

Troubleshooting and Diagnostics

How can I determine the filtering status of my device or network?

The most effective way to verify the filtering status is through the [nslookup](#) command. Because the SafeDNS service is DNS-based, using this diagnostic command allows you to see which DNS server is resolving your requests and whether the filtering is active on your specific device or network.

For users on mobile platforms, we suggest using the [Network Analyzer Guide](#) to troubleshoot internet and filtering issues on iOS and Android devices. If a domain is loading partially or failing to block as expected, additional network tools like **Wireshark** or **DNSQuerySniffer** can be used to perform a more granular analysis of the traffic.

How do I clear the DNS cache on my router or device?

The **DNS cache** refers to the temporary storage of information regarding previous DNS lookups that is maintained on a router, operating system, or web browser. When you make changes to your filtering settings or if a domain's IP address changes, your device might still use the old information stored in this cache, leading to inconsistent filtering results.

[Clearing the DNS cache](#) is a standard troubleshooting step that forces your device to request fresh information from the SafeDNS servers. This ensures that any updated policies, such as newly blocked or allowed categories, are applied immediately across your network and devices.

How can I contact SafeDNS Support?

SafeDNS provides **24/7 Support** to assist with any issues regarding the setup or management of your filtering services. You can reach the support team through a [live chat](#) available on any page of the safedns.com website and Dashboard, or by sending feedback directly from your **Personal Account** by navigating through the [Dashboard to Help and then Feedback](#).

For more in-depth technical assistance, you can send an email to support@safedns.com. While you can also reach the team via [phone](#), please be aware that complex troubleshooting often requires

running several diagnostic commands - such as nslookup to check filtering status - and sharing those results with a technician, which is more efficiently handled via text-based communication.

Revision #2

Created 25 January 2026 19:22:32 by Val Redman

Updated 25 January 2026 19:39:58 by Val Redman