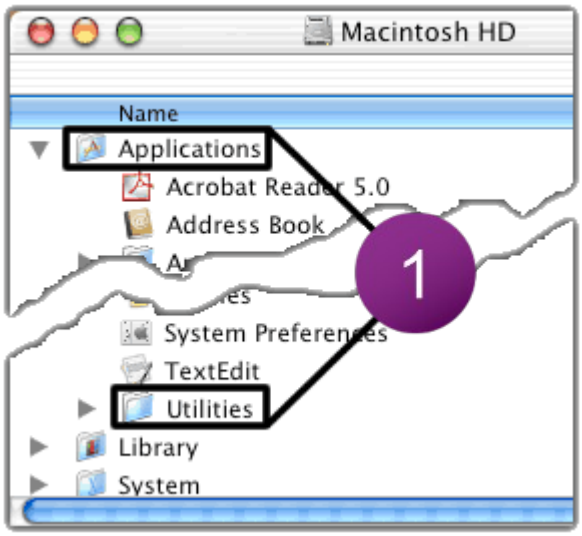
**Tracerouting**
Tracerouting is a method of recording the route between your computer and your HostGator server. It also displays the ammount of time each hop takes. If you cannot reach your site, a traceroute will help to determine the issue.

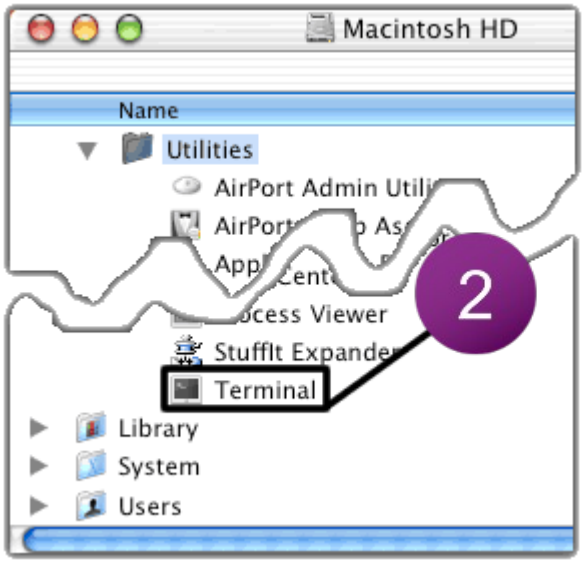
**Tracerouting for Mac (all versions of Mac OS X)**

These steps were created using Max OS X. For earlier operating systems, you will need to download and use a third-party program. See below (page 3) for newer versions of Mac OS X.

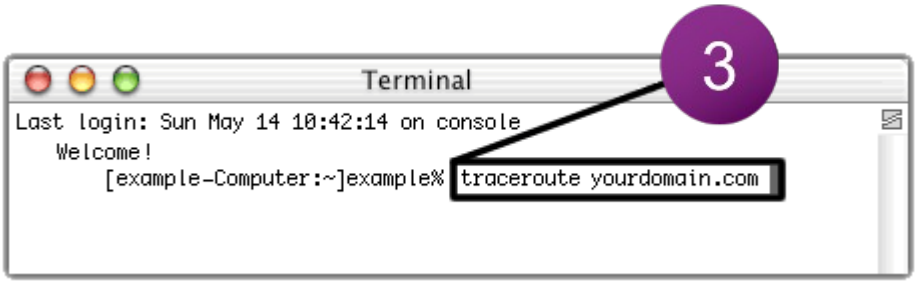
1. From your hard drive, open the **Applications** folder, and then open the **Utilities** folder




