

Re: Is it a DNS problem?

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.dns/2007-03/msg00242.html>

- *From:* "Greg Lindsay [MSFT]" <greglin@xxxxxxxxxxxxxx>
 - *Date:* Tue, 20 Mar 2007 15:53:51 -0700
-

Hi Richard,

This is where the debug (set d2) can help you to figure out what's going on. It may just be a latency problem, but it's hard to tell without being able to troubleshoot the connection directly.

One thing I forgot to mention is that it's a good idea to terminate all nslookup queries with a dot, or else sometimes your domain is appended.

```
c:\> nslookup <return>
```

```
set d2 <return>
www.y92.com. 207.230.144.18
```

Notice the dot after www.y92.com.

Change the DNS server that you query (the 207.230.144.18 address above) and see if you begin to time out. Try your DNS server's IP address, and that of your ISP. Change the timeout value and see if there is a threshold. These are just some ideas. It would definitely be interesting to know why the problem is isolated to Clearchannel. If it's possible for you to determine what networks are between you and Clearchannel and what kind of latency they have, it might provide a hint about the problem too.

—
Greg Lindsay [MSFT]

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"Richard" <rdumag@xxxxxxxxxxxxxx> wrote in message
news:uiDL9rwaHHA.4180@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Hi Greg,

I have a couple more questions. Why suddenly we need the forwarders to resolve the sites Clearchannel is hosting, when we didn't need it for the

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other sites? I thought that's what the root hints are there for. Also, if there's no filtering on the firewall, what causes the timeout?

Any comments is appreciated. Thank you again Greg!

"Greg Lindsay [MSFT]" <greglin@xxxxxxxxxxxx> wrote in message [news:uakv7\\$oaHHA.596@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:uakv7$oaHHA.596@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Hi Richard,

You're welcome. Glad it worked =)

—
Greg Lindsay [MSFT]

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"Richard" <rdumag@xxxxxxxxxxxx> wrote in message news:%239oBcOkaHHA.1296@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

It's working now Greg! I populated the dns forwarders with our isp's ip addresses and it worked. Thank you for all your help!!!

"Greg Lindsay [MSFT]" <greglin@xxxxxxxxxxxx> wrote in message news:eLotoWDaHHA.3268@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

That is an important result that you can get to their DNS servers using telnet. Apparently there isn't a firewall blocking you as I suspected.

Try setting debug on nslookup and see what you get.

```
c:\> nslookup <return>
```

```
set d2 <return>
www.y92.com
207.230.144.18
```

This should give you some3 helpful debug

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information. You can also increase the timeout with "set timeout=100" and see if this makes a difference.

To see all the options, type a "?" at the > prompt. To disable debug, you would type "set nod2" then "set nodebug", etc.

This might just be a timeout problem. Do you have forwarders set up? Adding the authoritative servers as forwarders for these specific domains might solve your problem.

--
Greg Lindsay [MSFT]

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"Richard" <rdumag@xxxxxxxxxxxx> wrote in message news:uz4tYGBaHHA.4520@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Hi Greg,

I did the telnet command and can connect to all four of their dns servers in an instant. We have a dsl line the we use for testing from the same ISP and we can get to Clearchannel websites. So I'm assuming that our ISP can get to their websites as well. Will probably give them a call and ask anyway.

Back to the telnet command, since I can connect to their dns, is there anything else I should try? Thanks for your assistance!

Richard

Re: Is it a DNS problem?

"Greg Lindsay [MSFT]"
<greglin@xxxxxxxxxxxxxx>
wrote in message
[news:OJk19\\$\\$ZHHA.5032@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:OJk19$$ZHHA.5032@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)

That is
probably a
result of the
DNS
timeout.

Try a telnet
to port 53.
If you just
time out,
then either
there is a
firewall
blocking
you, or a
routing
problem.
See below
for an
example.

```
C:\>telnet  
dns1.clearchannel.com  
53
```

-- or --

```
C:\>telnet  
207.230.136.193  
53
```

When I do
this, it
connects
and then the
screen
clears. To
disconnect,
hit return.

If it just sits
trying to

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connect,
this is
usually a
firewall or
access list
blocking the
source or
destination.
It could also
be a
routing
problem,
but this is
less
probable. I
tried to
verify
routing
to this DNS
server, but
ICMP is
blocked
along the
path. I
would at
least check
routing with
tracert to
make sure
you can get
off your
LAN when
you try to
tracert
to
clearchannel.

It may still
be a
blacklist,
but one that
is used by
an ISP
between
you and
clearchannel.
It might be
a good idea
to call your
ISP's
support and

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ask if they
can get to
clearchannel.
If they don't
have a
problem,
this would
narrow it
down quite
a bit.

--

Greg
Lindsay
[MSFT]

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"Richard"
<rdumag@xxxxxxxxxxxx>
wrote in
message
[news:OOf5PV\\$ZHHA.208@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:OOf5PV$ZHHA.208@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Hi
Greg,

I
called
Clearchannel
and
they
said
our
ip
address
is
not
on
their
blacklist.
So
the

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ball
is
back
on
our
end.
One
thing
I
noticed
on
our
dns
servers
is
that
eventhough
there
are
entries
in
the
cached
lookups
for
their
sites,
they
only
show
dns
info....nothing
for
host(A).
Other
cached
lookups
show
both
dns
and
host
info.

Any
idea?
Thanks!

Richard

Re: Is it a DNS problem?

"Richard"

<rdumag@xxxxxxxxxxxx>

wrote

in

message

news:eLVHYQ1ZHHA.4396@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Thanks

Greg.

Yes,

we

can

browse

and

do

nslookup

from

a

different

ip.

I

have

Clearchannel's

contact

info

so

I'll

give

them

a

call.

Thank

again!

"Greg

Lindsay

[MSFT]"

<greglin@xxxxxxxxxxxx>

wrote

in

message

news:ex\$LzpzZHHA.1220@xxxxxxxxxxxxxxxxxxxxxxxx

Re: Is it a DNS problem?

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Hi
Richard,

The
most
likely
problem
is
that
your
IP
address
range
is
on
a
blacklist
that
Clearchannel
is
using.
A
way
to
test
this
would
be
to
try
to
nslookup
or
browse
to
those
web
sites
from
a
different
IP
address.

Greg
Lindsay
[MSFT]

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"Richard"
<rdumag@xxxxxxxxxxxx>
wrote
in
message

news:uLHHCDyZHHA.4000@xxxxxxxxxxxx

We
have
internal
and
external
dns
servers
(2003).
We
can
browse
and
do
nslookup
on
any
sites
except
for
sites
that
are
hosted
by
"clearchannel.com".

Clearchannel
has
the
following
dns

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and
web
servers
and
they
host
many
radio
and
tv
stations
on
the
same
web
servers:

dns
servers:
dns1.clearchannel.com
dns2.clearchannel.com
ns1.clearchannel.com
ns2.clearchannel.com

web
servers:
207.230.150.254
207.230.154.254
207.230.156.254

Here
are
some
of
their
sites
that
we
cannot
get
to:
www.kbig104.com
www.foxsports610.com
www.y92.com
www.talk960.com

When
we
do
an

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nslookup
we
get
the
following:
DNS
request
timed
out.
timeout
was
2
seconds.

We
can
get
to
their
sites
using
our
separate
dsl
line
that
we
use
for
testing.

We
have
no
filtering
set
in
our
firewall
for
their
ip
addresses.
Could
this
be
an
issue
with
our
dns?

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Any
help
is
appreciated.
Thanks!

Richard