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Spectrum blocking university websites

boback
Posts: **5**

Apr 23, 2018

For work I need access to the following websites:

https://sslvpn.mednet.ucla.edu
https://assist.dgsom.ucla.edu/

Since 4/20/18, they've been blocked through my ISP (Spectrum Time Warner). I'm able to access the website fine through my phone (Verizon) and other proxy websites. So the problem seems to be coming from Spectrum. Spectrum denies that block any websites. I'm not sure why else I'm unable to ping or go to the addresses above. I've tried using the IP address as well and get time out errors.

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Deleted recordings undelete themselves

karlbeckman

Posts: **2,214**

★★★★

Apr 25, 2018

✓ **ACCEPTED ANSWER**

> @boback wrote:
>
> Always faults after cenic.net

OK, that's your clue for where to tell UCLA to look for the malfunctioning DNS. It should be at cenic.net or the next device beyond. Either way it is outside Spectrum's transport network, and they are not at fault.

Replies

dstoffa

Posts: **989**

★★★★

Apr 23, 2018

What kind of error message are your getting?

What DNS are you using?

boback

Posts: **5**

Apr 23, 2018

I get time out errors.

When I had Spectrum tech support try to access the same sites, they

couldn't. Are you able to?

I'm not designating any specific DNS. I get the error hooked up to my cable modem directly.

Apr 24, 2018

Posts: **2,214**
★★★★

... edited ...

> I'm not designating any specific DNS. I get the error hooked up to my cable modem directly.

I just tried opening new links to both sites from here in the Great Lakes area and got the expected displays - VPN log-in and the UCLA home page. If you continue to have issues with the UCLA site, you should be able to get IT support from your employer or from UCLA's IT staff.

BTW, someone should have pointed out that you DO need a router

between the modem LAN jack and your computer, especially when you are trying to run a VPN into the UCLA site.

dstoffa
Posts: **989**
★★★★

Apr 24, 2018

> @boback wrote:
>
> I get time out errors.
>
> When I had Spectrum tech support try to access the same sites, they couldn't. Are you able to?

I can connect using Spectrum internet.

Spectrum

Julia_R
Posts: **4,222**
LEAD MOD

Apr 25, 2018

Good morning.

I can reach both from here on my work network and on our test connection on wireless.

Are you still having issues?

Regards,
Julia R.
Spectrum-Social Media Customer

Care
Lead Moderator-Community Forums

boback
Posts: **5**

Apr 25, 2018

A senior Spectrum technician had me run tracert to see what server what timing out. It's not Spectrum's fault. After being relayed through spectrum and handed off to university servers, the servers within the university are timing out. Pretty cool diagnostic.

Boz1
Posts: **35**

Apr 25, 2018

> @boback wrote:
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Except myself and several other above can all get to those websites. If the issue was "the servers within the university are timing out", wouldn't we all have trouble reaching them? I'm just wondering...

karlbeckman

Apr 25, 2018

> @Boz1 wrote:

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Those of us who can access UCLA are not using the same network route as @boback. Spectrum has several different IXP locations around the country and the internet routes from each of those handoff sites to UCLA's servers will all be different. Something in the chain from boback's IXP to UCLA is not passing traffic.

This is often caused by one DNS that did not process its daily DNS update correctly. If boback posts his tracert listing, we should be able to see both the last good device name and/or its IP address and the next device downstream which is failing to route properly.

---

boback
Posts: **5**

Apr 25, 2018

Here's my tracing:

Tracing route to sslvpn.mednet.ucla.edu [149.142.80.10]
over a maximum of 30 hops:

```
  1   <1 ms   <1 ms   <1 ms  192.168.1.1
  2   10 ms    8 ms   10 ms
142.254.182.193
  3   13 ms    7 ms    9 ms
76.167.31.213
  4   15 ms   11 ms   11 ms
agg20.lamrcadq02r.socal.rr.com
[72.129.10.130]
  5   21 ms   14 ms   15 ms
agg28.tustcaft01r.socal.rr.com
[72.129.9.2]
  6   17 ms   15 ms   15 ms  bu-
ether16.tustca4200w-
```

bcr00.tbone.rr.com [66.109.6.64]

  7   18 ms   15 ms   14 ms
be4.clmkohpe01r.midwest.rr.com
[107.14.19.37]

  8   42 ms   11 ms   12 ms
0.ae2.pr0.lax00.tbone.rr.com
[107.14.19.138]

  9   13 ms   16 ms   10 ms
UniversityCorpforAdvancedInternet.a
s11164.any2ix.coresite.com
[206.72.210.14]

  10   22 ms   12 ms   12 ms et-1-0-
2.0.rtsw.losa.net.internet2.edu
[64.57.20.82]

  11   13 ms   15 ms   9 ms
64.57.20.83

  12   14 ms   13 ms   13 ms dc-lax-
agg6--lax-agg8-100ge-#3.cenic.net
[137.164.11.34]

  13   *   *   *   Request timed
out.

  14   16 ms   12 ms   15 ms
bd11f1.anderson--cr00f2.csb1.ucla.net
[169.232.4.4]

  15   13 ms   13 ms   12 ms
cr00f2.csb1--
dr00f1.anderson.ucla.net
[169.232.4.57]

  16   *   *   *   Request timed
out.

  17   *

Apr 25, 2018

Always faults after cenic.net

boback
Posts: **5**

Apr 26, 2018

Boz1

Posts: **35**

Thanks for the explanation, karlbeckman.

Apr 30, 2018

I can hit both of those with no problems from my spectrum home network.

tech-sgt
Posts: **1**

This discussion has been closed.