

WORKAROUND FOR TEMPORARY DNS FAILURES ON THE WORLD WIDE WEB

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SUMMARY

Your Internet service provider provides you with at least two DNS servers for accessing Web servers in the Internet cloud. Here is a simple workaround for the inevitable, occasional failures of these DNS servers.

TOPICS

- Problem
- Workaround

PROBLEM

- Sometimes you cannot access one or more Web sites
- Sometimes you cannot access a Web site because the Web server of the Web site is down and no one can get to it.



This page can't be displayed

- Make sure the web address `http://dafdasdsafdasf` is correct.
- Look for the page with your search engine.
- Refresh the page in a few minutes.

[Fix connection problems](#)

PROBLEM (continued)

- Sometimes you cannot access a Web site the DNS server that you are using has a temporary problem. In this case, here is a possible workaround for you to use:

WORKAROUND

- Step 1:
Minimize the Web browser that you are using by clicking on the "Minimize" button:



http://www.google.com/



This page can't be d... x

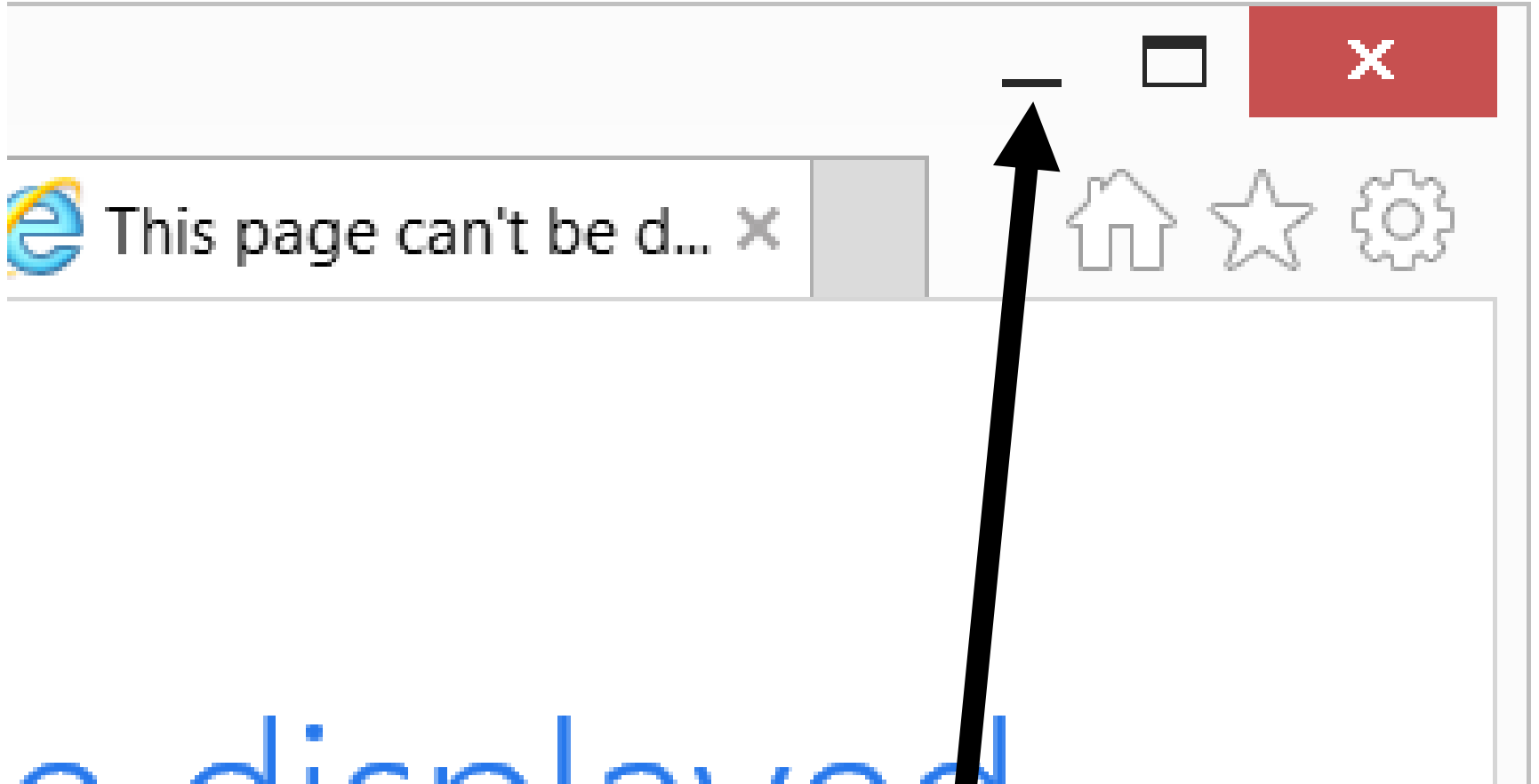


This page can't be displayed

- Make sure the web address `http://dafdasdsafdasf` is correct.
- Look for the page with your search engine.
- Refresh the page in a few minutes.

