

Network Trouble Shooter Overview

The **Network Trouble Shooter** option provides you with access to a common network tracing utility named **Traceroute**. Traceroute does exactly what its name implies, tracing the route of data from your domain to the server you specify. The results of performing a Traceroute show you every server your packets of information are going to in order to connect to that server. The results can indicate if any of the servers along the way are causing connection problems by timing out or by slowing down the data flow. This is a good tool to use to help determine if a slow or downed connection is a problem on your server or someone else's server.



How To Use the Network Trouble Shooter:

1. From the Control Panel, select the **Network Trouble Shooter** Option. The **Traceroute Manager** displays.

Traceroute Manager

The Traceroute Manager can be used to trace the connection from your web site to the place where you are connecting from, or to another location on the Internet. To trace from your web site to your current location (208.56.0.8), just press the button labeled 'From user.user.com to 208.56.0.8'. To trace from your web site to any other location on the Internet, place its name in the text box labeled 'Server Name' and click on the 'Trace Route' button.

Note: Running a traceroute can take a while sometimes. Traceroute is controlled by ICMP packets. Many routers are programmed to handle these test packets as low priority. Therefore the delay you notice in the time it takes to reveal a hop is not important. What is important is the reported time in the three trials between the two hops.

From user.alabanza.com to your location, click here:
From user.user.com to 208.56.0.8

Server Name:

Trace Route

2. Directions for using Traceroute Manager appear on the screen. They are also summarized here.

- To trace the connection from your web site to the place from which you are connecting, click on the **From your domain to your IP number** button. The results appear near the bottom of the Traceroute Manager screen.

Traceroute results

From user.com to your location, click here:

[From user.com to 208.56.0.34](#)

Server Name:

From user.com to 208.56.0.34

1 eth.rtr.alabanza.com (209.239.32.1) 1.734 ms 1.163 ms 0.786 ms
2 balt.ohio.rtr.alabanza.com (209.239.32.3) 3.479 ms ohio.balt.rtr.alabanza.com (208.56.0.1) 43.097 ms 43.236 ms
3 default.com (208.56.0.34) 44.073 ms 43.725 ms 44.015 ms

- To trace the connection from your website to any other location on the internet, type the name (or IP address) into the **Server Name** field, then select the **Trace Route** button. The results display near the bottom of the Traceroute Manager screen.

Traceroute results

From user.com to your location, click here:

[From user.com to 208.56.0.34](#)

Server Name:

From user.com to yahoo.com

1 eth.rtr.alabanza.com (209.239.32.1) 1.471 ms 1.621 ms 1.110 ms
2 s3-1.cr1.BWI.gblx.net (209.143.255.25) 1.892 ms 1.262 ms 1.047 ms
3 s4-0-0.cr2.LGA.gblx.net (209.143.255.13) 5.438 ms 5.249 ms 5.217 ms
4 pos2-1-155M.cr1.NYC2.gblx.net (206.132.249.185) 70.629 ms 77.054 ms 80.731 ms
5 pos6-0-622M.cr1.SNV.gblx.net (208.48.118.1) 146.668 ms 146.562 ms 146.074 ms
6 pos0-0-2488M.hr8.SNV.gblx.net (206.132.254.37) 147.582 ms 150.424 ms 150.051 ms
7 bas1r-ge3-0-hr8.snv.yahoo.com (208.178.103.62) 67.804 ms 67.743 ms 67.774 ms
8 img3.yahoo.com (204.71.200.243) 152.392 ms 147.525 ms 152.425 ms