
Access from China

Posted by ken0324 - 2008/03/13 09:17

I am testing Go Global with some users in China to my server in New Jersey. They are saying that when they enter the server address and press connect it takes 20 seconds for the login window to appear. They enter their information and it then takes a similar amount of time for the window with the application on it. It then takes 10-15 seconds to launch the application. Is this what should be expected given where they are connecting from?

Thanks

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Re: Access from China

Posted by Erik - 2008/03/13 09:47

The performance depends on many factors such as actual bandwidth, application behavior and Server options. Generally speaking, the initial connection & startup will take longer while the session is being initialized. Likewise you'll see a slight performance hit when using SSL over the connection.

If you are mapping a number of printers or Client drives then the initial delay may be longer. For test purposes, try turning off all Server Options (in the Cluster Manager). The default installation settings are optimal.

Determine the actual bandwidth & latency. Open a command window and ping between the server and client (outside of GO-Global). The round trip network latency should be ≤ 300 ms.

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