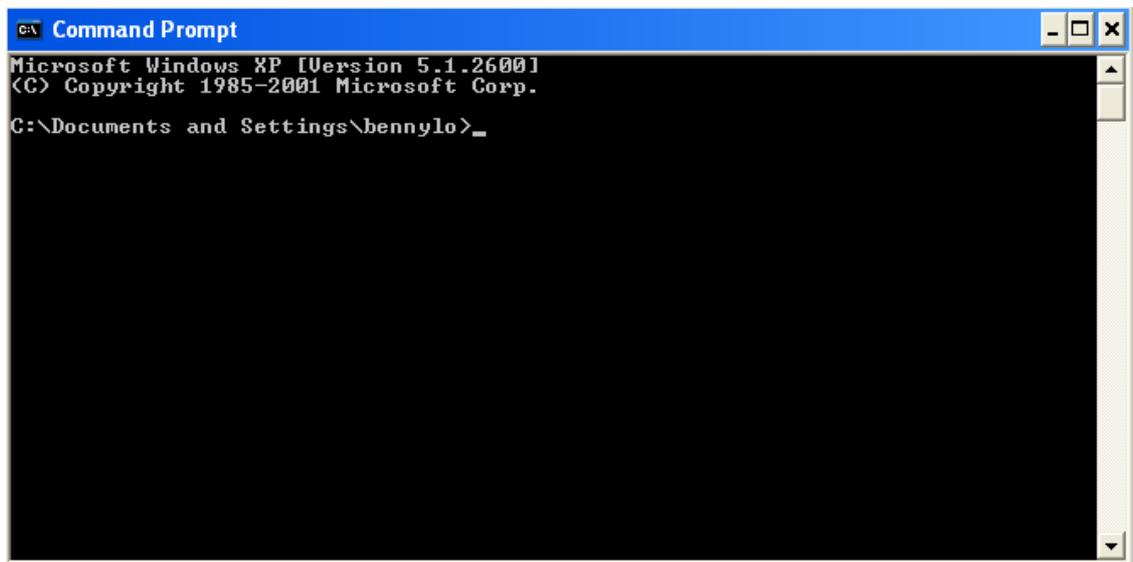


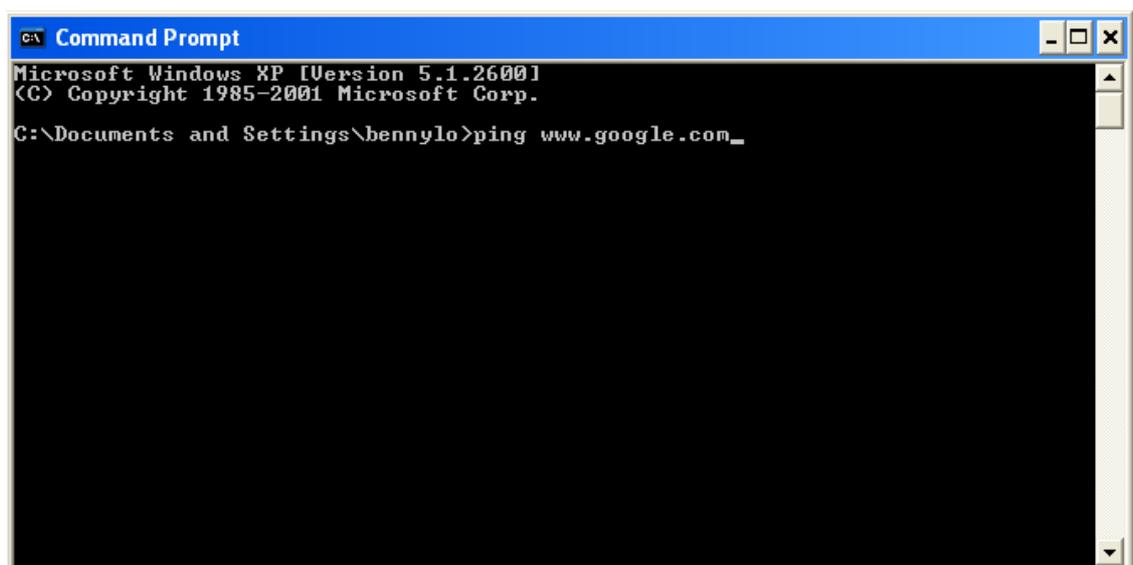


Windows networking: ping guide

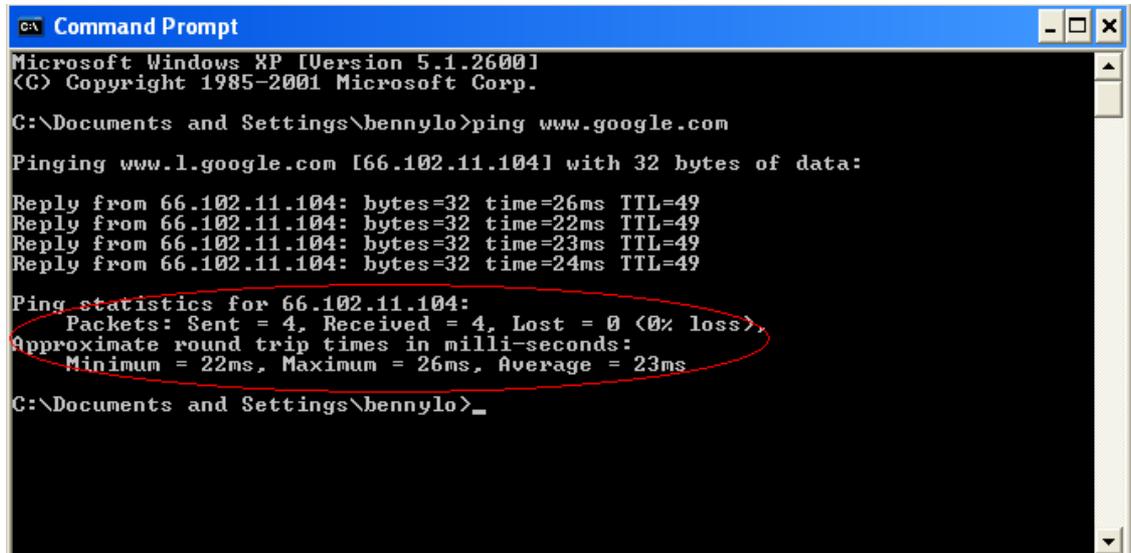
1. Click on **Start**, go to **Programs - Accessories**
2. Open up **Command Prompt**.
You should see a window similar to the one below.



3. Type: **ping www.google.com** and hit the Enter key on your keyboard.



4. Look at the ping statistics.



```
C:\ Command Prompt
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\bennylo>ping www.google.com

Pinging www.1.google.com [66.102.11.104] with 32 bytes of data:

Reply from 66.102.11.104: bytes=32 time=26ms TTL=49
Reply from 66.102.11.104: bytes=32 time=22ms TTL=49
Reply from 66.102.11.104: bytes=32 time=23ms TTL=49
Reply from 66.102.11.104: bytes=32 time=24ms TTL=49

Ping statistics for 66.102.11.104:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 22ms, Maximum = 26ms, Average = 23ms

C:\Documents and Settings\bennylo>_
```

5. If Packets: Sent = 4, Received = 4, Lost = 0 (0% loss), it means the internet connectivity is in working order.
6. If the ping test result is showing something else, like:
 - Packets: Sent = 4, Received = 0, Lost = 4 (100% loss)
 - Ping request could not find host www.google.com.
 - Destination host is unreachable

Please continue with your troubleshooting or contact our support guys with the ping test result for further investigation.