

# Previous Recommendations

To ensure the proper functioning of our services, we provide you with our incident management tool and some recommendations before sending a request.

## Computers:

1. Validate that Google Chrome is being used, without many extensions installed or open tabs that are not necessary since they use system memory.
  2. Computer resources, primarily processor and memory usage.
  3. Permissions for the use of multimedia (setting in Chrome), selection of microphone, video and notifications permanently.
  4. Check antivirus settings
  5. Check applications that are running in the background and are consuming resources excessively or in bursts.
  6. Partially disable any installed remote access software like VPNs, Oracle, etc.
  7. Check WiFi signal level or Ethernet connection cable (we recommend the use of connectivity via cable as far as possible)
  8. If mobile connectivity or hotspots are used, avoid being on the move.
- 

## Network infrastructure:

When working from the office, home or public internet, there are some technical considerations that could affect the operation of the service such as:

1. Internet bandwidth.
  2. Firewalls (ports)
  3. Router (blocking IPs or traffic to certain destinations)
  4. internet load balancing
  5. QoS Quality of Service for certain applications
  6. vLANs
  7. vpn
  8. Content Filtering
  9. Take care of WIFI connections, do not move away from the router, or get behind a wall, etc. can strongly impact the connection.
  10. If 4G is used, check that the connection is good and the antenna has a good signal.
  11. In the equipment where possible, use a wired network instead of Wi-Fi.
  12. Validate that there are no applications behind that consume internet and generic equipment resources.
  13. Validate that there are no other computers in the network that are not impacting or doing intense Internet use activities that consume the bandwidth.
-

---

Revision #1

Created 23 February 2023 14:38:58 by Alejandra Vega

Updated 5 October 2023 22:18:52 by Alejandra Vega