# **Network Connection Problems**

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### Problem

You experience network connection problems, network errors or connection timeouts or just a very slow application start up when trying to use translate5.

For example Network Errors can look like:



In the very most cases this is not a problem of translate5, but of the internet or network connection to translate5.

So please follow the next steps to find more information where the problem exactly comes from.

# Possibility 1: Use the tracert tool to find the network bottleneck

Under windows start the commandline interface "cmd":



In the commandline interface just type

tracert www.translate5.net

Please replace replace www.translate5.net with the address of your translate5 instance.

The command prints something like:

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Please send the output of the tracert command to your IT administrator, to your translation PM or directly to us!

This will help in identifying the network bottleneck.

See also:

https://support.microsoft.com/de-de/help/314868/how-to-use-tracert-to-troubleshoot-tcp-ip-problems-in-windows

# Possibility 2: Use the Google Chrome Network Log

In an up to date Google Chrome browser (version 58 onwards), you can create and export a log file of the network traffic. This log file contains several details of Google Chrome's network-level events and state.

Please follow the next steps to produce such a log file:

- 1. Open a new Google Chrome browser window and browse to chrome://net-export/
- 2. In the next step you can set the detail level, private data is stripped by default
- 3. Click Start logging to disk
- 4. Provide a file name and save the file to your disk and do not close that tab
- 5. Open www.translate5.net (or your translate5 instance) in a new tab and re-create the problem
- 6. Go back to the net-export tab, click stop
- 7. Send the created log file to your IT administrator, to your translation PM or directly to us for further analysis

The new tab with the net-export should looking like this:

←	$\rightarrow$	C	ø	Chrome   chrome://net-export	☆	0	6	ø	•••	G			
				Capture Network Log									
				Start Logging to Disk									
	Click the button to start logging future network activity to a file on disk. See the Chromium website for more detailed instructions.												
				OPTIONS: This section should normally be left alone.									
				Strip private information									
				Include cookies and credentials									
				<ul> <li>Include raw bytes (will include cookies and credentials)</li> </ul>									
				Maximum log size (megabytes): 100 (Blank means unlimited).									

#### See also:

https://support.google.com/chrome/a/answer/6271171?hl=en

# Possibility 3: Making a remote desktop session

If the above generated data does not point out the problem, a remote desktop connection with teamviewer, anydesk or similar could help to find out the problem.

## Similar articles

- No connection to the server
  Problems on editing a segment or leaving a task
  Network Connection Problems