2. Double click **Terminal**



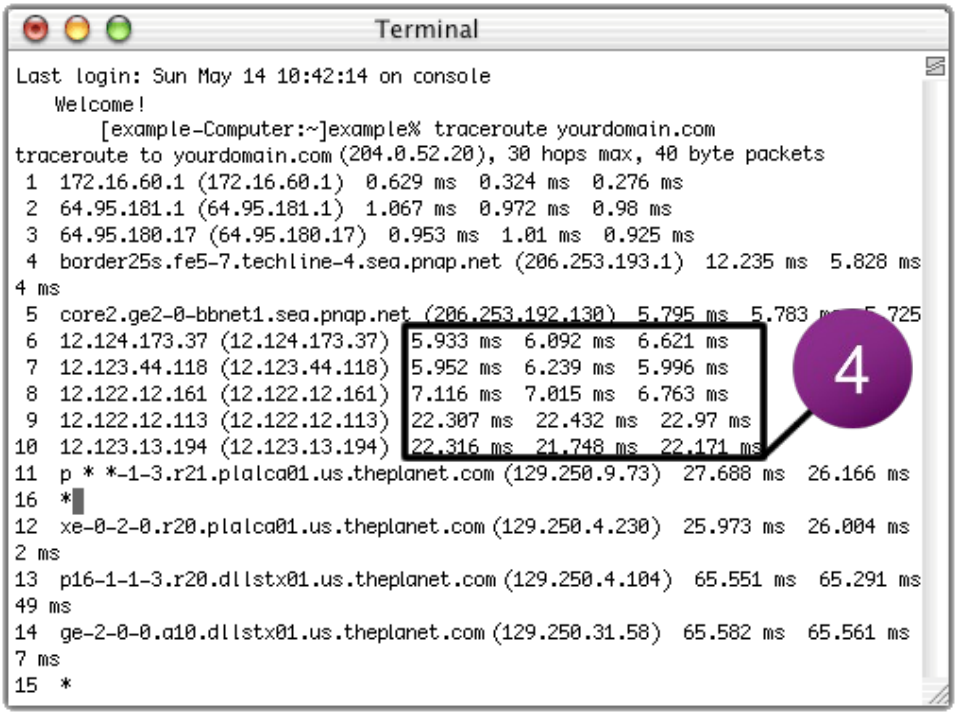

3. Type **Traceroute** followed by your domain name, and then press Enter on your keyboard




In this example, yourdomain.com is used. Be sure to replace *yourdomain.com* with your actual domain name.

Traceroute will tell you how many routers your packets travel through, and how long it takes for them to travel between routers. If the routers have DNS entries, traceroute will list the names of the routers as well as their network affiliation and geographic location.

4. Check for times between hops that are greater than 200ms or that return asterisks (*) which indicates that you request has timed out




**Tracerouting on a Mac (newer versions of Mac OS X)**

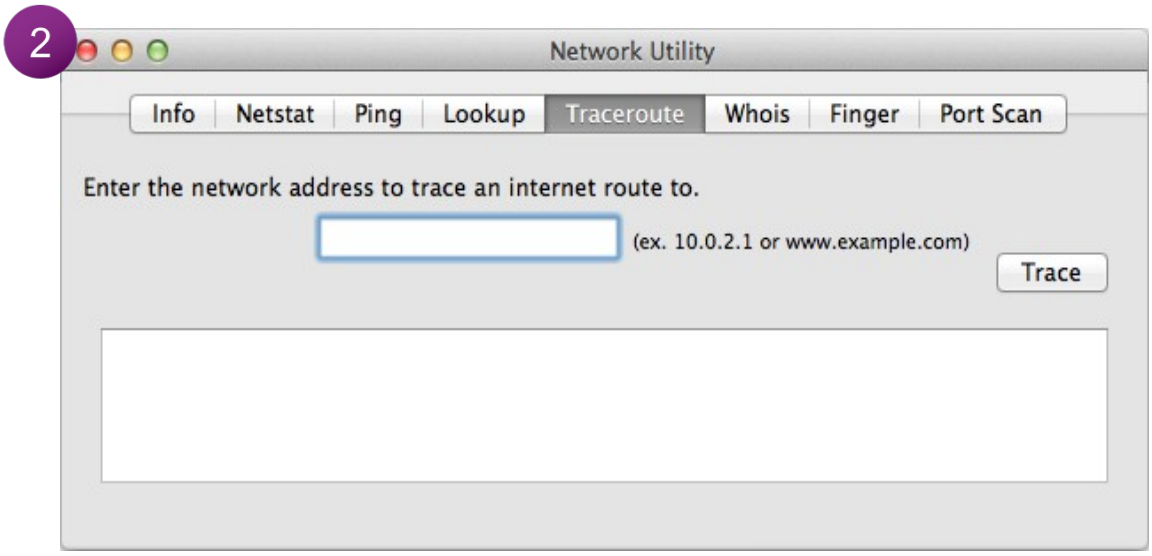
If you are running Max OS X Snow Leopard, Lion, Mountain Lion, Mavericks and later you can use the **Network Utility** application, included with your Mac, to run the traceroute.

