



Troubleshooting speed/performance issues in Accounts Hosted

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Web browser version

Ensure that you are using the latest versions of Internet Explorer, Mozilla Firefox, Google Chrome or Safari to get the best user experience out of Hosted.

Please visit <http://www.webdevelopersnotes.com/how-do-i/check-browser-version.php> on how to check browser version.

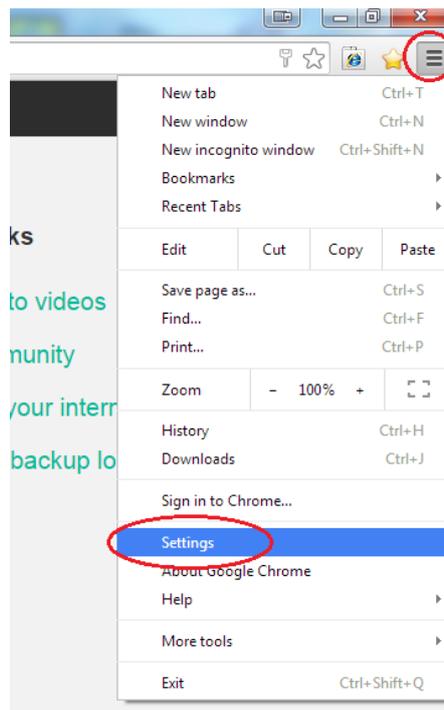
Google Chrome is currently the best performing browser as it has proved to be the most reliable in resolving most speed issues.

Note: if you are using the latest version of Google Chrome, it is recommended that you update the drivers. Please refer to <https://community.reckon.com.au/reckon/topics/a-problem-with-chrome-browser>

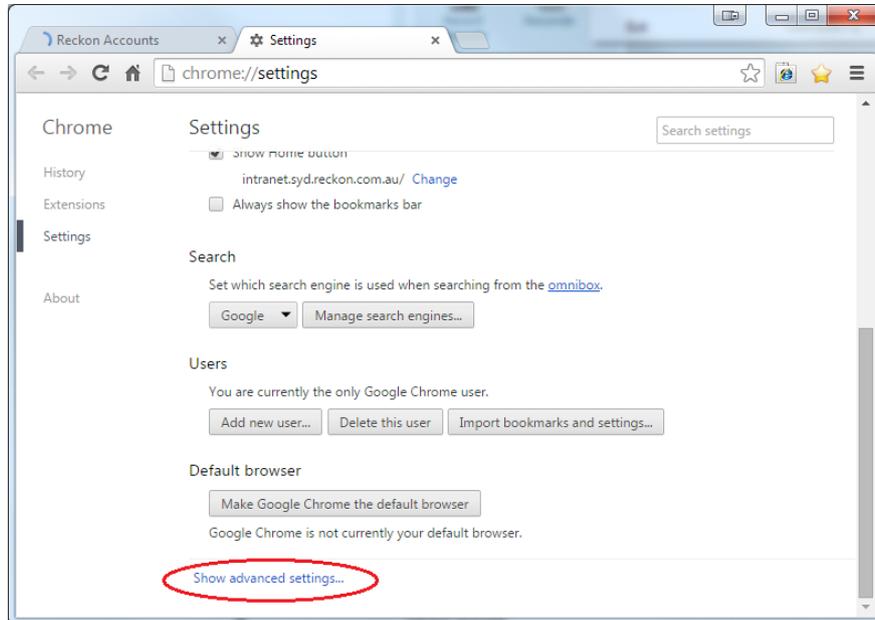
Clear browsing history/cache

In Google Chrome:

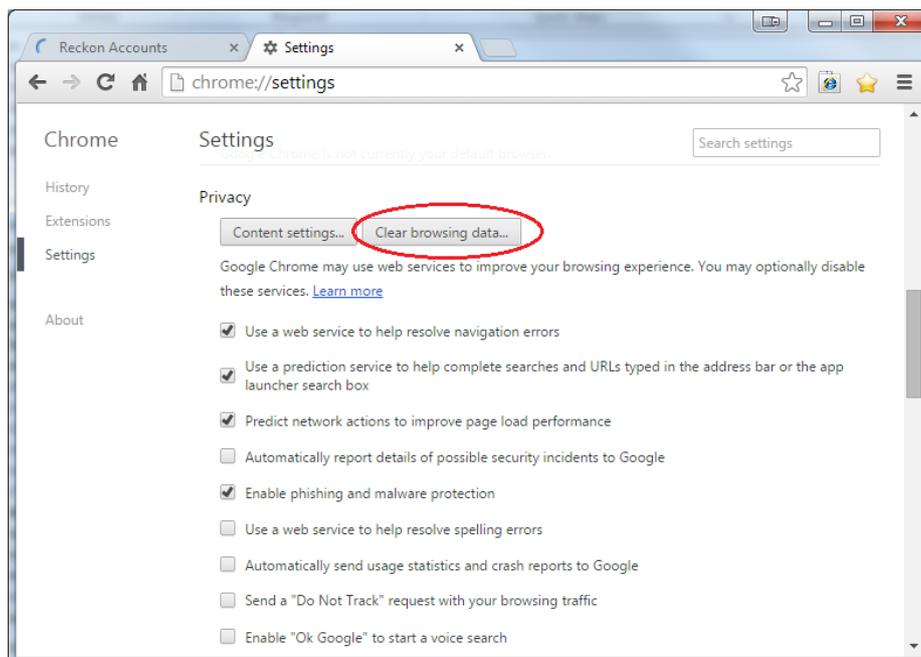
- 1) Click on the **SPANNER** icon on top right hand corner, and then **Settings**



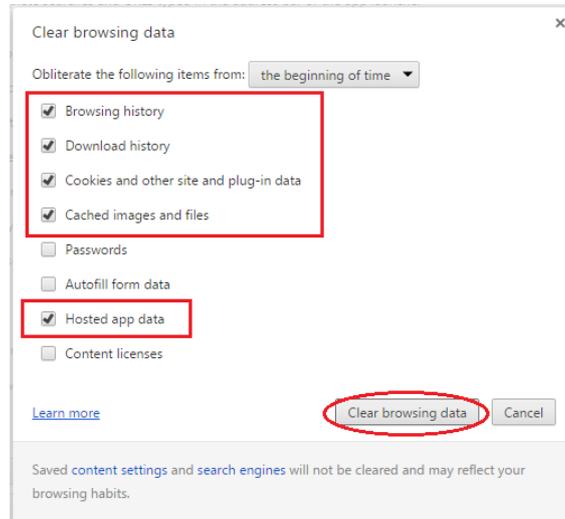
- 2) Scroll to the bottom and click on '**Show advanced settings**'



3) Then scroll further down and click on **'Clear browsing data'** under **Privacy**



4) tick the relevant boxes and click on **'Clear browsing data'**



Source: <https://community.reckon.com.au/reckon/topics/google-chrome-clearing-browsing-history>

Data file or internet connection?

To see if the slowness is coming from the data file itself or just the Hosted connection, you can create a new QBW file in Hosted and test the speed, as well as downloading your file locally and test the speed in your desktop version of Reckon Accounts Enterprise.

If the new data file is not slow in Hosted, then the issue is just purely your existing data file. If that is the case, you can always improve the performance of the file by going thru http://kb.reckon.com.au/issue_view.asp?ID=3793 on your desktop version of Reckon Accounts Enterprise.

