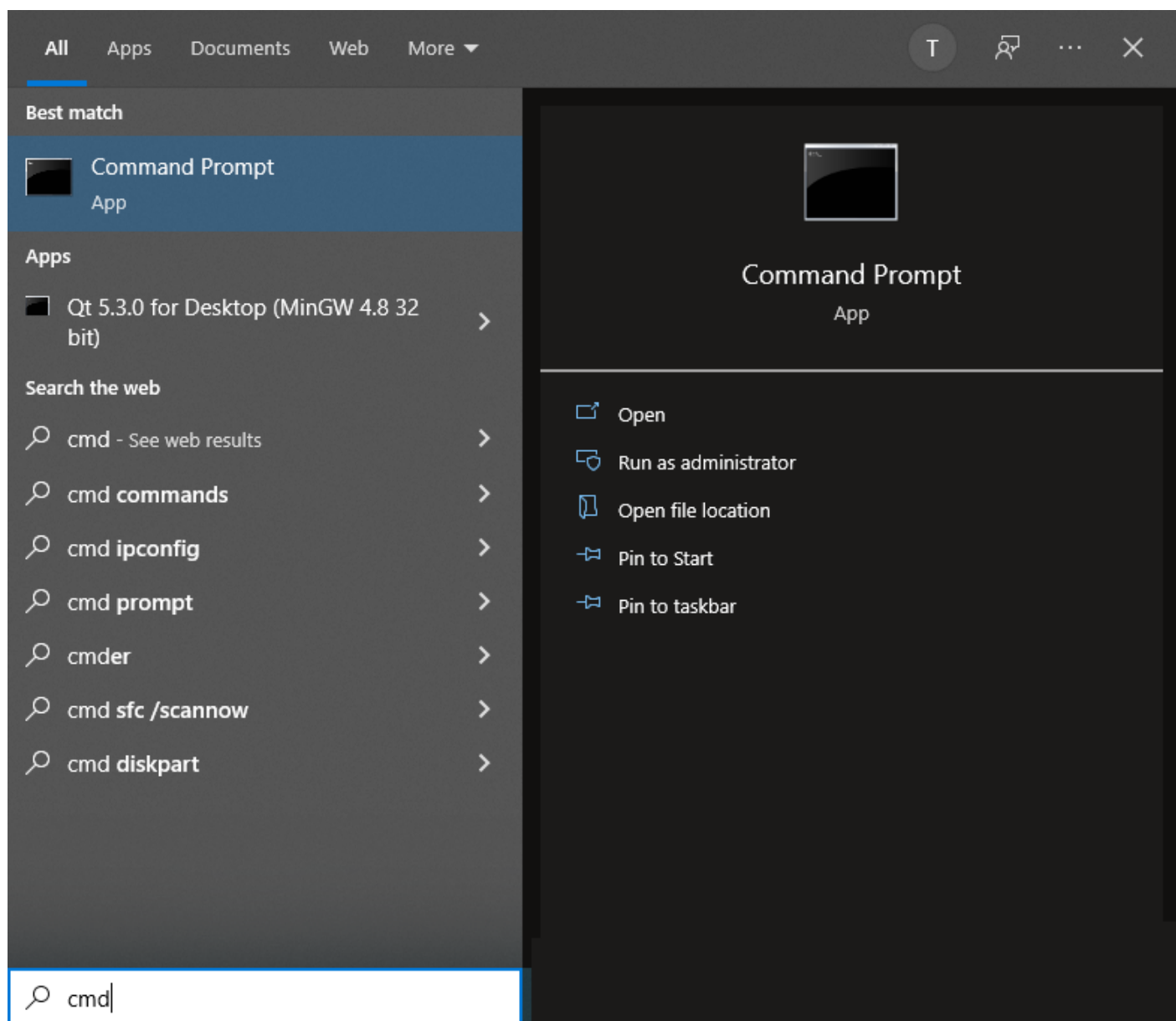# Performing a Pathping/Traceroute

What is a Pathping?

A Pathping is a Windows application which greatly assists when troubleshooting intermittent link issues. At times, our support team might ask you to perform a Pathping to a specific destination.

How to perform a Pathping?

1. Firstly, unless advised otherwise by our support team, ensure that you are connected to the router using a cabled device.
2. Open Command Prompt. To do this, click on the Windows/Start button, and type **CMD** Find and click on **Command Prompt** in the list.
3. A separate, black window will open. Type **pathping www.google.com** (or whichever website our support team advises you enter) and press **ENTER**
4. Pathping will start the test. Note that the test will take about 4 minutes to complete. Wait until the test finished with a **Trace Complete** message.
5. If required, take a screenshot of the result, and email it back to our support team.

All   Apps   Documents   Web   More ▾

Best match

Command Prompt
App

Apps

Qt 5.3.0 for Desktop (MinGW 4.8 32 bit)   ❯

Search the web

🔍 cmd - See web results   ❯

🔍 cmd **commands**   ❯

🔍 cmd **ipconfig**   ❯

🔍 cmd **prompt**   ❯

🔍 cmder   ❯

🔍 cmd **sfc /scannow**   ❯

🔍 cmd **diskpart**   ❯

Command Prompt
App

↗ Open

Run as administrator

Open file location

Pin to Start

Pin to taskbar

🔍 cmd

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

Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation.  All rights reserved.

C:\Users\interworks>pathping www.google.com

Tracing route to www.google.com [172.217.170.68]
over a maximum of 30 hops:
  0  rondebosch [169.239.208.151]
  1  169.239.208.145
  2  169.239.208.178
  3  bc1.interworks.in [160.19.112.121]
  4  bj1.interworks.in [160.19.112.110]
  5  196-60-9-113.ixp.joburg [196.60.9.113]
  6  172.253.65.179
  7  216.239.40.199
  8  jnb02s04-in-f4.1e100.net [172.217.170.68]

Computing statistics for 200 seconds...
            Source to Here   This Node/Link
Hop  RTT    Lost/Sent = Pct  Lost/Sent = Pct  Address
  0                                            rondebosch [169.239.208.151]
                               0/ 100 =   0%   :
  1    0ms     0/ 100 =   0%   0/ 100 =   0%   169.239.208.145
                               0/ 100 =   0%   :
  2    5ms     0/ 100 =   0%   0/ 100 =   0%   169.239.208.178
                               0/ 100 =   0%   :
  3    0ms     0/ 100 =   0%   0/ 100 =   0%   bc1.interworks.in [160.19.112.121]

                               0/ 100 =   0%   :
  4   17ms     0/ 100 =   0%   0/ 100 =   0%   bj1.interworks.in [160.19.112.110]

                               0/ 100 =   0%   :
  5   17ms     0/ 100 =   0%   0/ 100 =   0%   196-60-9-113.ixp.joburg [196.60.9.
113]
                               0/ 100 =   0%   :
  6   16ms     0/ 100 =   0%   0/ 100 =   0%   172.253.65.179
                               0/ 100 =   0%   :
  7   17ms     0/ 100 =   0%   0/ 100 =   0%   216.239.40.199
                               0/ 100 =   0%   :
  8   16ms     0/ 100 =   0%   0/ 100 =   0%   jnb02s04-in-f4.1e100.net [172.217.
170.68]

Trace complete.

C:\Users\interworks>
```

How to take a screenshot?

Sometimes our support team might ask you to take a screenshot of your pathping results and email it to us. Please see this link on how to take a screenshot.

Revision #4
Created 13 May 2022 09:05:32 by Theunis Coetzee
Updated 13 May 2022 09:27:00 by Theunis Coetzee