1. Launch **Network Utility**

a. To do this, type **Network Utility** into **Spotlight** on your Mac (spotlight can be accessed using keyboard shortcut Command + Space Bar)

1


2. Click **Traceroute**




3. Enter the domain name for which you want to perform a Traceroute e.g. email.example.com
4. Click trace
5. Select the results then right click and copy or press Command + C (keyboard shortcut) to copy the text
6. Paste the text into a text editor (e.g. Text Edit) and save the file

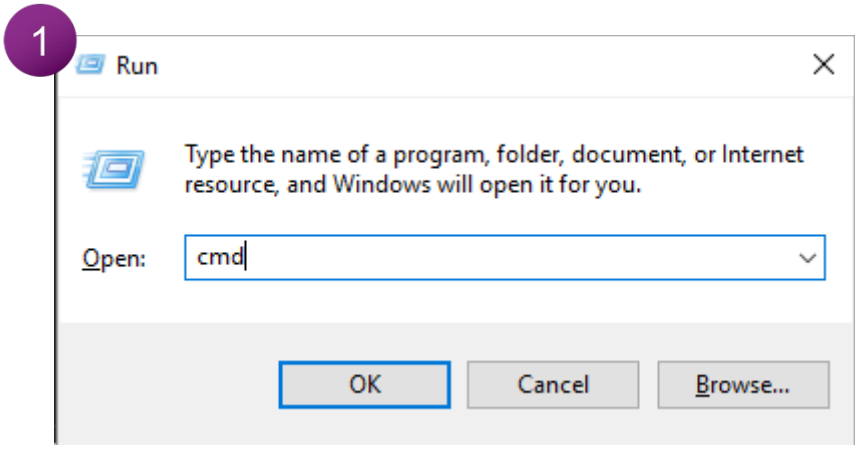
*You can follow the same method for Ping on using* **Network Utility** *also*.

**Tracerouting for PC**

These steps were created using Windows and are backwards compatible

1. Open Command Prompt on your PC

   a. Press “**win+r**” keys and type **cmd** and press enter



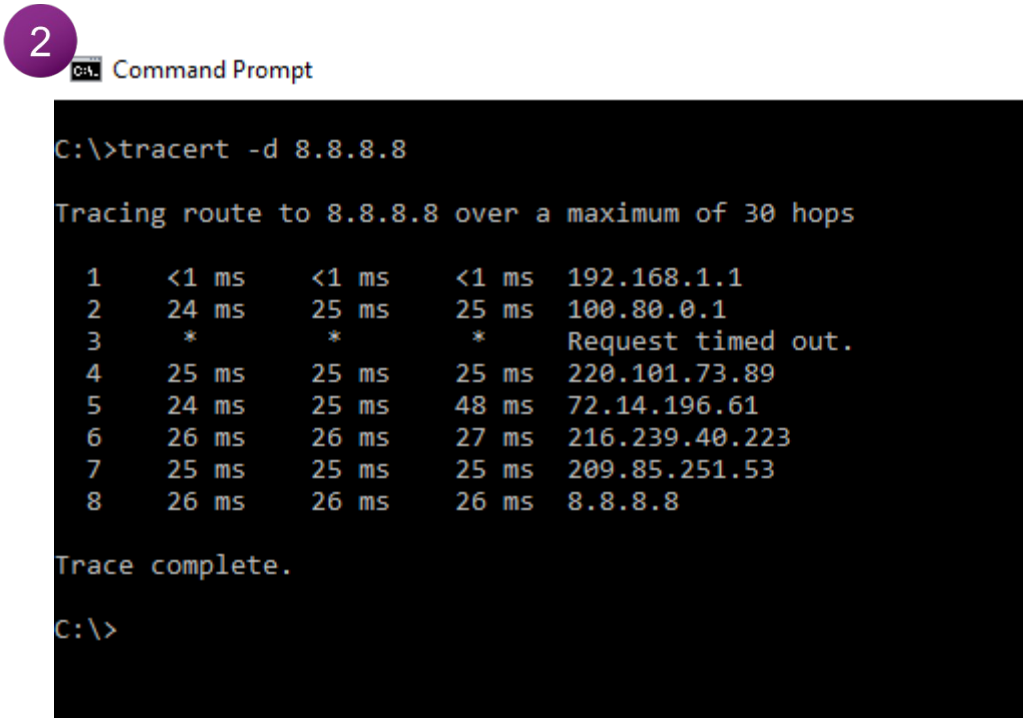

2. Enter the “tracert” command at the prompt

a. C:\tracert -d 8.8.8.8

a.i. -d is the switch to make it not use DNS to try to resolve each hop’s hostname

