

# DNSQuerySniffer Guide

This guide shows how to troubleshoot the issues when an application or a domain, and Stats are not working properly.

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## Installation

Please download and install DNSQuerySniffer. Choose x32 version, if you don't know the architecture of your operating system:

[https://www.nirsoft.net/utis/dns\\_query\\_sniffer.html](https://www.nirsoft.net/utis/dns_query_sniffer.html)

According to the DNSQuerySniffer requirements, you will need to install either WinPcap capture driver or Microsoft network Monitor Driver. Please find below links to these drivers:

<http://www.winpcap.org/install/default.htm>

<http://www.microsoft.com/downloads/details.aspx?FamilyID=983b941d-06cb-4658-b7f6-3088333d062f&displaylang=en>

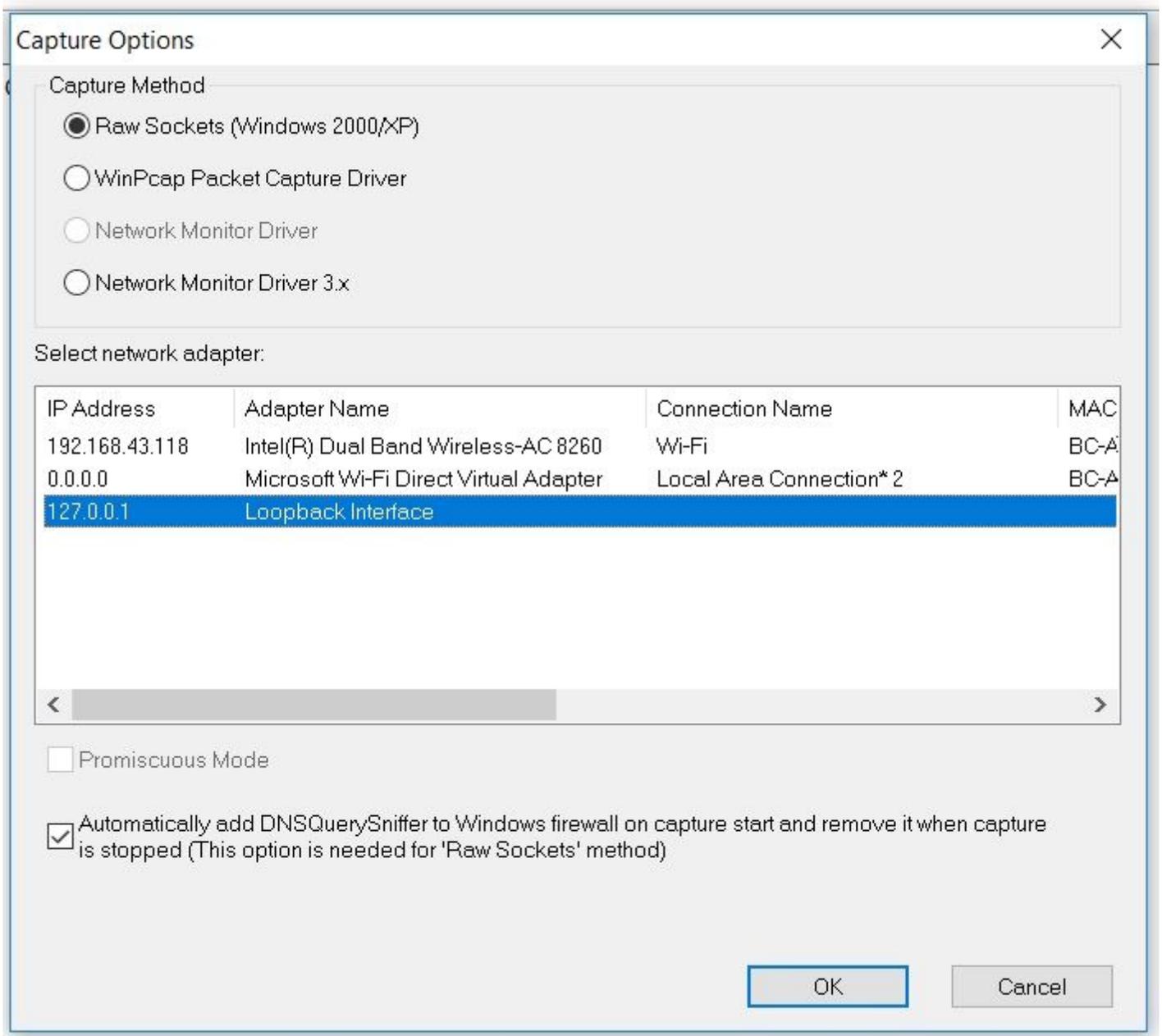
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## How to use the app

Once installed, please run the DNSQuerySniffer with the administrator rights. During the first run, you will be prompted to select the driver for the capture method and the source interface. Please select **Raw Sockets** method and choose one of the following network adapters:

**127.0.0.0** - if you are using SafeDNS Agent.

**192.168.X.X** or **10.X.X.X** - if the settings are configured on the network level.



Start the application that requires troubleshooting.

The screen of the DNSQuerySniffer shows the list of the hostname addresses, their corresponding IP addresses, and additional service information.

In the example below, the domain `csi.gstatic.com` was resolved to the IP address `195.46.39.13` - SafeDNS BlockPage address.

This means that the domain `csi.gstatic.com` is currently blocked either because its category is blocked or because it is on the Denylist.

Host Name	Port Number	Query ID	Request Type	Response Ti...	Duration	Response Code	Records Count	A	CNAME
kh.google.com	58526	8F50	A	18-Jul-22 02:...	127 ms	Ok	3	142.250.74.110	keyhole.l.google.com
earth.googleusercontent.com	51404	81DC	A	18-Jul-22 02:...	124 ms	Ok	3	142.250.74.129	googlehosted.l.googleusercontent.com
mw1.google.com	60578	648D	A	18-Jul-22 02:...	125 ms	Ok	3	142.250.74.142	mw-small.l.google.com
khmdb.google.com	58578	237A	A	18-Jul-22 02:...	133 ms	Ok	3	216.58.211.14	khmdb.l.google.com
<u>csi.gstatic.com</u>	63076	5E62	A	18-Jul-22 02:...	133 ms	Ok	1	<u>195.46.39.13</u>	
www.google.com	57302	E5C8	A	18-Jul-22 02:...	154 ms	Ok	2	142.250.74.100	
mw2.google.com	56841	6776	A	18-Jul-22 02:...	127 ms	Ok	3	142.250.74.46	mw-medium.l.google.com

Please note, that SafeDNS BlockPages can the following addresses:

195.46.39.1, 195.46.39.2, 195.46.39.3, 195.46.39.11, 195.46.39.12, and 195.46.39.13.

## How to solve the issue?

Please look up for the category of the domain with the SafeDNS online tool:

<https://www.safedns.com/check-website>

After that, check if this category is not blocked in your SafeDNS Dashboard or is not on the Denylist.

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