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## 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 <u>Micron21</u> <u>Support team</u> may help us diagnose possible connection issues to your server.

## Windows Method:

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

## Mac OS Method:

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