

HOW TO QUICKLY TROUBLESHOOT “SITE DOWN”

Is it REALLY Down?

First, we need to find out if the site is really down or if it is something else between your computer and our servers.

If your site does not come up in the browser, does some other site like ESPN work? Sometimes, an ISP will put the higher traffic on different boxes. Your pathway through them to us may be down while other paths are working.

Grab your phone, disconnect it from the network your computers on and try to get to your site. If you can reach the site with your phone not connected to your computer’s network, it is a problem on your end or at the ISP.

Turn your modem/router off for a bit and see if the problem doesn’t go away. Even if it DOES go away, you need to let your ISP know that something is causing the connection to drop. If you’re still down, call your ISP and let them know you have turned your modem/router off and back on with no success.

How to help the ISP help you

Just having a little extra information to give your ISP (or us) helps to not only make you sound more computer savvy (They’ll not try to BS you as much) but it gives them information that helps them troubleshoot the problem. Using **Terminal** on a Mac or **Window’s PowerShell** (Right-Click the Windows icon and select **Windows PowerShell (Admin)**), you can run the following commands:

```
ping yoursite.com  
tracert yoursite.com
```

The ping should resolve to an IP address and return 4 successful trips to our server. If it does not, then run the tracert (Trace Route) command. That will show each step from your computer to our servers and will show the last stop that worked. That IP address is VERY helpful to your ISP.

