Got High Ping/Connection Issues? The Diagnostic Steps To Help Us

Hello! Having some issues playing on your favorite server due to high ping being over 150ms or connection issues like timing out or falling into the void? Follow the guide below to help us work out where the issue lies.

To start with, let's try trace routing our pathing to our DDoS provider, TCP Shield. We will use this as a baseline to diagnose the faulty connection to your home.

> A traceroute provides a map of how data on the internet travels from its source to its destination. When you connect with a website, the data you get must travel across multiple devices and networks along the way, particularly routers.

Go to https://sourceforge.net/projects/winmtr/ and download the WinMTR project. This will be very helpful in working out what the fault is.

> What we are doing is safe and your antivirus program shouldn't flag anything. As long as you follow the instructions, you won't need to worry about personal data being shared as this is all networking diagnostics which is openly available for anyone to do.

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And press Download.



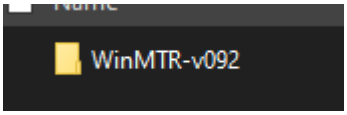
Wait for it to download.

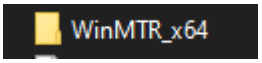


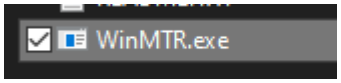
Open the ZIP file which downloads.



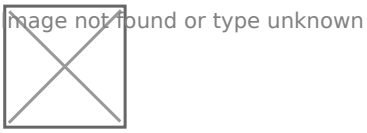
Go into these folders. and open the "WinMTR.exe" file.

