

What to Do If Internet Does Not Work

Step 1. Check user parameters

Make sure that the user being checked is logged in to the server. Possible user statuses are described in the chapter [User Tree](#).

Step 2. Checking the user's computer

Run `ping` command from the user's computer to address `8.8.8.8`: **Start -> Run**, enter the command `cmd`, in the window that appears enter `ping 8.8.8.8`.

- If address `8.8.8.8` responds to echo requests, check `ping google.com`.
- If address `8.8.8.8` does not respond to echo requests, go to Step 3.
- If address `google.com` responds to echo requests, go to Step 5.
- If the message **'failed to detect node google.com'** appears, the DNS provider may not be working, check with the command `nslookup google.com 222.222.222.222`, instead of `222.222.222.222` specify the DNS address of the provider:
 - If there is no response, contact your provider.
 - If there is a response, check the primary DNS address on your computer (the local SafeUTM address must be specified); also check that the DNS server is running on SafeUTM in **Services -> DNS**.

Step 3. Checking Internet access on the server

Go to **Terminal** in the web interface: run the command `ping 8.8.8.8`, to stop `ctrl+c`.

If the ping fails:

- Check the server settings, addresses, and interface masks.
- Make sure that the network equipment you are using is in good condition, the network cables are properly embossed and do not have fractures and breaks; check the signal indicator on the network card (you can see it in **Services -> Network Interfaces**), restart the switch and modem (if used).
- If you are using an Ethernet connection, you need to run the command `arp -an | grep <provider_gateway_address>`. If the MAC address of the provider's gateway has not been determined, then it makes sense to try rebooting the Server by reconnecting the network

cable. After that, check for the MAC address of the provider's gateway. This solution helps if the provider's switch port "freezes". If after the specified measure the MAC of the provider's gateway does not appear in the MAC address table, contact the provider. It should be noted that when changing network equipment, no access to the Internet may be due to the fact that your Internet provider uses binding to the MAC address.

If the ping passes, go to Step 4.

Step 4. Checking the firewall

- Disable the **Firewall** module in the web interface section **Traffic Rules -> Firewall**. If the web interface is not available, the firewall can be turned off using the local menu.
- If access to the Internet has appeared, find the rule prohibiting access to the network in the firewall, alternately enabling the rules.

Step 5. Checking web traffic

If the user receives responses to echo requests with the command `ping` both by domain name and IP address, but there is no web traffic:

- Make sure that all proxy settings are not used in the browser.
- Temporarily turn off the Windows firewall and antivirus software.

If you failed to solve the problem, please send the following to technical support:

1. Take screenshots of the user's tab **General** in an expanded form and contact us via the **support portal** or email us at support@safedns.com.

2 . Enable **Remote Assistant mode** and contact technical support:

<https://www.safedns.com/resource/support-ticket>.

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