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nmb1983



Tutor • 4 Messages

Sat, Jan 23, 2016 7:52 PM

ATT U-Verse Blocking website IP

I've had this issue once before and ATT sent someone out to change out the router and the problem went away. Now month later i'm getting the same issues again getting the ERR-Connection Timed out just on my website. I do have access to any other site i punch in, just not my site. It seems to be a routing issue and as you can guess i'm about at my wits end with att U-verse...dragging thier dang feet with the issue. Any help to resolve this issue quickly would be freaking awesome.

Questions

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ATT Uverse Static IP with DHCP
Last response by JefferMC 5 years ago

Questions

10 0

Blocked IP address

Last response by ATTHelp 4 years ago

Questions

1 0

AT&T Blocking Websites on my Server

**Obi-Wan**

Voyager • 3 Messages

5 years ago ⋮

Not sure if problem is the same, but I have had problems the last several days with resolving hostnames for some of my websites. As best I can tell, ATT is having issues with their DNS nameservers. The nameservers provided to the NVG589 router (and other ATT nameservers) do not resolve some hostnames. I see many "

no responses from nameserver '68.94.156.10'

" messages popping up in the router's Disgnostics/Logs. You can see if DNS lookup works/fails with a direct-to-server query using the nslookup command(in Windows PowerShell) :

```
-----
PS C:\Users\ken> nslookup www.google.com. 68.94.156.10
Server: dns156r10.sbcglobal.net
Address: 68.94.156.10
```

Non-authoritative answer:

Name: www.google.com

Addresses: 2607:f8b0:400d:c04::69

173.194.205.106

173.194.205.104

173.194.205.103

173.194.205.147

173.194.205.99

173.194.205.105

```
PS C:\Users\ken> nslookup www.romeoskyhawks.org. 68.94.156.10
```

Server: dns156r10.sbcglobal.net

Address: 68.94.156.10

DNS request timed out.

timeout was 2 seconds.

DNS request timed out.

timeout was 2 seconds.

*** Request to dns156r10.sbcglobal.net timed-out

```
PS C:\Users\ken> nslookup www.romeoskyhawks.org. 8.8.8.8
```

Server: google-public-dns-a.google.com

Address: 8.8.8.8

Non-authoritative answer:

Questions

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AT&T Block URL access

Last response by peabody1929 4 years ago

Questions

⌵ 3 ⌵ 0

Stop/Block ATT Uverse internet page

Last response by ATTHelp 3 years ago

Questions

⌵ 1 ⌵ 0

Did this help you?

No

Yes

Tags

No tags available

**Test your Internet speed**

Check your upload and download performance with the AT&T Speed Test Tool.

Get started



Aliases: www.romeoskyhawks.org

(ps. don't forget the dot after the hostname)

Note that the ATT 68.94.156.10 nameserver resolves the Google hostname, but fails to resolve the RomeoSkyhawks hostname. Changing the DNS server to Google's nameserver (8.8.8.8) resolves just fine...only the ATT servers seem to have the issue. As a workaround, it is possible to manually change the nameserver(s) that your PC's interface uses(pointing to non-ATT nameservers), and that's how I'm operating just fine now (with 8.8.8.8 and 8.8.4.4). I need a better solution since I can't fix the problem for all the other ATT Uverse customers trying to visit the website(s). Spent over an hour on the phone last night with ATT, visiting 3 levels of "help" getting everything from no understanding of DNS to "the nameserver address is not one of theirs" and they can't help. Searches in the inet uncovered many similar complaints over the last few years, with no resolutions other than bypassing the NVG router and providing your own router to distribute good nameservers to your PCs/Tablets/Smartphones.clients.



Like

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mibrnsurg

+48 more

5 years ago



Expert • 20.4K Messages

Usually can get help from the **web hosting company** on non conneting websites, reason ATT blows you off.

