

## FAQ – Internet Issue

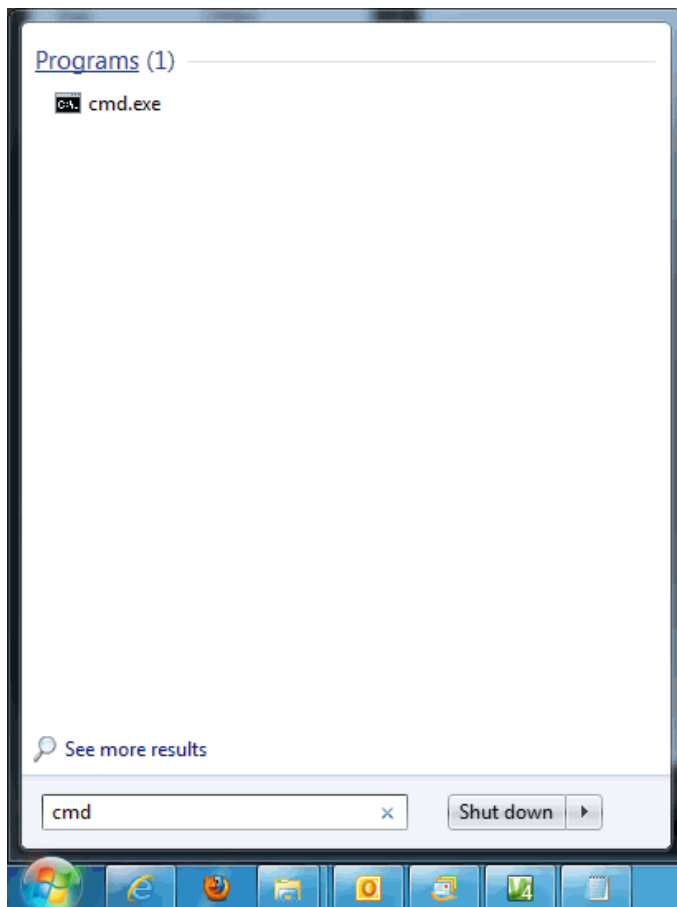
### 1. When i encounter internet slow, what should i do?

Kindly provide us your Internet URL link/Application that you encounter slow when you access. You also need to provide the ping test and tracert/traceroute to your server/URL that you would like to access.

Please email us at **support@i-skill.com** for all the information requested including the ping & tracert/traceroute screenshot.

### 2. How to Ping or do a Traceroute in Windows 7

Click the "Start" menu. Type "cmd" (see screenshot below) and press "Enter" on your keyboard.



The command window appears. To ping a website, at the command prompt, type "ping website.com" and press enter on your keyboard.

To do a trace route, at the command prompt, type "tracert website.com" (see screenshot below) and press enter on your keyboard.

```

C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\Charlie>ping microsoft.com

Pinging microsoft.com [207.46.232.182] with 32 bytes of data:
Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for 207.46.232.182:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),

C:\Users\Charlie>tracert microsoft.com

Tracing route to microsoft.com [207.46.232.182]
over a maximum of 30 hops:

  0  1 ms    1 ms    <1 ms   192.168.2.1
  1  23 ns   23 ns   23 ms   tx-67-232-120-1.dhcp.enbarqhsd.net [67.232.120.1]
  2  25 ns   24 ns   24 ms   67.239.78.61
  3  35 ns   34 ns   33 ms   206.51.81.38
  4  34 ns   34 ns   34 ms   bb-dllstx97-jx9-01-ae0-0.core.centurytel.net [207.46.232.182]
  5  35 ns   34 ms   35 ms   8075-dal.msn.net [206.223.118.17]
  6  35 ns   34 ms   34 ms   204.152.140.17
  7  84 ns   84 ns   89 ms   ge-2-1-0-0.co2-64c-1a.ntwk.msn.net [207.46.40.10]
  8  84 ns   84 ns   83 ms   ge-5-1-0-0.co1-64c-1b.ntwk.msn.net [207.46.46.94]
  9  84 ns   84 ns   84 ms   ge-0-1-0-0.wst-64cb-1b.ntwk.msn.net [207.46.43.1]
 10  83 ns   83 ns   82 ms   ge-4-3-0-0.tuk-64cb-1b.ntwk.msn.net [207.46.46.1]
 11  84 ns   84 ns   84 ms   ten2-3.tuk-76c-1a.ntwk.msn.net [207.46.46.19]
 12  83 ns   82 ns   81 ms   po14.tuk-65ns-mcs-1a.ntwk.msn.net [207.46.35.134]
 13  *      *      *      Request timed out.
 14  *      *      *      Request timed out.
 15  *      *      *      Request timed out.
 16  *      *      *      Request timed out.
 17  *      *      *      Request timed out.
 18  po15.tuk-65ns-mcs-1a.ntwk.msn.net [207.46.35.138] reports: Destination net
    unreachable.

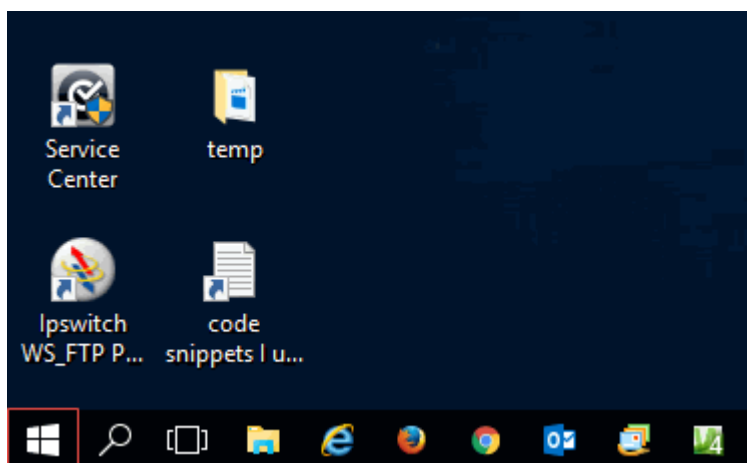
Trace complete.
C:\Users\Charlie>_