Connection type

Check what type of internet connection you are using eg. ADSL2+, satellite, wireless

Please note that Wireless Internet are prone to signal dropouts.

It is recommended for systems to be hard wired into their routers to prevent this.

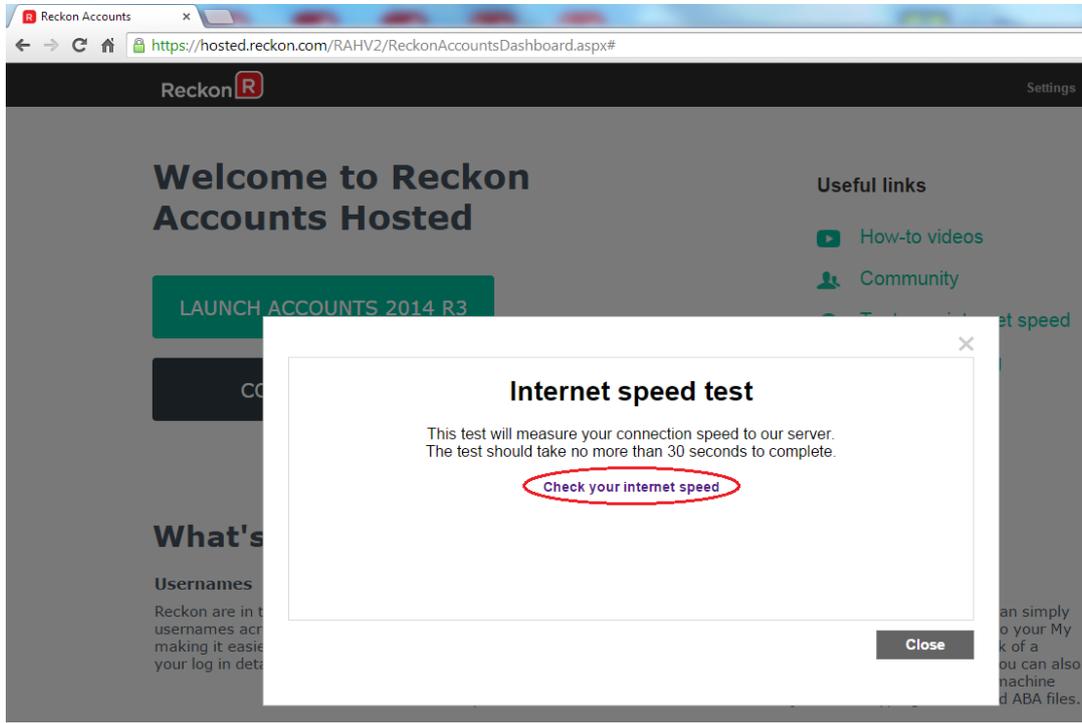
Check internet connection speed

Hosted Dashboard

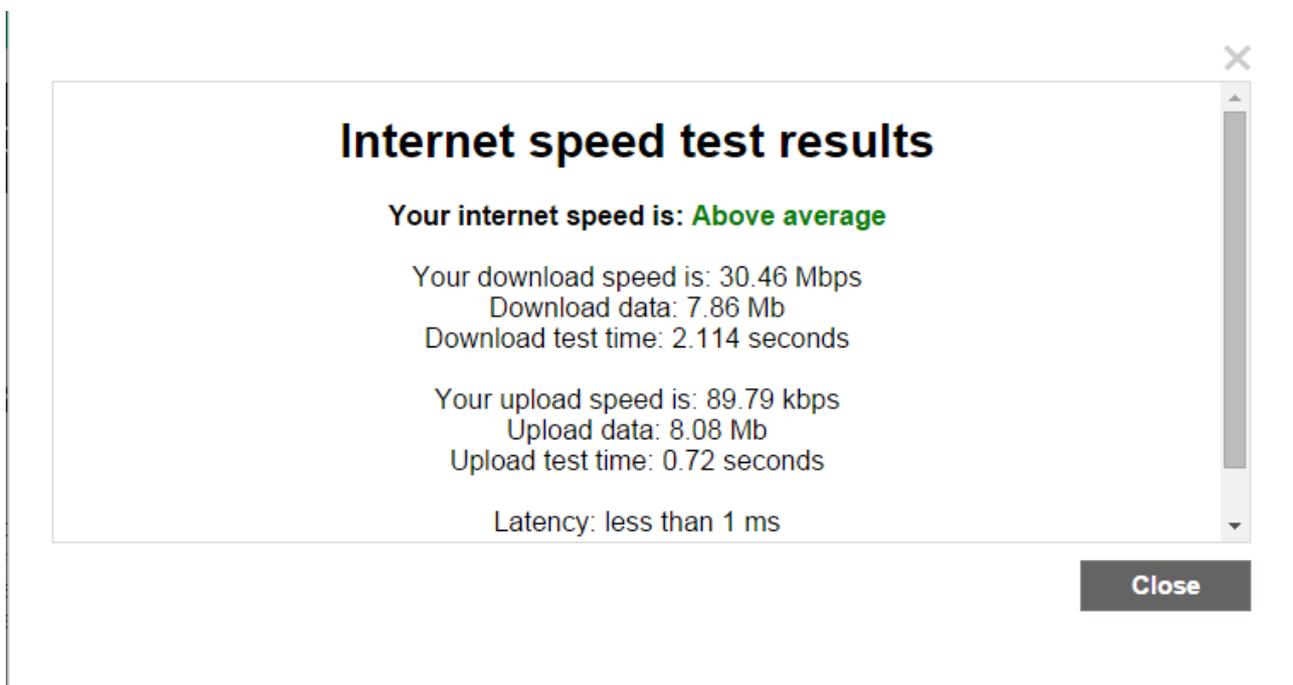
To check the internet connection speed via our Hosted Dashboard, login to Hosted, then click on **'Test your internet speed'** on the right



Then click on **'Check your internet speed'**



and it will bring up the results (afterwards)

