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What is an MTR test, and how do I run one?

Travis - 2021-10-29 - Speed

Sometimes, speed issues can be caused by latency or a bad hop on the route to the server you are connecting to, or the site you are trying to visit. The best way to determine this is with an MTR test.

An MTR test is a broad-spectrum diagnostic that can identify where connections are failing, and may identify what's causing your connection to fail. Please note that MTR tests can only be run on Windows, MacOS, or Linux. However, as the test being done is to assess your network, not specific devices, the device used to run the test is not relevant to the result. Also, please ensure you run the test while using the specific ISP network that is at issue.

Windows:

Step 1: Download MTR Software

You can download the MTR software from here:

- <https://sourceforge.net/projects/winmtr/>

(*General Disclaimer: Use of this application, or any applications made by 3rd party developers, are at your own discretion and liability*)

Step 2: Hostname

Once the MTR Software has been installed. Open the software and Under "Hostname", enter the server or site you want to run the test for (e.g us-east.privateinternetaccess.com, www.google.com, etc.)

Step 3: Run MTR Tests

Please run each MTR test for 100 cycles (just stop it when you see the count reach 100+ in the Sent column). Here are the tests we need you to run:

1. WITHOUT the VPN active, to www.google.com
2. WITHOUT the VPN active, to whichever VPN server you have been trying to connect to. You can locate the hostname by opening the [OpenVPN configuration files](#) as a text document and reviewing the content of the line that starts with the word **remote**. (for example: us-east.privateinternetaccess.com)
3. WITH the VPN active, to www.google.com

Step 4: Send Test Results

Once you have completed all three tests, save each test as a separate text file; label each test accordingly (e.g. To Google, VPN OFF, etc.) and attach them to your support ticket.

MacOS:

Step 1: Disconnect

Ensure that you have Disconnected from the VPN by right- clicking the application Icon or by selecting the power button within the Application main menu

Step 2: Terminal

you will need to open the Terminal. To open the Terminal you will need to go into your Applications folder and locate the Utilities folder.

Step 3: First Command

Within the Terminal window enter the following command:

```
sudo /usr/local/sbin/mtr www.google.com
```

Step 4: Run MTR Test

Run the MTR test for 100 cycles (Press "P" to pause when you see the count reach 100+ in the Snt column)

Step 5: Screen Shot

On your keyboard, press Command + Shift + 4 and then release all keys. This will take a screenshot of the results and save it on your desktop

Step 6: Second Command

Enter this command at the prompt:

```
'sudo /usr/local/sbin/mtr us-east.privateinternetaccess.com'
```

However, replace us-east.privateinternetaccess.com with the server you prefer to connect to. You can locate the hostname by opening the [OpenVPN configuration files](#) as a text document and reviewing the content of the line that starts with the word **remote**.

Step 7: Screen Shot

As you did with the First Test take a screenshot of this test result

Step 8: Connect

Right-click the application or select the power button within the application and Connect the VPN

Step 9: Third Command

Enter this command at the prompt:

```
sudo /usr/local/sbin/mtr www.google.com
```

Step 10: Screen Shot

Take a screenshot of this test result

Step 11: Send Test

Label each screenshot accordingly (e.g. To Google VPN OFF, etc.) and then attach them to your Support Ticket.

Linux:

If you are using Linux, the MTR utility is built in to many builds, and can be accessed through the Terminal.

Step 1: Terminal

Open the Terminal,

Step 2: Command

Within the Terminal window enter the following command:

```
`mtr <thenameoftheserveryouneedtotest>`
```

(for example: `mtr us-east.privateinternetaccess.com`)

If the MTR utility is not available for your version of Linux, you can try using this command instead:

```
`pathping -n google.ca`
```

```
`pathping -n us-east.privateinternetaccess.com`
```

Step 3: Run MTR Test

Once the MTR test begins, in order to copy the results, press the 'P' key on your keyboard to pause the test. You will then be able to copy the results. If you need to start the test again, press the spacebar.

If you are experiencing issues or have questions regarding the above steps please contact our support [here](#).

Tags

MTR Test