

# Resolving Intermittent Disconnections

## What It Does

If you experience occasional disconnections with the ASP service, we need to determine where the problem occurs before we can help you resolve it. By taking a few simple steps to gather information, you can make the problem-solving process much faster.

Because it also helps to understand how information flows through an ASP service, we'll cover that as well.

## How to Do It

To help you quickly resolve occasional disconnections, we'll cover three topics:

- How information flows through an ASP service
- Tracing the route
- Monitoring your connection.

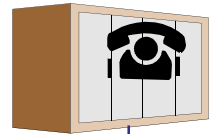
## How Information Flows through an ASP Service

When you connect to your ASP service, the information moves through several hands along the way. Each of them may potentially be responsible for occasional disconnections. The chart illustrates how this works.

ASP server for your account



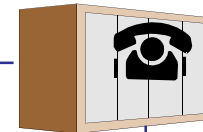
Our local phone system



Internet



Your local phone system



Your PC



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You can see from this chart that your information passes through two ISPs and two phone companies on its way from the server to your browser.

You'll notice that the information must pass through the Internet to get from our ISP to yours, or vice versa. The Internet is a collection of networks. Your information may be routed through several of these networks to get from your ASP server to your PC. Each time the information moves from one point to the next, it's called a hop.

To diagnose occasional disconnections, we need to trace these hops, to know exactly where information travels on its way to you.

## Tracing the Route

To trace the route that information follows from your building to your ASP server, follow these steps:

- 1 At your PC, click the **Start** button, then click **Run**.
- 2 In the Run dialog box, type one of the following:
  - If you use Windows® NT or 2000, type **cmd** and press ENTER.
  - If you use Windows® 98 or 95, type **command** and press ENTER.
- 3 At the C: prompt, type **tracert 63.149.191.130** and press ENTER, as shown here.

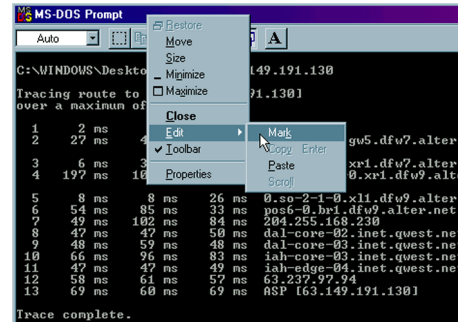


```
Microsoft Windows 98
(C) Copyright Microsoft Corp 1981-1999.
C:\WINDOWS\Desktop>tracert 63.149.191.130
```

- 4 The program will display a line for each hop, and display the message Trace Complete when it's finished.

Now you need to save this information. To do this, follow these steps:

- Right-click the window's title bar (the colored area at the top, which contains the title MS DOS Prompt).
- From the menu, select **Edit** and then **Mark**, as shown:

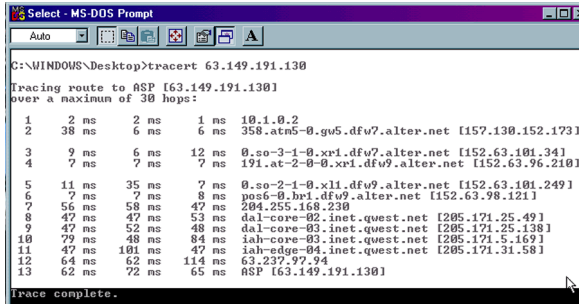


```
Tracing route to 63.149.191.130
over a maximum of 30 hops:
  0  0 ms  0 ms  0 ms  63.149.191.130
  1  2 ms  2 ms  2 ms  gw5.dfu7.alter.net
  2  27 ms  27 ms  27 ms  63.149.191.130
  3  6 ms  6 ms  6 ms  gw5.dfu7.alter.net
  4  197 ms  197 ms  197 ms  gw5.dfu7.alter.net
  5  8 ms  8 ms  8 ms  0.so-2-1-0.x11.dfu9.alter.net
  6  54 ms  85 ms  33 ms  pos6-0.br1.dfu9.alter.net
  7  49 ms  102 ms  84 ms  204.255.162.230
  8  47 ms  42 ms  50 ms  dal-core-02.inet.quest.net
  9  48 ms  59 ms  48 ms  dal-core-05.inet.quest.net
 10  66 ms  96 ms  83 ms  lah-core-03.inet.quest.net
 11  47 ms  47 ms  49 ms  lah-edge-04.inet.quest.net
 12  58 ms  61 ms  57 ms  63.237.97.94
 13  69 ms  66 ms  69 ms  RSR 163.149.191.130

Trace complete.
```