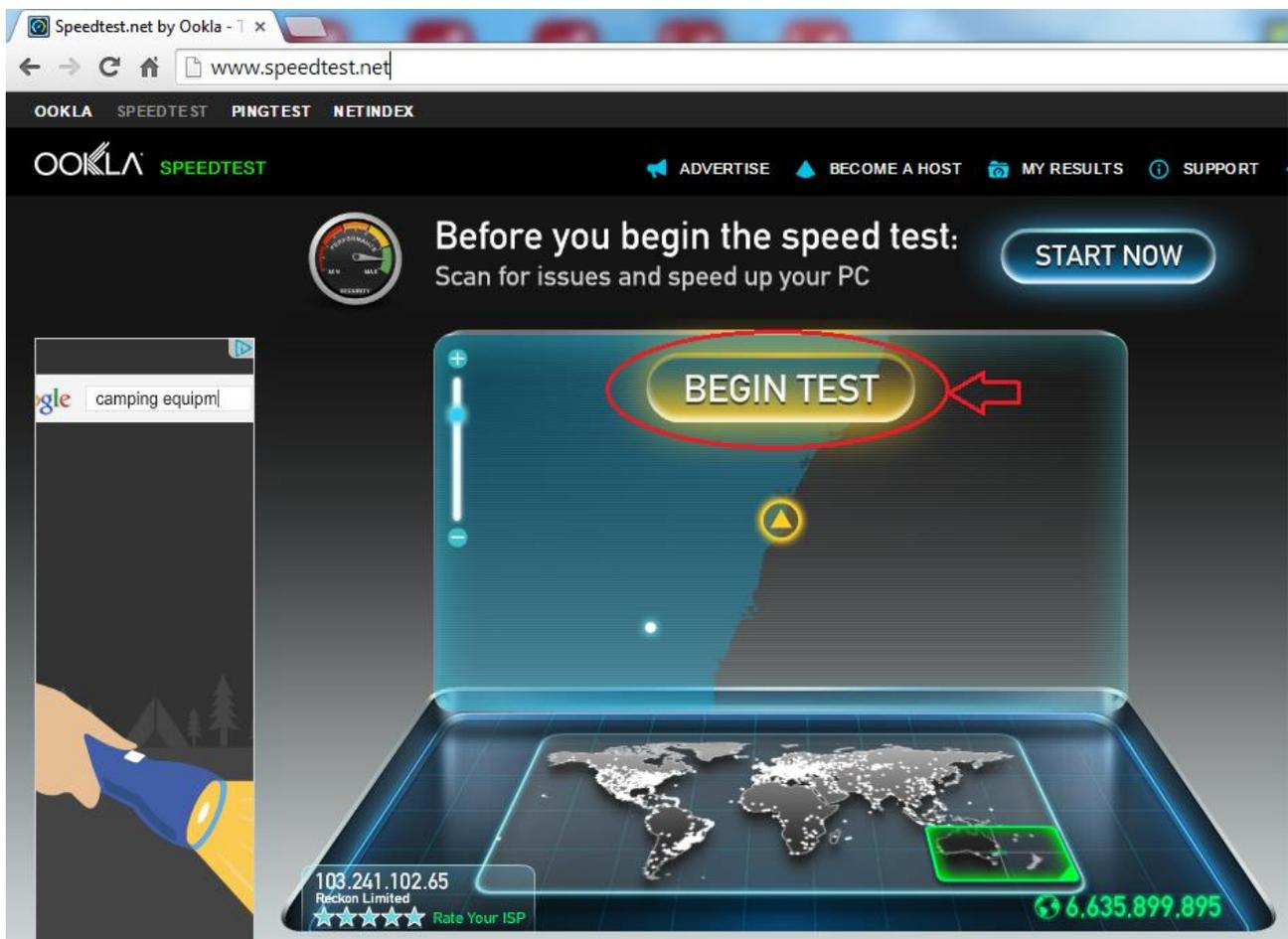


Note: if the result is 'Below Average', your internet connection is not fast enough to get the best user experience out of Hosted.

Speedtest.net

Go to: <http://www.speedtest.net/>

and click on 'BEGIN TEST'



and it will bring up the results afterwards

eg.

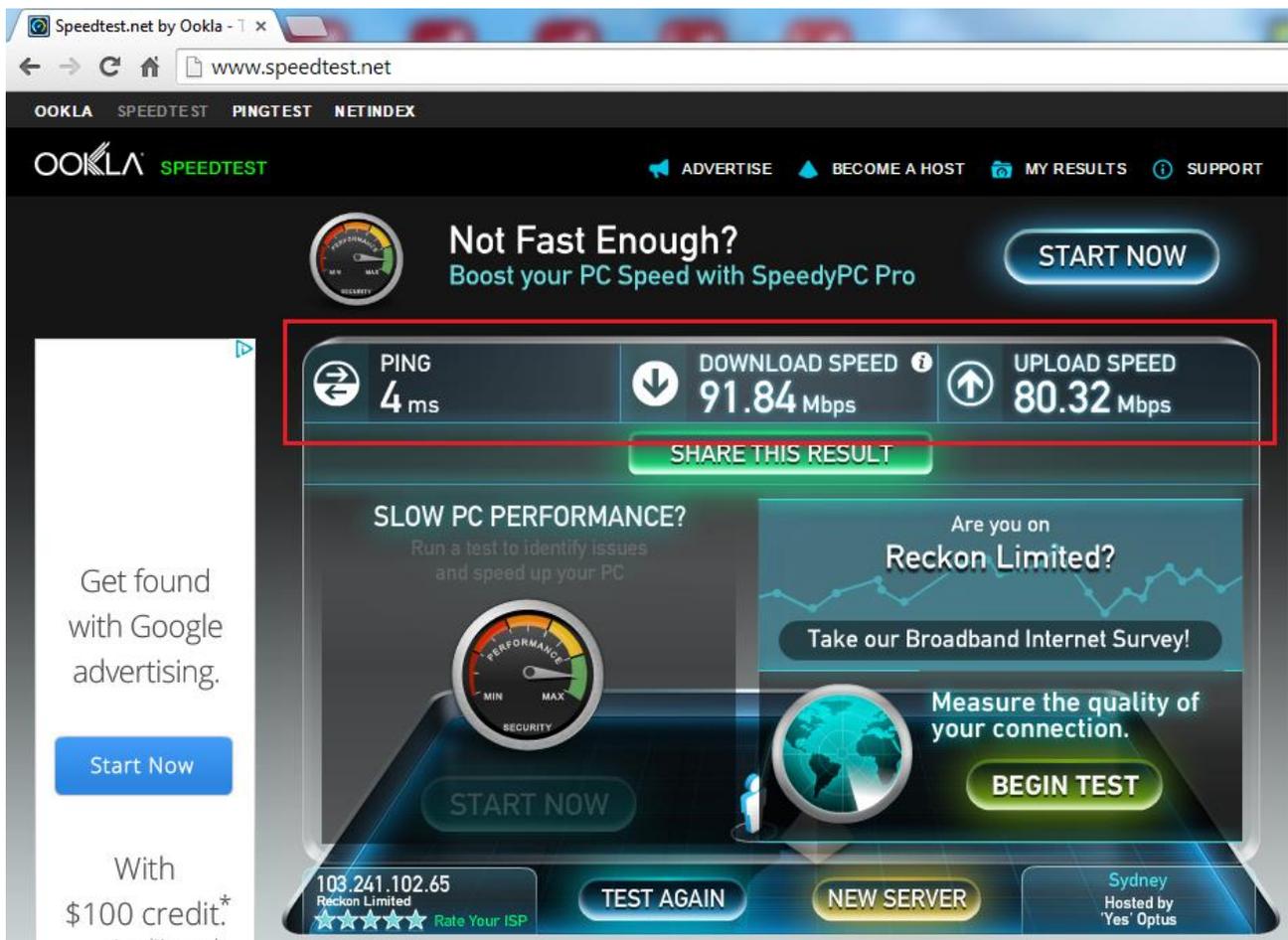
9

Disclaimer: We use our best efforts to provide you with accurate and current information to assist you. However, as the information is general and based on typical solutions it may not resolve your specific issue. The material and screen shots may be inaccurate or outdated. If you have any questions about any accountancy, taxations, superannuation or other financial related instructions, you should contact your Accountant or qualified professional advisor.

Ping = 4ms

Download Speed = 91.84 Mbps

Upload Speed = 80.32 Mbps



Speedtest.net by Ookla - 1 x
www.speedtest.net

OOKLA SPEEDTEST PINGTEST NETINDEX

OOKLA SPEEDTEST ADVERTISE BECOME A HOST MY RESULTS SUPPORT

Not Fast Enough?
Boost your PC Speed with SpeedyPC Pro

START NOW

PING 4 ms	DOWNLOAD SPEED 91.84 Mbps	UPLOAD SPEED 80.32 Mbps
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SHARE THIS RESULT

SLOW PC PERFORMANCE?
Run a test to identify issues and speed up your PC

Are you on Reckon Limited?
Take our Broadband Internet Survey!

