Connectivity Diagnostic Test on RV016, RV042, RV042G and RV082 VPN Routers

Objective

The DNS Name Lookup and Ping test are two built-in tools that are helpful to identify and solve issues with connectivity. The DNS Name Lookup is used to learn an IP address of a given domain. The Ping test lets you enter an IP address or host name and shows if the RV32x router is able to send a packet to a remote host and receive a response.

This article explains how to use the diagnostic tools on the RV0XX Series VPN Router.

Applicable Devices

- RV016
- RV042
- RV042G
- RV082

Software Version

- v4.2.2.08

Use of the Diagnostic Tools

Step 1. Log in to the router configuration utility and choose System Management > Diagnostic. The Diagnostic page opens:

```
Diagnostic

- DNS Name Lookup
- Ping

Look up the name: [Input Field] Go
```

Step 2. Click a radio button to choose the specific action.

- **DNS Name Lookup** — DNS Name Lookup gives you the specific IP address of a specific domain names.

- **Ping** — Ping test is used to check connectivity between the RV32x router and a remote host.

DNS Lookup
Step 1. Enter the domain name in the *Lookup Domain Name* field.

Step 2. Click **Go** to get the IP address of the domain name. The results are shown as described below:

- **Status** — Displays the failure or testing mode.
- **Name** — Displays the fully qualified domain name (FQDN) you entered.
- **Address** — Displays the IP address that corresponds to the domain name you entered.

*Note*: If the diagnostic fails, then only the **Status** field appears.

### Ping

Step 1. Enter the IP address or name of the host with which you want to test the connectivity in the *Ping Host or IP Address* field.

Step 2. Click **Go** to test the connectivity. The results are shown as described below:

- **Status** — Represents the success, failure or testing mode.
- **Packets** — Represents how many packets are transmitted, received and the percentage of lost packets.
- **Round Trip Time** — Represents minimum, maximum, and average time in milliseconds to send and receive the packets.