

# One poorly responding router

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## Question

Why does one particular hop in the route often show a really bad time (or doesn't respond at all) - but the hop right after it performs well?

## Solution

Some routers just don't prioritize timed out ICMP requests very high (ICMP requests where the TTL equals 0 after reaching them). If the hop right after consistently performs well, just don't factor this hop into your troubleshooting equation (i.e. ignore it).

**In the screenshot above, hop 4 is a great example of this - hop 4 shows packet loss and high latency, but downstream hops (5- 11) look great. Since data getting to hop 5 needs to go through hop 4, this is normal and it's not anything that needs to be chased as a problem. Hop 2 is another example of this.**

Another possibility here is that an intermediate hop might use a return route that is different than the hop following (or the final destination). This can mean there is a problem with one return route but not another. Since each hop makes its own decisions about routing, this can definitely happen.

**The important thing to remember is that the final destination is what REALLY matters. If the final hop is showing zero packet loss and acceptable latency, there isn't a problem. All issues in hops before that become null and void.**

If a particular hop is showing 100% packet loss, it might just not be configured to return packets to the sender when TTL=0 (we rely on this to get information about intermediate hops).

Having one or more non-responding intermediate hops is very normal and doesn't indicate there is a problem. If everything else looks good, just ignore those hops.

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