

Table of Contents

Tahapan Troubleshooting & Pengecekan Email Error	1
<i>Ping</i>	1

Tahapan Troubleshooting & Pengecekan Email Error

Berikut ini adalah tutorial dan tahapan cara troubleshooting serta pengecekan email error secara umum untuk yang emailnya sedang tidak bisa kirim atau terima.

Kami menggunakan contoh [server email hosting](#) kami sebagai pengecekan yaitu dengan detail

```
Imap/Pop host = imap.mailku.net
Imap Port = 143 / ssl imap port = 993
Pop Port = 110 / ssl pop port = 995

Smtp host = smtp.mailku.net
Smtp port = 587 / ssl smtp port = 465
```

Ping

Pengecekan yang pertama adalah lakukan ping yang bertujuan untuk mengecek koneksi dari komputer anda ke server email tujuan.

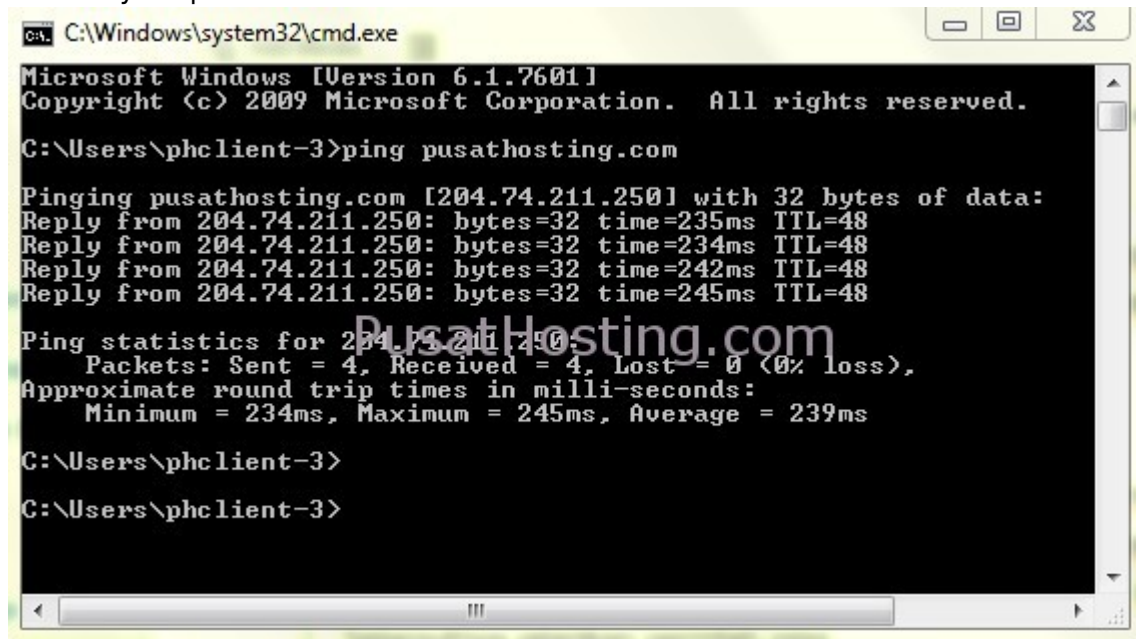
```
root@hadi-desktop:/# ping imap.mailku.net
PING imap.mailku.net (139.99.17.99) 56(84) bytes of data.
64 bytes from ip99.ip-139-99-17.net (139.99.17.99): icmp_seq=1 ttl=47 time=56.7 ms
64 bytes from ip99.ip-139-99-17.net (139.99.17.99): icmp_seq=2 ttl=47 time=55.8 ms
64 bytes from ip99.ip-139-99-17.net (139.99.17.99): icmp_seq=3 ttl=47 time=54.3 ms
^C
--- imap.mailku.net ping statistics ---
3 packets transmitted, 3 received, 0% packet loss, time 2002ms
rtt min/avg/max/mdev = 54.347/55.627/56.708/0.974 ms
root@hadi-desktop:/# ping smtp.mailku.net
PING smtp.mailku.net (51.79.217.36) 56(84) bytes of data.
64 bytes from smtp4-217-36.srv.mailku.net (51.79.217.36): icmp_seq=1 ttl=50 time=84.9 ms
64 bytes from smtp4-217-36.srv.mailku.net (51.79.217.36): icmp_seq=3 ttl=50 time=94.3 ms
64 bytes from smtp4-217-36.srv.mailku.net (51.79.217.36): icmp_seq=4 ttl=50 time=94.1 ms
64 bytes from smtp4-217-36.srv.mailku.net (51.79.217.36): icmp_seq=5 ttl=50 time=96.6 ms
64 bytes from smtp4-217-36.srv.mailku.net (51.79.217.36): icmp_seq=6 ttl=50 time=90.6 ms
^C
--- smtp.mailku.net ping statistics ---
6 packets transmitted, 5 received, 16.6667% packet loss, time 5013ms
rtt min/avg/max/mdev = 84.925/92.127/96.609/4.074 ms
root@hadi-desktop:/#
```

Apabila anda menggunakan Windows maka anda bisa menggunakan Command Prompt, caranya :

1. Klik Start
2. Pada search/pencarian ketik **command**
3. Kemudian klik pada halaman window hitam
4. selanjutnya ketik

```
ping nama_host
```

Contohnya seperti ini



```
C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\phclient-3>ping pusathosting.com

Pinging pusathosting.com [204.74.211.250] with 32 bytes of data:
Reply from 204.74.211.250: bytes=32 time=235ms TTL=48
Reply from 204.74.211.250: bytes=32 time=234ms TTL=48
Reply from 204.74.211.250: bytes=32 time=242ms TTL=48
Reply from 204.74.211.250: bytes=32 time=245ms TTL=48

Ping statistics for 204.74.211.250:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 234ms, Maximum = 245ms, Average = 239ms

C:\Users\phclient-3>
C:\Users\phclient-3>
```

5. Jika statusnya **Reply** maka koneksi tersambung dengan bagus.

From:
<https://www.pusathosting.com/kb/> - Pusathosting Wiki

Permanent link:
<https://www.pusathosting.com/kb/email/tahapan-pengecekan-email-error?rev=1709177282>

Last update: 2024/02/28 22:28