Also if the website changed web hosting companies recently, new IP address needs to be repopulated into the DNS name resolvers. Some big hosting companies will actually do it so their hosted websites show up and keep their customers happy. 🤔

Chris

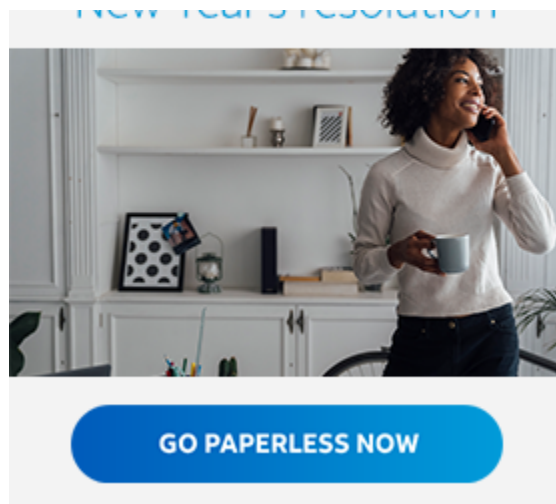
Please NO SD stretch-o-vision or 480 SD HD Channels

Need Help? PM [ATT Uverse Care](#) **(all service problems)**

[ATT Customer Care](#)**(billing and all other problems)**

Your Results May Vary, In My Humble Opinion

I Call It Like I See It, Simply a U-verse user, nothing more



**ji785s**

+21 more

5 years ago ⋮

Former Employee • 422 Messages

[@nmb1983](#)

Just as [@mibrnsurg](#) stated, if there was a recent change to your websites hosting service and they are not one of the larger hosting providers, it may take some time for them to actually broadcast out that there information has been changed.

This doesnt only affect AT&T customers with the AT&T DNS servers, but also for other internet providers who have there own DNS servers.

In these situations you would need to speak with the website host to have them rectifiy the issue, as there wouldnt be anything AT&T or any other service provider can do.



Like

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nmb1983

5 years ago ⋮

Tutor • 4 Messages

My domain is hosted through godaddy, but around thanksgiving we went with a place called Inventory Source to integrate our wholesalers inventory, but as far as i know the domain it's self is still hosted through godaddy. To throw a little more light on the situation...it started shortly after Thanksgiving, tried accessing my site ([Inappropriate content removed](#)) it sat loading for maybe a minute or so and that's when i received the ERR Connection timed out so i contacted att assured me they were on top of it. After about two weeks of waiting i contacted att again and they decided to send a Tech out to replace the router, Tech came out replaced the router and the problem was resolved. Now fast forward to Friday afternoon the issue presented it's self again, keep in mind as far as i know no changes were made to the DNS but i'm no tech nor do know much about all this (beyond my area of expertise) again got in touch with att and again assured me (the support specialist i spoke with) would personally see to it this problem is resolved quicker than the first go around (again to my knowledge) no



have caused this to happen again?



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mibrnsurg

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5 years ago



Expert • 20.4K Messages

@nmb1983 Will have to say Uverse had a big problem w/many godday websites a couple years ago, unable to connect to them. This might just be a similar situation, but all had to complain to godaddy to get any action. 🙄

Edit: Or at least your smaller web hosting company, probably running on godaddy.

Chris

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Need Help? PM ATT Uverse Care (all service problems)

ATT Customer Care(billing and all other problems)

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Like

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Obi-Wan

5 years ago



Voyager • 3 Messages

In my situation (hostnames not resolving on ATT Uverse DNS nameservers) its difficult to imagine that a local router swap by a tech could be helpful. Direct DNS queries for name resolution (passing untouched from a PC to the suspect Uverse nameservers) demonstrate their failure to resolve the hostnames.

No DNS changes occurred witin the domain, and it was (still is) fully propagated within the Inet; all non-ATT nameservers tested resolve properly. Curiously, ATT nameservers serving the DSL environment resolve domain names okay too (dns.bna.bellsouth.net and dns.msy.bellsouth.net). At this point, I suspect that firewalls fronting the Uverse or hosting DNS server environment(s) are blocking the nameserver IP traffic. Since the website's IP is the same as the nameserver IP, and the website is fully accessible once the hostname is resolved (by other name servers), I know that firewalls



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ji785s

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5 years ago ⋮

Former Employee • 422 Messages

We still are having problems with GoDaddy, and they are unwilling to work with us.

So we have stop working on issues where hosting is by GoDaddy as its up to them to fix.



