

# How do I check my dns setting so I take advantage of web acceleration (only for supplyon.com)

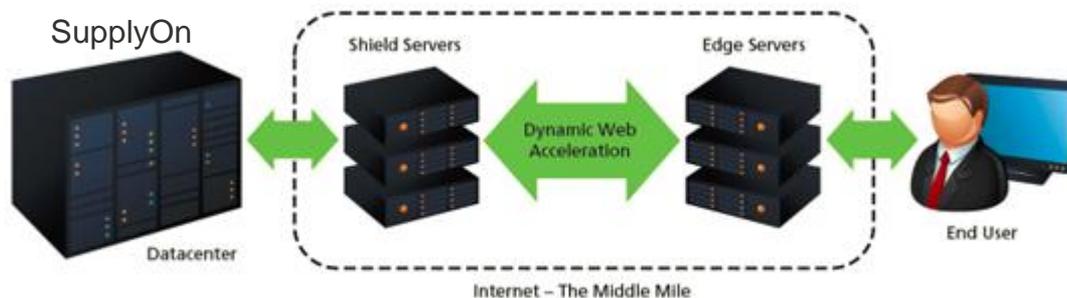
v.0.5



Eric Wolfram  
29.07.2014

# SupplyOn: Web Acceleration Service

While advanced technologies and broadband proliferation have dramatically increased end-user expectations, inherent Internet latency and congestion can cause delays and other performance problems that lead to a poor end-user experience. This is especially true for applications that generate dynamic content and the sites that display it. SupplyOn offers for the Chinese customers a Dynamic Web Acceleration service, for free. It solves the problem by optimizing the middle mile, enabling an unparalleled end-user experience. The technology reduces the number of data round-trips necessary to complete a web request – even for dynamic content – it accelerates performance and improves the end-user experience (2x – 8x performance improvement at end-user locations).



## SupplyOn: Web Acceleration Service

To use this service and get the performance improvement you have to check from your side the DNS (Dynamic Name Service) entry. The following introduction will help you to check these entrees and describes, if it is necessary how to implement the new entries in your computer or DNS-Server. Should you have any further questions, please do not hesitate to contact our customer support.

Phone (toll-free and around the clock)  
from Germany: 0800.78775966  
from the USA and Canada: 1.866.787.7596  
from Mexico: 01.800.123.3231  
from China: 4001 203 357  
from Japan: 0120.778166  
from Korea: 080.648.0880  
from all other countries: +800.78775966  
[Mailto:Asia-Support@SupplyOn.com](mailto:Asia-Support@SupplyOn.com)

# How to check my DNS setting

## Step by Step Overview

### Check my PC DNS Configuration

- Please check if the correct url is already used by ping on www.supplyon.com (Step1 and Step 2 shown on the next sides)
- I receive a reply from www.supplyon.com.gccdn.net with an ip address other than 193.28.97.238. Great, no further actions required.
- I receive a reply from www.supplyon.com with an ip address 193.28.97.238, further actions are required.
- Please check what dns server you use (Step 3 or Step 4), or ask your Administrator.
- When the dns comes from your network, and you're connected directly via a modem-router to the internet, then please check the modem-router configuration. You should use your isp provider's own as the first dns server. As 2nd you could take another.
- When the dns answer comes from your network, and you're connected to your corporate network with the Internet, please ask your administrator.

#### Ask for further questions please:

Phone (toll-free and around the clock)

from China: 4001 203 357

from Japan: 0120.778166

from Korea: 080.648.0880

Email: [Mailto:Asia-Support@SupplyOn.com](mailto:Asia-Support@SupplyOn.com)

### DNS Check for Administrators & recommendation which dns server you could use

- We recommend you could use the dns server of your provider as first dns forwarder. As 2nd you could take another.
- If not possible, you could try the following dns server as first forwarder: ns1.cdnetdns.net or ns2.cdnetdns.net
- Alternatively you could define your own dns server zone for supplyon.com. For this zone you could use the following server as forwarder: ns1.cdnetdns.net, ns2.cdnetdns.net

