

Perform Traceroute Test on SPA100 Series Phone Adapters

Objective

The traceroute tool checks how many hops (transfers through other devices on a network) it takes for the device to contact another device. The test results provide a list of hosts or IP addresses and shows the route taken by the test packets that started from the initial location to the destination domain or IP address. In a real time scenario, a traceroute can be used if the user has some connectivity problems and needs to find whether the packets are delivered to the destination or not. Traceroute can point out where the packets are being dropped if such a problem exists. The article explains how to run a traceroute diagnostic test on the SPA100 series.

Applicable Devices

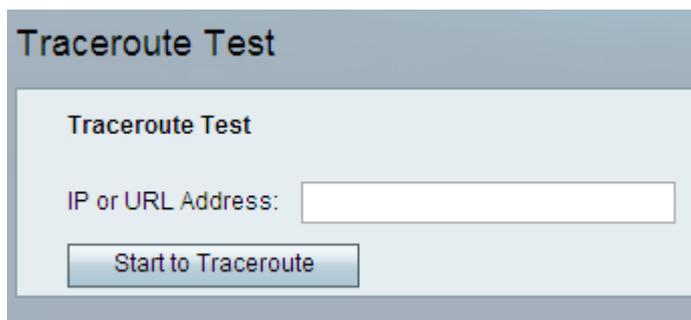
- SPA100 Series

Software Version

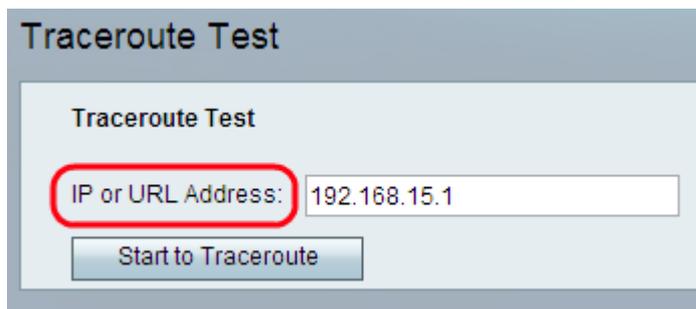
- v1.1.0

Traceroute Test

Step 1. Log in to the web configuration utility and choose **Administration > Diagnostics > Traceroute Test**. The *Traceroute Test* page opens:

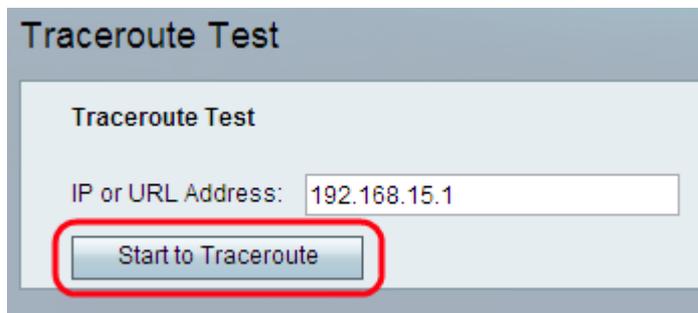


The screenshot shows the 'Traceroute Test' page. It has a title bar 'Traceroute Test' and a sub-header 'Traceroute Test'. Below the sub-header is a text input field labeled 'IP or URL Address:' which is currently empty. Below the input field is a button labeled 'Start to Traceroute'.

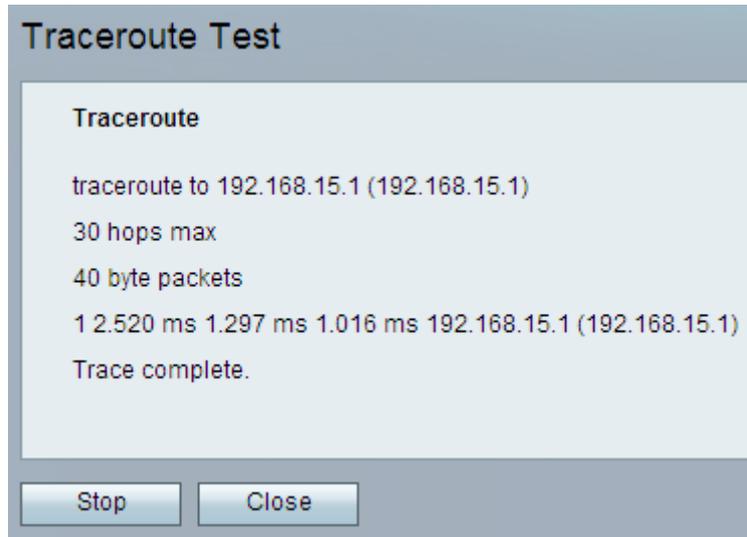


The screenshot shows the 'Traceroute Test' page. It has a title bar 'Traceroute Test' and a sub-header 'Traceroute Test'. Below the sub-header is a text input field labeled 'IP or URL Address:' which now contains the IP address '192.168.15.1'. The label 'IP or URL Address:' is circled in red. Below the input field is a button labeled 'Start to Traceroute'.

Step 2. Enter the IP or URL address of the device the administrator wants to test in the IP or URL Address field.



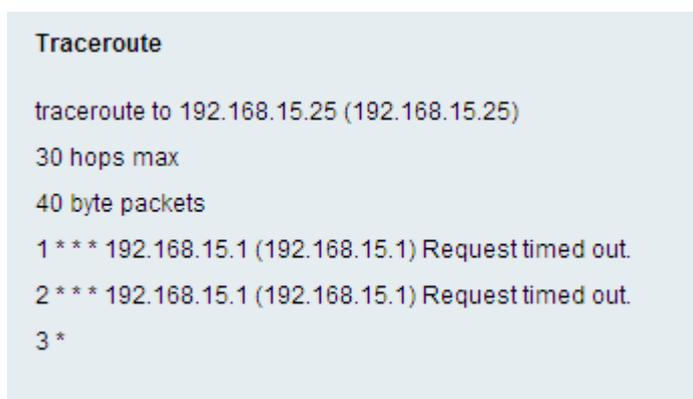
Step 3. Click **Start To Traceroute** button. The *Traceroute Test* result window appears:



Note: The above is an example of a successful connection.

Analysis of the results:

- 30 hops max — Displays the number of stops the packet has made along the route to attempt to contact the other computer.
- 40 byte packets — Displays the size of the packets that are sent.
- 1 2.520 ms 1.297 ms 1.1016 ms — Displays the count of attempt and then the round-trip times in milliseconds for three different attempts to reach the destination.
- (192.168.15.1) — Displays the name of the host that responded to the request.



Note: The above is an example of an unsuccessful connection.

Analysis of the results:

- 30 hops max — Displays the number of stops the packet has made along the route to attempt to contact the other computer.
- 40 byte packets — Displays the size of the packets that are sent.
- 1 *** 192.168.15.1 (192.168.15.1) — Displays the first attempt to reach the destination IP.
- 2 *** 192.168.15.1 (192.168.15.1) — Displays the second attempt to reach the destination IP.

Step 4. (Optional) To stop the traceroute test before completion, click the **Stop** button.

Step 5. After the traceroute test is finished and the connection has been verified, click the **Close** button. The result displays up to 30 hops.