

# Using the Trace Route Utility

Document ID: 20439

---

**Introduction**

**Prerequisites**

Requirements

Components Used

Conventions

**Trace Route Utility**

**NetPro Discussion Forums – Featured Conversations**

**Related Information**

---

## Introduction

The trace route (**tracert**) utility enables you to view a network packet that is in transit and determine the number of hops necessary for that packet to get to its destination. This document explains how to run the trace route utility in a Cisco Intelligent Contact Management (ICM) environment.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- ICM
- Microsoft Windows networking

### Components Used

The information in this document is based on all versions of ICM.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Trace Route Utility

You can use the trace route utility in order to verify timely and reliable connections between ICM nodes. You can also use the utility if the **ping** command indicates request timeouts. For more information about the **ping** command, refer to Ping Utility Usage.

The trace route utility determines the route that a packet takes to a destination from a remote computer or computers. The utility shows you the number of hops as well as the device IP addresses where, in a network path, a route is broken or is incorrect.

When the trace route utility successfully runs, you see the message `Trace complete`. If the trace route does not complete, there is a network failure between the local and remote nodes. In most cases, the problem is a network device, such as an IP router or hub along the network path. In this event, contact your LAN administrator and provide each hop of the trace route.

The sample output in this section shows a successful connection. Issue the **tracert** command in order to start the trace route utility in a Microsoft OS environment.

```
C:\>tracert 172.30.8.28

Tracing route to 172.30.8.28 over a maximum of 30 hops:

    1  <10 ms  <10 ms  <10 ms  161.44.240.2
    2  <10 ms  <10 ms  <10 ms  172.24.72.2
    3   20 ms   10 ms  <10 ms  171.71.0.25
    4   10 ms  <10 ms   10 ms  171.69.209.4
    5   71 ms   80 ms   70 ms  171.68.27.253
    6   80 ms   70 ms   81 ms  198.92.1.140
    7   80 ms   90 ms   70 ms  171.68.0.193
    8   80 ms   90 ms   70 ms  172.30.7.39
    9  141 ms  150 ms  130 ms  172.30.15.30
   10  141 ms  140 ms  160 ms  172.30.8.28

Trace complete
```

In order to find valid parameters for the **tracert** command, check the Microsoft Windows Help files.

## NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Customer Contact Software
IP Communications and Video: Contact Center

## Related Information

- [Ping Utility Usage](#)
- [Technical Support & Documentation – Cisco Systems](#)

---

All contents are Copyright © 2006–2007 Cisco Systems, Inc. All rights reserved. Important Notices and Privacy Statement.

---

Updated: Jul 11, 2007

Document ID: 20439

---