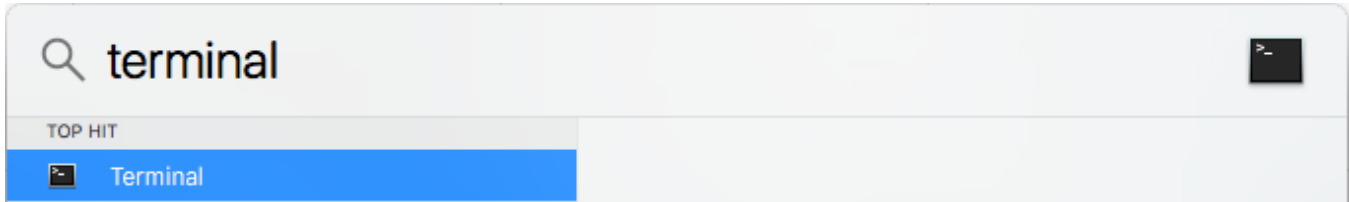


# Performing a Traceroute from macOS

Sometimes our customers are unable to reach the server their site is hosted on because of networking issues. For our technicians to best help you, there is a diagnostic tool you can run from your computer that will let our technicians know where your connection to the server is having problems or failing. These instructions show you how to run this tool and provide the results to HostDime's technical support team.

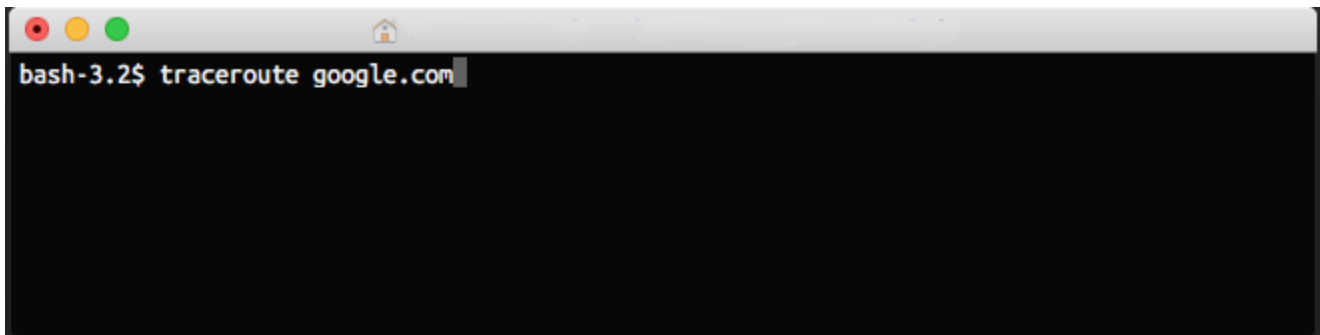
## Step 1 - Open the Terminal application

Use the +space key combination to open Spotlight Search and type **terminal** then press ENTER.



## Step 2 - Running the traceroute command

The Terminal will now be displayed. Type `traceroute` followed by the IP address of the server or domain name of your website and then press the ENTER key on your keyboard. The example below shows the `traceroute` command for [Google.com](https://www.google.com).



After you press ENTER the `traceroute` tool should begin to output the technical data HostDime needs.

```

bash-3.2$ traceroute google.com
traceroute to google.com (172.217.2.78), 64 hops max, 52 byte packets
 1 192.168.0.1 (192.168.0.1) 2.631 ms 1.567 ms 1.447 ms
 2      (      ) 9.216 ms 10.121 ms 9.376 ms
 3 ae-102-rur01.royalton.tx.houston.comcast.net (68.85.251.73) 9.079 ms 10.277 ms 9.075 ms
 4 ae-29-ar01.bearcreek.tx.houston.comcast.net (68.85.245.85) 10.808 ms 9.548 ms 9.912 ms
 5 be-33662-cr02.dallas.tx.ibone.comcast.net (68.86.92.61) 16.730 ms 17.720 ms 19.477 ms
 6 be-12441-pe01.1950stemmons.tx.ibone.comcast.net (68.86.89.206) 15.974 ms 15.445 ms 15.603 ms
 7 75.149.231.222 (75.149.231.222) 15.273 ms 16.433 ms 15.261 ms
 8 * * *
 9 72.14.238.56 (72.14.238.56) 18.218 ms
   108.170.233.117 (108.170.233.117) 30.536 ms
   216.239.62.213 (216.239.62.213) 16.122 ms
10 216.239.59.149 (216.239.59.149) 43.450 ms 44.723 ms
   108.170.240.209 (108.170.240.209) 15.624 ms
11 108.170.231.85 (108.170.231.85) 55.598 ms
   216.239.43.151 (216.239.43.151) 46.533 ms
   108.170.231.105 (108.170.231.105) 43.822 ms
12 216.239.59.149 (216.239.59.149) 43.827 ms
   108.170.230.225 (108.170.230.225) 43.259 ms
   108.170.232.115 (108.170.232.115) 45.322 ms
13 216.239.46.212 (216.239.46.212) 44.314 ms
   108.170.231.85 (108.170.231.85) 43.894 ms 42.910 ms
14 108.170.253.17 (108.170.253.17) 43.966 ms
   108.170.253.1 (108.170.253.1) 45.254 ms
   mia09s01-in-f14.1e100.net (172.217.2.78) 43.940 ms
bash-3.2$

```

Now click and drag across the text output in the terminal to select it and use the +C key combination to copy it to your clipboard so you can paste it in a message to our staff.

```

bash-3.2$ traceroute google.com
traceroute to google.com (172.217.2.78), 64 hops max, 52 byte packets
 1 192.168.0.1 (192.168.0.1) 2.631 ms 1.567 ms 1.447 ms
 2      (      ) 9.216 ms 10.121 ms 9.376 ms
 3 ae-102-rur01.royalton.tx.houston.comcast.net (68.85.251.73) 9.079 ms 10.277 ms 9.075 ms
 4 ae-29-ar01.bearcreek.tx.houston.comcast.net (68.85.245.85) 10.808 ms 9.548 ms 9.912 ms
 5 be-33662-cr02.dallas.tx.ibone.comcast.net (68.86.92.61) 16.730 ms 17.720 ms 19.477 ms
 6 be-12441-pe01.1950stemmons.tx.ibone.comcast.net (68.86.89.206) 15.974 ms 15.445 ms 15.603 ms
 7 75.149.231.222 (75.149.231.222) 15.273 ms 16.433 ms 15.261 ms
 8 * * *
 9 72.14.238.56 (72.14.238.56) 18.218 ms
   108.170.233.117 (108.170.233.117) 30.536 ms
   216.239.62.213 (216.239.62.213) 16.122 ms
10 216.239.59.149 (216.239.59.149) 43.450 ms 44.723 ms
   108.170.240.209 (108.170.240.209) 15.624 ms
11 108.170.231.85 (108.170.231.85) 55.598 ms
   216.239.43.151 (216.239.43.151) 46.533 ms
   108.170.231.105 (108.170.231.105) 43.822 ms
12 216.239.59.149 (216.239.59.149) 43.827 ms
   108.170.230.225 (108.170.230.225) 43.259 ms
   108.170.232.115 (108.170.232.115) 45.322 ms
13 216.239.46.212 (216.239.46.212) 44.314 ms
   108.170.231.85 (108.170.231.85) 43.894 ms 42.910 ms
14 108.170.253.17 (108.170.253.17) 43.966 ms
   108.170.253.1 (108.170.253.1) 45.254 ms
   mia09s01-in-f14.1e100.net (172.217.2.78) 43.940 ms
bash-3.2$

```