b. C:\tracert www.google.com

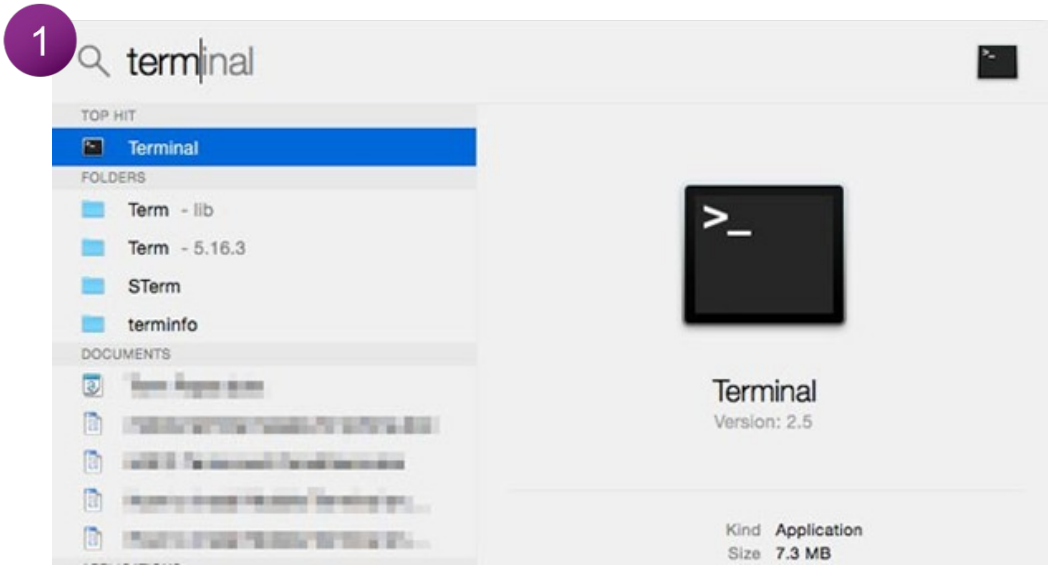
b.i. This one we want to test DNS so we remove the -d switch



**How to ping on a Mac (all versions of Max OS X)**

These steps were created using Max OS X. For earlier operating systems, you will need to download and use a third party program.

1. Go to Applications and then select **Utilities,** or perform a **Spotlight Search** for **Utilities** on newer versions of Max OS X using the Command + Space Bar keyboard shortcut.



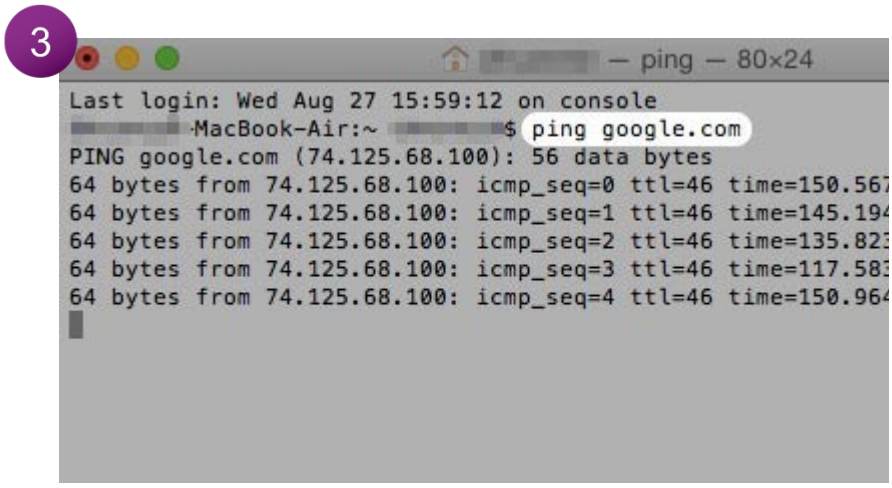

2. From there, double click on **Terminal**.

3. When a new Terminal window pops up, type:

ping <IP_ADDRESS/URL>

replace <IP_ADDRESS/URL> with an IP address or a web url

and hit return/Enter




4. The ping will run. If the network then works, the pinged IP is responding, and you will start to see multiple entries showing in the Mac terminal application

