

Traceroute Reports

Audience: Website Administrators, Faculty/Staff

Occasionally, a SchoolFusion website may be slower to load than expected. Typically, the issue causing the slow site load can occur on the internet between your computer and SchoolFusion. After you have verified with the Site/District internal IT that it is not an internal issue, there are steps you can take to help us diagnose this problem. This process is called a Traceroute Report.

Traceroute is a program that displays the network route between two systems, listing all of connections between those two systems. This will provide SchoolFusion with information as to where the connection issues are occurring.

Please use the following directions to create a Traceroute Report that will help SchoolFusions' engineers diagnose the problem.

Starting a Traceroute:

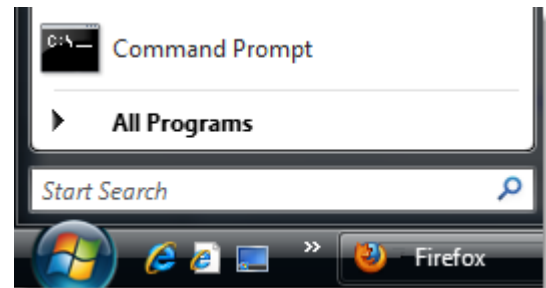
Click > Start > Click Run

Or

Click > Start > Search

Type > "cmd" > Click > Enter

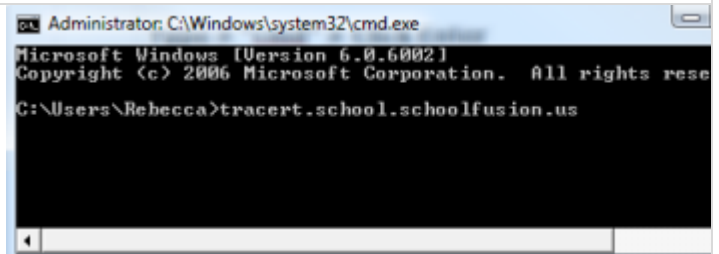
This will open up the command box.



In the Command Box

after C: Users\Name> Type > tracert school.schoolfusion.us

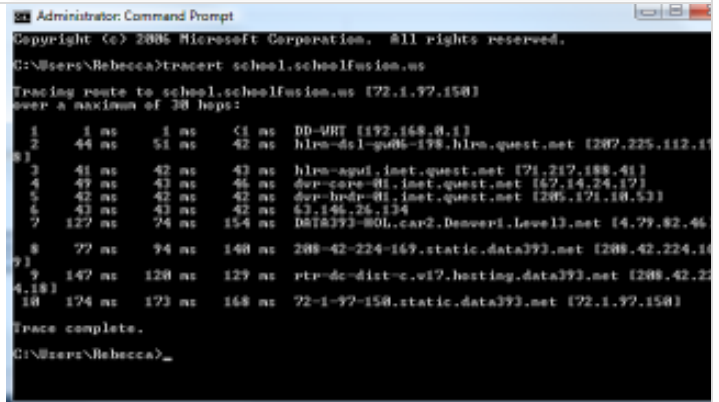
Click > Enter



Create a screen shot of the Command Window

Send the screen shot to SchoolFusion via a support ticket. Please include as much information as possible detailing what you are experiencing.

Our support team and engineers will review the information you provided, and be in contact shortly.



Notes on Total Webpage size:

The time it takes your users to load a website page is related to the page's total download size. The total download size is the sum of all the files that compose the page. These files include images & pictures, scripts, and the code of in the page itself.

A typical SchoolFusion page has a total size fewer than 100 KB. The average dial-up connection is 56.6 kbps. This user should therefore be able to download and view the page in less than 15 seconds. Once the first page has been loaded, they will be able to view subsequent pages much quicker due to their browser's cache and the Ajax technology that SchoolFusion employs.

This total download size, can increase greatly when uncompressed pictures are uploaded to the page. For example, if you upload a picture directly from your digital camera to your web page, the picture will be around 3 MB (3072 KB). On a 56.6 connection, this page would take over 8 minutes to download and view!

Therefore, we strongly encourage you to compress and shrink all pictures you upload to your web site. Most photo editing software programs offer a compression feature. We suggest that The picture should be no larger than how it will actually appear on the web page.

If your web page is a reasonable size, and you are still concerned about the time it takes to view the page, please open a support ticket, and include a Traceroute and please include as much information as possible detailing what you are experiencing.