LexiConn Knowledgebase

Performing a Traceroute in Windows

$(function(){ $(".Box").css("display","none"); $("installed").css("display","none"); }); A traceroute traces the path from your computer to your website, showing the routers the data passes through. On Windows computers, this can be done by clicking on:

Start -> Run type: command or cmd

NOTE: Vista users may not see the run command in the "Start" menu; however, you should be able to access the run command by holding down Windows Key (between Ctrl and Alt) and the 'R' key.

type: tracert your_domain.com

Then, email us the results of the trace and we will be able to tell you where your breakdown is occurring. If copy & paste are not enabled you will want to right click the mouse on the blue bar of your dos/command window and edit -> select all -> copy. You can also download a free traceroute program at:

http://www.topjimmy.net/tjs/

If you need information on performing a traceroute on a Mac, reference:

https://support.lexiconn.com/kb/questions/209/