from Germany: 0800.78775966

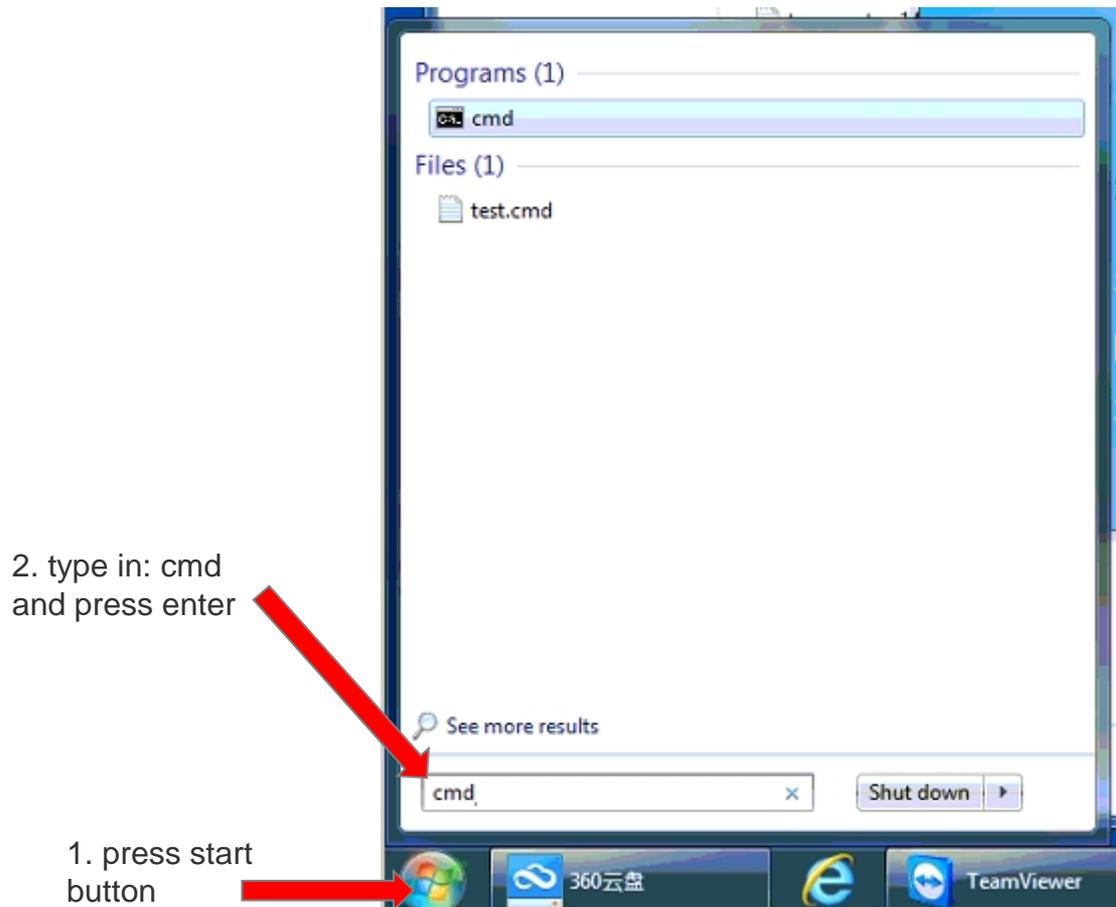
from the USA and Canada: 1.866.787.7596

from Mexico: 01.800.123.3231

from all other countries: +800.78775966

# How to check my DNS setting

## Step 1 open a command window



For the tests, we need a Command Prompt  
Please open the start menu by clicking on  
the start button. Then enter cmd in the  
search field and press the Enter key

# How to check my DNS setting

## Step 2 doing a ping on www.supplyon.com

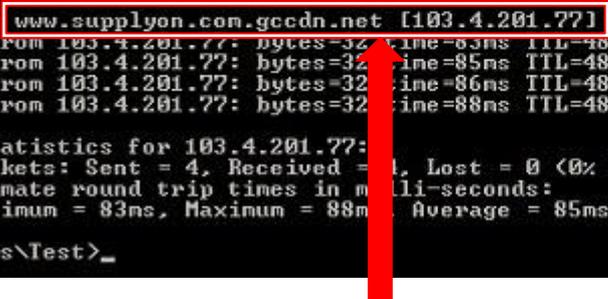
```
Administrator: C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.
C:\Users\Test>ping www.supplyon.com
```



type in: ping www.supplyon.com  
and press the enter Key

```
Administrator: C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.
C:\Users\Test>ping www.supplyon.com
Pinging www.supplyon.com.gccdn.net [103.4.201.77] with 32 bytes of data:
Reply from 103.4.201.77: bytes=32 time=83ms TTL=48
Reply from 103.4.201.77: bytes=32 time=85ms TTL=48
Reply from 103.4.201.77: bytes=32 time=86ms TTL=48
Reply from 103.4.201.77: bytes=32 time=88ms TTL=48

Ping statistics for 103.4.201.77:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 83ms, Maximum = 88ms, Average = 85ms
C:\Users\Test>_
```



you should receive a reply from www.supplyon.com.gccdn.net with an ip address other than 193.28.97.238 in this example: www.supplyon.com.gccdn.net [103.4.201.77]. Great, no further actions required.

