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Ticket Information

Ticket ID

9406

Priority

High

Subject

Slow speeds (200Mbit/s vs. 50Mbit/s)

Department

Technical Support

 Lisa Müller | Client



Are you serious? First you tell me several times how to perform speedtests correctly and then you tell that this plays no role at all?

Thanks for wasting my time. BTW: ovh speedtest transfers already compressed data so lzo compression of openvpn has no effect at all.

 Ryan Radford | Staff



If you have a 200 Mbps connection and you connect to a VPN server more than three or four hops away from you there is zero chance you will still see 200 Mbps on a legitimate speed test. If openvpn compression is enabled there are situations where inflated numbers can be achieved but most VPN services do not enable compression because real world transfers do not benefit from compression.

Very truly yours,

Ryan Radford

LiquidVPN Customer Service Wizard

 Lisa Müller | Client



Kabel Deutschland (Vodafone)

I d not have problems with airvpn and not with sceurevpn.to

With both vpn providers I get 200Mbit/s

 Dave Cox | Staff ...

What ISP do you use?

Regards,
Dave

 Dave Cox | Staff ...

That seems like your still losing more than normal. How are you connected to your network?

Regards,
Dave

 Lisa Müller | Client ...

Same problem with NL speedtests:

<http://www.speedtest.net/my-result/6652660478> (<http://www.speedtest.net/my-result/6652660478>)

50Mbit/s with LiquidVPN NL1-OVPN

and without vpn:

<http://www.speedtest.net/my-result/6652663697> (<http://www.speedtest.net/my-result/6652663697>)

 Dave Cox | Staff ...

I would recommend using the Netherlands for your tests. We are replacing the German server later this week because the hardware is outdated.

Regards,
Dave

 Lisa Müller | Client ...

I am located in germany so for you I will do only speedtests from german server while connected to a german VPN server (Titus):
OpenVPN UDP

As you wished I used several Speedtest website (all from germany):

<http://speedtest.t-online.de/downloadresult/c513d2f8-d6ab-40ff-b909-ceae72e62064/32586904>
(<http://speedtest.t-online.de/downloadresult/c513d2f8-d6ab-40ff-b909-ceae72e62064/32586904>)
only 60Mbit/s

Server in Frankfurt as Titus:

<http://www.speedtest.net/my-result/6650357649> (<http://www.speedtest.net/my-result/6650357649>)
only 60Mbit/s

Same server without VPN:

<http://speedtest.t-online.de/downloadresult/c513d2f8-d6ab-40ff-b909-ceae72e62064/32586949>
(<http://speedtest.t-online.de/downloadresult/c513d2f8-d6ab-40ff-b909-ceae72e62064/32586949>)
200Mbit/s

Server in Frankfurt without VPN:

<http://www.speedtest.net/my-result/6650361775> (<http://www.speedtest.net/my-result/6650361775>)
200Mbit/s

 Ryan Radford | Staff ...

Your connecting to Romania from Holland and then running a test from multiple servers in France. There are way too many variables. How do you know its the VPN server and not the speedtest server or a router in between the two? The only way you can do a legitimate test is by eliminating all of the variables except the one you want to test (VPN Server) and do a control (Your home connection) with everything else being the same.

Like this

Connect to a VPN server then do your speedtests from 2 or 3 different speedtest servers

Disconnect from the VPN

Do a round of speedtests from your home connection using the exact same 2 or 3 speedtest servers you tested while connected to the VPN

Connect to another VPN location and repeat.

Very truly yours,

Ryan Radford

LiquidVPN Customer Service Wizard

 Lisa Müller | Client ...

Just saw that the links don't work. These are working:

pic.nperf.com/r/176461694-QV44AVSC.png

pic.nperf.com/r/176468050-9IG3BECl.png

pic.nperf.com/r/176464883-YzwFeRYL.png

pic.nperf.com/r/176465381-XzIRQfuQ.png

pic.nperf.com/r/176465917-mW2L0MzF.png

pic.nperf.com/r/176466982-VQqhlhBb.png

pic.nperf.com/r/176467665-yKGcYUcY.png

 Lisa Müller | Client ...

OpenVPN UDP on AirVPN.org:

<https://www.nperf.com/r/176461694-QV44AVSC> (<https://www.nperf.com/r/176461694-QV44AVSC>)

Without VPN

<https://www.nperf.com/r/176468050-9IG3BECI> (<https://www.nperf.com/r/176468050-9IG3BECI>)

Bucharest RO Fawn PPTP

<https://www.nperf.com/r/176464883-YzwFeRYL> (<https://www.nperf.com/r/176464883-YzwFeRYL>)

Bucharest RO Fawn L2TP

<https://www.nperf.com/r/176465381-XzIRQfuQ> (<https://www.nperf.com/r/176465381-XzIRQfuQ>)

Bucharest RO Fawn SSTP

<https://www.nperf.com/r/176465917-mW2L0MzF> (<https://www.nperf.com/r/176465917-mW2L0MzF>)

Bucharest RO Kudo OpenVPN UDP

<https://www.nperf.com/r/176466982-VQqHhBb> (<https://www.nperf.com/r/176466982-VQqHhBb>)

Bucharest RO Kudo OpenVPN TCP

<https://www.nperf.com/r/176467665-yKGcYUcY> (<https://www.nperf.com/r/176467665-yKGcYUcY>)

Not really good the result :(

 Ryan Radford | Staff ...

Where are you connecting to? What happens when you do a speedtest while connected to the VPN then disconnect and do a speedtest to the exact same server while disconnected from the VPN? What happens when you try L2TP?

Very truly yours,

Ryan Radford

LiquidVPN Customer Service Wizard

 Lisa Müller | Client ...

Hi, I just tested the speed.

I have a 200Mbit/s connection but I only get maximum 50mbit/s from nearby servers.

I read that there could be problems with fast internet connections and mtu size.

I already tried differen protocols (tcp vs. udp) but without success.

IP Address: 91.66.101.231