Running a traceroute

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Overview:

If you're having network connectivity problems, you can run a "traceroute" to pinpoint exactly where your connection is failing. Completing a traceroute will provide insight into your internet connection, website status and more. Supplying the output to our Micron21 Support team may help us diagnose possible connection issues to your server.

Windows Method:

1. Locate and open the "**Command Prompt**" application in Windows.
2. in the window type the ***tracert*** command, followed by **a space** and the **IP address** of your server or your URL.
    1. Example: `tracert 8.8.8.8`or `tracert example.com`
3. Press "**enter**" on your keyboard to run the command, allowing a few minutes for it to run.
4. Once the traceroute has been completed, copy the entire output and supply it to our Micron21 Support team for further review.

Mac OS Method:

1. Navigate to the "**Terminal**" application on your device, located in the **Applications** > **Utilities** folder.
2. in the window type the ***traceroute*** command, followed by **a space** and the **IP address** of your server or your URL.
    1. Example: `traceroute 8.8.8.8`or `traceroute example.com`
3. Press "**enter**" on your keyboard to run the command, allowing a few minutes for it to run.
4. Once the traceroute has been completed, copy the entire output and supply it to our Micron21 Support team for further review.

- Tags
- troubleshoot