Measure the quality of your connection.
BEGIN TEST

103.241.102.65
Reckon Limited
★★★★★ Rate Your ISP

TEST AGAIN NEW SERVER

Sydney
Hosted by
Yes Optus

Get found with Google advertising.
Start Now

With \$100 credit.*
*Conditions apply

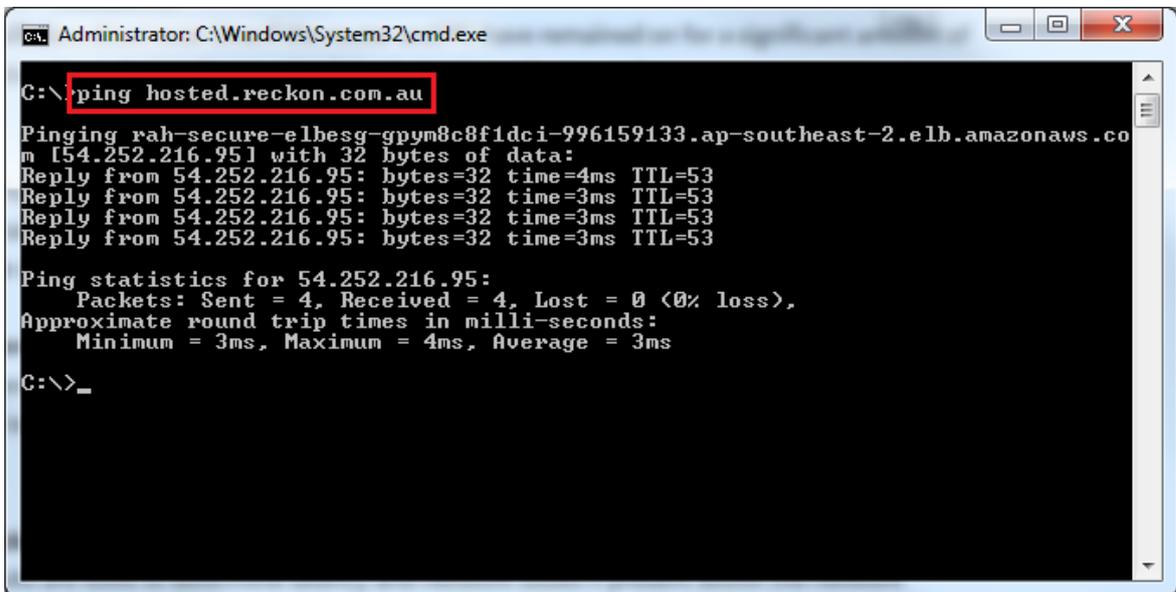
Check for network traffic (ping and trace route)

In Windows, go to: Start -> type in **cmd** to bring up the 'Command Prompt'

Ping test

The ping test indicate latency to determine if there are speed issues

That is: type in: **ping hosted.reckon.com.au**



```
Administrator: C:\Windows\System32\cmd.exe
C:\> ping hosted.reckon.com.au

Pinging rah-secure-elbesg-gpym8c8f1dci-996159133.ap-southeast-2.elb.amazonaws.com [54.252.216.95] with 32 bytes of data:
Reply from 54.252.216.95: bytes=32 time=4ms TTL=53
Reply from 54.252.216.95: bytes=32 time=3ms TTL=53
Reply from 54.252.216.95: bytes=32 time=3ms TTL=53
Reply from 54.252.216.95: bytes=32 time=3ms TTL=53

Ping statistics for 54.252.216.95:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 3ms, Maximum = 4ms, Average = 3ms

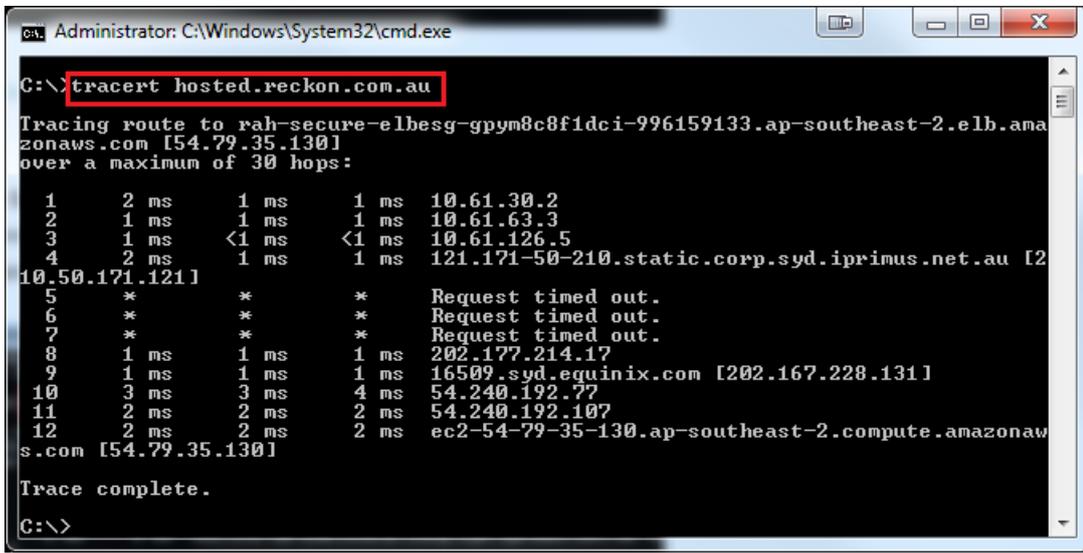
C:\>_
```

Please visit <http://www.inmotionhosting.com/support/community-support/website/how-to-read-the-results-of-a-ping-test> on how to read a ping result.

Trace Route test

The Trace Route test will determine where in the network the signal is being affected to determine which device needs attention to fix speed issues

That is: type in: **tracert hosted.reckon.com.au**



```
Administrator: C:\Windows\System32\cmd.exe
C:\> tracert hosted.reckon.com.au
Tracing route to rah-secure-elbesg-gpym8c8f1dc i-996159133.ap-southeast-2.elb.amaz
onaws.com [54.79.35.130]
over a maximum of 30 hops:
  0  0 ms  0 ms  0 ms  10.61.30.2
  1  2 ms  1 ms  1 ms  10.61.63.3
  2  1 ms  1 ms  1 ms  10.61.126.5
  3  1 ms  <1 ms  <1 ms  10.61.126.5
  4  2 ms  1 ms  1 ms  121.171-50-210.static.corp.syd.iprimus.net.au [2
10.50.171.121]
  5  *      *      *      Request timed out.
  6  *      *      *      Request timed out.
  7  *      *      *      Request timed out.
  8  1 ms  1 ms  1 ms  202.177.214.17
  9  1 ms  1 ms  1 ms  16509.syd.equinox.com [202.167.228.131]
 10  3 ms  3 ms  4 ms  54.240.192.77
 11  2 ms  2 ms  2 ms  54.240.192.107
 12  2 ms  2 ms  2 ms  ec2-54-79-35-130.ap-southeast-2.compute.amazonaw
s.com [54.79.35.130]
Trace complete.
C:\>
```

