advised otherwise by our support team, ensure that you are connected to the router using a cabled device.
2. Open Command Prompt. To do this, click on the Windows/Start button, and type **CMD** Find and click on **Command Prompt** in the list.
3. A separate, black window will open. Type **pathping www.google.com** (or whichever website our support team advises you enter) and press **ENTER**
4. Pathping will start the test. Note that the test will take about 4 minutes to complete. Wait until the test finished with a **Trace Complete** message.
5. If required, take a screenshot of the result, and email it back to our support team.


All
Apps
Documents
Web
More
T
Best match
Command Prompt
App
Apps
Qt 5.3.0 for Desktop (MinGW 4.8 32 bit)
Search the web
cmd - See web results
cmd commands
cmd ipconfig
cmd prompt
cmder
cmd sfc /scannow
cmd diskpart
cmd
Command Prompt
App
Open
Run as administrator
Open file location
Pin to Start
Pin to taskbar



How to take a screenshot?

Sometimes our support team might ask you to take a screenshot of your pathping results and email it to us. Please see this link on how to take a screenshot.

Taking a screenshot

Sometimes our support team will ask you to perform a test and send us a screenshot. On a Windows computer, simply press the PrtScrn (Print Screen) button on your keyboard. Then, open your email client and start a new email. Simply click in the body of the email and press CTRL+V (or right click and select Paste). Your screenshot will be copied into your email.

When sending us a screenshot of a tests, please always ensure that the date & time the screenshot was taken is clearly visible in the image.