

Diagnostic Tools on RV220W and RV120W

Objective

This document describes the various diagnostic tools provided on RV220W and RV120W.

Applicable Devices

- RV220W
- RV120W

Software Version

- v1.0.4.17

Diagnostic Tools

To access the diagnostic tools, choose **Administration > Diagnostics > Network Tools**.

Using Ping

This utility can be used to test connectivity between this router and another device on the network connected to this router. Enter an IP address and click Ping. A popup window opens, indicating the ICMP echo request status. Check the box to ping through the VPN tunnel.

Using Traceroute

This utility displays all the routers present between the destination IP address and the RV220W. Displays up to 30 “hops” (intermediate routers) between this router and the destination. Enter an IP address and click **Traceroute**.

Performing DNS Lookup

To retrieve the IP address of a Web, FTP, Mail or any other Server on the Internet, type the Internet Name in the text box and click **Lookup**. If the host or domain entry exists, a response will be seen with the IP address. A message stating “**Unknown Host**” indicates that the specified Internet Name does not exist.

Capturing and Tracing Packets

Capture Packets allows to capture all packets that pass through the selected interface (LAN, dedicated WAN, or optional WAN). To capture packets, click **Packet Trace**, and a new window appears. Select the interface and click Start. To stop the packet capture, click **Stop**. Click **Download** to save a copy of the packet capture if needed. The packet trace is limited to 1MB of data per capture session. When the capture file size exceeds 1MB, it will be deleted automatically and a new capture file will be created.