

Check Connectivity to your Cloud Server


Last Modified on 27/04/2021 3:10 pm EDT

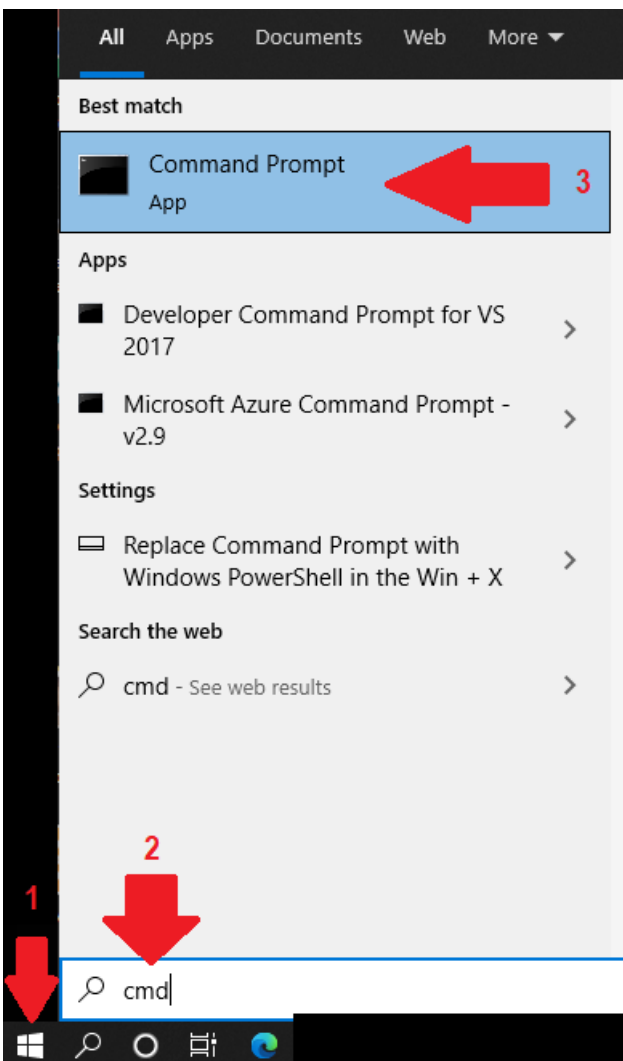
If you have issues connecting to your RentalPoint Cloud Server, the problem could be related to your internet connection, which can only be resolved by contacting your local internet provider.

To quickly differentiate between internet provider and cloud server issues, follow the steps outlined below.

Open a Command Prompt

First open a command prompt on your local workstation

1. Click the Windows Start Button 
2. Type 'cmd' in the search bar
3. Double click the Command Prompt App



Ping Your Cloud Server

Type the command 'ping 158.106.108.34' and hit enter

```
CA Command Prompt
Microsoft Windows [Version 10.0.19041.928]
(c) Microsoft Corporation. All rights reserved.
C:\Users\Visitor>ping 158.016.108.34
```

Request Timed Out

If you get 'request timed out' in any of the 4 tests, you have diminished or no internet service and should [contact your Internet Service Provider](#)

```
CA Command Prompt
Microsoft Windows [Version 10.0.19041.928]
(c) Microsoft Corporation. All rights reserved.
C:\Users\Visitor>ping 158.106.108.34

Pinging 158.106.108.34 with 32 bytes of data:
Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for 158.106.108.34:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),
```

Successful Ping Test

If you have internet access, your report should show a successful connection per screenshot below. Please follow next steps to test the speed of your internet connection.

```
CA Command Prompt
Microsoft Windows [Version 10.0.19041.928]
(c) Microsoft Corporation. All rights reserved.
C:\Users\Visitor>ping 158.106.108.34


Pinging 158.106.108.34 with 32 bytes of data:
Reply from 158.106.108.34: bytes=32 time=18ms TTL=50
Reply from 158.106.108.34: bytes=32 time=18ms TTL=50
Reply from 158.106.108.34: bytes=32 time=18ms TTL=50
Reply from 158.106.108.34: bytes=32 time=18ms TTL=50

Ping statistics for 158.106.108.34:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 18ms, Maximum = 18ms, Average = 18ms
C:\Users\Visitor>
```

