

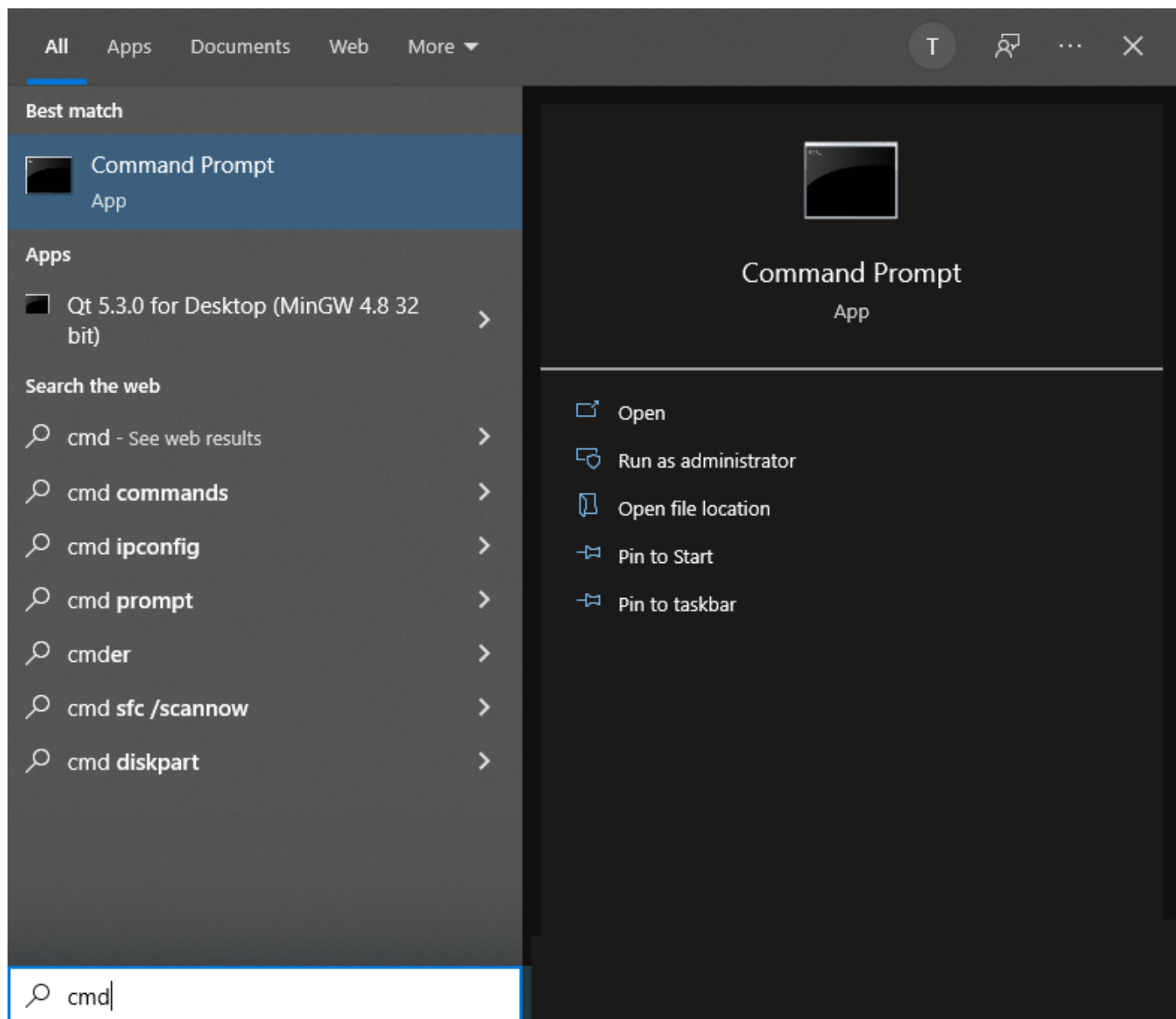
Performing a Pathping/Traceroute

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.



```
ca. 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...
Hop  RTT      Source to Here      This Node/Link      Address
 0      0ms      Lost/Sent = Pct      Lost/Sent = Pct      rondebosch [169.239.208.151]
 1      0ms      0/ 100 = 0%          0/ 100 = 0%          !
 2      5ms      0/ 100 = 0%          0/ 100 = 0%          169.239.208.145
 3      0ms      0/ 100 = 0%          0/ 100 = 0%          !
 4      17ms     0/ 100 = 0%          0/ 100 = 0%          169.239.208.178
 5      17ms     0/ 100 = 0%          0/ 100 = 0%          !
 6      16ms     0/ 100 = 0%          0/ 100 = 0%          bc1.interworks.in [160.19.112.121]
 7      17ms     0/ 100 = 0%          0/ 100 = 0%          !
 8      16ms     0/ 100 = 0%          0/ 100 = 0%          bj1.interworks.in [160.19.112.110]
 9      17ms     0/ 100 = 0%          0/ 100 = 0%          !
10      16ms     0/ 100 = 0%          0/ 100 = 0%          196-60-9-113.ixp.joburg [196.60.9.113]
11      17ms     0/ 100 = 0%          0/ 100 = 0%          !
12      16ms     0/ 100 = 0%          0/ 100 = 0%          172.253.65.179
13      17ms     0/ 100 = 0%          0/ 100 = 0%          !
14      16ms     0/ 100 = 0%          0/ 100 = 0%          216.239.40.199
15      16ms     0/ 100 = 0%          0/ 100 = 0%          !
16      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