

How to do a traceroute in Windows....

Click the START menu, go to Programs, click on MS-DOS prompt. A Dos window should open up in Windows and you should see a C:\windows> prompt. At the prompt type: tracert beautyscastle.com .. you should get a list of hops and times with IPs. Wait till the tracert finishes and cut and paste the info to me into an Email.

How to cut and paste in DOS PROMPT...

At the top of your Dos Window you will see a scroll list, next to it an invisible square(or an outlined square). Click on the square, you should be able to highlight the text you want to copy. Next to the square is a copy button... after you have your selected text highlighted click the copy button. Go to your Email and paste it into your Email. To paste it use CTRL + V. Send me your Email so I can look at all your hops to figure out where your problem is.