

If your student has been experiencing "Server Disconnect" issues while taking quizzes or tests, please read this document all the way through, print it out and use it as reference. A rule of thumb is to print out your quiz or test before you click submit so that all of your answers are saved just in case you get disconnected and your work is not saved. Once you follow all the troubleshooting suggestions below, you should not experience any "server disconnects." If you do get disconnected, please email your teacher or contact our hot line support to reassign your quiz/test.

Quiz/Test disconnect troubleshooting - Lost Work

- There are several things that we need to look at here that can affect how this works.
- First, you cannot have any other webpage, tab, or browser open while doing quizzes and tests. Do not be in a state of downloading anything.
- Do not click on the back, forward, or refresh buttons at any time during a quiz or test. That will be an instant disconnect.
- When you answer questions, try clicking on the white space just outside each answer box. Don't use the tab button or click directly on the next question box. (It seems to help)
- What kind of internet do you have coming into the house? Do you use wireless or satellite? These two usually have the greatest issues. You will see greater connect and disconnect issues with these.
- Do not walk away from the quiz/test and leave it, and don't let it go into sleep modes. If the signal is lost to the server on our end for an extended period of time, it will see it as disconnected.
- Often times we can do some network connection checks on the connection between you and the server. (Ping the address, Tracert to the ip address) Timeouts and high times can show disconnects. There are many hops between your computer and the server itself, and the issue can be anywhere in between.
- If your local network tends to be very busy, bottlenecks can take place. Causing pauses and breaks in connections. Sometimes this is enough to drop a packet or lose the connection to the server.

Slow Performance and Disconnects

There are several things that can cause of slow performance and disconnects for Switched-On Online.

A) Inactivity

If the student has not done anything in the program for a while, the connection may be disconnected. The session management on our server is set to expire sessions after one hour of inactivity. The student would just need to log back in.

B) Restart Browsers

If you notice the program is getting slow, log out of it, completely close all browsers on the computer and restart the browser before logging in. If not, as long as a browser is open it gets directed to the same server every time. If a student logs off and another student logs on at the same computer without closing all browser windows, the second student gets connected to the same server as the first one. If you leave a browser window open overnight, even if it is just pointing at Google, tomorrow you get connected to the same server again.

We have many servers that are capable of serving content for each student but we have noticed that some of them are very busy, near their maximum capacity, while others are not busy at all. We suspect some people are keeping connections to certain servers and are then getting combined with other new users on the same server. If people close their browsers between logins they will get randomly assigned to one of the other servers when they re-connect. In some cases this could improve individual performance.

C) Run a Speed Test

Run an Internet Speed Tests such as (<http://speedtest.net/>) to determine you connection speeds. If the upload speed is below 300kbps and/or the download speed is below 700kbps this can cause slowness or disconnect problems with the program. If the speeds are too low, check with your internet provider to see what you can do to improve it.

D) Run a Trace Route

A trace route from your computer taken to the server and will help to determine if the problem is with the path across the internet used to get to our server or something on our end. To check in windows,

1. Click on the Start button, type RUN then hit enter (if you have Windows XP, select Run on the menu).
2. Type CMD then hit Enter.
- 3 At the prompt in the DOS window type TRACERT followed by your school's url (slavicwa.switchedonline11.com) then hit the Enter button on the keyboard.
4. It will either say 'Request timed out' or "Trace complete" when it has completed.
5. Look over the numbers in the trace route. Response times higher than 300ms could have a direct effect on performance. If the problem is within the first few hops, the issue is probably with the local network. If it occurs after that, it may be a problem with internet traffic. If the problem is with the last few it may relate to an issue with our servers.

If you think the problem is on our end, send us a copy of the the trace route.

1. Right-click on the window where it says 'C:WindowsSystem32Cmd.exe' go to Edit and select 'Select All'.
2. Right-click on the window where it says 'C:WindowsSystem32Cmd.exe' go to Edit and select 'Copy'.
3. Paste this information into an e-mail and send it to us through the Support site so we can analyze the results. [Click here](#) to send an email.

E) Internet Security Software

Settings various types of internet security software (such as antivirus or firewall programs) can interfere with Switched-On Online. The most common problem we have seen is with the Web Protection found in AVG Antivirus. To reduce the disconnects, AVG's Web Protection needs to be disabled.

1. Open AVG
2. Click on the Tools menu then on Advanced Settings
3. Click on Web Shield then Web Protection under that.
4. Take the check out of the box for Enable Web Protection then Click OK.

F) Adobe Flash problem

If the Adobe Flash player has problems it can also cause problems with Switched-On Online. Installing the newest version of Flash may correct the problem. [Click here](#) on this link to download it.

G) Try a different browser

The problem may relate a problem with your specific browser (such as a spyware infection). We have also noticed that Switched-On Online runs very quickly on version 4 of Safari and Google Chrome. You may want to try using it to see if it resolves some of the problems with performance. Be aware, the program is not tested with these browsers so there may be other issues that occur with their use.

[Click here](#) to download Safari.

[Click here](#) to download Chrome.

H) Other programs consuming bandwidth

If another program is connecting to the internet at the same, it could degrade the program's performance. Turn off all other programs that connect to the internet to see if it helps.