

Connectivity Diagnostic Test on RV016, RV042, RV042G and RV082 VPN Routers

Objective

The DNS Name Lookup and Ping test are two built-in tools that are helpful to identify and solve issues with connectivity. The DNS Name Lookup is used to learn an IP address of a given domain. The Ping test lets you enter an IP address or host name and shows if the RV32x router is able to send a packet to a remote host and receive a response.

This article explains how to use the diagnostic tools on the RV0XX Series VPN Router.

Applicable Devices

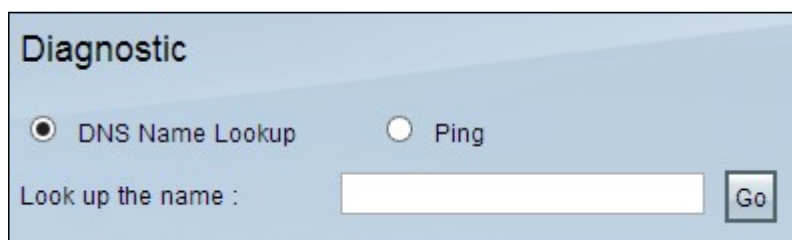
- RV016
- RV042
- RV042G
- RV082

Software Version

- v4.2.2.08

Use of the Diagnostic Tools

Step 1. Log in to the router configuration utility and choose **System Management > Diagnostic**. The *Diagnostic* page opens:



Step 2. Click a radio button to choose the specific action.

- [DNS Name Lookup](#) — DNS Name Lookup gives you the specific IP address of a specific domain names.
- [Ping](#) — Ping test is used to check connectivity between the RV32x router and a remote host.

DNS Lookup

The screenshot shows a window titled "Diagnostic" with two radio buttons: "DNS Name Lookup" (selected) and "Ping". Below the buttons is a text input field labeled "Look up the name :" containing "labserver.com" and a "Go" button. The results are displayed as follows:

Name:	labserver.com
Address:	192.168.50.1

Step 1. Enter the domain name in the *Lookup Domain Name* field.

Step 2. Click **Go** to get the IP address of the domain name. The results are shown as described below:

- Status — Displays the failure or testing mode.
- Name — Displays the fully qualified domain name (FQDN) you entered.
- Address — Displays the IP address that corresponds to the domain name you entered.

Note: If the diagnostic fails, then only the Status field appears.

Ping

The screenshot shows a window titled "Diagnostic" with two radio buttons: "DNS Name Lookup" and "Ping" (selected). Below the buttons is a text input field labeled "Ping host or IP address :" containing "192.168.1.1" and a "Go" button. The results are displayed as follows:

Status :	Test Succeeded
Packets :	4/4 transmitted,4/4 received,0 % loss
Round Trip Time :	Minimun = 0.9 ms Maximun = 1.0 ms Average = 0.9 ms

Step 1. Enter the IP address or name of the host with which you want to test the connectivity in the *Ping Host or IP Address* field.

Step 2. Click **Go** to test the connectivity. The results are shown as described below:

- Status — Represents the success, failure or testing mode.
- Packets — Represents how many packets are transmitted, received and the percentage of lost packets.
- Round Trip Time — Represents minimum, maximum, and average time in milliseconds to send and receive the packets.