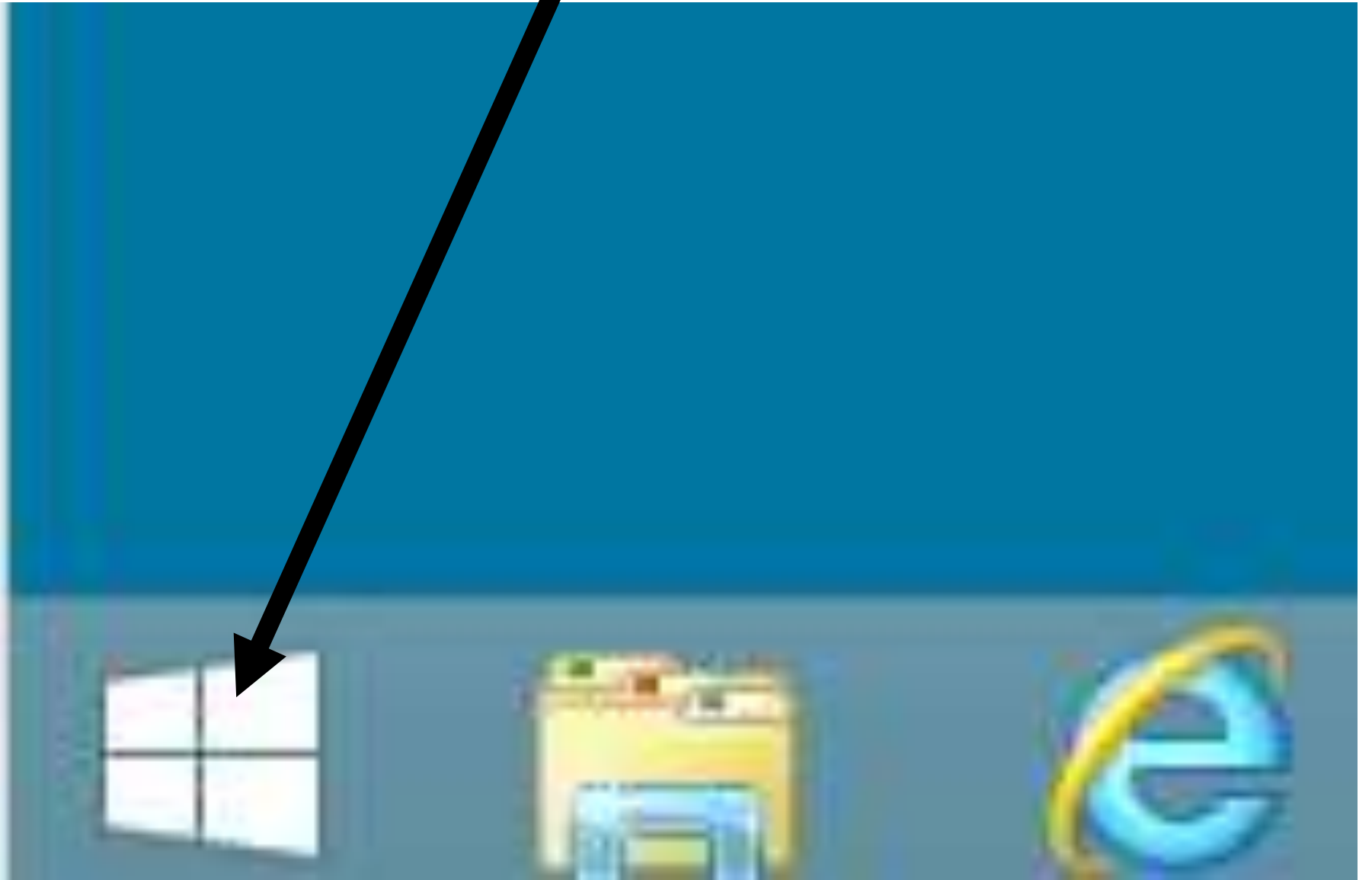
Fix connection problems





WORKAROUND

- Step 2:
Open a command prompt window:



Programs and Features

Power Options

Event Viewer

System

Device Manager

Network Connections

Disk Management

Computer Management

Windows PowerShell

Windows PowerShell (Admin)

