

Running MTR in Windows

MTR provides you with a continuous trace route to a destination. The results show the route taken and where any packet losses have occurred. For customers who experience packet loss issues or slow speeds this is an ideal diagnostic test to complete.

1. Download the free program from

http://winmtr.sourceforge.net/winmtr_bin.zip

2. Unzip the folder and run the .exe file presented.
3. In the 'Host' field type either a fully qualified domain name (eg www.google.co.uk) or an IP address (eg 83.170.124.4). Once entered click on the 'start' button beside it.
4. The test will start. We would advise you allow this to run for at least 5 minutes as a minimum unless instructed otherwise.
5. To stop the test click on the 'stop' button (previously the 'start' button).
6. A member of support will need to see these results. To copy them to us click on the 'copy text to clipboard' button. Make a note of the date and time you ran this test.
7. To paste the results go to the screen you would like to enter them, right mouse click and select paste. The results will be copied in text format into the email or document.

More About MTR

To learn more about MTR please visit:

[http://en.wikipedia.org/wiki/MTR_\(Software\)](http://en.wikipedia.org/wiki/MTR_(Software))