

Re: Strange problem accessing Virgin.net servers

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From: buck (buck_at_private.mil)

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On Fri, 15 Apr 2005 21:43:03 +0100, Chris Gordon-Smith
<use.address@my.homepage> wrote:

>Can anyone suggest what might be causing this very strange problem.
>
>I have a SuSE 9.2 desktop PC that I connect to the Internet using an ADSL
>modem / router. Currently my Internet access is all working fine, except
>that I am not able to access the website www.virgin.net, and I am also
>unable to access my Virgin pop account on their server pop.virgin.net.
>
>I am also unable to ping either of these addresses, although ping is able to
>resolve the corresponding TCP/IP addresses.
>
>My broadband connection is from another ISP (not Virgin). I have spoken to
>Virgin's technical people. They say that all their servers are currently
>working fine, and my brother in law also says that his Virgin email account
>is working fine.
>
>How is this possible? I can ping Google or the BBC website and access any
>other site I can think of, except Virgin.
>
>Can anyone explain?

Firewall?

What does traceroute -n www.virgin.net say? My traceroute dies at
213.105.172.153 (inet.ntl.com). Pings are not replied

How about traceroute -n pop.virgin.net ? My traceroute dies at
64.97.128.98 (dia.cp.net).

What message(s) do you see when you <http://www.virgin.net> or try to
retrieve your mail?

I am able to telnet www.virgin.net 80 and to
telnet pop.virgin.net 110

comp.os.linux.networking: Re: Strange problem accessing Virgin.net servers

What little help I can offer is that the problem appears to be that your firewall is saying NO.

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buck