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Performa & TelePort Gold II: Slow With PPP or SLIP (2/97)

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Security: Everyone

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TOPIC ----------

My modem appears to be slow when using a PPP or SLIP connection. Is there anything I can do to improve this?

DISCUSSION ----------

Yes. Make sure that you have selected "CTS Only" from the communications settings dialog of your communications package. This turns on a form of unidirectional handshaking.

If you do not see this as an option, you may be running version 2.1.2 or earlier of the Global Village TelePort software. You should upgrade to 2.5.2 or later to acquire this feature. The communications software you are using may also need to be upgraded to support this feature.

Upgrades for Global Village products are administered directly by Global Village. The Tech Info Library article titled "Locating Vendor Information" can help you search for a particular vendor's address and phone number.

Check for system- and CPU-intensive activity. The Global Village TelePort Gold II modem (but not the IIv modem) uses software-based error correction and data compression, so performance may be affected by system activity. Operating with virtual memory on may also affect communication performance.

Next, make sure that you are not using a data compression protocol such as MNP5. You can check your modem's default protocol by opening the TelePort control panel (must be TelePort v2.5 or later software) and inspecting the port status. If you have data compression turned on, the modem attempts to compress data that may already be compressed, which could have the effect of slowing down your data transmission. You should either use V.42-bis, or no data compression or error correction.

The last thing you should check within your communications package is to see whether Xon/Xoff error checking is enabled. If Xon/Xoff is enabled, it can conflict with either automatic error correction, or the algorithmic processes which are normally used by your communications software.

Article Change History:
06 Feb 1997 - Minor typographical corrections.
30 Jan 1997 - Updated with software-based error correction information.
08 Dec 1995 - Updated article with additional information.

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