

# Network Analyzer Guide

This guide shows how to troubleshoot the internet issues on iOS and Android devices using Network Analyzer.

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## Installation

To run the diagnostics, please download and install the Network Analyzer app from the Google Play:

<https://play.google.com/store/apps/details?id=net.techet.netanalyzerlite.an>

Or from the App Store:

<https://apps.apple.com/us/app/network-analyzer/id562315041>

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How to use the app

Once the Application installed, please run it and open the Tools tab:



## Network Analyzer



Information



Wi-Fi Signal



LAN Scan



Tools



About



VPN

N/A **Reload**

N/A **Reload**

N/A

SETTINGS

192.0.2.1

255.255.255.0

N/A

192.0.2.255

N/A

N/A

N/A

SETTINGS

192.168.88.128

255.255.255.0

192.168.88.1

Select the Query type: **DNS** and the Settings: **TXT**.

Set the query address: **black.safedns.com** and press the **Start** button.

Query

Start

QUERY

black.safedns.com

Ping

Route

Ports

Whois

DNS

SETTINGS

ANY

A

AAAA

CAA

CNAME

MX

NAPTR

NS

PTR

SOA

SRV

TXT

DNS server

Prefer IPv6

This is an example of the correct response:

 **DNS**

Status: NOERROR

Id: 25449

Flags: qr rd ra

Query Time: 82 ms

TXT

black.safedns.com

TTL: 60

"{"ip": ""58.81.28.28", "t": 0, "p": 10303}"

The first underlined part shows the public IP address of your network.

The second underlined part shows the ID of your filtering policy that can also be found here - <https://www.safedns.com/cabinet/policy/>

## Troubleshooting

If you haven't added the IP address to the SafeDNS Dashboard, the second underlined number will show "0".



## DNS

Status: NOERROR

Id: 63897

Flags: qr rd ra

Query Time: 107 ms

TXT

black.safedns.com

TTL: 60

"{\"ip\": \"58.81.28.28\", \"t\": 0, \"p\": 0}"

If the response contains the status message only, it usually means that DNS servers are not configured on your router or your device.



## DNS

Status: NOERROR

Id: 46097

Flags: qr r

Query Time: 9 ms