

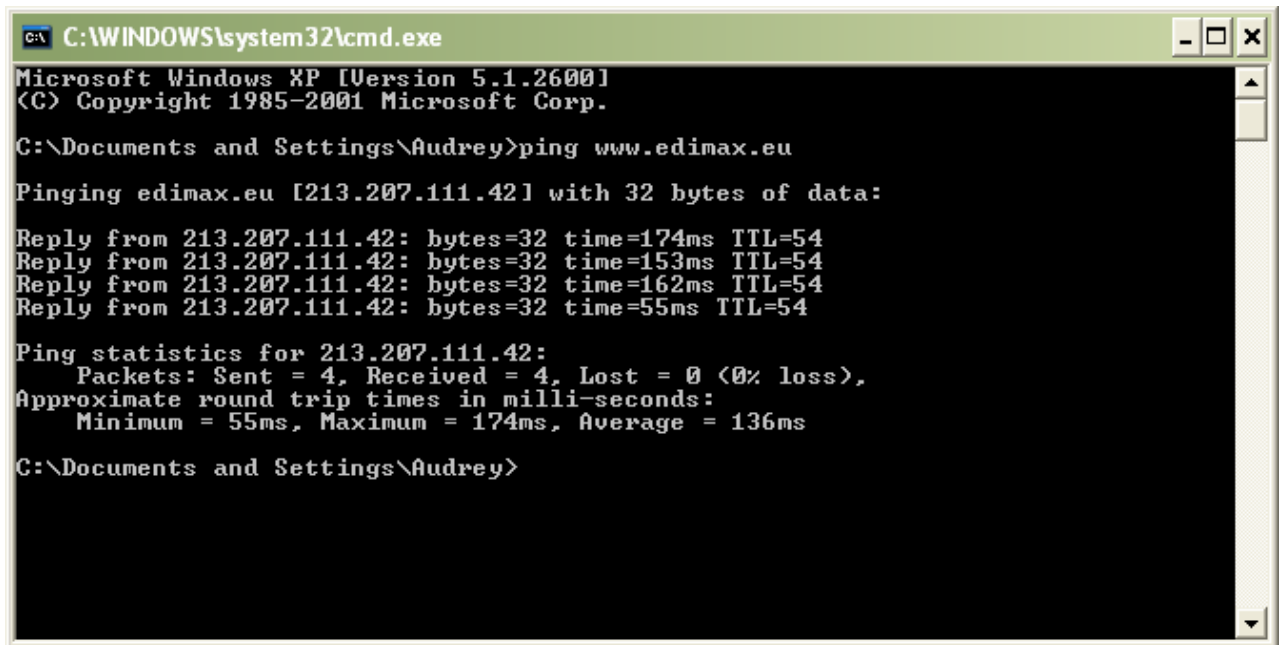
FAQ

Testing Connections with Ping

Ping is one of the first tools to use to check a computer, router and Internet connectivity. It has to run at the command prompt, but getting the basic information is quite easy. You can do the whole thing in 30 seconds.

- a. To run ping, type **Start > Run**.
- b. Type **cmd** in the Run window, and click **OK**. A black and white command line window pops up.
- c. Type **ping** followed by an IP address or a DNS address.
- d. Press **Enter** to execute the command. Three useful examples:
 - a. **ping 192.168.2.1** (This is a "loopback ping" — your computer is trying to talk to itself. This tests whether your computer is able to handle Ethernet traffic. If this has a negative result, the computer has an operating system problem.)
 - b. **ping 192.168.2.1** (If the result is "Request timed out", type ping **192.168.2.1**. If that also times out, then the computer is not making a connection to your router.)
 - c. **ping www.edimax.eu**. (Tests whether your computer can contact Internet computers.)

When there is no problem, the ping results look as shown in the following screenshot.

A screenshot of a Windows XP command prompt window. The title bar reads "C:\WINDOWS\system32\cmd.exe". The window content shows the following text:

```
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\Audrey>ping www.edimax.eu

Pinging edimax.eu [213.207.111.42] with 32 bytes of data:

Reply from 213.207.111.42: bytes=32 time=174ms TTL=54
Reply from 213.207.111.42: bytes=32 time=153ms TTL=54
Reply from 213.207.111.42: bytes=32 time=162ms TTL=54
Reply from 213.207.111.42: bytes=32 time=55ms TTL=54

Ping statistics for 213.207.111.42:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 55ms, Maximum = 174ms, Average = 136ms

C:\Documents and Settings\Audrey>
```

Interpreting Ping when There's a Problem

As far as Edimax equipment, the problem you most likely run into is "Request Timed Out". This means there is no connection.

Another error is "Unknown host", which just means that the DNS or IP address you typed doesn't exist. Probably, you made a typo error, or you have a hardware connection issue. Please check the LEDs of your router / PC / or other device that is in this case attached.

Other problems are generally outside the scope of Edimax support. Often they are problems with your ISP — contact them with concerns. A controversial situation is when packet loss is not 0%. Sometimes this indicates a severe problem, but in other situations it doesn't indicate any problem whatever. However anything higher than 5% is definitely a problem.

If the average round trip time is > 500 ms, there is possible latency problem. Again, contact your ISP.

Limitations of the Ping Tool

- Ping is not a good tool for diagnosing intermittent problems.
- Good results are reliable, but “bad results” could be caused by any number of things, and are not necessarily reliable!
- Ping uses ICMP, which has low priority, showing speeds that are slower than regular network traffic. Some computers reject ICMP, and therefore pinging, entirely.
- When an IP appears between the source and destination in a traceroute command it does **not** mean that that IP must be pingable.

-Edimax EU Helpdesk
-03/2008