

Trace Route message - Request Timed Out

Information:

Environment

- Dynatrace Portal
- Instant Test

Symptoms

Why would a traceroute have hops without IP and and server data? What does "request timed out" mean in this circumstance?

For example:

Utility:(MS) Trace Route

Selected Test:www.myspace.com

Selected Node:Buenos Aires, Argentina - Telefonica

Test Time:08 Apr 2010 02:10:22.063

Tracing route to a2047.da2.akamai.net [200.49.147.219]
over a maximum of 32 hops:

```
1 <1 ms <1 ms <1 ms 200.5.235.7
2 138 ms 2 ms 225 ms 200.5.87.81
3 <1 ms <1 ms <1 ms 200-26-75-254.advance.com.ar [200.26.75.254]
4 1 ms 1 ms 1 ms 209.13.133.70
5 1 ms 1 ms 1 ms 200-63-151-54.speedy.com.ar [200.63.151.54]
6 * * * Request timed out.
7 * * * Request timed out.
8 2 ms 2 ms 3 ms 129-165-89-200.fibertel.com.ar [200.89.165.129]
9 2 ms 2 ms 2 ms 142-165-89-200.fibertel.com.ar [200.89.165.142]
10 * * * Request timed out.
11 2 ms 2 ms 2 ms mail-hst-219-147-49-200.fibertel.com.ar [200.49.147.219]
```

Trace complete.

Solution

In the context of a trace route, the "request timed out" message means that the provider has configured their hardware to de-prioritize or block ICMP traffic. Since no ICMP data is returned from those servers within the set timeout limits, the error message is displayed.

In this case, since this trace route does successfully reach the requested final destination, the trace route itself is not failing or timing out - there is simply no data returned from several of the intermediary hops.