

# I can't seem to qbping the Supervisor, even though I know it is up

1. Be sure you can ping the supervisor, using the operating system's `ping` command-line utility. If you cannot, there is a networking issue outside of Qube.
2. Check firewall settings. We prefer that machine-level firewalls are disabled. If you cannot turn off the firewall, open ports 50001-5002, 50010-50012
3. Be sure `qb_supervisor` is set to your supervisor's hostname or IP address in the local machine's `qb.conf`.
4. Be sure `qb_domain` is consistent across your facility. The default and recommended value is "qube" (note: This is the qube domain. It not related to any other domains in your facility)