
Subject: Whoever can Diagnose my Internet Problem will get a cookie!

Posted by [snpr1101](#) on Fri, 02 Jul 2010 11:32:07 GMT

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Hi there.

Recently, my internet has been going up the shit. Instead of getting a normal 260-300ping on any renegade server; my ping now fluctuates between 263-700+.

Net stats:

1.2.

3.4.6.

5.

As you can see, the speeds vary all the time O_o. Test 5 is where it should be at.

Toggle Spoiler

Heres a ping result to jelly-server.com:

Toggle SpoilerPinging jelly-server.com [174.36.116.30] with 32 bytes of data:

Reply from 174.36.116.30: bytes=32 time=556ms TTL=109

Reply from 174.36.116.30: bytes=32 time=668ms TTL=109

Reply from 174.36.116.30: bytes=32 time=712ms TTL=109

Reply from 174.36.116.30: bytes=32 time=658ms TTL=109

Reply from 174.36.116.30: bytes=32 time=613ms TTL=109

Reply from 174.36.116.30: bytes=32 time=586ms TTL=109

Reply from 174.36.116.30: bytes=32 time=654ms TTL=109

Reply from 174.36.116.30: bytes=32 time=650ms TTL=109

Reply from 174.36.116.30: bytes=32 time=658ms TTL=109

Reply from 174.36.116.30: bytes=32 time=715ms TTL=109

Reply from 174.36.116.30: bytes=32 time=643ms TTL=109

Request timed out.

Reply from 174.36.116.30: bytes=32 time=539ms TTL=109

Reply from 174.36.116.30: bytes=32 time=445ms TTL=109

Reply from 174.36.116.30: bytes=32 time=475ms TTL=109

Reply from 174.36.116.30: bytes=32 time=477ms TTL=109

Reply from 174.36.116.30: bytes=32 time=483ms TTL=109

Reply from 174.36.116.30: bytes=32 time=482ms TTL=109

Reply from 174.36.116.30: bytes=32 time=597ms TTL=109

Reply from 174.36.116.30: bytes=32 time=717ms TTL=109

Ping statistics for 174.36.116.30:

Packets: Sent = 20, Received = 19, Lost = 1 (5% loss),

Approximate round trip times in milli-seconds:

Minimum = 445ms, Maximum = 717ms, Average = 596ms

And a tracert to jelly-server.com

Toggle Spoiler Tracing route to jelly-server.com [174.36.116.30]

over a maximum of 30 hops:

1	1 ms	1 ms	1 ms	192.168.0.1
2	57 ms	58 ms	82 ms	172.18.213.3
3	76 ms	68 ms	74 ms	172.18.70.110
4	69 ms	68 ms	74 ms	172.18.241.161
5	88 ms	38 ms	37 ms	Bundle-Ether11.cha45.Brisbane.telstra.net [203.45.53.233]
6	40 ms	44 ms	42 ms	Bundle-Ether2.cha-core4.Brisbane.telstra.net [203.50.44.13]

7 52 ms 64 ms 65 ms Pos0-4-1-0.ken-core4.Sydney.telstra.net [203.50.6.205]
8 72 ms 97 ms 57 ms Bundle-Ether1.pad-gw2.Sydney.telstra.net [203.50.6.29]
9 53 ms 66 ms 71 ms TenGigabitEthernet0/x.sydp-core02.Sydney.reach.com [203.50.13.70]
10 328 ms 252 ms 234 ms i-2-0-0.wil-core02.bx.reach.com [202.84.140.246]
11 234 ms 239 ms 242 ms i-1-2.tlot03.bi.reach.com [202.84.251.238]
12 * * * Request timed out.
13 411 ms 315 ms 280 ms po5.bbr01.eq01.dal01.networklayer.com [173.192.18.140]
14 302 ms 376 ms 330 ms po3.bbr01.sr01.dal01.networklayer.com [173.192.18.191]
15 297 ms 333 ms 306 ms po4.dar02.sr01.dal01.networklayer.com [173.192.18.181]
16 342 ms 308 ms 289 ms po2.fcr04.dal01.networklayer.com [66.228.118.218]
17 274 ms 357 ms 306 ms jelly-server.com [174.36.116.30]

Trace complete.

