I'm having trouble reaching my website.

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Most customers understandably get frustrated when this happens and tend to blame the server or their ISP when in fact it can be something in between the two.

[Traceroute](#) is a tool that traces the route that packets traverse across a network connection between two hosts.

The IP address of each gateway (router) is displayed, along with the round trip time (in milliseconds) for each of three trace packets to reach the specified gateway and return. These intervals may vary widely as a function of network load. Lost packets are indicated by an asterisk (*). There are several factors responsible for lost packets: Some gateways don't return the appropriate message requested by traceroute. Some firewalls use packet filters which block.

Online URL: http://ntinet.com/phpkb/article.php?id=32