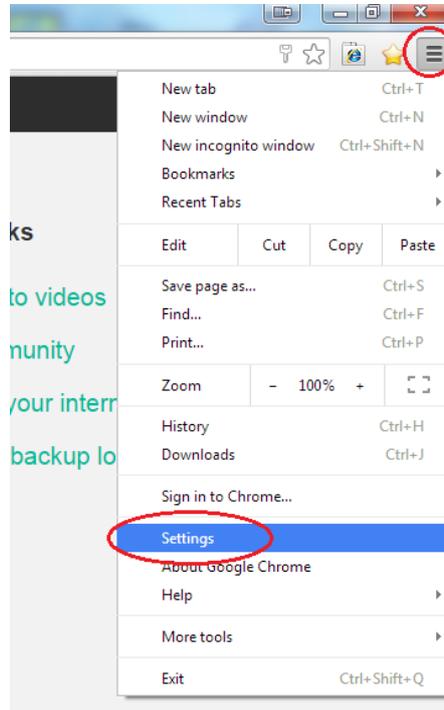
Please visit <http://www.inmotionhosting.com/support/website/how-to/read-traceroute> on on how to read a tracert result

Add our Hosted website address within browser

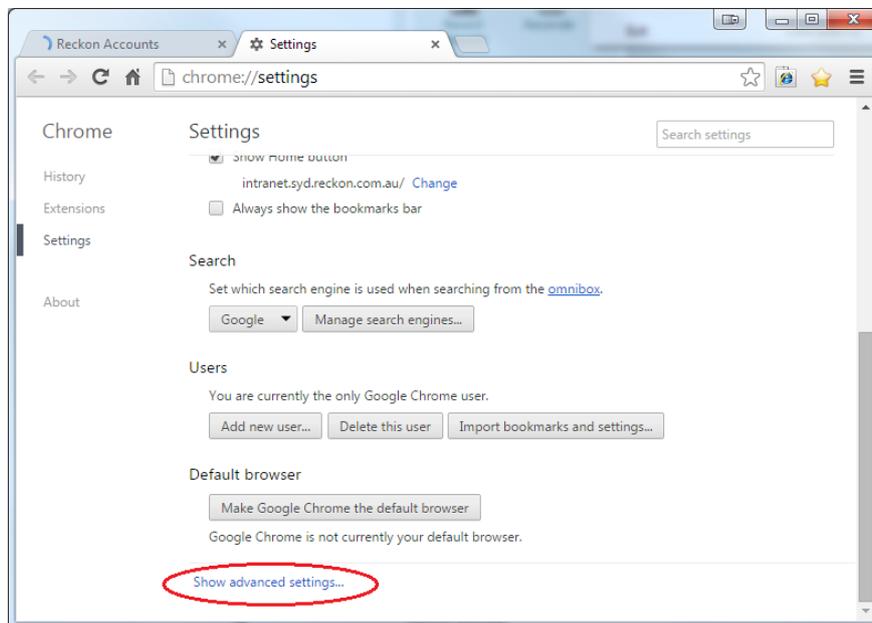
You will need to add our website <https://hostednz.reckon.com> within your web browser Content Settings.

That is, in Google Chrome:

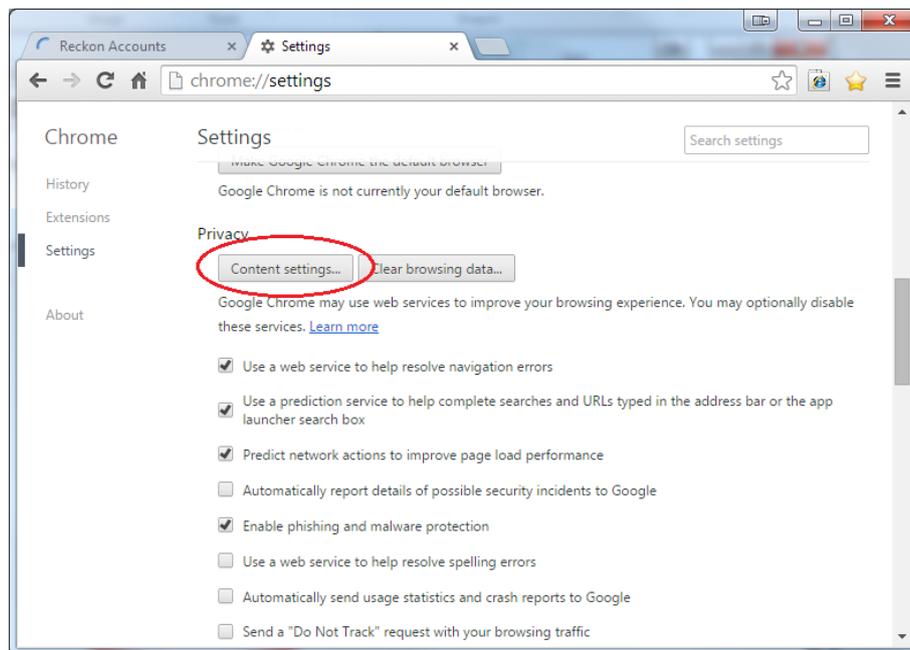
- 1) Click on the **SPANNER** icon on top right hand corner, and then **Settings**



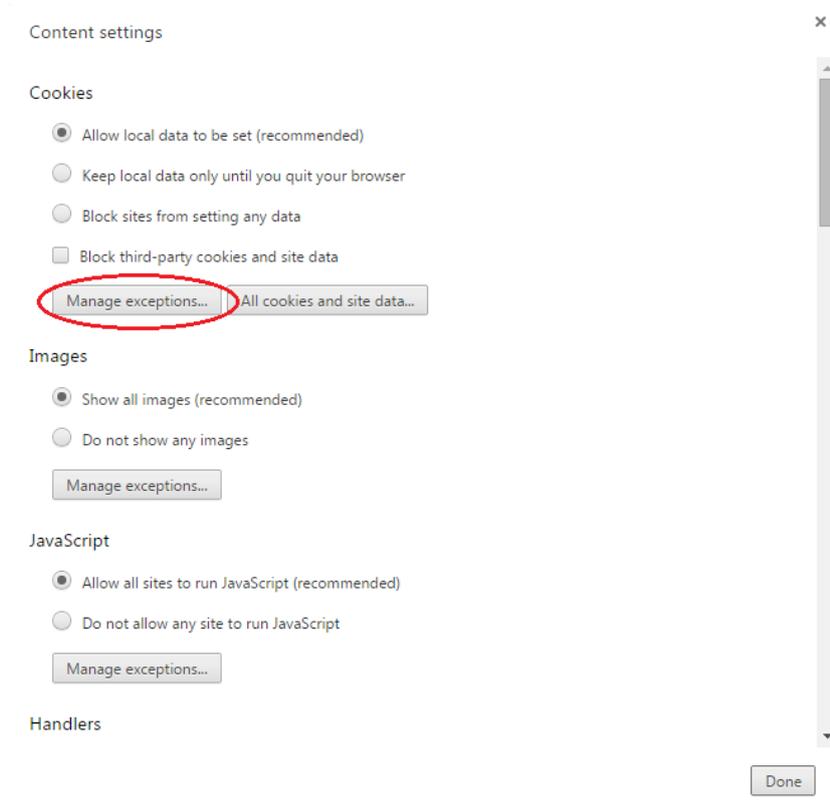
2) Scroll to the bottom and click on **'Show advanced settings'**