I can't think of any other information to provide. My ill educated guess would be to say that as D/L Rates decrease or vary, so to does the ping. The question is, why? And how do I go about fixing the problem? This occurs when I am the only person using the net; and no one is on the phone.

Any help appreciated, as I'd like to play ren without having to deal with 600 ping.

Edit: Not that I'm sure of the packet size that I usually send, but anything over 1000 gets a result like this. (100% packet loss, fark)

Toggle Spoiler

Pinging jelly-server.com [174.36.116.30] with 1500 bytes of data:

Request timed out.

Request timed out.

Request timed out.

Request timed out.

Request timed out.

Request timed out.

Request timed out.

Request timed out.

Subject: Re: Whoever can Diagnose my Internet Problem will get a cookie!

Posted by [Goztow](#) on Fri, 02 Jul 2010 11:45:53 GMT

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Contact your ISP. Such an indecent ping on speedtests will be taken seriously by them.

Subject: Re: Whoever can Diagnose my Internet Problem will get a cookie!

Posted by [Zion](#) on Fri, 02 Jul 2010 12:35:40 GMT

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Check your modem and router for heat, stand them up on their side if possible and make sure they're clear of other things.

I had a similar problem, the ISP couldn't work it out, but it was heat related. My router and modem were both overheating.

Subject: Re: Whoever can Diagnose my Internet Problem will get a cookie!

Posted by [danpaul88](#) on Fri, 02 Jul 2010 14:57:46 GMT

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How old is your modem / gateway? When my old one started acting up it was about 10 years old and when we contacted the ISP about it they said the life expectancy for them is about 4-5 years and sent a new one out in the post the next day for free. Arrived a few days later, plugged it in and all the problems were gone.

Subject: Re: Whoever can Diagnose my Internet Problem will get a cookie!

Posted by [Lone0001](#) on Fri, 02 Jul 2010 17:58:59 GMT

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next day, you must have a good isp.

Subject: Re: Whoever can Diagnose my Internet Problem will get a cookie!

Posted by [danpaul88](#) on Fri, 02 Jul 2010 19:32:24 GMT

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Virgin Media

Subject: Re: Whoever can Diagnose my Internet Problem will get a cookie!

Posted by [snpr1101](#) on Fri, 02 Jul 2010 20:31:29 GMT

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My DGN200 Netgear router is only 6 months old if that. I will try clearing it of other things and standing it on it's side. If this doesn't work, contacting ISP is the next step? Does this sound like a problem on my side, or theirs?

It is a Router/Modem. I'm only 3-4 meters away from it. My room and the Modem/Router is near the kitchen. I realise appliances can interfere with the wireless signal, but again; ping fluctuates without microwaves / blenders going.

Subject: Re: Whoever can Diagnose my Internet Problem will get a cookie!

Posted by [danpaul88](#) on Sat, 03 Jul 2010 08:38:42 GMT

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Do you have another machine to test the connection with? It could be something on your machine which is using the connection and therefore slowing down the speed tests your doing, or it could just as easily be a problem with the line.

It doesn't hurt to contact your ISP and ask them to run some tests on the line to see if they can detect any problems on their end.

Subject: Re: Whoever can Diagnose my Internet Problem will get a cookie!

Posted by [Zion](#) on Mon, 05 Jul 2010 11:20:38 GMT

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If you're 3-4 metres away from the router i would highly recommend getting an Ethernet cable to link up your computer to your router, unless there's a specific reason you're going wireless?

Subject: Re: Whoever can Diagnose my Internet Problem will get a cookie!

Posted by [snpr1101](#) on Tue, 06 Jul 2010 06:34:21 GMT

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Because stringing an ethernet cable from my room, across the walkway along the floor, next to the cat's bowl just wouldn't work; it'd piss alot of people off.

Cheers to DP and others for the help. I'll give my ISP a call.
