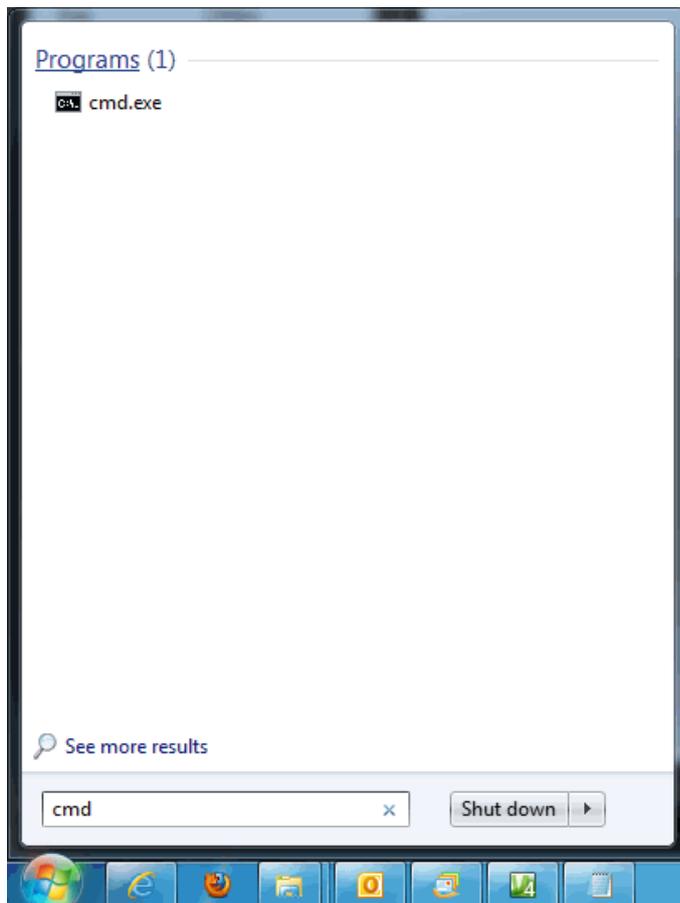**FAQ – Internet Issue**

1. When i encounter slow internet connection, what should i do?
Kindly provide us your the URL link/Application that you encounter slow performance while accessing. You also need to provide the ping test and tracert/traceroute to your server/URL that you would like to access.
Please forward to us the above mentioned required, including the ping and tracert/traceroute screenshot via email to **support@i-skill.com**.

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.

