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### SCENARIO

The customer called Comsift Technical Support, complaining about slow upload speeds. The ComSifter had been running without incident for four (4) years. The customer had recently upgraded their Internet connection from a very slow 6 Mbps download/0.5 Mbps upload to a much faster 20 Mbps download/4 Mbps upload.

After the upgrade, the customer's users complained that they saw no difference in browsing performance.

When the customer ran speed tests, they were seeing download speeds nowhere near the 20 Mbps and a significantly slower upload speed of 0.4 Mbps.

### RESOLUTION

After reviewing the ComSifter configuration files, it was discovered that four (4) years ago the ComSifter had been properly configured to use QOS (Network > QOS). When configuring QOS, the local administrator must manually enter the Internet upload speed. The ComSifter then uses that number to calculate various speeds used in QOS.

In this case, the customer did not realize that QOS had been previously set and subsequently did not change to the values of the new service. Upon disabling QOS, the customer's speed tests immediately showed expected download and upload speeds.

### SUMMARY

This TSB is a reminder that if the local Internet service has been upgraded to a faster service—and if QOS has been enabled on the ComSifter—it is essential to modify the values in QOS to reflect the new speeds (or disable QOS).