

Site Performance - Recommendations

If you are experiencing consistent site performance issues, please complete the following.

Perform a speed test to ensure the minimum recommended requirements of:

10 mb/s Download - 10 mb/s are met.

To perform the speed test we recommend using one of the following sites; <https://fast.com> or <https://speedtest.net>

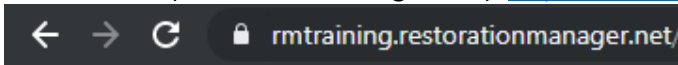
If the speed test results are below our recommended requirements this will need to be addressed internally within your company.

It is recommended that Restoration Manager is whitelisted in any network firewall or locally installed antivirus applications. Any web traffic scanning/filtering can degrade performance. Examples include: Barracuda Firewall, Bitdefender Antivirus, AVG Firewall, and web browser antivirus/privacy extensions such as AdGuard.

Whitelist the following information:

IP Address: 63.150.169.29 Ports: 80/443

Web Address (Restoration Manager URL): <https://rmtraining.restorationmanager.net/>



Reminder: Restoration Manager is supported in the following web browsers; Google Chrome, Mozilla Firefox, and Microsoft Edge. Internet Explorer and Mobile browsers are not supported.

If you're still experiencing issues, please contact our technical support department they can be reached at servicesoftware@verisk.com

Here is an example of some of the details our technicians will need so they can investigate further.

- Speed test results
- What type of device the user is on?
- What browser is being used?
- The exact steps the user is doing when the performance issue is recognized?
- What page is the issue occurring in?