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## PC connection to server extremely slow

- **Product:** Aleph
  - **Product Version:** 20, 21, 22, 23
  - **Relevant for Installation Type:** Dedicated-Direct, Direct, Local, Total Care
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### Problem Symptoms:

PCs are \*extremely\* slow in communicating with the server (on port 6991). (10 -30 seconds when Enter is pressed on the PC.) Other PC's in the library are seeing the same problem. Connection of the web browser to the OPAC on these same PCs does \*not\* show the problem.

As this is a small site (just two users) tailing the pc\_server log showed the problem. At least 30% of the time, after the user pressed Enter, no indication of the transaction being received on the server would be seen for 10-30 seconds. (Other times, the server log would show instantaneous receipt of the transaction.)

### Cause:

Uncertain.

### Resolution:

The problem corrected itself ... somehow.

### Diagnosis:

Perform trace route tests to see where in the network the problem lies.

On Windows:

start --> run --> cmd

enter the command:

tracert <server address>

Give the output of the tracert to network staff for analysis.

Note: this was an Ex Libris Hosted site, though it would seem that the problem could also happen at a locally-hosted site.

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- **Article last edited:** 02-Mar-2016