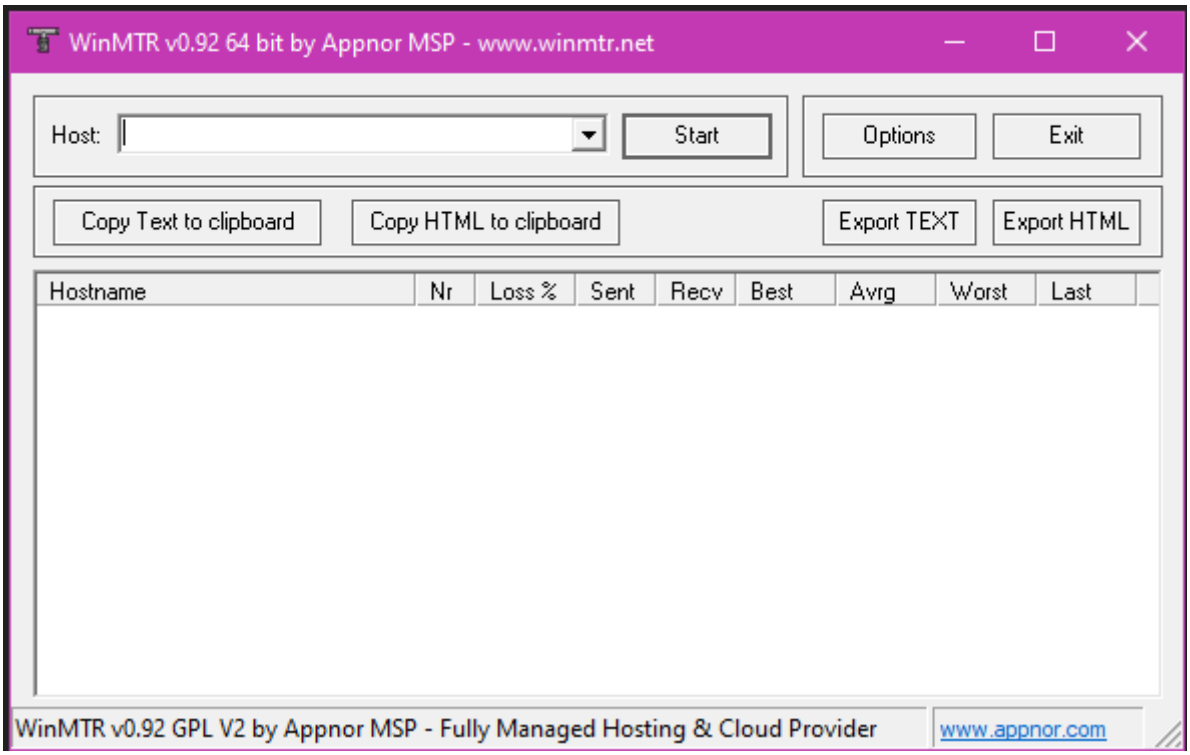




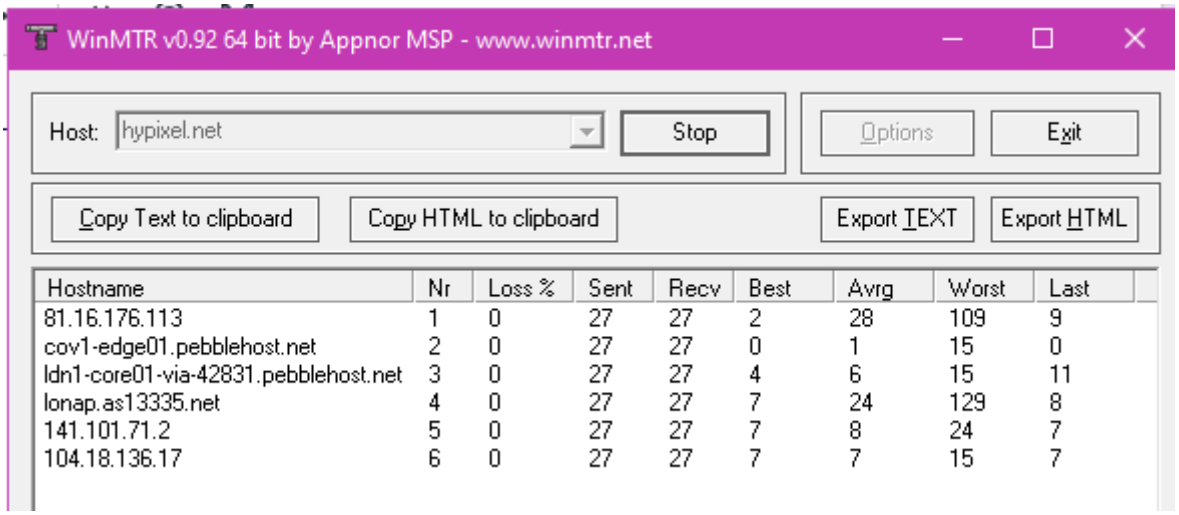


Click "Run" and wait for the below box to appear. If it doesn't, go back and run the x32 bit version of the software and run the WinMTR.exe again.





In the box in the top left, you have "Host:", pop in that box with the servers joining domain. For example, "**hypixel.net**", "**play.jasmeow.systems**", etc.



Leave this to run for about a minute or when the *Sent* number reaches about 100. This will help us diagnose and get more information about how you *travel* through the internet and reaching your MC server. Press "Stop" and you will see something similar to the below:

WinMTR statistics

Host	%	Sent	Recv	Best	Avrg	Wrst	Last
81.16.176.113 -	0	105	105	1	25	491	491
37.230.138.145 -	64	30	11	0	0	0	0
45.143.196.26 -	0	105	105	4	5	44	5
195.66.231.9 -	0	105	105	5	5	5	5
po10.lon-thn-bb1.globalsecurelayer.com -	0	105	105	73	73	73	73
e52.nyc-eqxny2-bb1.globalsecurelayer.com -	0	105	105	73	73	74	73
e59.ash-eqxdc10-bb3.globalsecurelayer.com -	0	105	105	76	76	77	76
e52.ash-eqxdc10-cr2.globalsecurelayer.com -	0	105	105	76	76	77	76
po2.ash-eqxdc10-sw4.globalsecurelayer.com -	0	105	105	78	78	79	78
31.25.11.126 -	0	105	105	76	76	77	76

