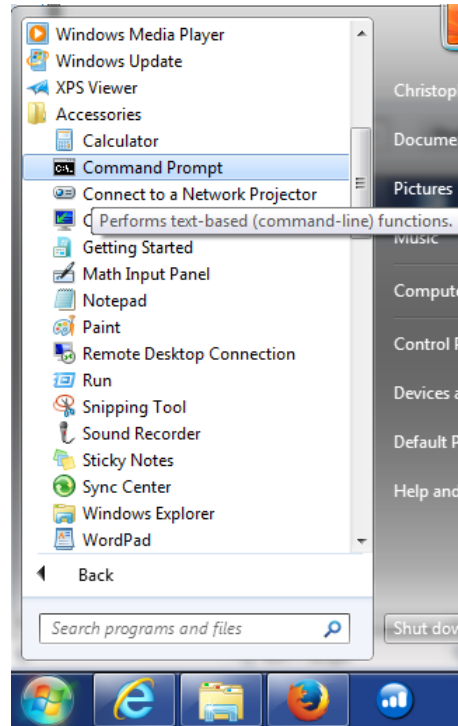


Troubleshooting your Internet connection for OEC Trader – PING Test:

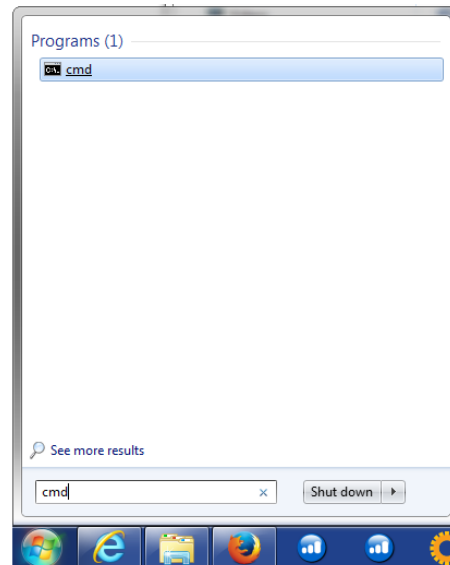
First, open the Command Prompt. In Windows 7 or Vista, follow these steps:

1. Open the Start Menu.
2. Click on **All Programs**, **Accessories**, and on **Command Prompt**. (See screenshot below)



OR

3. Open the Start Menu.
4. In the Start Menu search box area type **cmd** and press **Enter**. (See screenshot below)



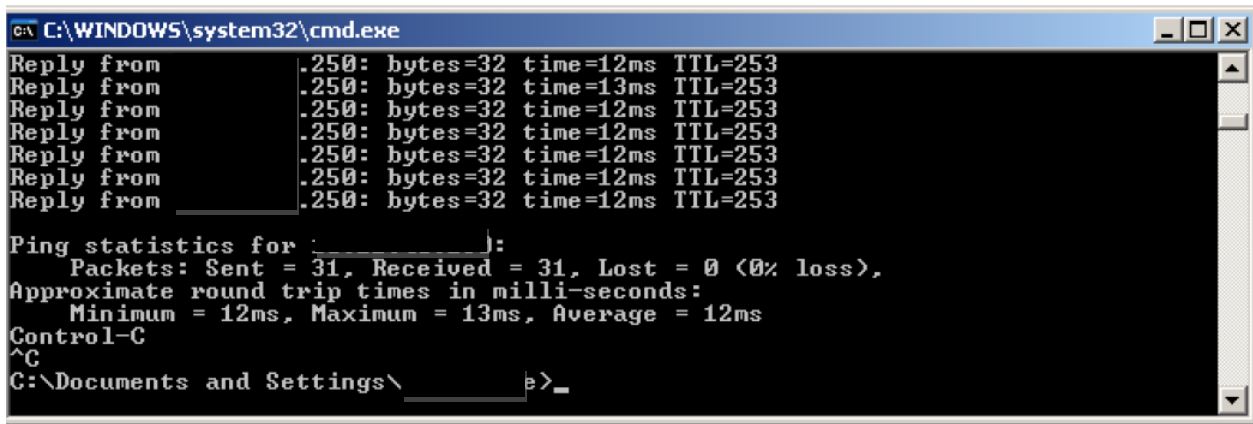
In Windows XP, click on the Start menu and go to Run... Type in CMD and hit enter.

