**Ping Test (Windows)**

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A ping test will help prove if you can access specific fully qualified domain names or IP addresses. They can help confirm a working connection and help diagnose any slow performances.

1. Click on the Start button.  
2. Click on Run.  
3. In the field type CMD and press on the OK button.  
4. You will be presented with a black Command Prompt box.  
5. On the black screen type:

ping www.google.co.uk

As an alternative you can choose to run a ping test to an IP address by typing it as:

ping 83.170.124.4

6. Press the RETURN button on your keyboard which will start the process running.  
7. If you would like to run the process for longer type the request as:

ping -t www.google.co.uk or ping -t 83.170.124.4

This will start a continuous ping which can be stopped by pressing CTRL and C together.

8. The screen will fill with a series of results. If successful a reply will be shown with an indication of the  
time taken for a response.

9. To copy the results right mouse click on the black screen and click on the option to select all. Press  
the return key. This will copy the results to your local clip board.

10. To paste the results go to the screen you would like to enter them, right mouse click and select paste.  
The results will be copied in text format into the email or document.

## Trace Route (Windows)

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Trace routes can be a great way of diagnosing a routing issue. It shows the route the traffic takes to reach a destination and the time taken between each hop. If the trace should stop en-route then it is often helpful for support personnel to see the last hop that it stopped at. Alternatively it may help confirm that routing is working normally and the fault lay elsewhere, or highlight where traffic is slowing down on the path taken.

1. Click on the Start button.  
2. Click on Run.  
3. In the field type CMD and press on the OK button.  
4. You will be presented with a black Command Prompt box.  
5. On the black screen type:

tracert www.google.co.uk

As an alternative you can choose to run a trace route to an IP address by typing it as:

tracert 83.170.124.4

6. Press the RETURN button on your keyboard which will start the process running.

7. The command prompt screen will now should you the route the traffic takes to reach the end  
destination. Once finished it will state trace complete.

8. To copy the results right mouse click on the black screen and click on the option to select all. Press  
the return key. This will copy the results to your local clip board.

9. To paste the results go to the screen you would like to enter them, right mouse click and select paste.  
The results will be copied in text format into the email or document.

### More About Trace Routes

**Pathping (Windows)**

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Pathping combines the functionality of Ping with that of Traceroute, by providing details of the path between two hosts and Ping-like statistics for each node in the path. The advantages of PathPing over ping and traceroute are that each node is pinged as the result of a single command.

1. Click on the Start button.  
2. Click on Run.  
3. In the field type CMD and press on the OK button.  
4. You will be presented with a black Command Prompt box.  
5. On the black screen type:

pathping www.google.co.uk

As an alternative you can choose to run a pathping test to an IP address by typing it as:

pathping 83.170.124.4

6. Press the RETURN button on your keyboard which will start the process running.

7. The screen will fill with a series of results. If successful a reply will be shown with an indication of thetime taken for a response.

8. To copy the results right mouse click on the black screen and click on the option to select all. Press the return key. This will copy the results to your local clip board.

9. To paste the results go to the screen you would like to enter them, right mouse click and select paste.  
The results will be copied in text format into the email or document.