If you receive a reply from www.supplyon.com with an ip address 193.28.97.238, contact your Administrator, please.

# How to check my DNS setting

## Step 3 execute an nslookup on www.supplyon.com

```
Administrator: C:\Windows\system32\cmd.exe
C:\Users\Test>nslookup www.supplyon.com
```

type in: nslookup www.supplyon.com  
press the enter Key

```
Administrator: C:\Windows\system32\cmd.exe
C:\Users\Test>nslookup www.supplyon.com
Server:         llkvoan
Address:        192.168.1.1
Non-authoritative answer:
Name:           www.supplyon.com.gccdn.net
Address:        211.95.78.84
                211.95.78.82
Aliases:        www.supplyon.com
C:\Users\Test>
```

this is your resolving dns server

You should get an answer for name: www.supplyon.com.gccdn.net with an ip address other than 193.28.97.238. In this example 211.95.78.84 and 211.95.78.82. Great, no further actions required.

If you receive a reply from www.supplyon.com with an ip address 193.28.97.238, contact your Administrator, please.

The ip address of the dns server should be in your network segment (ask your Administrator, please, or follow Step 4 to check it out).

# How to check my DNS setting additional information for Administrators

## Step 4 view network configuration with ipconfig

your IPv4 address



your local used  
dns server



```
Administrator: C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\Test>ipconfig /all

Windows IP Configuration

Host Name . . . . . : Test-PC
Primary Dns Suffix . . . . . :
Node Type . . . . . : Hybrid
IP Routing Enabled. . . . . : No
WINS Proxy Enabled. . . . . : No

Ethernet adapter Bluetooth Network Connection:

Media State . . . . . : Media disconnected
Connection-specific DNS Suffix . . . . . :
Description . . . . . : Bluetooth Device (Personal Area Network)
Physical Address. . . . . : 00-25-56-CB-A2-28
DHCP Enabled. . . . . : Yes
Autoconfiguration Enabled . . . . . : Yes

Wireless LAN adapter Wireless Network Connection:

Connection-specific DNS Suffix . . . . . :
Description . . . . . : Intel(R) Wi-Fi Link 5300 AGN
Physical Address. . . . . : 00-21-6A-50-46-F2
DHCP Enabled. . . . . : Yes
Autoconfiguration Enabled . . . . . : Yes
Link-local IPv6 Address . . . . . : fe80::89e2:23bd:1dee:e5eb%11(Preferred)
IPv4 Address. . . . . : 192.168.2.100(Preferred)
Subnet Mask . . . . . : 255.255.255.0
Lease Obtained. . . . . : 2014??28? 10:48:20
Lease Expires . . . . . : 2014??29? 22:47:54
Default Gateway . . . . . : 192.168.2.1
DHCP Server . . . . . : 192.168.2.1
DHCPv6 IAID . . . . . : 218112362
DHCPv6 Client DUID. . . . . : 00-01-00-01-1A-F9-8C-83-00-1F-16-21-98-17
DNS Servers . . . . . : 192.168.1.1
                       210.22.84.3
NetBIOS over Tcpip. . . . . : Enabled

Ethernet adapter Local Area Connection:

Media State . . . . . : Media disconnected
Connection-specific DNS Suffix . . . . . :
Description . . . . . : Intel(R) 82567LM Gigabit Network Connection
Physical Address. . . . . : 00-1F-16-21-98-17
DHCP Enabled. . . . . : Yes
Autoconfiguration Enabled . . . . . : Yes

Tunnel adapter isatap.{03B488CB-071E-4DF0-8C6E-9BEF487B8C98}:

Media State . . . . . : Media disconnected
Connection-specific DNS Suffix . . . . . :
Description . . . . . : Microsoft ISATAP Adapter
```

# How to check my DNS setting additional information for Administrators

## Overview

