

DNS under a Synthetic Mobile test - DNS lookup error

Information:

Environment
<ul style="list-style-type: none">• Synthetic Mobile
Symptoms
I am experiencing DNS lookup failures under my Mobile tests. What should I do to fix this?
Solution
<ul style="list-style-type: none">• Review the service notifications, which may list a maintenance window for a Mobile peer for the time when the DNS lookup failure occurred. Go to the Planned Maintenance and Service and Node Status Notifications pages.• If you don't see a maintenance or service notice that would account for the failure, ask Customer Support to check whether a mobile outage occurred that could account for the test failure.• Check the Waterfall Chart. This chart can provide a DNS lookup time value that implies the DNS request has been made and is upstream from the mobile station. <p>If there were no mobile outages and the DNS request was made, the issue is upstream from Synthetic Classic, and is therefore outside our scope of control and means to further investigate the failure.</p>
Root Cause
<p>Synthetic Mobile tests that are configured with a peer population of a carrier (not a baseline such as "CA - Toronto - Baseline") uses DNS services upstream from the mobile station to resolve hostnames found in your HTTP requests.</p> <p>For example, a mobile station under the AT&T's Global System for Mobile Communication (GSM) network: the General Packet Radio Services (GPRS) core network allows mobile stations to transmit IP packets to external networks such as the Internet. The DNS services are performed under the GPRS core network.</p>