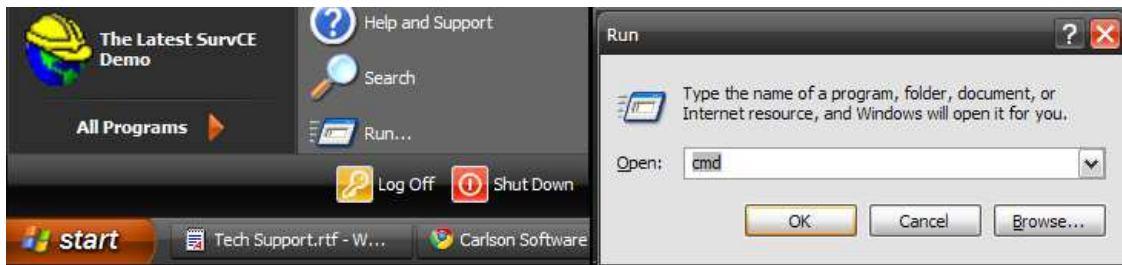


Correcting Name Resolution Issues:

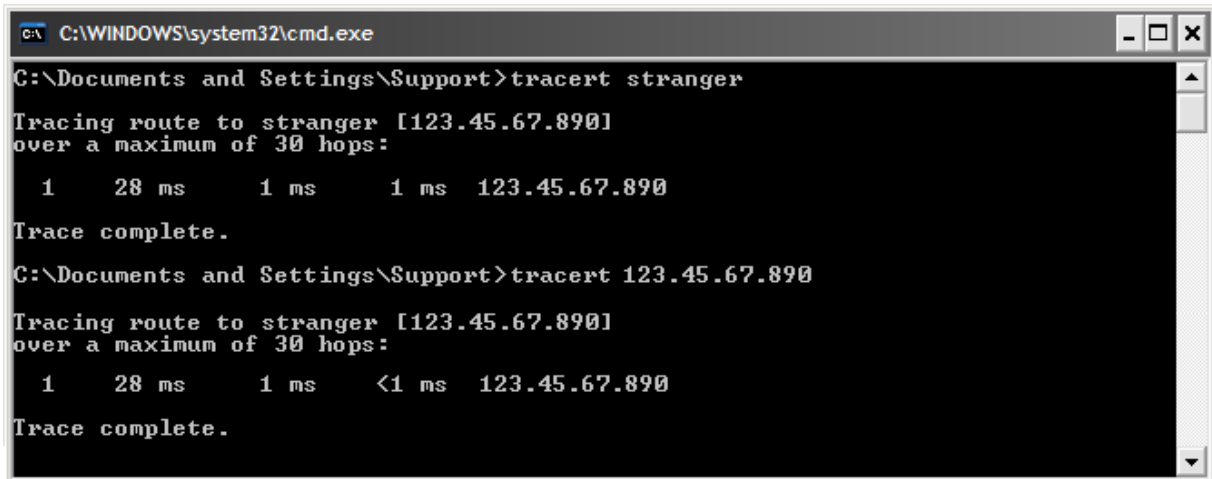
1. Assign the server a static IP address if it does not already have one.
2. Verify that the server and client have the same DNS servers specified and make sure these servers are actually available.
3. Make sure that forward and reverse name resolution queries produce the same result. To do that:
 - Open the Start menu in Windows and select RUN from the menu.



- Type **CMD** in the “Open:” box then click OK to open the command prompt
- At the command Prompt - type **ping servername** (using the actual server name such as “ping stranger” as shown below) then hit enter.
- Write down the IP address the “ping” command returns.

```
C:\WINDOWS\system32\cmd.exe
C:\Documents and Settings\Support>ping stranger
Pinging stranger [123.45.67.890] with 32 bytes of data:
Reply from 123.45.67.890: bytes=32 time=28ms TTL=64
Reply from 123.45.67.890: bytes=32 time=2ms TTL=64
Reply from 123.45.67.890: bytes=32 time=2ms TTL=64
Reply from 123.45.67.890: bytes=32 time=2ms TTL=64
Ping statistics for 123.45.67.890:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 2ms, Maximum = 28ms, Average = 8ms
```

- If the IP address is correct, type **tracert IP address** (using the IP address from the ping results in the previous step such as “tracert 123.45.67.890”) and verify that the correct server NAME is returned.



```
C:\WINDOWS\system32\cmd.exe
C:\Documents and Settings\Support>tracert stranger
Tracing route to stranger [123.45.67.890]
over a maximum of 30 hops:
  1    28 ms    1 ms    1 ms    123.45.67.890
Trace complete.
C:\Documents and Settings\Support>tracert 123.45.67.890
Tracing route to stranger [123.45.67.890]
over a maximum of 30 hops:
  1    28 ms    1 ms    <1 ms    123.45.67.890
Trace complete.
```

- If they are pointing to different names then there is a problem on the local DNS server.

In extreme cases, when everything else seems to fail, you can add a server name/IP pair to your local hosts file for local name resolution of the server name.

On Windows 2000, XP, Vista, 7, and 8 the file is located:

c:\windows\system32\drivers\etc\hosts

On WIN9x machines the file is located:

c:\windows\system\hosts

- You will need to open the host file in Notepad and add this line to the bottom of the file, using the actual server IP address and name:
111.222.333.444 SERVERNAME
- Save the file and reboot. **Do this on BOTH the server and the client machines.**
- Re-run WLMADMIN to verify that the change was successful. You should be able to see the Subnet Server.