

# Troubleshoot Slow Connections on the RV016, RV042, RV042G and RV082 VPN Routers

## Objective

Slow connections are due to different reasons such as technical issues with the ISP (Internet Service Provider), weather conditions, LAN connection problems, and many more. This article guides you through a series of steps in order to solve this issue, especially with MTU (Maximum Transfer Unit) on the RV016, RV042, RV042G and RV082 VPN Routers.

## Applicable Devices

- RV016
- RV042
- RV042G
- RV082

## Software Version

- v4.2.1.02

## Troubleshoot Slow Connections

Once you determine that all the components in the network are configured properly, but the slow connection persists, you have to manually setup the MTU (Maximum Transmission Unit) size on the RV wired router.

There are several reasons for a slow connection behind the router. Before you troubleshoot the RV wired router, attempt these steps to see if the problem is solved.

Step 1. Contact your ISP (Internet Service Provider) to verify the bandwidth capabilities of your connection.

Step 2. Check if the LAN cards of the devices attached to the network are properly configured.

Step 3. Perform connectivity tests such as DNS lookup and Ping. See *Connectivity Diagnostic Test On RV016 RV042 RV042G RV082 VPN Routers*.

Step 4. Run antivirus programs to detect any spyware/malware or viruses that might slow down the speed of your network.

## MTU Manual Setup

The MTU function is to set the parameters for maximum data transmission. This value must be set accordingly to the network topology, in order to take full advantage of the bandwidth available. To Enable MTU manually, first contact your ISP to find out the proper MTU size.

The next steps guide through the implementation of MTU on the RV Wired Routers Series.

Step 1. Log in to the web configuration utility and choose **Setup > Network**. The *Network* page opens:

**Network**

Host Name :  (Required by some ISPs)

Domain Name :  (Required by some ISPs)

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**IP Mode**

Mode	WAN	LAN
<input checked="" type="radio"/> IPv4 Only	IPv4	IPv4
<input type="radio"/> Dual-Stack IP	IPv4 and IPv6	IPv4 and IPv6

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**LAN Setting**

MAC Address : AB:CD:EF:AB:CD:EF



Device IP Address :

Subnet Mask :

Multiple Subnet :  Enable

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**WAN Setting**

Interface	Connection Type	Configuration
WAN1	Obtain an IP automatically	
WAN2	Obtain an IP automatically	

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**DMZ Setting**

Enable DMZ

Step 2. Click the **Edit** icon for the WAN that is connected to the ISP in the WAN Setting area. The *Network* page re-opens with new fields.

The screenshot shows a 'Network' configuration window titled 'Edit WAN Connection'. The interface is 'WAN1'. The 'WAN Connection Type' is set to 'Obtain an IP automatically'. There is an unchecked checkbox for 'Use the Following DNS Server Address'. The 'DNS Server (Required) 1' and '2' fields both contain '0.0.0.0'. The 'MTU' section has two radio buttons: 'Auto' (which is selected) and 'Manual' (with a value of '1500' bytes). At the bottom are 'Save' and 'Cancel' buttons.

Step 3. In the MTU field, click the **Manual** radio button. By default it is chosen as **Auto**. **Auto** is used to detect MTU size automatically. **Manual** is used to enter the MTU size based on the ISP.

This screenshot is identical to the previous one, but the 'Manual' radio button is now selected. The '1500' value in the 'Manual' field is circled in red. The 'Auto' radio button is now unselected.

Step 4. In the **Manual** field, enter the proper MTU size.

Step 5. Click **Save** to save the changes made to the MTU size.