



Windows networking: traceroute guide

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

A screenshot of a Windows Command Prompt window. The title bar reads "c:\ Command Prompt". The window content shows the following text:

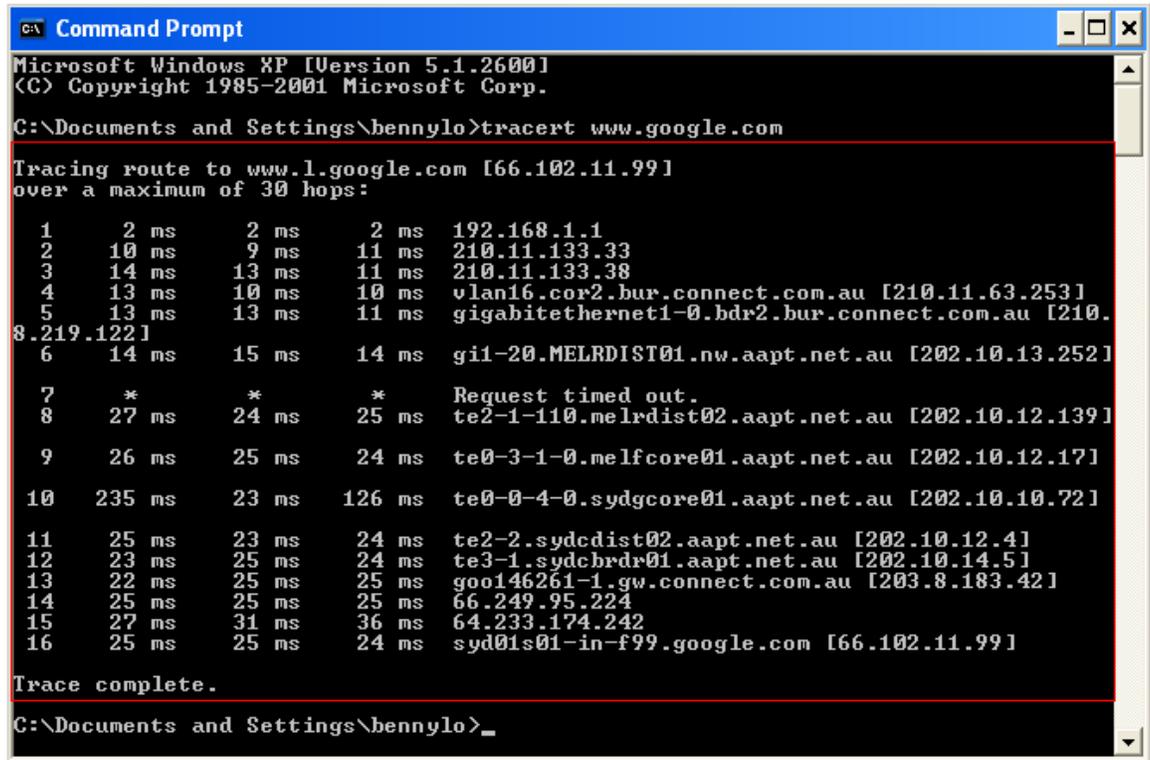
```
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.
C:\Documents and Settings\bennylo>_
```

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

A screenshot of a Windows Command Prompt window, similar to the one above. The title bar reads "c:\ Command Prompt". The window content shows the following text:

```
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.
C:\Documents and Settings\bennylo>tracert www.google.com_
```

4. It may take few minutes to finish the test. The result should look similar to the screen capture below.



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

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

Tracing route to www.l.google.com [66.102.11.99]
over a maximum of 30 hops:

  0  2 ms  2 ms  2 ms  192.168.1.1
  1  10 ms  9 ms  11 ms  210.11.133.33
  2  14 ms  13 ms  11 ms  210.11.133.38
  3  13 ms  10 ms  10 ms  vlan16.cor2.bur.connect.com.au [210.11.63.253]
  4  13 ms  13 ms  11 ms  gigabitethernet1-0.bdr2.bur.connect.com.au [210.
8.219.122]
  5  14 ms  15 ms  14 ms  gi1-20.MELRDIST01.nw.aapt.net.au [202.10.13.252]
  6  *      *      *      Request timed out.
  7  27 ms  24 ms  25 ms  te2-1-110.melrdist02.aapt.net.au [202.10.12.139]
  8  26 ms  25 ms  24 ms  te0-3-1-0.melfcore01.aapt.net.au [202.10.12.17]
  9  235 ms  23 ms  126 ms  te0-0-4-0.sydgcore01.aapt.net.au [202.10.10.72]
 10  25 ms  23 ms  24 ms  te2-2.sydcdist02.aapt.net.au [202.10.12.4]
 11  23 ms  25 ms  24 ms  te3-1.sydcbrdr01.aapt.net.au [202.10.14.5]
 12  22 ms  25 ms  25 ms  goo146261-1.gw.connect.com.au [203.8.183.42]
 13  25 ms  25 ms  25 ms  66.249.95.224
 14  27 ms  31 ms  36 ms  64.233.174.242
 15  25 ms  25 ms  24 ms  syd01s01-in-f99.google.com [66.102.11.99]

Trace complete.

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

5. The command `tracert www.google.com` was used to check for internet access from your computer to international websites.
6. Repeat the test with the command `tracert www.google.com.au`, to verify your internet connectivity to local websites.
7. Contact our support guys with the test results for further troubleshooting.