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- Drag the white cursor in the upper left diagonally across the page until all the trace information is highlighted, as shown here. (To drag, you hold down the left mouse button as you move the mouse.



```
Select - MS-DOS Prompt
Auto
C:\WINDOWS\Desktop>tracert 63.149.191.130
Tracing route to ASP [63.149.191.130]
over a maximum of 30 hops:
  0  2 ns   2 ns   1 ns  10.1.0.2
  1  38 ns   6 ns   6 ns  358.atn5-0.gw5.dfw7.alter.net [157.130.152.173]
  2  9 ns    6 ns   12 ns 0.so-3-1-0.xvi.dfw7.alter.net [152.63.181.34]
  3  7 ns    7 ns   7 ns  191.at-2-0-0.xri.dfw9.alter.net [152.63.96.210]
  4  11 ns   35 ns   7 ns  0.so-2-1-0.xli.dfw9.alter.net [152.63.181.249]
  5  7 ns    7 ns   8 ns  pos6-0.br1.dfw9.alter.net [152.63.98.121]
  6  56 ns   58 ns  47 ns 204.255.168.230
  7  47 ns   47 ns  53 ns dal-core-02.inet.quest.net [205.171.25.49]
  8  47 ns   52 ns  48 ns dal-core-03.inet.quest.net [205.171.25.138]
  9  79 ns   48 ns  84 ns iah-core-03.inet.quest.net [205.171.5.169]
 10  47 ns  101 ns  47 ns iah-edge-04.inet.quest.net [205.171.31.58]
 11  64 ns   62 ns  114 ns 63.237.97.94
 12  62 ns   72 ns  65 ns ASP [63.149.191.130]
Trace complete.
```

- Copy the highlighted information by pressing ENTER.
  - Open Notepad by clicking **Start**, then pointing to **Programs, Accessories**, and **Notepad**.
  - Paste the information in Notepad by pressing the CTRL and V keys at the same time.
  - From the **File** menu, click **Save**, and save the text document with an appropriate name (XYZ Company Trace.txt, for example).
- 5 Attach the text document to an e-mail, and address the e-mail to **support@ddms.com**

Please make the subject **ASP trace**. In the body of the e-mail, include your company name and account number, and the reason for the trace.

## Monitoring Your Connection

Another tool you can use to help your support technician diagnose intermittent disconnections is LiveCon! for Windows. You can download a copy at [www.remotetek.com/software/livecon](http://www.remotetek.com/software/livecon) There is no charge for this program, but you're encouraged to send the authors a donation if you find it useful.

**Note:** LiveCon! is a third-party program that we find helpful. However, we cannot support it, since ECI<sup>2</sup>/DDMS did not program it.

LiveCon! comes with complete documentation, but we'll briefly explain here how you can set it up to monitor your ASP connection.

You can use LiveCon! to monitor two important parts of the path your data follows:

- Your connection to our ASP hosting center
- Your connection to your ISP.

You can only monitor one of these at a time.

Install LiveCon! and start the program. You'll see a yellow face icon in your system tray.

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## Monitoring Your ASP Hosting Center Connection

- 1 Right-click the icon, and select **Options**.
- 2 In the **Echo Host Address** box, type **63.149.191.130** and click **OK**. This is the ASP IP address; it allows you to monitor your connection to your ASP server.
- 3 Right-click the face icon again, and select **Log Now**. LiveCon! will begin monitoring your connection.

## Monitoring Your ISP Connection

- 1 Call your ISP, and ask them for the IP address of your network gateway host. (This is the host that is closest to your system.)
- 2 Right-click the yellow face icon in your system tray, and select **Options**.
- 3 In the **Echo Host Address** box, type the IP address that you received from your ISP, and click **OK**.
- 4 Right-click the face icon again, and select **Log Now**. LiveCon! will begin monitoring your connection.

## Checking the Connection Log

- 1 Right-click the yellow face icon in your system tray, and select **Analyze Log**.
- 2 Select an appropriate time in the **Analysis Period** portion of the dialog box.

- 3 To see a summary, click the **Display** drop-down menu and select **Connection Status**.

Click **Analyze**.

To see details about disconnections, click the **Display** drop-down menu and select **Disconnection Periods**.

Click **Analyze**.

## Sending Data to your Support Technician

- 4 To send the data displayed in the Log Analysis window to your support technician, click the **Copy** button.
- 5 Select **All Entries**, and then select **to Clipboard**.
- 6 Start an e-mail, and click your cursor within the message area of your e-mail.
- 7 Paste the log data in your e-mail by pressing the CTRL and V keys at the same time.
- 8 Address your e-mail to **support@ddms.com**
- 9 Add text to the e-mail to indicate why you're sending it, and be sure to include your company name.