Like

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nmb1983

5 years ago ⋮

Tutor • 4 Messages

My domain is still registered by Godaddy but inventory source is actually hosting the domain and website if that makes any sense



Like

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ji785s

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5 years ago ⋮

Former Employee • 422 Messages

[@nmb1983](#) right so the domain is what links your websites data, your service hosting your website source usually will have a seperate domain. For example if your with siteground.com for your hosting, there usually will be a subdomain off of your host as a backup that gets setup (ex. mydomainuser.siteground.com) and then your actual domain gets Parked onto the hosting servers and for them to route to the IP address of your server you need to set the nameservers of your domain to the nameservers provided by your hosting service.

So in this case this it how it works when going to yourdomain.com hosted by GoDaddy.

yourdomain.com (GoDaddy) --> ns1.siteground.com (Host provider nameserver) --> 111.111.111.111 (IP address where your source is



since the first step is going through GoDaddy and say there is an issue there, would be an issue GoDaddy would need to fix, if nothing wrong there it would then go to the Host provider which you can personally test usually if there is a subdomain setup on your host.



Like

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Obi-Wan

5 years ago ⋮

Voyager • 3 Messages

Resolution to my problem...turned out to be a hosting environment firewall rule which was inadvertently dropping DNS traffic from AT&T Internet Services ("swbell.net") devices in 151.164.109.* subnets. Since AT&T doesn't seem to support reverse lookup for the addresses, we developed a rule to just pass all the IPs showing dropped traffic (which could include more than just nameservers). DNS started working immediately for the ATT-UVerse nameservers for multiple domains in that hosting environment. Will share specific IP ranges if desired...



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nmb1983

5 years ago ⋮

Tutor • 4 Messages

Although it's all jibberish to me, anything that would solve this issue would be awesome. I'd hate to have to switch providers just to be able to edit and process orders. Talk to both AT&T and Godaddy neither were no help at all..AT&T referred me to Godaddy to resolve the issue and of course Godaddy said it was on my Internet provider. Seems like a endless circle with nothing getting done. As I stated before I'm about at wits end with the whole situation.



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Expert • 20.4K Messages



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Can you get to them on Google DNS?

<https://developers.google.com/speed/public-dns/docs/using>

Step by step instructions. Good luck ☺

Chris

Please NO SD stretch-o-vision or 480 SD HD Channels

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Like

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jalcorta

3 years ago ⋮

Contributor • 1 Message

ATT is my internet company and my website is hosted by fatcow.com, last week March 9, 2017 my we page stopped to work at about 2pm, I work a lot on my webpage, and this was disturbing, I look to connect to google.com and it was working, so I suppose my hosting company was the problem, and after that I visited a web site that tells you if the website is up or down, <http://www.isitdownrightnow.com> and my webpage was up, so I called my customers in Mexico and they said that no problems were experienced, so I tried to connect to my website with my phone, and it was working, later on I visited the starbucks and my webpage was working, so I was convinced the problem was with ATT and I called their customer service, they said the problem was in a server blocking me, it was not fatcow but other, so they gave me the phone and I called them, just to know that it was a server owned by my hosting company. So I called Fatcow that told me the



using another website, ATT told me they can send a technician to fix the problem, I told them to hold until I understand better the problem. At this point I am convince that ATT has some kind of firewall or something, and I am so upset, fortunately my clients use my website in Mexico and they have not notice any problem, I do not want to solve the problem configuring a DNS through google, why? because I am not going to do that to every person who wants to access my webpage. Based on what I have read, looks like go daddy had this problems when they move the websites between servers, I am not sure how this works, but is very frustrating to experience this problems where ATT and Fatcow throw the ball each other. From my perspective the problem is ATT but I would like to know if other ATT U-Verse user are experiencing the same problems. Starbucks is ATT and Google and my website works perfect in there, so?????????



Like

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JefferMC

+70 more

3 years ago ⋮

ACE - Expert • 17.6K Messages

AT&T will at times institute blocks on IP addresses that have participated in nefarious activities (DoS attacks, botnet CnC, etc.). If this is the case, the owner of the IP address can contact AT&T and ask the block be removed once steps have been taken to remove whatever software caused the block in the first place.

I'd suggest you send a Private Message to [@ATTU-verseCare](#) with your name, account number, and the best time to reach you and include the DNS name for your web site and the IP address that it is currently hosted at.

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*I am not an AT&T employee, and the views and opinions expressed on this forum are purely my own. Any product claim, statistic, quote, or other representation about a product or service should be verified with the manufacturer, provider, or party.




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I have this same issue. please help

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