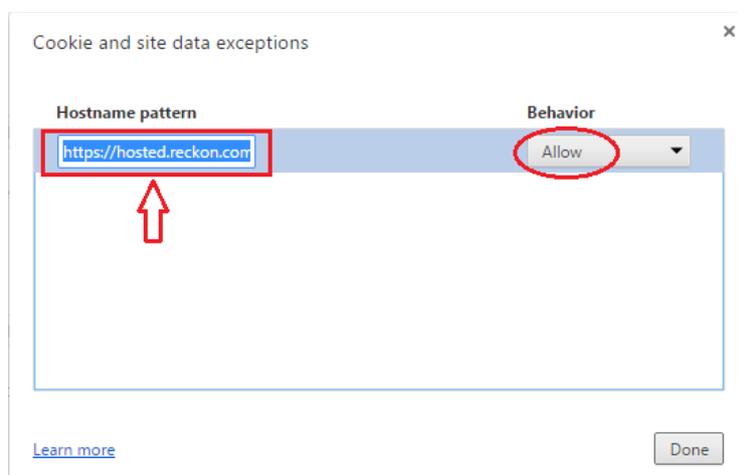
3) Then scroll further down and click on **‘Content Settings’** under **Privacy**



4) go into **‘Manage exceptions’**



5) type in <https://hostednz.reckon.com> in that field and ensure **Behaviour** is set to 'Allow'



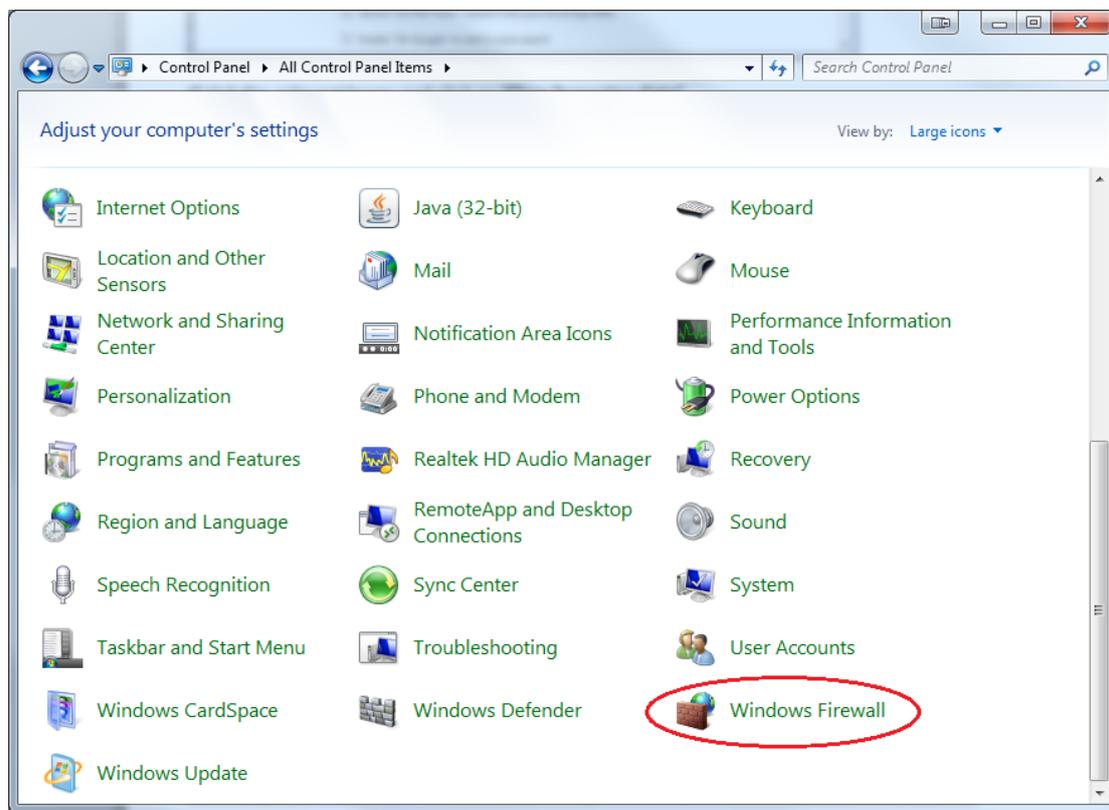
Firewall Exceptions

You will need to add the ports **443** and **3389** to the firewall exceptions for both inbound and outbound traffic in your 3rd party internet Security software and also the built-in Windows Firewall.

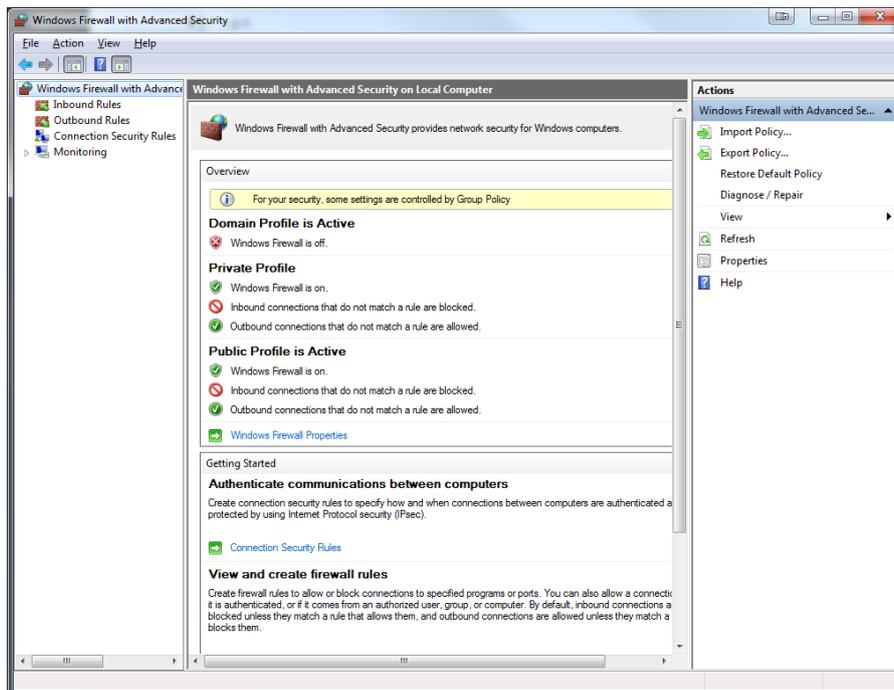
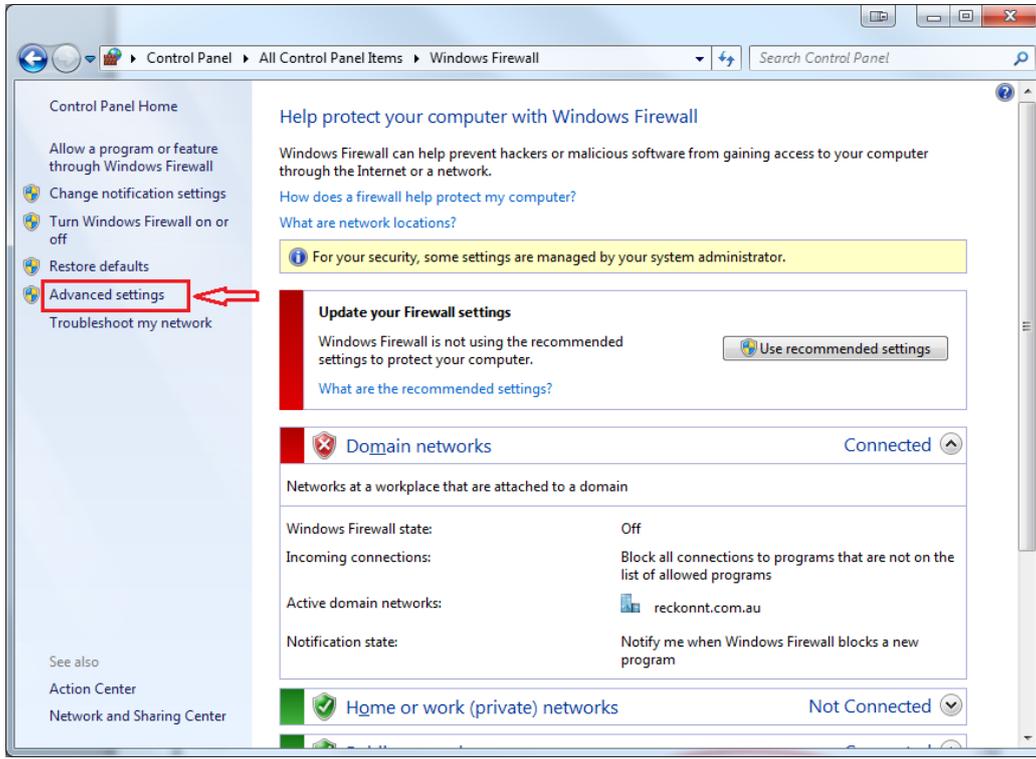
Please consult an IT Professional, if you are not familiar on how to do so in your 3rd party internet Security software (eg. Norton, McAfee, Avast).