TraceRoute/Tracert

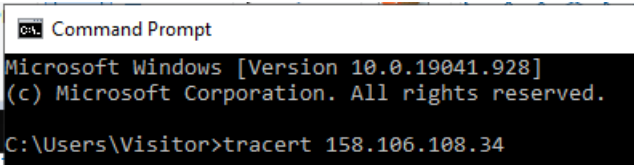
If the ping test succeeds, you have confirmed internet connection, however the connection may

be very slow to respond. To confirm acceptable connection, run a traceroute on your cloud server IP Address.

 The primary difference between ping and traceroute is that while ping simply tells you if a server is reachable and the time it takes to transmit and receive data, traceroute details the precise route, router by router, as well as the time it took for each hop. If your tracert is slow, your Internet Provider should be able to offer solutions to speed up your connection.

Traceroute and tracert accomplish the same general function. The only significant difference is that the command is "traceroute" on Mac and Linux systems and "tracert" on a Windows system.

To run a Tracert, on the command line, type 'tracert 158.106.108.34' and press



```
Command Prompt
Microsoft Windows [Version 10.0.19041.928]
(c) Microsoft Corporation. All rights reserved.
C:\Users\Visitor>tracert 158.106.108.34
```

Failed TraceRoute/Tracert

Sometimes, a traceroute has a hard time accessing a device. In these situations, it may show a message saying, "Request timed out," along with an asterisk.

If you get several timeouts in a row or your round trip times are very slow then please contact your Internet Provider. Have a screenshot of your Tracert ready should they ask for it.

Fig 1.1 Many timeouts in a row

```

Tracing route to 158.106.108.34 over a maximum of 30 hops

  1  <1 ms    <1 ms    <1 ms    mynetwork [100.100.100.1]
  2   5 ms     4 ms     12 ms    10.11.0.81
  3   *        *        *        Request timed out.
  4   6 ms     7 ms     7 ms     ssvlon3952w_lag39.net.bell.ca [142.124.127.42]
  5   6 ms     7 ms     7 ms     tcore4-toronto47-bundle-ether48.net.bell.ca [142.124.127.204]
  6   6 ms     5 ms     5 ms     dis4-toronto47_7-0-0.net.bell.ca [64.230.107.3]
  7  10 ms     8 ms     8 ms     tcore4-toronto47_1-0-0-3.net.bell.ca [64.230.107.2]
  8   6 ms     5 ms     6 ms     tcore2-torontoxn_ae1.net.bell.ca [64.230.51.158]
  9   *        *        *        Request timed out.
 10  *        *        *        Request timed out.
 11  *        *        *        Request timed out.
 12  *        *        *        Request timed out.
 13  *        *        *        Request timed out.
 14  *        *        *        Request timed out.
 15  *        *        *        Request timed out.
 16  *        *        *        Request timed out.
 17  *        *        *        Request timed out.
 18  *        *        *        Request timed out.
 19  *        *        *        Request timed out.
 20  *        *        *        Request timed out.
 21  *        *        *        Request timed out.
 22  *        *        *        Request timed out.
 23  *        *        *        Request timed out.
 24  *        *        *        Request timed out.
 25  *        *        *        Request timed out.
 26  *        *        *        Request timed out.
 27  *        *        *        Request timed out.
 28  *        *        *        Request timed out.
 29  *        *        *        Request timed out.
 30  *        *        *        Request timed out.

Trace complete.

