



Client Platform Management **Technical Bulletin**

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Author: Anthony Bartolini

Issue: Internet connection reliability, speed and CCC ONE Total Repair Platform

This bulletin applies to:

- CCC ONE Total Repair Platform
- Internet connectivity

Symptoms:

Several aspects of CCC ONE functionality will not work correctly if the Internet connection does not meet our minimum requirements. Symptoms include but are not limited to:

- Converted Pathways workfiles never appear or take a very long time
- Pending files remain in the Outbox
- CCC ONE intermittently enters and exits Offline Mode.

Cause:

CCC ONE is dependent upon a reliable Internet connection that must meet or exceed our posted minimum requirements. A copy of the CCC Technical Requirements document can be located here: http://ccc.cccis.com/pages/reference_library/19.php

Resolution:

To determine if your Internet connection meets or exceeds our posted minimum requirements, simply follow the suggestions below:

Test your speed:

Many ISP's offer a web site that you can use to test your speed. Please consult your ISP for the correct URL. An alternative to using your particular ISP's test site would be to use some of the many sites that are freely available on the web.

For your convenience, a few options are listed below. We recommend that you run the tests at various times throughout the day to get an accurate picture of your performance.

- <http://www.speedtest.net/>
- <http://www.speakeasy.net/speedtest/>
- <http://www.dsreports.com/speedtest?flash=1>

If your speed fails to meet our posted requirements, contact your ISP to upgrade to a package that does. If a reliability issue is suspected, contact your ISP and/or network administrator to repair the condition.

Note: If several computers on your network are running CCC ONE, the shared Internet connection may need to be increased beyond the minimum requirement in order to ensure sufficient bandwidth is allocated to each computer running CCC ONE.

For best performance we recommend that you meet or exceed the Recommended Internet Connection requirements as posted in the CCC Technical Requirements document.