In Windows (eg. Windows 7):

- 1) Go to: **Start -> Control Panel -> Windows Firewall**



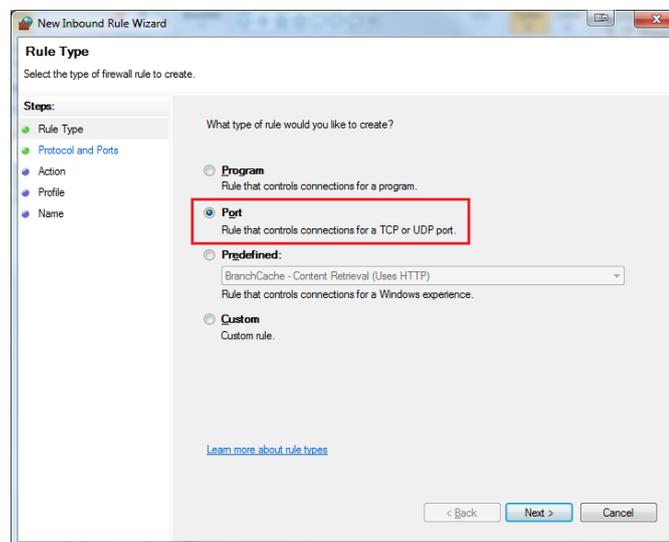
- 2) Click on '**Advanced settings**' in **Windows Firewall**



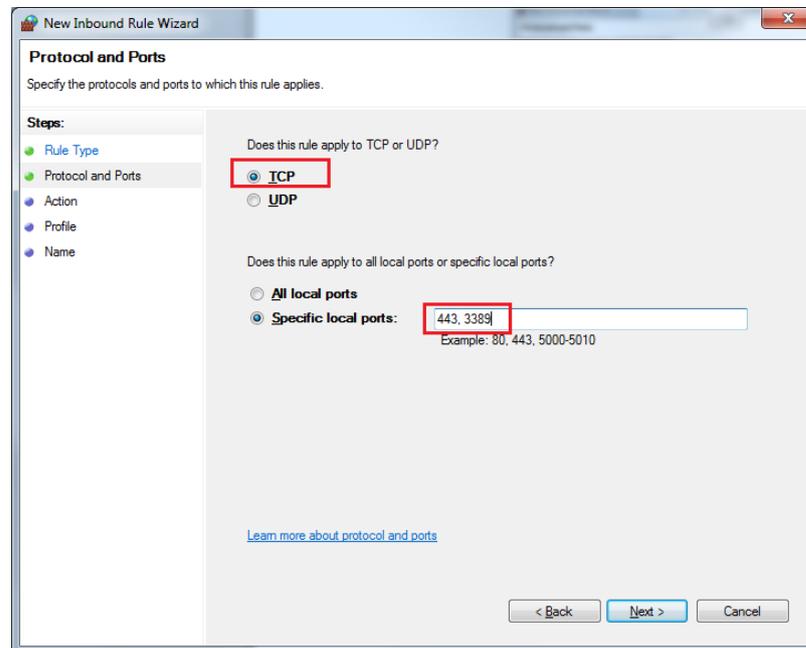
- 3) Click on **'Inbound Rules'** which is on the far left of the screen, then **'New Rule'** which is on the far right of the screen.