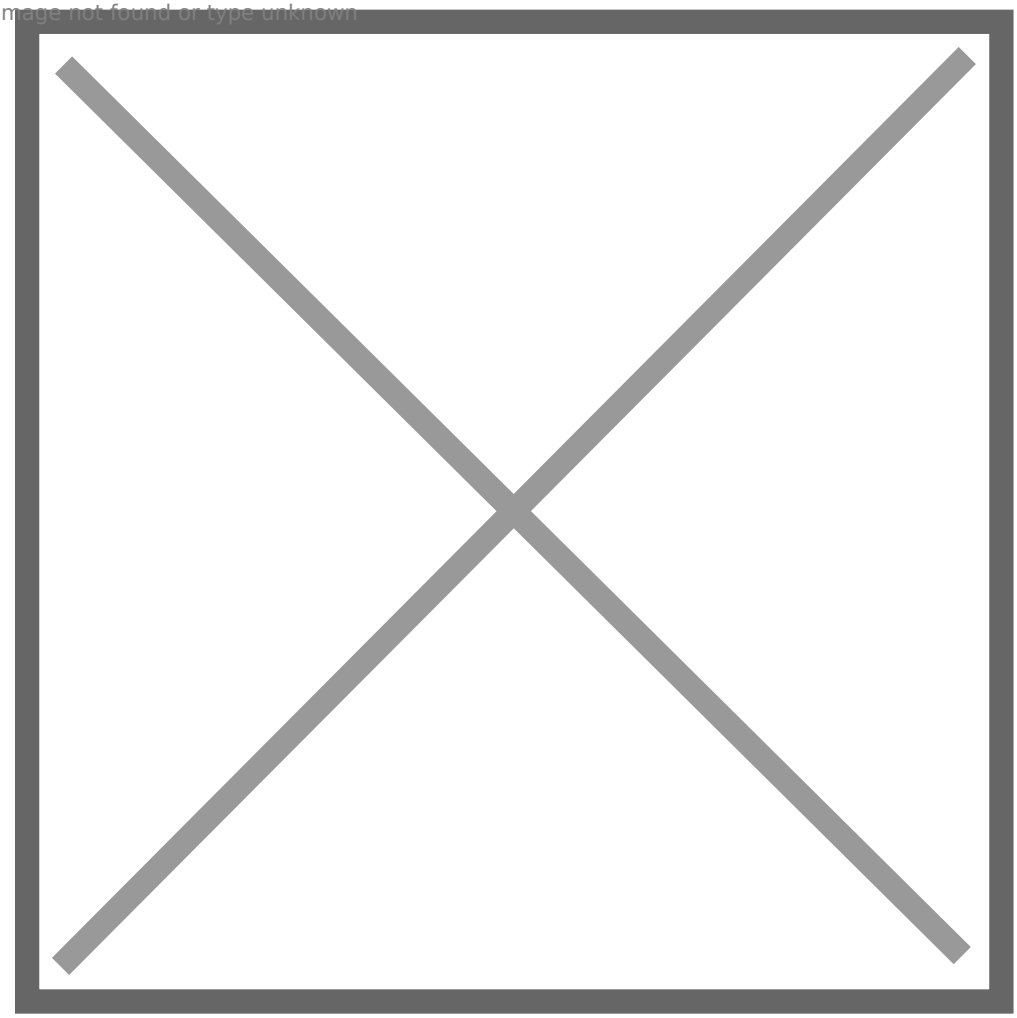
WinMTR v0.92 GPL V2 by Appnor MSP - Fully Managed Hosting & Cloud Provider

Along the top, there's a button called "Copy Text to clipboard". Click this and paste it into your ticket with the staff member/directly with the Jasmeow.Systems team.



Finally, go to https://ifconfig.me/ and state your IP address. This will be extremely helpful in seeing if a provider is blocking you from accessing the MC network you want to join.

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This should be all for now. If you need to do anything else, we will let you know.

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