```

Fig1.2 Round trip times very slow

```

C:\Users\Tim>tracert 158.106.108.34

Tracing route to 158.106.108.34 over a maximum of 30 hops

  1   1 ms     <1 ms     1 ms     192-168-1-1.tpgi.com.au [192.168.1.1]
  2   5 ms     5 ms     6 ms     10-20-25-15.tpgi.com.au [10.20.25.15]
  3   7 ms     6 ms     6 ms     203-219-35-194.static.tpgi.com.au [203.219.35.194]
  4  10 ms     6 ms     7 ms     syd-apt-ros-crt2-be-60.tpgi.com.au [203.219.107.85]
  5  10 ms     7 ms     7 ms     203.29.134-68.tpgi.com.au [203.29.134.68]
  6  184 ms    183 ms    183 ms    ix-xe-8-1-2-0.tcore2.SQN-San-Jose.as6453.net [64.86.21.57]
  7  248 ms    247 ms    247 ms    if-ae-29-2.tcore1.CT8-Chicago.as6453.net [64.86.21.105]
  8  248 ms    247 ms    247 ms    if-ae-8-2.tcore2.TNK-Toronto.as6453.net [66.110.48.11]
  9  247 ms    248 ms    247 ms    if-ae-2-2.tcore1.TNK-Toronto.as6453.net [64.86.33.89]
 10  248 ms    247 ms    248 ms    if-ae-9-9.tcore1.TTT-Toronto.as6453.net [64.86.33.26]
 11  247 ms    247 ms    247 ms    if-ae-10-2.tcore2.TTT-Toronto.as6453.net [64.86.32.34]
 12  247 ms    246 ms    246 ms    64.86.85.10
 13  246 ms    247 ms    246 ms    66.199.34.57
 14  246 ms    246 ms    246 ms    66.199.34.57
 15  246 ms    246 ms    246 ms    158.106.108.34

Trace complete.

```

Successful TraceRoute/Tracert

If the test results show a successful trace and you still cannot connect to the cloud server, then please contact support@rentp.com. Mark the subject of your email as 'urgent' and a support

representative will assist you further.

CA Command Prompt

```
Ping statistics for 158.106.108.34:
  Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
  Minimum = 18ms, Maximum = 18ms, Average = 18ms

C:\Users\Visitor>tracert 158.106.108.34

Tracing route to 158.106.108.34 over a maximum of 30 hops

  0  <1 ms    <1 ms    <1 ms    mynetwork [192.168.2.1]
  1  7 ms     4 ms     4 ms     10.11.0.81
  2  *        *        *        Request timed out.
  3  7 ms     7 ms     8 ms     cksnon1673w_lag37.net.bell.ca [142.124.127.44]
  4  10 ms    15 ms    12 ms    tcore3-toronto12-bundle-ether41.net.bell.ca [142.124.127.140]
  5  6 ms     5 ms     5 ms     dis45-toronto12_5-0-0.net.bell.ca [64.230.104.179]
  6  16 ms    16 ms    16 ms    bx9-chicagodt_ae0-0.net.bell.ca [64.230.79.73]
  7  *        *        *        lag-101.ear7.Chicago2.Level3.net [4.15.248.93]
  8  25 ms    26 ms    24 ms    ae-1-6.bar3.Toronto1.Level3.net [4.69.218.46]
  9  31 ms    20 ms    28 ms    BEANFIELD-T.bar3.Toronto1.Level3.net [4.28.136.174]
 10  18 ms    18 ms    18 ms    po112.lsr01.18WynfordDr01.YYZ.beanfield.com [199.167.152.133]
 11  *        *        *        Request timed out.
 12  *        *        *        Request timed out.
 13  18 ms    18 ms    19 ms    te0-1.pe01.56TemperanceSt01.YYZ.beanfield.com [72.15.51.63]
 14  20 ms    19 ms    19 ms    66.199.34.57
 15  19 ms    19 ms    19 ms    66.199.34.57
 16  19 ms    18 ms    18 ms    158.106.108.34

Trace complete.
```