

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:



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