Task Manager

Control Panel

File Explorer

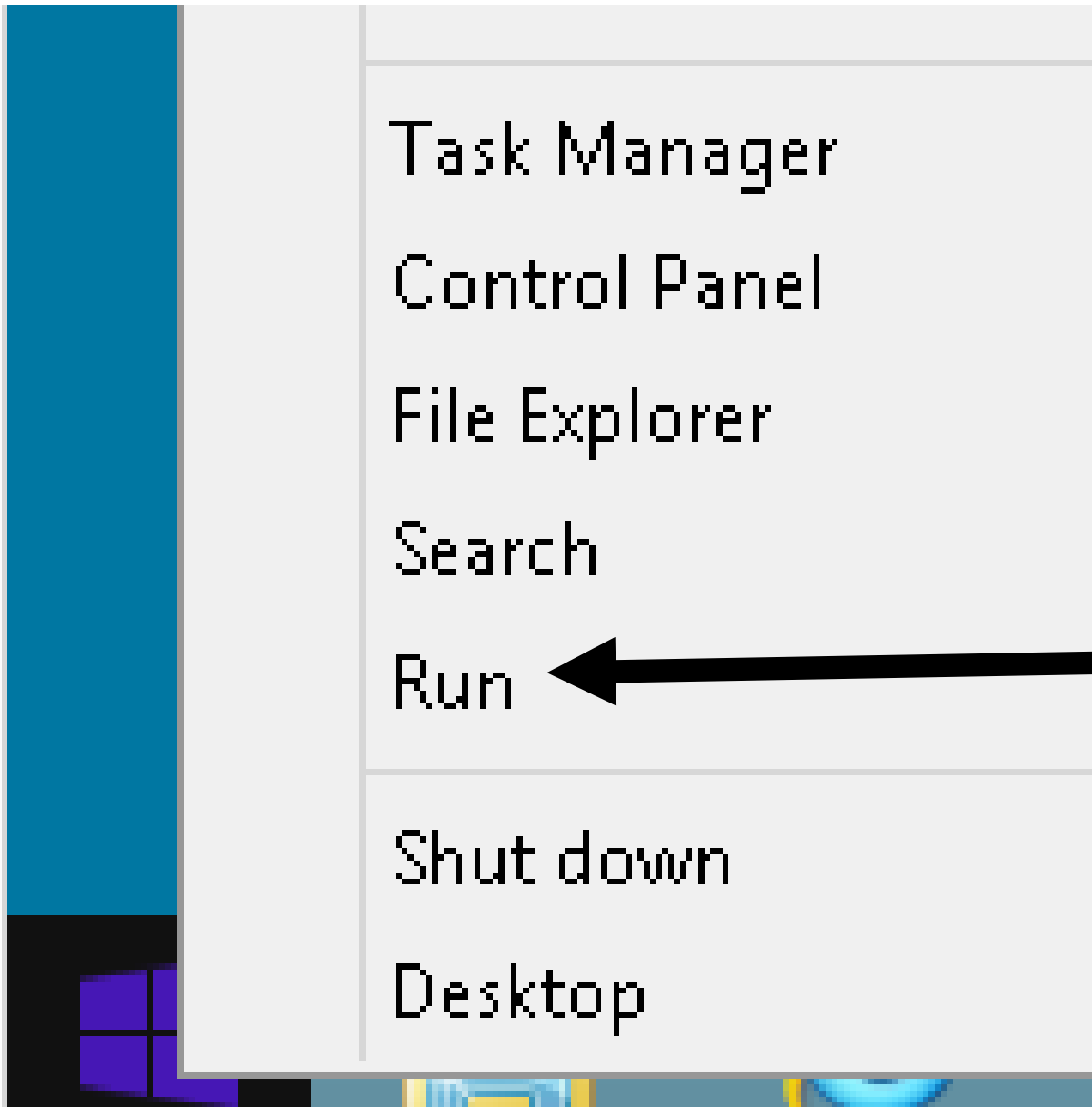
Search

Run

Shut down

Desktop





Task Manager

Control Panel

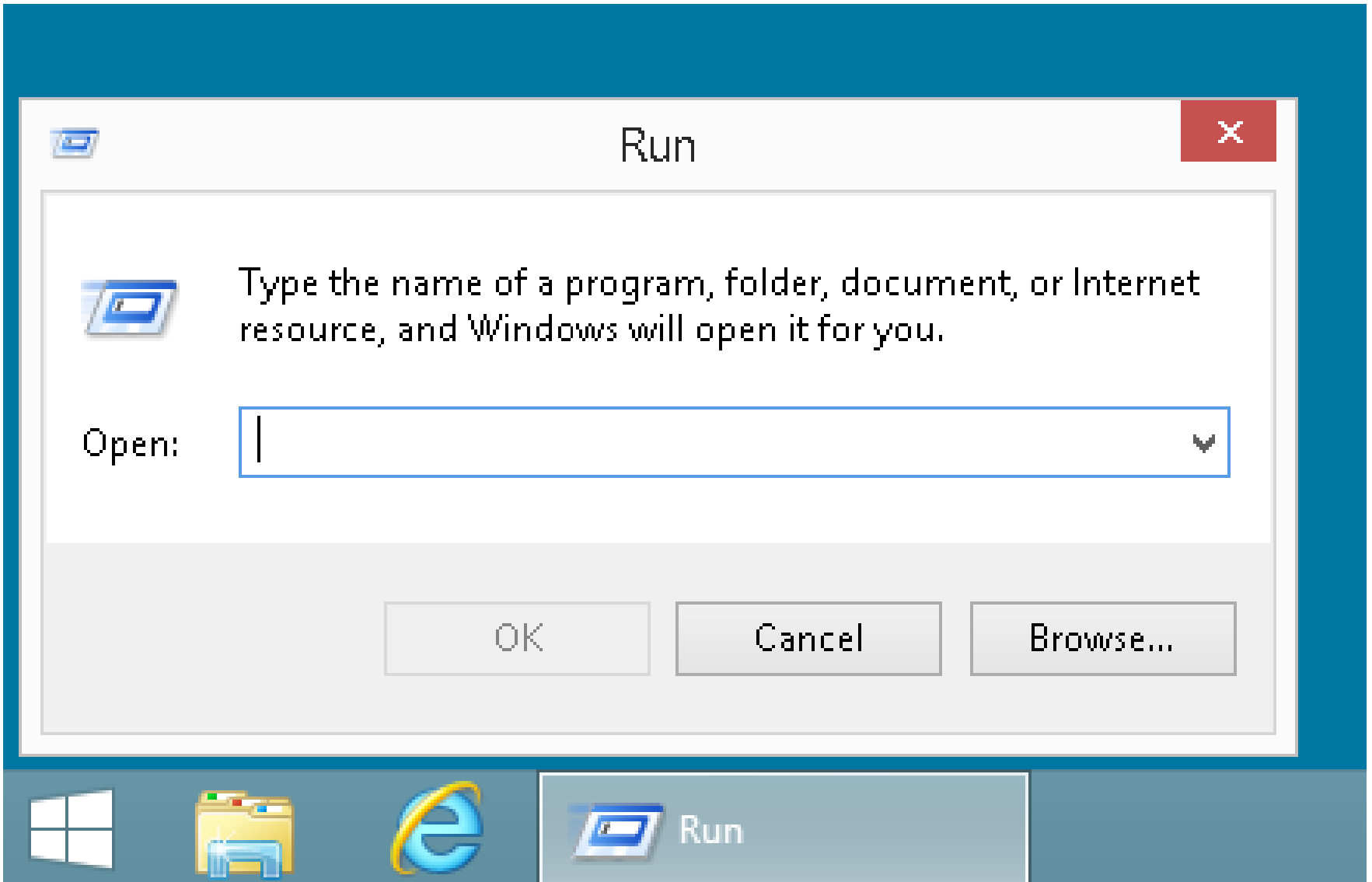
File Explorer

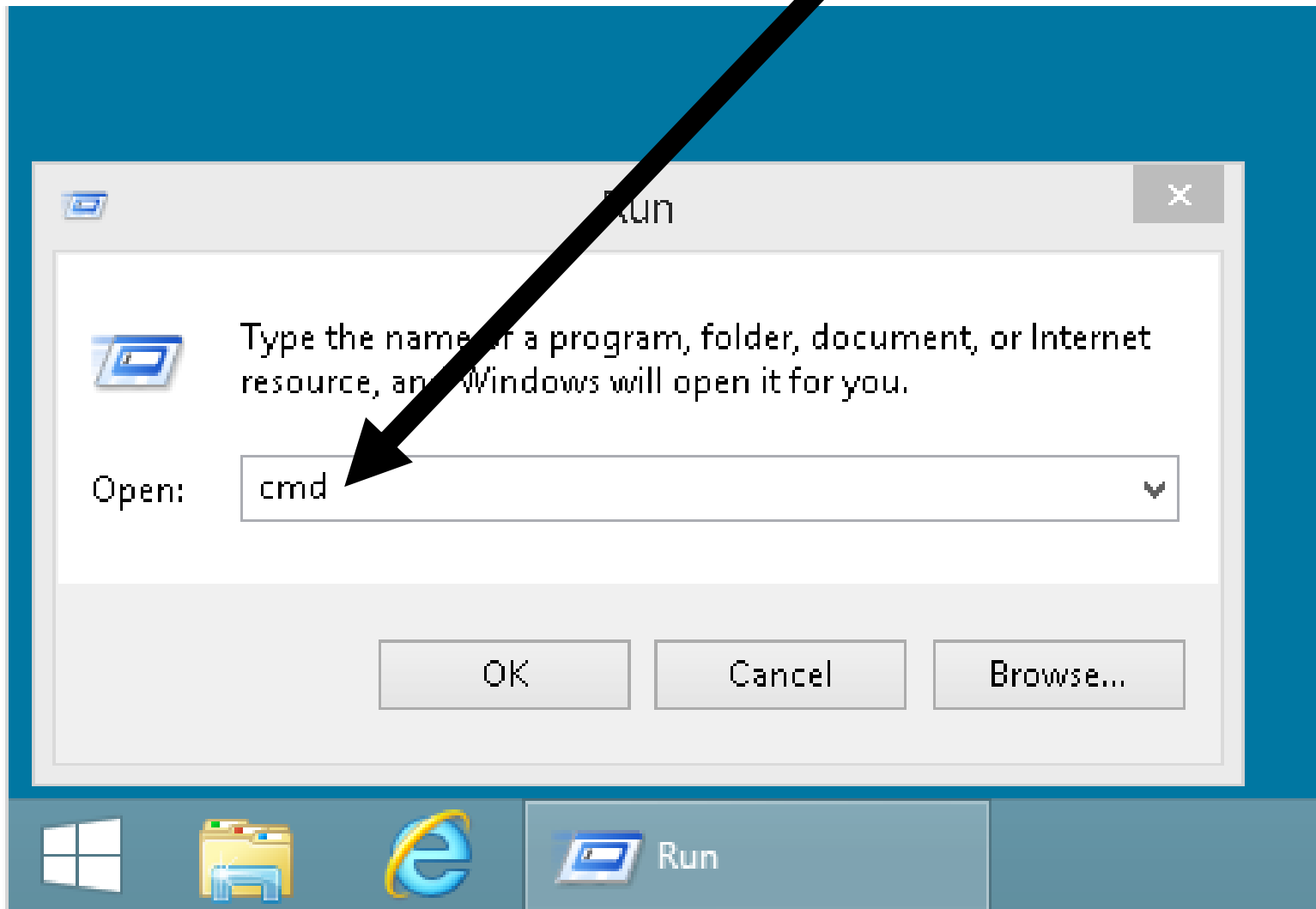
Search

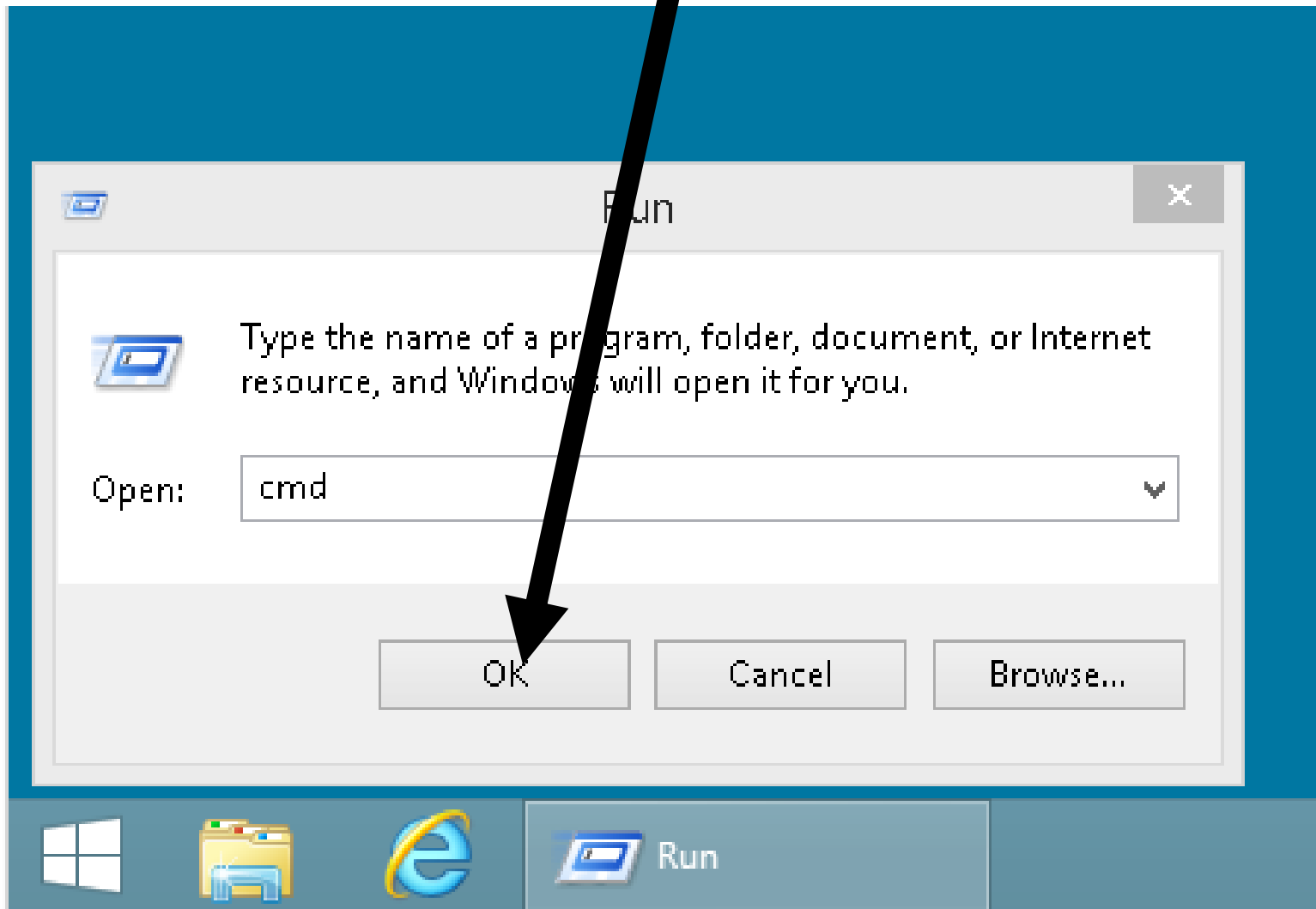
Run

Shut down

Desktop

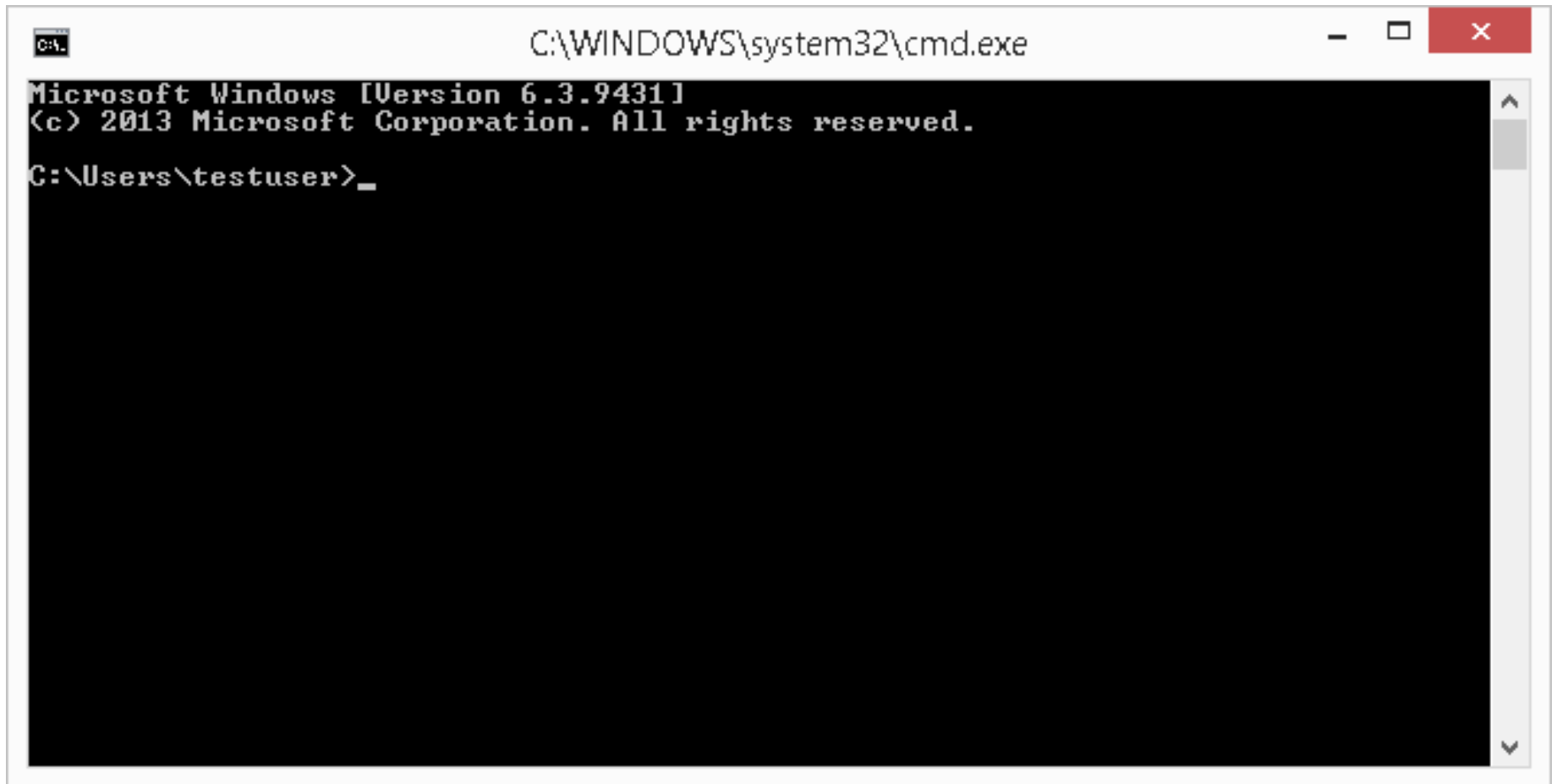






WORKAROUND (continued)

- **Step 3:**
A command prompt window will be displayed:

A screenshot of a Windows Command Prompt window. The title bar shows the file path "C:\WINDOWS\system32\cmd.exe" and standard window controls (minimize, maximize, close). The command prompt displays the following text: "Microsoft Windows [Version 6.3.9431] (c) 2013 Microsoft Corporation. All rights reserved. C:\Users\testuser>". The prompt is currently at the end of the line "C:\Users\testuser>".

```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows [Version 6.3.9431]
(c) 2013 Microsoft Corporation. All rights reserved.
C:\Users\testuser>
```

WORKAROUND (continued)

- **Step 4:**
**Ping the domain name of
the Web site:**

 C:_

C:\WINDOWS\system32\



C:\Users\testuser>ping www.google.com

C:\WINDOWS\system32\cmd.exe

```
C:\Users\testuser>ping www.google.com
```

```
Pinging www.google.com [208.117.232.116] with 32 bytes of data:
```

```
Reply from 208.117.232.116: bytes=32 time=98ms TTL=128
```

```
Reply from 208.117.232.116: bytes=32 time=111ms TTL=128
```

```
Reply from 208.117.232.116: bytes=32 time=75ms TTL=128
```

```
Reply from 208.117.232.116: bytes=32 time=80ms TTL=128
```

```
Ping statistics for 208.117.232.116:
```

```
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
```

```
    Approximate round trip times in milli-seconds:
```

```
        Minimum = 75ms, Maximum = 111ms, Average = 91ms
```

```
C:\Users\testuser>
```

WORKAROUND (continued)

- **Step 5:**
**Write down the IP address
of the Web site:**

04.

