

Lerner, Chris

From: siteseer@hp.com
Sent: Monday, February 02, 2009 12:22 PM
To: WebMaster; Lerner, Chris; System Administrators List
Subject: SiteScope Alert, error, Global <http://www.hunter.com>, 3 out of 3 errors, unable to reach server from all locations

This alert is from SiteScope at <http://siteseer5.mercury.com/SiteScope/?account=hunter.com>

Monitor: hunter.com:Global <http://www.hunter.com>
Group: hunter.com
Status: 3 out of 3 errors, unable to reach server from all locations
Sample #: 101706

Time: 12:16 PM 2/2/09

For documentation about alerts, go to:
<http://siteseer5.mercury.com/SiteScope/docs/AlertHelp.htm>

More Information:

A ping of the internet connection to www.hunter.com from US San Francisco (AT&T) was not successful.

This suggests that the problem may be a failure of some piece of the network or the server (it also may be that a firewall is blocking ping access to this server)

Trace Route results for www.hunter.com from location - US San Francisco (AT&T)

This trace shows you the partial output to www.hunter.com, because of a timeout condition. Each line shows how long it took to get to the next step along the path. If the trace does not end at www.hunter.com, then the last line shows the last step along the path. The times are in milliseconds -- a large change shows which step is the slowest part of the connection.

Tracing route to www.hunter.com [71.10.209.7] over a maximum of 30 hops:

1	<1 ms	<1 ms	<1 ms	63.241.67.90
2	<1 ms	<1 ms	<1 ms	j08978web4005.rwc1.attens.com [63.241.67.72]
3	<1 ms	1 ms	<1 ms	199.106.64.226
4	2 ms	2 ms	1 ms	63.241.85.105
5	2 ms	1 ms	1 ms	idf22-gsr12-1-gig-4-0.rwc1.attens.net [216.148.209.89]
6	2 ms	2 ms	2 ms	gar4.sffca.ip.att.net [12.122.255.217]
7	4 ms	4 ms	3 ms	tbr2.sffca.ip.att.net [12.123.13.177]
8	2 ms	2 ms	2 ms	cr2.sffca.ip.att.net [12.122.19.109]
9	2 ms	2 ms	2 ms	ggr3.sffca.ip.att.net [12.122.136.21]
10	4 ms	4 ms	4 ms	att-gw.sanfran.level3.net [192.205.33.82]
11	8 ms	14 ms	17 ms	vlan99.csw4.sanjose1.level3.net [4.68.18.254]
12	27 ms	10 ms	18 ms	ae-92-92.ebr2.sanjose1.level3.net [4.69.134.221]
13	56 ms	54 ms	52 ms	ae-3.ebr1.denver1.level3.net [4.69.132.58]
14	46 ms	52 ms	55 ms	ae-1-100.ebr2.denver1.level3.net [4.69.132.38]
15	53 ms	53 ms	53 ms	ae-3.ebr1.chicago2.level3.net [4.69.132.62]

```

16 56 ms 53 ms 54 ms ae-6.ebr1.chicago1.level3.net [4.69.140.189]
17 62 ms 53 ms 54 ms ae-1-55.edge6.chicago1.level3.net [4.68.101.146]
18 62 ms 62 ms 62 ms p0-0.charter3.bbnplanet.net [4.79.74.2]
19 64 ms 63 ms 64 ms 96.34.2.21
20 64 ms 63 ms 65 ms static.unknown.charter.com [96.34.48.54]
21 63 ms 63 ms 63 ms static.unknown.charter.com [96.34.48.9]
22 64 ms 64 ms 64 ms 68-191-198-2.static.stls.mo.charter.com [68.191.198.2]
23 * * * Request timed out.
24 * * * Request timed out.
25 * * * Request timed out.
26 * * * Request timed out.
27 * * * Request timed out.
28 * * * Request timed out.
29 * * * Request timed out.

```

A ping of the internet connection to www.hunter.com from US Philadelphia (Netaxs) was not successful.

This suggests that the problem may be a failure of some piece of the network or the server (it also may be that a firewall is blocking ping access to this server)

Trace Route results for www.hunter.com from location - US Philadelphia (Netaxs)

This trace shows you the partial output to www.hunter.com, because of a timeout condition. Each line shows how long it took to get to the next step along the path. If the trace does not end at www.hunter.com, then the last line shows the last step along the path. The times are in milliseconds -- a large change shows which step is the slowest part of the connection.

Tracing route to www.hunter.com [71.10.209.7] over a maximum of 30 hops:

```

 1 <10 ms <10 ms <10 ms 207.106.118.65
 2 <10 ms <10 ms <10 ms 207.106.118.1
 3 <10 ms <10 ms <10 ms 193.226.8.207.in-addr.arpa [207.8.226.193]
 4 <10 ms <10 ms <10 ms ge-1-0-0-300.core02.cnsdpa01.paetec.net [169.130.104.194]
 5 <10 ms <10 ms <10 ms 169.130.81.197
 6 <10 ms <10 ms <10 ms gi-4-0-2.core02.phlpa01.paetec.net [64.80.253.93]
 7 <10 ms <10 ms <10 ms so-3-0-0.core01.asbnva01.paetec.net [169.130.80.1]
 8 32 ms 31 ms 31 ms ge-6-11.r04.asbnva01.us.bb.gin.ntt.net [168.143.105.121]
 9 <10 ms <10 ms <10 ms dcp-brdr-03.inet.qwest.net [63.146.27.81]
10 15 ms 31 ms 32 ms cer-core-01.inet.qwest.net [67.14.8.18]
11 16 ms 31 ms 32 ms 205.171.139.10
12 31 ms 31 ms 47 ms 208.44.154.174
13 47 ms 63 ms 47 ms 96.34.2.21
14 47 ms 62 ms 47 ms static.unknown.charter.com [96.34.48.54]
15 47 ms 63 ms 46 ms static.unknown.charter.com [96.34.48.9]
16 47 ms 63 ms 46 ms 68-191-198-2.static.stls.mo.charter.com [68.191.198.2]
17 * * * Request timed out.
18 * * * Request timed out.
19 * * * Request timed out.
20 * * * Request timed out.
21 * * * Request timed out.
22 * * * Request timed out.
23 * * * Request timed out.

```

----- Detail -----

URL: http://www.hunter.com
Deviation Percentage(roundtrip time): 0.00% Deviation Percentage(dns time): 0.00% Deviation
Percentage(download time): 0.00% Deviation Percentage(connect time): 0.00% Deviation
Percentage(response time): 0.00% Update every: 600
Title: Global http://www.hunter.com
Timeout: 60.00 sec
Authorization User Name: perfmon
Authorization Password: *****
Baseline Interval: 0

groupID: hunter.com
% locations good: 0.00%

SiteSeer from Mercury

For info about ordering, upgrades, and support:
http://www.hp.com
sitereersales@hp.com
800-837-8911
