

Troubleshooting for reachability issue

Trouble shooting steps:

Testing reachability in the remote machine

1. To see if the session connection has failed due to reachability issue. In the command prompt, type the following commands:

i. You can use **Telnet** to test connectivity to a remote host on a specific port.

telnet <mark>assist.zoho.com</mark> 443

Note:

Use the unreachable gateway you discovered in inspect in the highlighted section.

- If there is no problem connecting to our server, you will get a blank screen.
- If there is a problem connecting to our server, an error message will be shown.

Can Administrator: Command Prompt	-	×
:\Users\Administrator>telnet assist.zoho.com 443 onnecting To assist.zoho.comCould not open connection to the host, on port 443: Connect failed		^
:\Users\Administrator>		

ii. You can use Tracert to generate a list of intermediary routers that return ICMP "Time Exceeded" messages.

tracert <mark>assist.zoho.com</mark>

Note :

Use the unreachable gateway you discovered in inspect in the highlighted section.

When you run the traceroute, a report is generated as it travels along the route. An example of a traceroute is as follows:

:\Users\Administrator>tracert assist.zoho.com

[racing route to assist.zoho.com [136.143.191.95]
over a maximum of 30 hops:

over	d IIId.	XIIIUII	101	1 02	iops.		
1	<1	ms	<1	ms	<1	ms	10.0.2.1
2	5	ms	9	ms	3	ms	172.24.176.1
3	6	ms	1	ms	1	ms	192.168.73.10
4	3	ms	3	ms	2	ms	121.244.91.1.static-Chennai.vsnl.net.in [121.244.91.1]
5	5	ms	4	ms	8	ms	121.244.91.165.static-Chennai.vsnl.net.in [121.244.91.165]
6	32	ms	28	ms	30	ms	172.31.155.105
7	24	ms	25	ms	34	ms	ix-ae-1-100.tcore2.mlv-mumbai.as6453.net [180.87.39.25]
8	151	ms	151	ms	152	ms	if-ae-2-2.tcore1.mlv-mumbai.as6453.net [180.87.38.1]
9							Request timed out.
10	153	ms					if-be-41-2.ecore1.emrs2-marseille.as6453.net [80.231.165.101]
11	151	ms	152	ms			if-ae-7-2.tcore1.pye-paris.as6453.net [195.219.174.9]
12							Request timed out.
13	265	ms	264	ms	268		ae-4.r24.sttlwa01.us.bb.gin.ntt.net [129.250.6.177]
14	274	ms	271	ms			ae-0.a00.sttlwa01.us.bb.gin.ntt.net [129.250.5.118]
15	282	ms	283	ms	284		xe-0-0-10-0.a00.sttlwa01.us.ce.gin.ntt.net [168.143.191.5]
16	317		270		275	ms	204.141.42.14
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.
24							Request timed out.
25							Request timed out.
26	*		*		*		Request timed out.
27	*						Request timed out.
28	*		*		*		Request timed out.
29	*		*		*		Request timed out.
30	*		*				Request timed out.
Trac	0.00						

race complete.

To determine where the packet transfer stopped on the network, see on which node the request has timed out.

2. Open powershell and run the below command,

test-netconnection assist.zoho.com -port 443

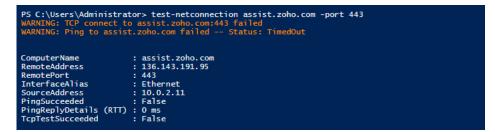
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Note: Use the unreachable gateway you discovered in inspect in the highlighted section.

If **TcpTestSucceeded : true,** then there is no issue in reaching our server.

PS C:\Users\pree	thi-pt4007> test-netconnection assist.zoho.com -port 443
ComputerName RemoteAddress RemotePort InterfaceAlias SourceAddress TcpTestSucceeded	: 172.24.177.22

If **TcpTestSucceeded : False**, then there is an issue in reaching our server.



How to check proxy setting in machine?

To set proxy (or) To find out if your device is configured in proxy environment properly.

		🖅 Run		×
			Type the name of a program, folder, document, o Internet resource, and Windows will open it for yo	
		<u>O</u> pen:	inetcpl.cpl	\sim
			OK Cancel <u>B</u> rows	e
i. Select Run from the Start menu, and then enter i ii. Click on the "Connection" tab, and select "LAN				
California Internet Properties	? ×			
General Security Privacy Content Connections Pr	rograms Advanced			
To set up an Internet connection, click Setup.	Setup			
Dial-up and Virtual Private Network settings				
🍊 fortissl	Add			
	Add VPN			
	Remove			
Choose Settings if you need to configure a proxy server for a connection.	Settings			
Local Area Network (LAN) settings				

ОК	Cancel	<u>A</u> pply

LAN Settings do not apply to dial-up

settings.

connections. Choose Settings above for dial-up

iii. There are 3 different ways in which proxy can be configured using internet options.

- Automatically detect settings The system automatically looks for a proxy configuration script that is responsible for delivering a list of proxies that maybe used for the request.
- Use automated configuration script This is the location where the configuration script is mentioned (PAC file).

LAN settings

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• **Proxy server** - The IP address and port will be specified directly using the internet options. IP address and port need to be mentioned in Address and Port field respectively.

😭 Local Area Network (LAN) Settings

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	detect settings			
Use automati	c configuration	script		
Address				
		AN (THESE	settings	will not apply t
	N connections).			
		Port:	80	Advanced

Proxy exclusion in network

The firewall or anti-virus on the user's device may be blocking our domain or certain executable files.

How to configure a firewall to work with Zoho Assist? (Learn more)

Websocket connection test

To check the web socket connection, you can use any websocket tool available online. You need to give the respective websocket url and test the connection.

Sample:

• If you are testing gateway connection, use the below url by replacing the unreachable gateway (you find it using inspect) in highlighted section. wss://wa.zohoassist.com/ws?

wss://<mark>us4-dms.zoho.com</mark>/wsconnect