Nslookup (Telnet Command): How to do a Traceroute for Windows

A traceroute is used to show the path that a request travels from your systems to our systems when you attempt to pull up your website or check your mail. This helps us determine exactly where a problem is occurring if you are unable to view your site. Often times it is a location in between your computer and our systems that is causing a problem.

To perform a traceroute under windows, please complete the following steps:

1. Click on Start
2. Click on Run
3. For Windows NT/2000/XP, type cmd click ok. For Windows 95/98, type command, click ok.
4. A black window should come up and you should have a command prompt similar to c:\> (you may have a folder there as well, such as c:\documents and settings>)
5. Type "tracert yourdomain.com" (no quotes, replace yourdomain.com with your actual domain name) and hit enter. You may be asked to do a traceroute to mail.yourdomain.com if it is a mail related issue. In this case, simply put
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mail.yourdomain.com in the line above instead of just yourdomain.com

6. You should then see a number of lines of text show up on the screen one after the other. The lines will eventually start to say Request Timed Out.

7. If you get 5 request timed out at the bottom of your screen you can press the Control (ctrl) and Break keys together to stop the command.

8. This should bring you back to the prompt mentioned above.

9. Take a screenshot of the results; try to include as much of the information as possible and contact us with the results.

By default Telnet is disabled in Windows Vista. Do the following to enable Telnet.

1. From the Start menu, click Control Panel.

2. Select Programs.

3. From the menu of the left, select “Turn Windows Features On” or “Off.”

4. Scroll down, and then check the "Telnet client" box.

5. Click “OK.”
TCP Traceroute

To make TCP tracert from Windows command line TCP Tracert Software needs to be installed.


Tracetcp is a traceroute utility for WIN32 that uses TCP SYN packets rather than ICMP/UDP packets that the usual implementations use, thus bypassing gateways that block traditional traceroute packets.

Command Line:

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tracetcp host [options]
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where host = hostName|ipAddress[:portNumber|serviceName]

if portNumber or serviceName is not present then port 80 (http)
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is assumed.