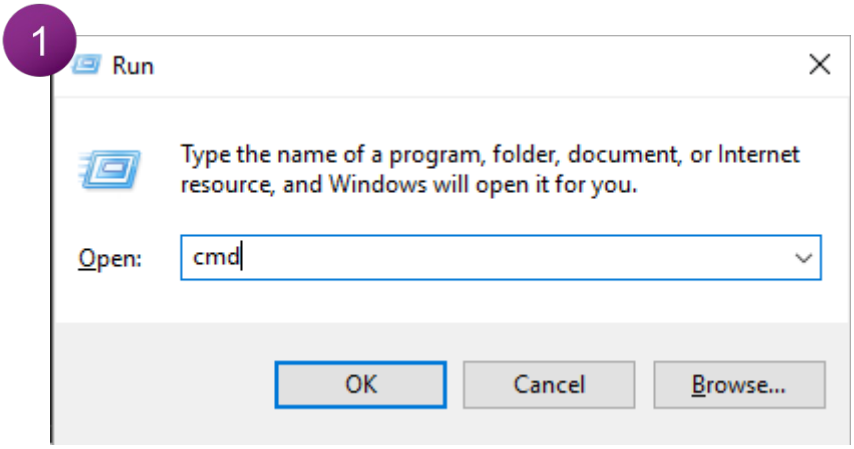
5. To stop, press **Ctrl+C** (keyboard shortcut)

**How to ping on a PC**

These steps were created using Windows and are backwards compatible

1. Open Command Prompt on your PC

   a. Press "**win+r**" keys and type **cmd** and press enter




3. Enter the "ping" command at the prompt

c. C:\ping -n 20.8.8.8.8

c.i. -n is the number of packets to send, in this case 20

d. C:\ping -n 20 www.google.com

d.i. This one is using DNS to resolve the name to an IP address to test DNS servers

3

Command Prompt

```
C:\>ping -n 20 8.8.8.8

Pinging 8.8.8.8 with 32 bytes of data:
Reply from 8.8.8.8: bytes=32 time=26ms TTL=54
Reply from 8.8.8.8: bytes=32 time=27ms TTL=54
Reply from 8.8.8.8: bytes=32 time=26ms TTL=54
Reply from 8.8.8.8: bytes=32 time=26ms TTL=54
Reply from 8.8.8.8: bytes=32 time=26ms TTL=54
Reply from 8.8.8.8: bytes=32 time=26ms TTL=54
Reply from 8.8.8.8: bytes=32 time=26ms TTL=54
Reply from 8.8.8.8: bytes=32 time=26ms TTL=54
Reply from 8.8.8.8: bytes=32 time=26ms TTL=54
Reply from 8.8.8.8: bytes=32 time=26ms TTL=54
Reply from 8.8.8.8: bytes=32 time=27ms TTL=54
Reply from 8.8.8.8: bytes=32 time=26ms TTL=54
Reply from 8.8.8.8: bytes=32 time=27ms TTL=54
Reply from 8.8.8.8: bytes=32 time=26ms TTL=54
Reply from 8.8.8.8: bytes=32 time=27ms TTL=54
Reply from 8.8.8.8: bytes=32 time=28ms TTL=54
Reply from 8.8.8.8: bytes=32 time=27ms TTL=54
Reply from 8.8.8.8: bytes=32 time=27ms TTL=54
Reply from 8.8.8.8: bytes=32 time=26ms TTL=54
Reply from 8.8.8.8: bytes=32 time=27ms TTL=54

Ping statistics for 8.8.8.8:
    Packets: Sent = 20, Received = 20, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
    Minimum = 26ms, Maximum = 28ms, Average = 26ms

C:\>
```

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