C:\WINDOWS

```
C:\Users\testuser>ping www.g
```

```
Pinging www.google.com [208.
```

```
Reply from 208.117.232.116:
```

```
Reply from 208.117.232.116:
```

```
Reply from 208.117.232.116:
```

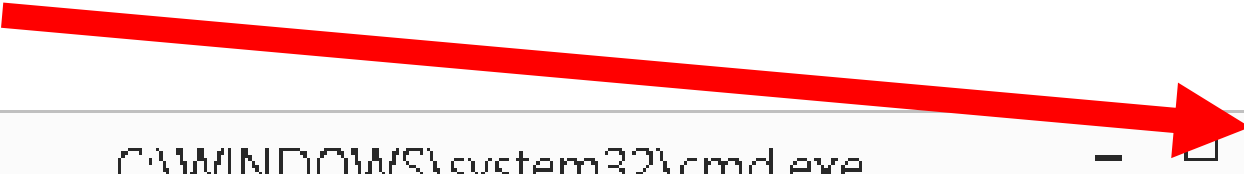
```
Reply from 208.117.232.116:
```

```
...
```



WORKAROUND (continued)

- Step 6:
Close the command prompt window.



```
C:\WINDOWS\system32\cmd.exe

C:\Users\testuser>ping www.google.com

Pinging www.google.com [208.117.232.116] with 32 bytes of data:
Reply from 208.117.232.116: bytes=32 time=98ms TTL=128
Reply from 208.117.232.116: bytes=32 time=111ms TTL=128
Reply from 208.117.232.116: bytes=32 time=75ms TTL=128
Reply from 208.117.232.116: bytes=32 time=80ms TTL=128

Ping statistics for 208.117.232.116:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 75ms, Maximum = 111ms, Average = 91ms

C:\Users\testuser>
```

WORKAROUND (continued)

- **Step 7:**
Start or restore the Web browser:



http://apcug2.org/



APCUG



File Edit View Favorites Tools Help



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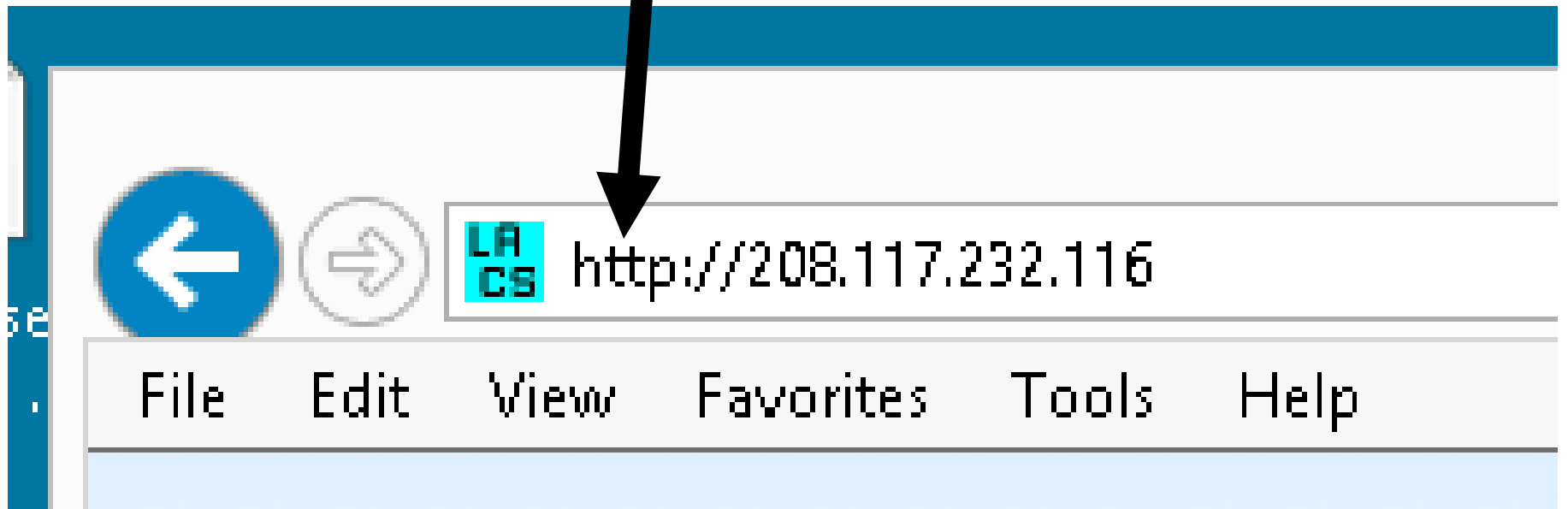


100%

WORKAROUND (continued)