Then, type in the following at the prompt: `ping openecry.com /t`



```
C:\WINDOWS\system32\cmd.exe
C:\Documents and Settings\...GC>ping openecry.com /t
```

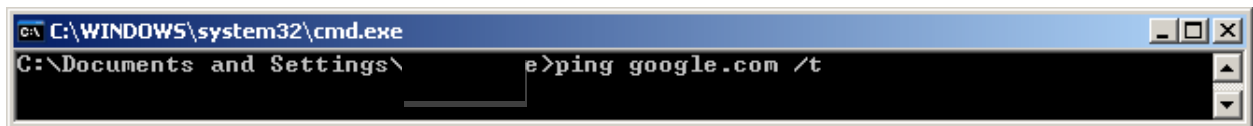
Let it run for a few minutes, then hit CTRL C, statistics will show:



```
C:\WINDOWS\system32\cmd.exe
Reply from ...: .250: bytes=32 time=12ms TTL=253
Reply from ...: .250: bytes=32 time=13ms TTL=253
Reply from ...: .250: bytes=32 time=12ms TTL=253
Reply from ...: .250: bytes=32 time=12ms TTL=253
Reply from ...: .250: bytes=32 time=12ms TTL=253
Reply from ...: .250: bytes=32 time=12ms TTL=253
Reply from ...: .250: bytes=32 time=12ms TTL=253
Ping statistics for ...:
    Packets: Sent = 31, Received = 31, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 12ms, Maximum = 13ms, Average = 12ms
Control-C
^C
C:\Documents and Settings\...>
```

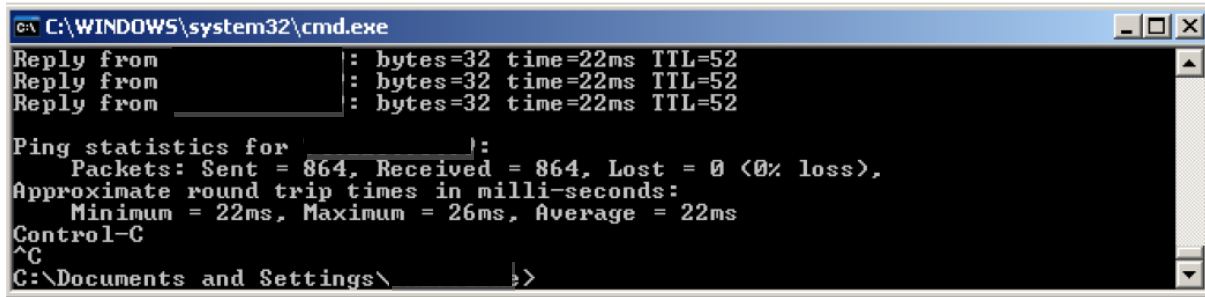
Pay attention to the min/max/avg values and the sent/received/lost values. There should be no lost packets, else data loss is occurring. Ping values between min and max should not be a wide range. If you see pings greater than 100ms, you may notice some lag. Values greater than 300ms will experience intermittent issues or jumpy movement.

Then, try pinging google.com



```
C:\WINDOWS\system32\cmd.exe
C:\Documents and Settings\...e>ping google.com /t
```

Your results, ideally, should not vary more than 30-50ms from the production server of OEC.



```
C:\WINDOWS\system32\cmd.exe
Reply from : bytes=32 time=22ms TTL=52
Reply from : bytes=32 time=22ms TTL=52
Reply from : bytes=32 time=22ms TTL=52

Ping statistics for :
    Packets: Sent = 864, Received = 864, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 22ms, Maximum = 26ms, Average = 22ms
Control-C
^C
C:\Documents and Settings\ >
```

If you notice ping values are high with Google or that you experience some packet loss, the problem lies within your computer or internet connection.

****Please try powering down your cable/DSL modem, computer, and router (if you have one), wait 30 seconds, power on the cable modem first, wait for the modem to connect to your ISP, power on your router, and then lastly, your computer.**

In remote cases, if you only see problem with the OEC server, your ISP could be having a temporary issue with making an efficient route to our data center or could have a router down with their backbone provider. A tracert command can sometimes be used to determine potential outage. You may review the following website for details:
<http://networking.ringofsaturn.com/IP/traceroutedoc.php>

If no improvement, please call your internet service provider to run some line tests, test your equipment, or check if there are any known issues with DNS routing.