![i-Skill.com logo]

```
C:\Windows\system32\cmd.exe

Microsoft Windows [Version 6.1.7601]
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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:

  1     1 ms     1 ms    <1 ms  192.168.2.1
  2    23 ms    23 ms    23 ms  tx-67-232-120-1.dhcp.embarqhsd.net [67.232.120.1
]
  3    25 ms    24 ms    24 ms  67.239.78.61
  4    35 ms    34 ms    33 ms  206.51.81.38
  5    34 ms    34 ms    34 ms  bb-dllstx97-jx9-01-ae0-0.core.centurytel.net [20
8.110.248.18]
  6    35 ms    34 ms    35 ms  8075-dal.msn.net [206.223.118.17]
  7    35 ms    34 ms    34 ms  204.152.140.17
  8    84 ms    84 ms    89 ms  ge-2-1-0-0.co2-64c-1a.ntwk.msn.net [207.46.40.10
4]
  9    84 ms    84 ms    83 ms  ge-5-1-0-0.co1-64c-1b.ntwk.msn.net [207.46.46.94
]
 10    84 ms    84 ms    84 ms  ge-0-1-0-0.wst-64cb-1b.ntwk.msn.net [207.46.43.1
85]
 11    83 ms    83 ms    82 ms  ge-4-3-0-0.tuk-64cb-1b.ntwk.msn.net [207.46.46.1
62]
 12    84 ms    84 ms    84 ms  ten2-3.tuk-76c-1a.ntwk.msn.net [207.46.46.19]
 13    83 ms    82 ms    81 ms  po14.tuk-65ns-mcs-1a.ntwk.msn.net [207.46.35.134
]
 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>_
```
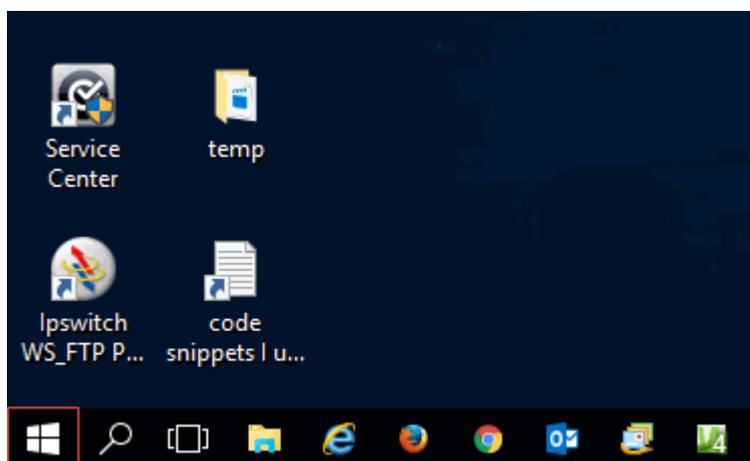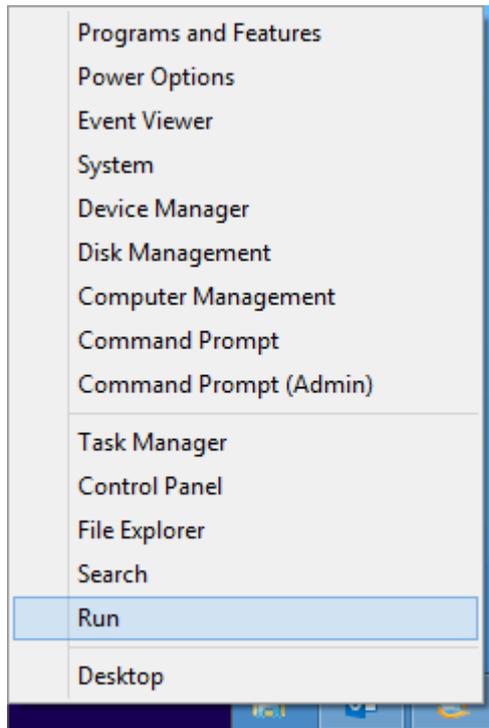
if the tracert problem still persist, please refer to Microsoft support.

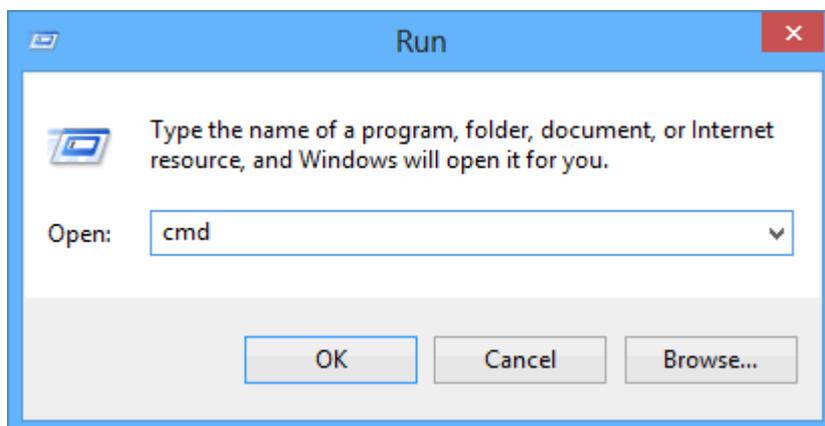## 3. How to Ping or do a Trace route in Windows 10

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).

Programs and Features
Power Options
Event Viewer
System
Device Manager
Disk Management
Computer Management
Command Prompt
Command Prompt (Admin)

Task Manager
Control Panel
File Explorer
Search
Run

Desktop

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

Run

Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.

Open: cmd

OK   Cancel   Browse...

