Network Analyzer Guide

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

Installation

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

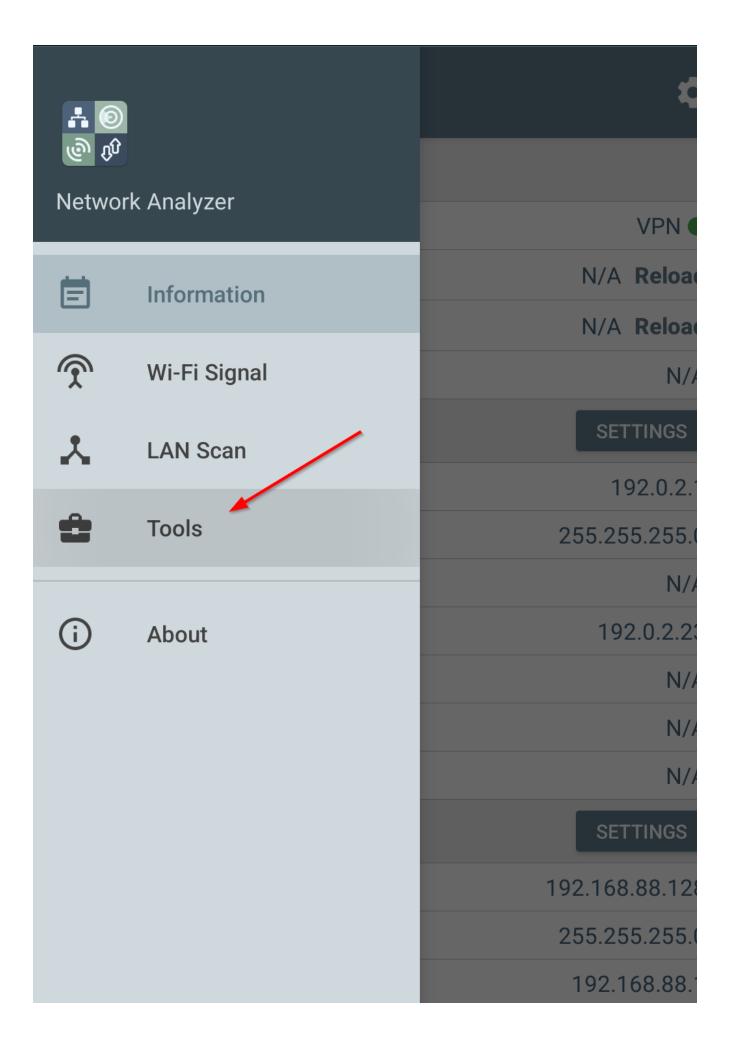
https://play.google.com/store/apps/details?id=net.techet.netanalyzerlite.an

Or from the App Store:

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

How to use the app

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



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

Prefer IPv6

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	А	AAAA		CAA		CNAME	MX
NAPTR	NS	PTR		SOA		SRV	ТХТ
DNS serve	r					/	

This is an example of the correct response:



Status: NOERROR Id: 25449 Flags: qr rd ra

Query Time: 82 ms

TXT

black.safedns.com TTL: 60

"{\"ip\": \"<u>58.81.28.28</u>\", \"t\": 0, \"p\": <u>10303</u>}"

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".



Status: NOERROR Id: 63897 Flags: qr rd ra

Query Time: 107 ms

TXT

black.safedns.com TTL: 60

"{\"ip\": \"<u>58.81.28.28</u>\", \"t\": 0, \"p\"<u>: 0}</u>"

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



Status: NOERROR Id: 46097 Flags: qr r

Query Time: 9 ms