



## 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 8.8.8.8or 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 8.8.8.8or 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.

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