Experiencing Technical Issues in chess.com?

I'm having technical problems! What should I do?

We're sorry you're having difficulties with Live Chess. Here are a couple of tricks that solve people's problems in many cases:

- Do a hard refresh. On a PC you can do this by pressing **Ctrl + F5**. On a Mac, use **Command + R**.
- If that doesn't work, try clearing your browser cache. (The method for doing this depends on your browser.) After that, refresh as described above.
- If you have having a lot of lag or disconnects in Live Chess, see here for some tips on how to fix it.

How do I fix my disconnect/lag issues?

If you are having frequent issues with disconnects or lag in your games, there are a few things you can try that might improve your connection.

1. **Clear your cookies and cache regularly!** This is the most common fix for any issues of slowness on your computer. See the steps to clear your internet cache here. After you've done this, close all browser windows (not just a few tabs, the whole browser!) and re-open chess.com.
2. **Pause any downloads or uploads on your computer.** If you are downloading a large file, this takes up bandwidth and can cause lag!
3. **Close any other browser tabs that are streaming content**. Streaming video or music uses bandwidth just like downloading a large file does. If you're having connection problems, try pausing your streaming while you play chess.
4. **Disable browser extensions.** Sometimes these use a lot of memory, or alter the JavaScript or other files used by chess.com, or alter your connection in some way. It's best to disable them while playing!
5. **Check Task Manager** to see if any programs are using up a lot of memory, and close them while you play chess.
6. If you have a high number of browser tabs open, **try closing all tabs except chess.com.** Even if you aren't streaming or downloading, each tab takes up some of your computer's memory.
7. **Make sure your browser is updated** to the most current version. If you are using Internet Explorer, you may want to try using Chrome or Firefox instead.
8. **Optimize your communication with our server using our live chess settings.** We have made available multiple kinds of connections for our users in order to best accommodate the different kind of browser, router and ISP setups. For instructions on how to toggle these settings, read here.
9. **Try using a Wired Connection.** Sometimes it is an unstable WiFi connection causing the issue. Try being closer to your router, or even using a wired connection.

If you are still having connection issues after all of the above, please **contact your internet service provider.** You may need a faster connection. Chess.com servers will cancel out up to 1000ms (1 second) of lag, but if your ping is much more than that you may have a hard time playing live chess.
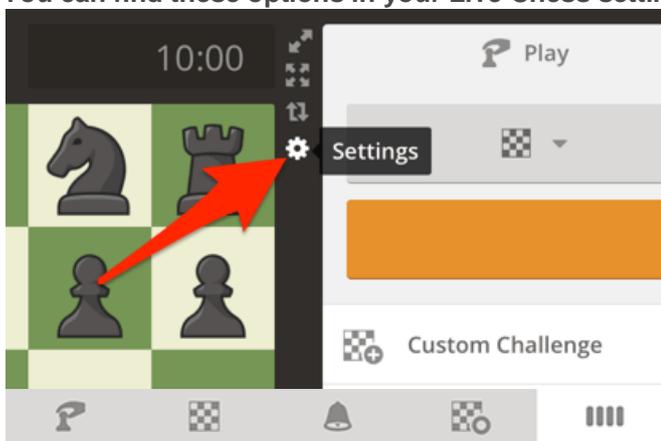
To check your ping, type /ping in the Live chat
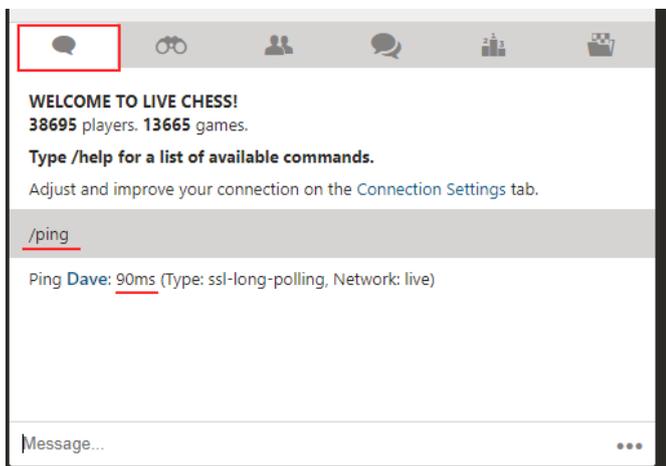
How can I improve my live chess connection?

If you are having frequent lag or disconnects while playing live chess, you may want to try adjusting your connection settings. This can possibly improve your Live Chess internet connection!

You can find these options in your Live Chess settings panel:

Connection Options
Every computer, browser and network is different. There are a few different ways your computer can connect to the server. Choose the option that works best for you.

Learn More »

Type

○ Automatic (let us choose for you)
○ Long Polling
○ Websocket

Network Option

○ Automatic (let us choose for you)
○ Live (default internet)
○ Live2 (CDN)

Cancel   Save

Change the "Type" of Connection

Chess.com allows you to choose between two technologies for your connection. This is the method your browser uses to send and receive messages from the server.

- **Secure Long Polling** - This is the default option because it is the most well-supported technology and works with all browsers and devices. It may also be fastest for you.
- **Secure Websocket** - This is a newer option with some improvements, however, it is not as widely compatible, and doesn't necessarily improve performance in all applications.

Safari users: Please note that **Websocket is currently your best option** and the system default for your browser. This is to help avoid known issues with the way Safari manages browser tabs, which can result in (false) multiple logins, etc.

Change the Network Option

There are also two options for you to use for the "routing" of your connection. In between your computer and our servers are dozens of little "stops" along the way, each stop deciding where your move should go next. The 'route' determines this path.

- **Live** - This is the default routing. With this option, when you make a move, the default internet routing decides what is the most efficient path between your browser and our server. **This is usually best, but not always.**
- **Live2** - This is a route provided by our CDN (Content Delivery Network). This is a more private route, which may possibly be slower, **but more stable**. Please note that **Websocket is NOT available on Live2.**

If you are having trouble with disconnects and lag, you may want to try changing these options around to see if you can find any improvement. There is no risk in experimenting, you can always change the settings back to how they were before if you don't see any improvement!