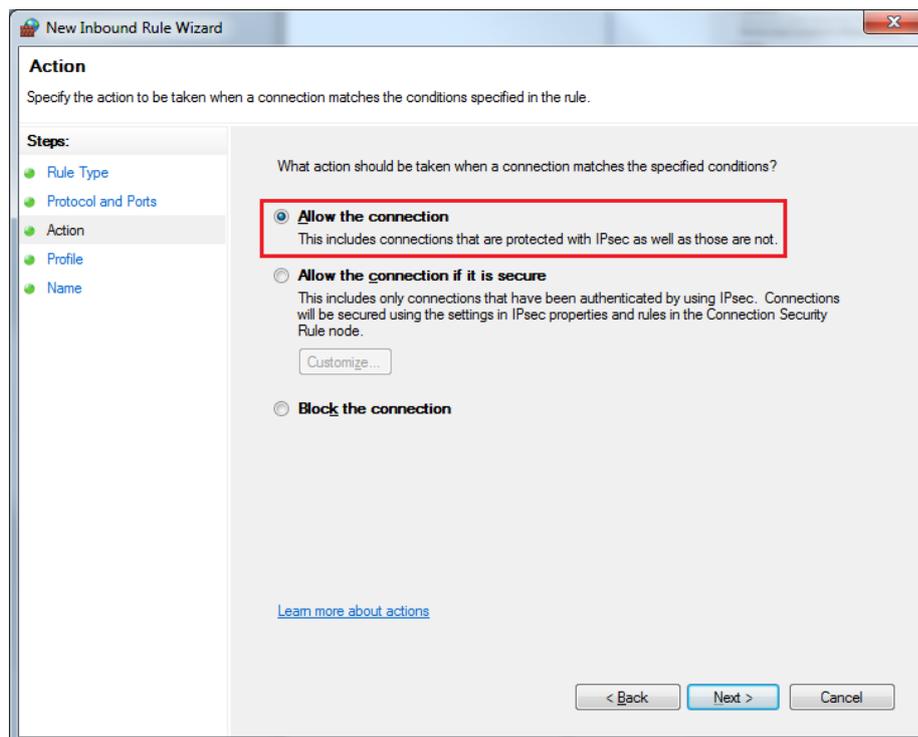
- 4) Select **Port**



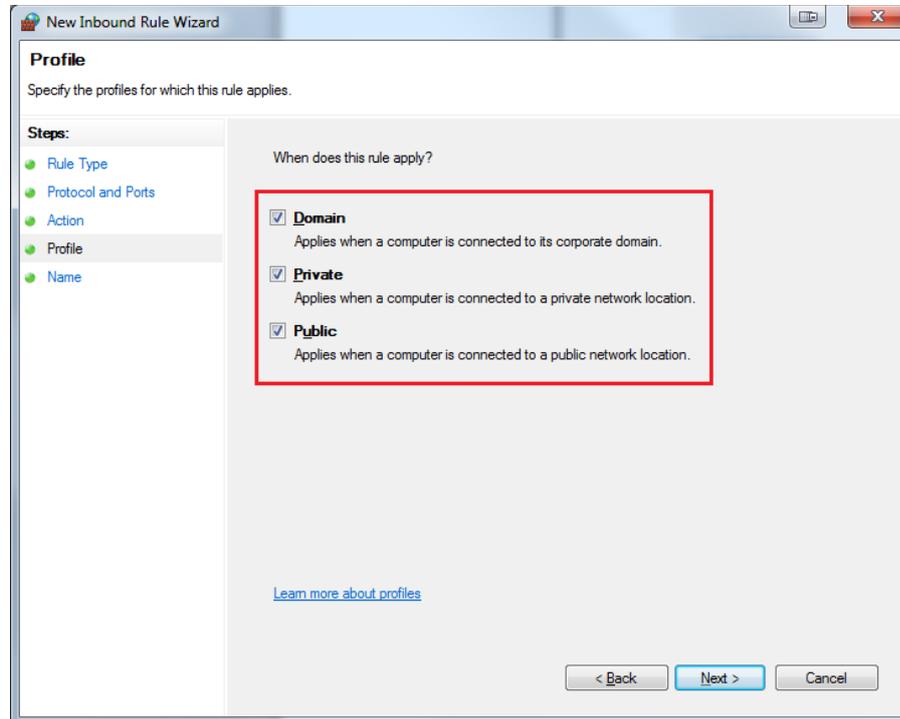
- 5) Select **TCP**, and **'Specific local ports'** and type in the port numbers **443** and **3389**



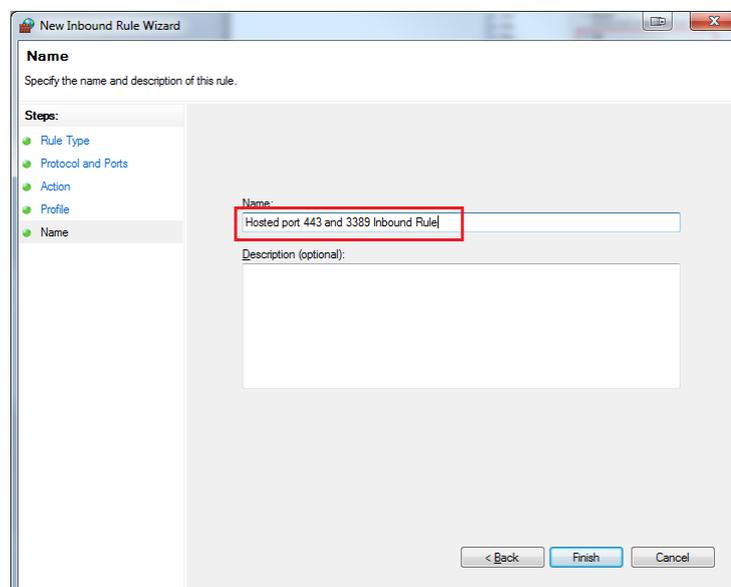
6) Choose 'Allow the connection'



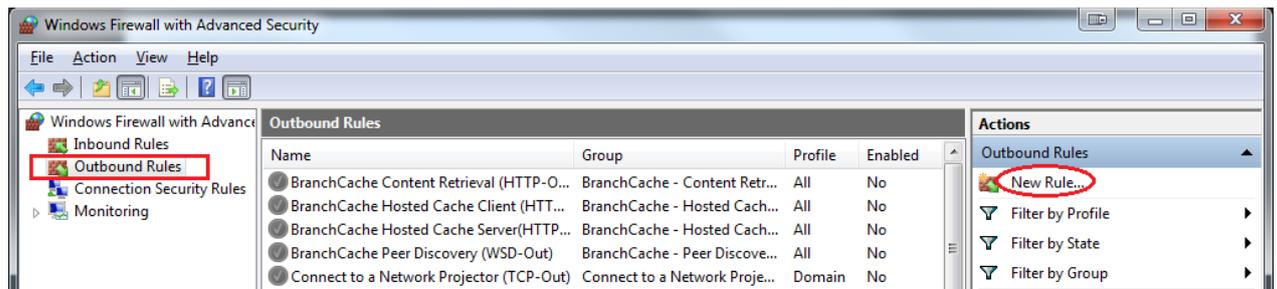
7) Make sure all 3 are ticked



8) Type in the name of this inbound rule eg. **Hosted port 443 and 3389 Inbound Rule**



You will also need to create an **Outbound** Rule exactly the same way. Go back into **Advanced Settings** and select **Outbound Rules** -> **New Rule** and repeat the same steps you did to create the inbound Rule.



Router hardware

Restart Router/PC

Bandwidth will slow down over time if the router and PC have remained on for a significant amount of time – restarting these devices has resolved clunky/Jerky performance issues.

Port Forwarding for Router

Port Forwarding for Router is the same concept as Firewall Exceptions.

You can refer to <http://www.wikihow.com/Set-Up-Port-Forwarding-on-a-Router> on how to do so.

Please consult your IT Professional if you are not able to perform this yourself.

Still slow?

If after going through all the above, and Hosted is still slow, you can answer the below 15 questions (which will be forwarded to your Product Development Team for investigation):

1) **When does the slowness/speed issue occur and the nature of it?**

eg. when creating a new invoice, it takes 30 seconds to SAVE&CLOSE, and it takes 5 minutes to bring up a P&L Report when usually it takes 10 seconds. Also, the screen hangs when doing a payrun, and have to click on outside the Hosted program, and then its fine.

2) **Connection Speed as per Dashboard**

eg. Above Average

Download Speed is 4.74Mbps

Upload Speed is 1.09Mbps

3) **Connection Speed as per www.speedtest.net**

eg. Download Speed is 8.52Mbps

Upload Speed is 1.17Mbps

4) **PC/MAC or Mobile device, and web browser used?**

eg. PC running Windows 8.1 Pro 64-bit, using Google Chrome v37

5) **QBW file size?**

eg. 456MB

6) Which version was the QBW first created on?

eg. QuickBooks Premier 2007/08 R4

7) Does it affect 1 particular QBW or all QBWs on the Q drive?

eg. it affects this QBW file only

8) Does it happen all the time or intermittent?

eg. it happens intermittent

9) If intermittent, what time of day?

eg. during midday around 12pm to 1pm

10) Can it be replicated on the same user login on the same machine with a different QBW?

eg. no

11) Running high data usage applications (i.e. Torrent or YouTube) or have multiple devices connected to the network when they encounter the slowness?

eg. no, as only the Hosted application is running and all other programs are closed

12) Userid logged is as?

eg.1210454-11

13) File in single-user or multi-user?

eg.multi-user

14) Session Host (checked by us)?

eg. Session Host is IP-0A3E2891.qbi.aust

15) connection test result (ping, tracert)?

References

For Hosted Speed Tips & Tricks, please visit:

<https://community.reckon.com.au/reckon/topics/reckon-accounts-hosted-speed-tips-tricks>