```

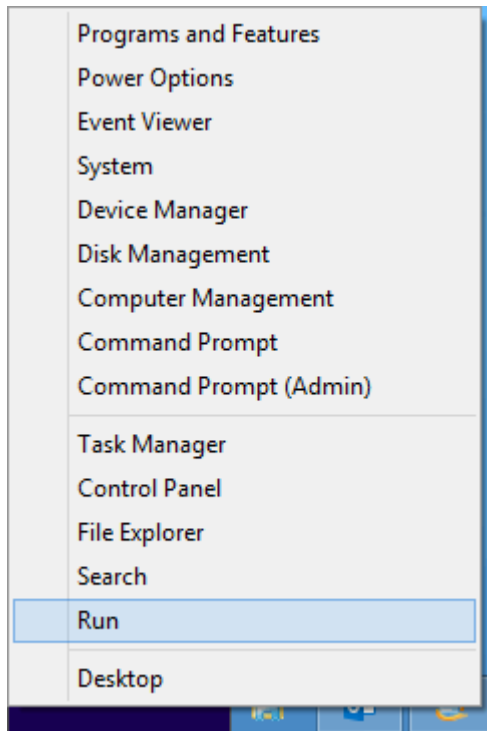
if you still encounter problem to tracert in windows please refer to Microsoft support.

### 3. How to Ping or do a Trace route in Windows 10

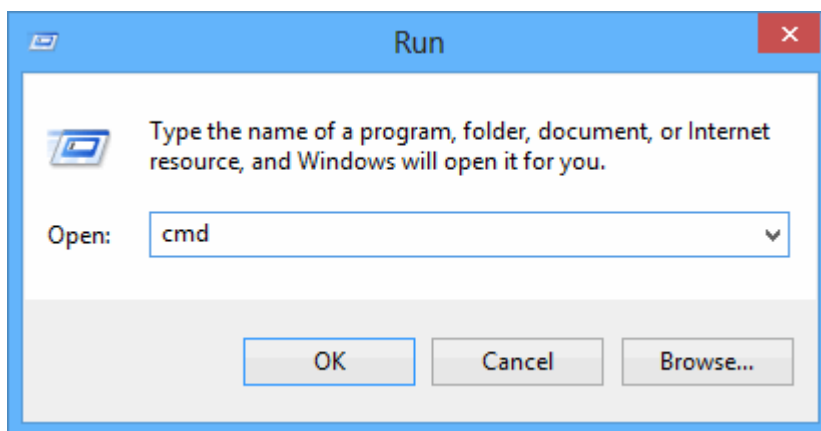
Go to the desktop of Windows 10. Right-click on the Start button (see screenshot below). You can also bring up the Run window by pressing "Windows / r" on your keyboard.



After right clicking the Start icon you will see a pop-up menu. Click Run (see screenshot below).



Now type "cmd" (no quotes) in the Run window that appears (see screenshot below).



The command window appears. To ping a website, at the command prompt, type "ping website.com" and press enter on your keyboard (see screenshot below).

```

C:\Windows\system32\cmd.exe

C:\Users\Charles>ping help.com

Pinging help.com [216.239.120.47] with 32 bytes of data:
Reply from 216.239.120.47: bytes=32 time=70ms TTL=240
Reply from 216.239.120.47: bytes=32 time=71ms TTL=240
Reply from 216.239.120.47: bytes=32 time=70ms TTL=240
Reply from 216.239.120.47: bytes=32 time=70ms TTL=240

Ping statistics for 216.239.120.47:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 70ms, Maximum = 71ms, Average = 70ms

C:\Users\Charles>ping microsoft.com

Pinging microsoft.com [64.4.11.37] with 32 bytes of data:
Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for 64.4.11.37:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),

C:\Users\Charles>_
  