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:

  1     1 ms     1 ms     1 ms  192.168.2.1
  2    23 ms    23 ms    22 ms  tx-67-232-120-1.dhcp.embarqhsd.net [67.232.120.1
]
  3    24 ms    24 ms    24 ms  173-248-84-21.centurylink.net [173.248.84.21]
  4    35 ms    35 ms    35 ms  206.51.81.40
  5    35 ms    35 ms    35 ms  dal-edge-18.inet.qwest.net [72.165.208.157]
  6    37 ms    37 ms    37 ms  dap-brdr-03.inet.qwest.net [67.14.2.85]
  7    36 ms    36 ms    37 ms  ae5.edge2.dallas3.level3.net [4.68.63.49]
  8    71 ms    70 ms    70 ms  vlan60.csw1.Dallas1.Level3.net [4.69.145.62]
  9    71 ms    71 ms    71 ms  ae-61-61.ebr1.Dallas1.Level3.net [4.69.151.126]

 10    71 ms    71 ms    70 ms  ae-1-8.bar1.Phoenix1.Level3.net [4.69.133.29]
 11    71 ms    71 ms    71 ms  ae-0-11.bar2.Phoenix1.Level3.net [4.69.148.114]

 12    71 ms    71 ms    71 ms  ae-5-5.car2.Phoenix1.Level3.net [4.69.148.121]
 13    71 ms    71 ms    71 ms  CBS-CORPORA.car2.Phoenix1.Level3.net [4.53.106.1
46]
 14    74 ms    73 ms    72 ms  ae2-0.io-phx2-ex8216-2.cnet.com [64.30.227.122]

 15    71 ms    71 ms    72 ms  reth0-1141.io-phx2-srx3600.cnet.com [216.239.123
.165]
 16    71 ms    71 ms    71 ms  phx2-ss-help-lb.cnet.com [216.239.120.47]

Trace complete.

C:\Users\Charles>
```
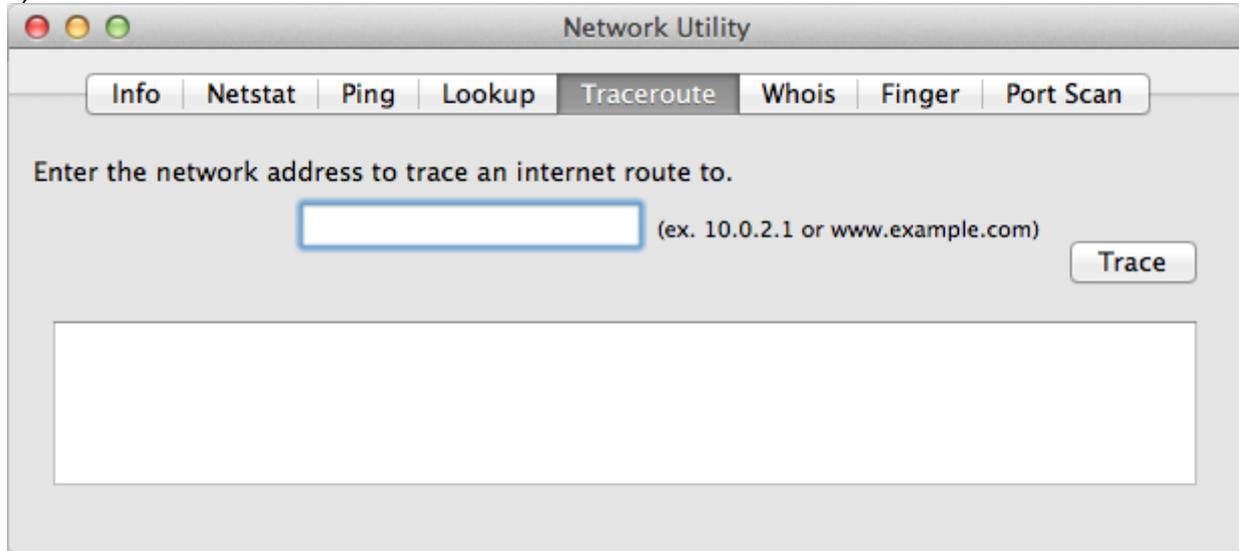
if the tracert problem still persist, please refer to Microsoft support.

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

i) At main screen, press command+spacebar to reveal Spotlight search bar, type Network Utility into the spotlight bar to launch it.
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 the tracert problem still persist, please refer to Apple support.