Testing connectivity (MTR)

In order to see what might be affecting your connection to the server, we need to run something named "my trace route" in order to find out exactly where the connection has dropped. This will test the connection all the way from your computer to the server.

Windows - WinMTR

1. Download WinMTR from sourceforge.net/projects/winmtr/
2. Right click WinMTR and 'Run as Administrator' - Ensure you allow this program through any firewalls/anti-virus programs to access the internet.

   > Note - you may need to disable Windows Firewall entirely

3. Enter your server's IP address or hostname into the 'Host' box and click 'Start'.
4. Allow this to send approx. 1000 packets for a thorough testing, then click 'Stop'.
5. Press the 'Export as TXT' button, save this to desktop or somewhere you can find it on your computer.
6. Open the TXT file you have created and copy the results to https://pste.ch and create a URL to the log.
7. Provide the paste.creeperhost.net URL to support.

Mac

1. Install Homebrew, you can find instructions here: https://brew.sh
2. Open a terminal (Using the search function found in the top right hand corner)
3. Run `brew install mtr` - this will install the mtr software.
4. Enter the following command `sudo mtr -rwc 100 PlaceYourIPHere` (You may be asked to enter your password for your Mac. This is normal.) This will complete in approximately 100 seconds.
5. You will then want to copy and paste the results onto https://pste.ch or screenshot it and provide it to support.

*nix

1. Run this command (preferably as root) from a terminal: `mtr -rwc 100 PlaceYourIPHere`

   > If this is not found, use your distributions package manager, such as yum, apt-get or dnf, in order to install it.

2. You will then want to copy and paste the results onto https://pste.ch or screenshot it and provide it to support.