```

To do a Trace Route (tracert) simply type "tracert nameofwebsite.com" at the command prompt (see screenshot below).

```

C:\Windows\system32\cmd.exe

Microsoft Windows [Version 6.2.9200]
(c) 2012 Microsoft Corporation. All rights reserved.

C:\Users\Charles>tracert help.com

Tracing route to help.com [216.239.120.47]
over a maximum of 30 hops:

  0  1 ms    1 ms    1 ms    192.168.2.1
  1  23 ms   23 ms   22 ms   tx-67-232-120-1.dhcp.enbarqhsd.net [67.232.120.1]
  2  24 ms   24 ms   24 ms   173-248-84-21.centurylink.net [173.248.84.21]
  3  35 ms   35 ms   35 ms   206.51.81.40
  4  35 ms   35 ms   35 ms   dal-edge-18.inet.qwest.net [72.165.208.157]
  5  37 ms   37 ms   37 ms   dap-brdr-03.inet.qwest.net [67.14.2.85]
  6  36 ms   36 ms   37 ms   ae5.edge2.dallas3.level3.net [4.68.63.49]
  7  71 ms   70 ms   70 ms   vlan60.csw1.Dallas1.Level3.net [4.69.145.62]
  8  71 ms   71 ms   71 ms   ae-61-61.ebr1.Dallas1.Level3.net [4.69.151.126]
  9  71 ms   71 ms   70 ms   ae-1-8.bar1.Phoenix1.Level3.net [4.69.133.29]
 10  71 ms   71 ms   71 ms   ae-0-11.bar2.Phoenix1.Level3.net [4.69.148.114]
 11  71 ms   71 ms   71 ms   ae-5-5.car2.Phoenix1.Level3.net [4.69.148.121]
 12  71 ms   71 ms   71 ms   CBS-CORPORA.car2.Phoenix1.Level3.net [4.53.106.146]
 13  74 ms   73 ms   72 ms   ae2-0.io-phx2-ex8216-2.cnet.com [64.30.227.122]
 14  71 ms   71 ms   72 ms   reth0-1141.io-phx2-srx3600.cnet.com [216.239.123.165]
 15  71 ms   71 ms   71 ms   phx2-ss-help-lb.cnet.com [216.239.120.47]
 16

Trace complete.

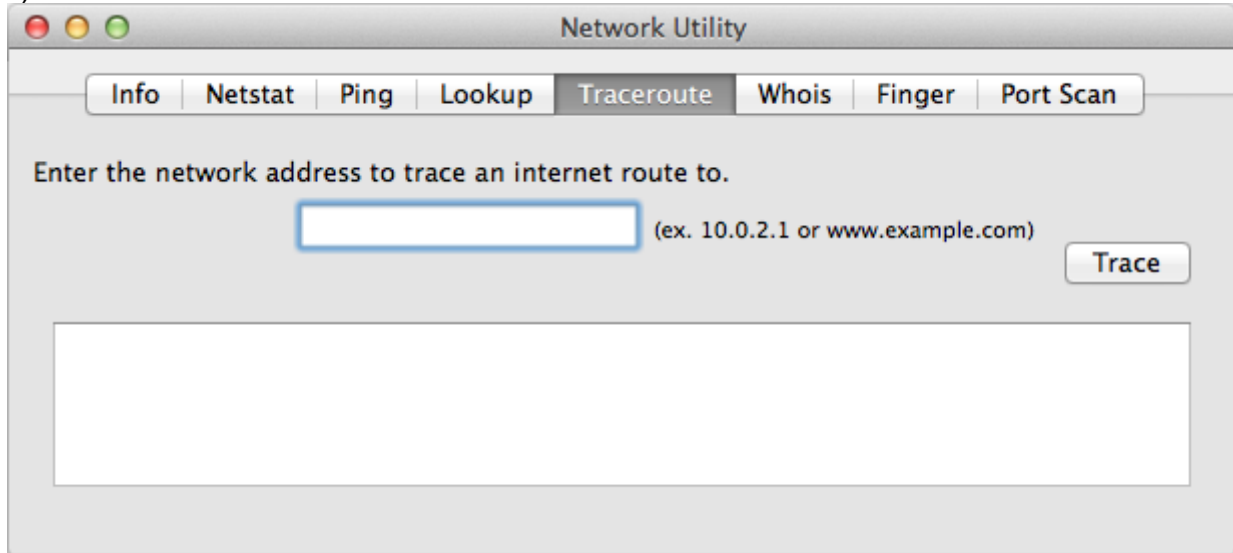
C:\Users\Charles>
  
```

if you still encounter problem to tracert in windows please refer to microsoft support.

#### 4. How to Ping or do a Traceroute in Mac OS X

i) Launch Network Utility - You can do this through Mac OS X Spotlight by typing Network Utility, and then clicking the Top Hit.

ii) Click Traceroute.



iii) Enter the domain name for which you want to perform a traceroute:  
eg - google.com

iv) Click Trace.

v) Select the results, and then right-click and select Copy or press COMMAND+C to copy the text.

vi) Paste the text into a text editor (TextEdit, etc.) and save the file.

If you still encounter problem to tracert in Apple support for Mac