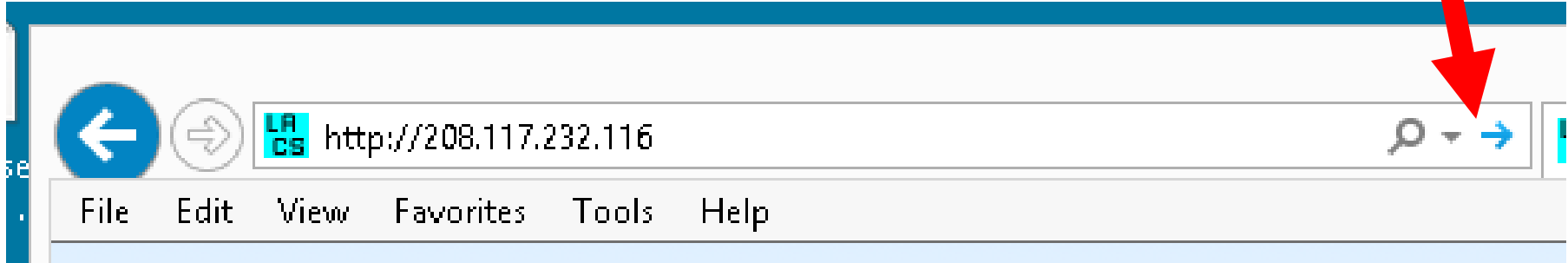
- Step 8:

In the address box of the Web browser, type in
http://<IP address of Web
site>

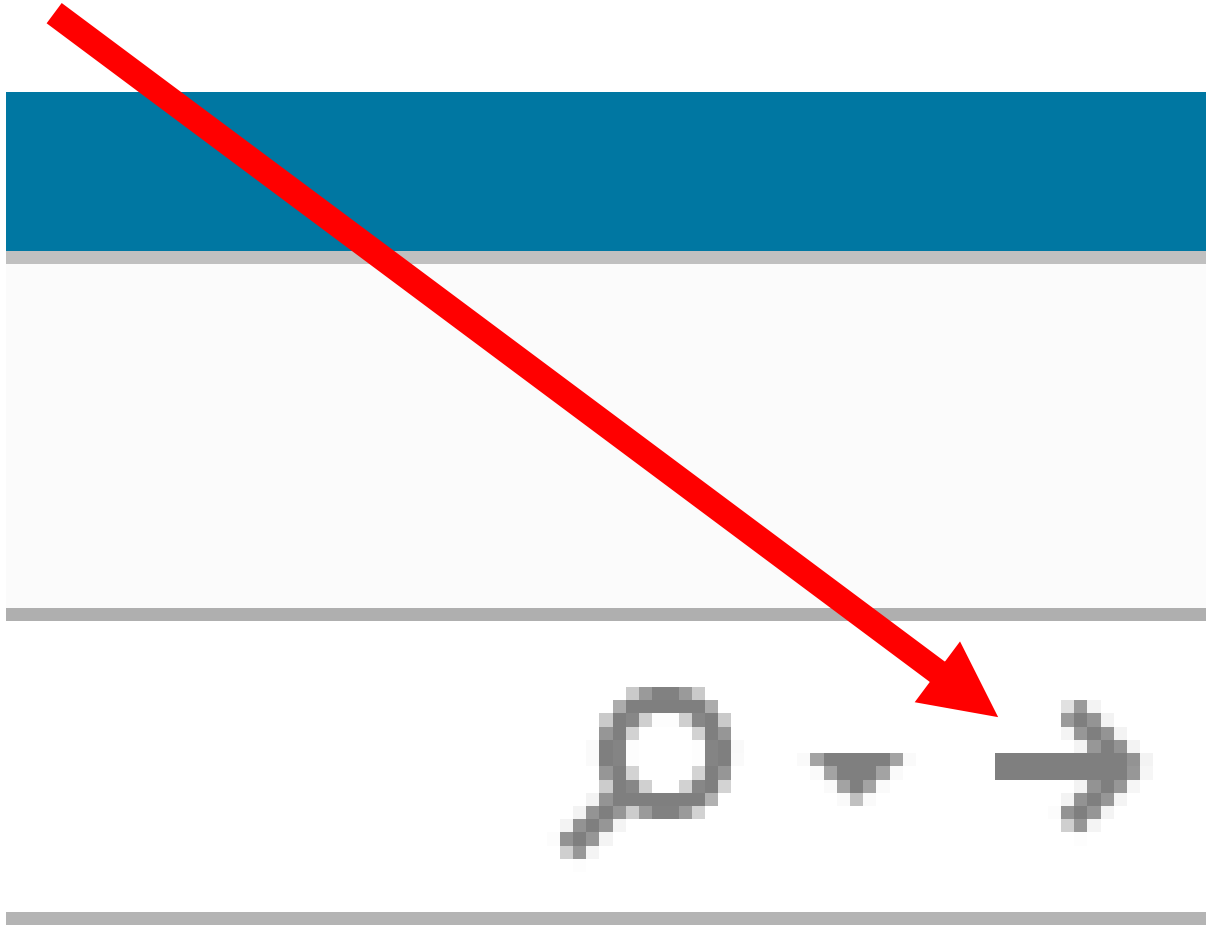


WORKAROUND (continued)

- Step 9:
Click on the "Go" or
"Refresh" button of the
Web browser:







WORKAROUND (continued)

- **Step 10:**

If your only problem is the malfunctioning of your assigned "Domain Name Server", you will now be able to access the desired Web site:

