


## **Ping My Servers – User Manual**

The main form contains a menubar and three buttons at the bottom of the screen, and 5 tabs allowing you to switch your view with a click of your mouse.

File Menu: Print Progress Log; Print Errors Log; Ping; Abort and Exit

Minimize this form: There is no control box at the top right of this form. Normally you would expect to see  at the top right corner. We have disabled this to keep better control of some windows API's. We don't want to risk crashing your computer so please exit Ping My Servers using a button or menu item. Use the Minimize this form menuitem to minimize and run the program in the background.

Start Ping button: Pressing this button will begin a new ping job and then become disabled during the ping activity. Press the 'Abort' button to stop the ping job and the Start Ping button will become enabled and awaiting the next use.

Abort button: Press to stop the current ping job.

Exit button: Press to close the program.

### **INI files**

Ping My Servers uses two main INI files. These files will be located in the same directory that the program was installed.

PingMyServers.ini - Holds all your options and IP Addresses. We suggest that you backup this file after your settings are setup to your needs. This would give you the flexibility of easily switching back and forth between different settings. You may not need this, but a backup is never a bad idea.

PingMyServersActiveAlerts.ini - Contains IP Addresses that have reached the Nuisance Limit and remain non responsive. This list changes during the ping run and should not be used as a list of all alerts. Use the Errors Log or the "Current Job" view for accurate list of all alerts. IP Addresses in this file are considered over the Nuisance Limit and an alert will not be sent.

If an address makes it to this list and the current ping job is aborted then a new job is started, addresses in this list will NOT be displayed in the "IP's with no response" listbox in the Results tab.

Ping My Server maintains this list and when a successful ping is made to an address in this file it is removed from the file and is subject to future alerts. You do not need to edit this file.

### **Other Files**

In your application directory you might also find a file named "Fax.txt". This file is created the first time a Fax is sent by PingMyServers. The file is appended each time a fax is sent. The list will grow and grow until you rename it or delete it. The append method is intentional and you should remember if you get a fax that the last line on the list will be the current alert.

## Ping My Servers - Results Tab

This tab does not contain any user input fields. All fields are updated by Ping My Servers. The last tab "Current Job" is also setup this way. Results tab contains up to date summary of information as well as Statistics for any active ping in process. See individual field descriptions below the screenshot.

The screenshot shows the 'Ping My Servers' application window with the 'Results' tab selected. The window title is 'Ping My Servers' and it has a menu bar with 'File' and 'Minimize this Form'. Below the menu bar are several tabs: 'Results', 'Options', 'IP Addresses', 'SMS/Email', 'Connections', and 'Current Job'. The main content area is divided into several sections:

- Current Host:** A text input field.
- Next Ping Run:** A text input field.
- IP's with No Response:** A large empty text area.
- Statistics:** A box containing:
  - Attempts:** A text input field.
  - Responses:** A text input field.
  - Lost:** A text input field.
  - Best Time:** A text input field.
  - Worst Time:** A text input field.
  - Avg Time:** A text input field.
- Two large empty text areas below the statistics box.

At the bottom of the window are three buttons: 'Exit', 'Abort', and 'Start Ping'.

Current Host: Displays the current IP Address being pinged. The IP Addresses are pinged in the same order as listed in the "IP Addresses" tab.

Next Ping Run: After each ping run is completed the Next Ping Run is calculated from the setting in the Options tab - Ping my server(s) every:  interval minutes

Statistics: Lists the statistics of the current active ping.

IP's with No Response: Lists the IP Addresses that have exceeded the Nuisance Call Limit, found in the Options Tab. When the nuisance limit is reached the IP Address is added to the "PingMyServersActiveAlerts.ini" and listed in this listbox. This list is reset each time you open PingMyServers. However, the PingMyServersActiveAlerts.ini file is updated while your job is running. IPAddresses are removed from PingMyServersActiveAlerts.ini after a successful ping. This is the reason why the PingMyServersActiveAlerts.ini file may not match the contents of the IP's with No Response listbox.

The remaining two large fields are status fields. The top field displays broad status information. The bottom field is dedicated to the status of the SMTP Mail Server.

## Ping My Servers - Options Tab

The Options tab contains fields for runtime options. The field contents are saved when you Exit the program using the Exit button and when you press the Ping button. You may update the fields during a ping run at any time. The current active job will immediately read the options and use the new information on the next ping opportunity. The field descriptions are located below the screenshot.

**Ping My Servers**  
File Minimize this Form

Results Options IP Addresses SMS/Email Connections Current Job

**OPTIONS**

Ping my server(s) every:  interval minutes

Number Pings per Run:

Ping Packet Size:

# Errors to trigger Alert:  How many consecutive error failures before you are alerted?

Nuisance Call Limit:  How many alerts before we turn off alerts?

Exclude Times  Exclude Ping between  And

Fax Notification  This option will only activate if your Mail Server is Un-responsive.

Write Progress Log

Progress Logfile filename:    Append Existing

Write Errors Log

Errors Logfile filename:    Append Existing

Ping my server(s) every: The next ping job will begin after the last IP address is pinged

in your IP Address list is completed. If your address list takes one minute to ping all the addresses and your ping interval is set at 3 minutes, ping jobs will occur every 4 minutes.

Number Pings per run: The number of pings the program will ping each address on each ping run.

Ping Packet Size: The size of the packets tested with pings.

# Errors to trigger alert: Enter the number of failures that will trigger the alerts.

Nuisance Call Limit: When this limit is reached Ping My Servers will no longer send emails or text messages. In the screenshot above this value is set at two (2). If you receive two email/text messages in a row Ping My Servers will not call you again. Ping My Servers will not call you if later server pings are successful. If you receive one text message and/or email and do not receive a second response - the second and subsequent pings were successful. After the ping run is over the count is reset. The call limit is invoked during a ping run only. In other words, if you have your option set to make 5 pings per run - the call limit must fail 2 times in that 5 ping run.

Exclude times: If you want to turn off pings for scheduled server maintenance check this option. If this option is checked the Begin and End times are excluded from pings.

Begin and End times: You must enter the times in the 12 hour format, like in the above screenshot. The read-only field to the right of these fields displays the HH:MM of the exclude range.

Fax Notification: Should your SMTP Mail Server setup in the "Connections" tab become unresponsive this option allows you to fax a notification. You will have to have a modem installed in your system. And, you will have to set your Fax Service to Automatic. You can change this setting in Control Panel - Services. You can test the fax by pressing the "Test Fax" button in the "Connections" tab.

Your choice of Mail Server should not be in the same network that Ping My Servers is testing. You should choose a Mail Server outside your system.

Write Progress Log: Check this field if you want to write a comma delimited detail of every ping. The results are in the following format:  
'Date/Time','IPAddress','Attempts','Response','Lost','Best','Worst','Average'

You may change the location and filename. The file format will remain a comma delimited file (CSV). If you use Excel for data analysis we recommend using a filename extension of ".csv". This file type will automatically be opened by Excel.

Append existing: If this option is unchecked the file(s) will be overwritten when you begin a new ping job by pressing the "Ping" button. Check this option if you want the log files to continue growing with each set of pings.

Write Errors Log: Check this field if you want to write a comma delimited detail of every error. The results are in the following format:

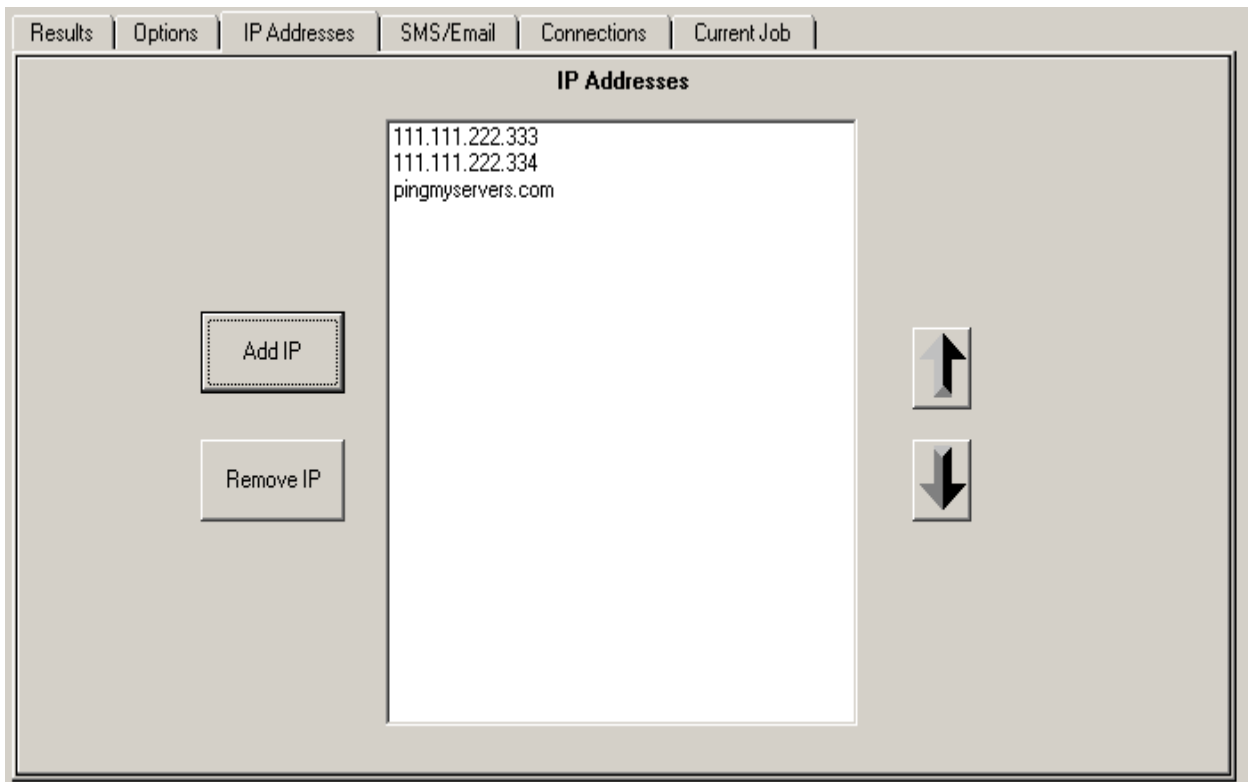
'Date/Time','Action','Note/Error'

You may change the location and filename. The file format will remain a comma delimited file (CSV). If you use Excel for data analysis we recommend using a filename extension of ".csv". This file type will automatically be opened by Excel.

Append existing: If this option is unchecked the file(s) will be overwritten when you begin a new ping job by pressing the "Ping" button. Check this option if you want the log files to continue growing with each set of pings.

### **Ping My Servers - IP Addresses Tab**

This is the list of servers that Ping My Servers will use to ping on each ping job. The addresses will be pinged in the order listed in this listbox. You can add and remove addresses using the "Add IP" and "Remove IP" buttons. Move addresses up and down by selecting the address to move and pressing the arrow buttons.



### **Ping My Servers - SMS/Email Tab**

This tab is divided into three groups: SMS/Cell phone numbers; Email Addresses and Fax.



User Email: Enter a valid email address for the listed mail server. Entering an invalid email address will not generate an error and you will not receive any alerts. Test the setup with the Test button.

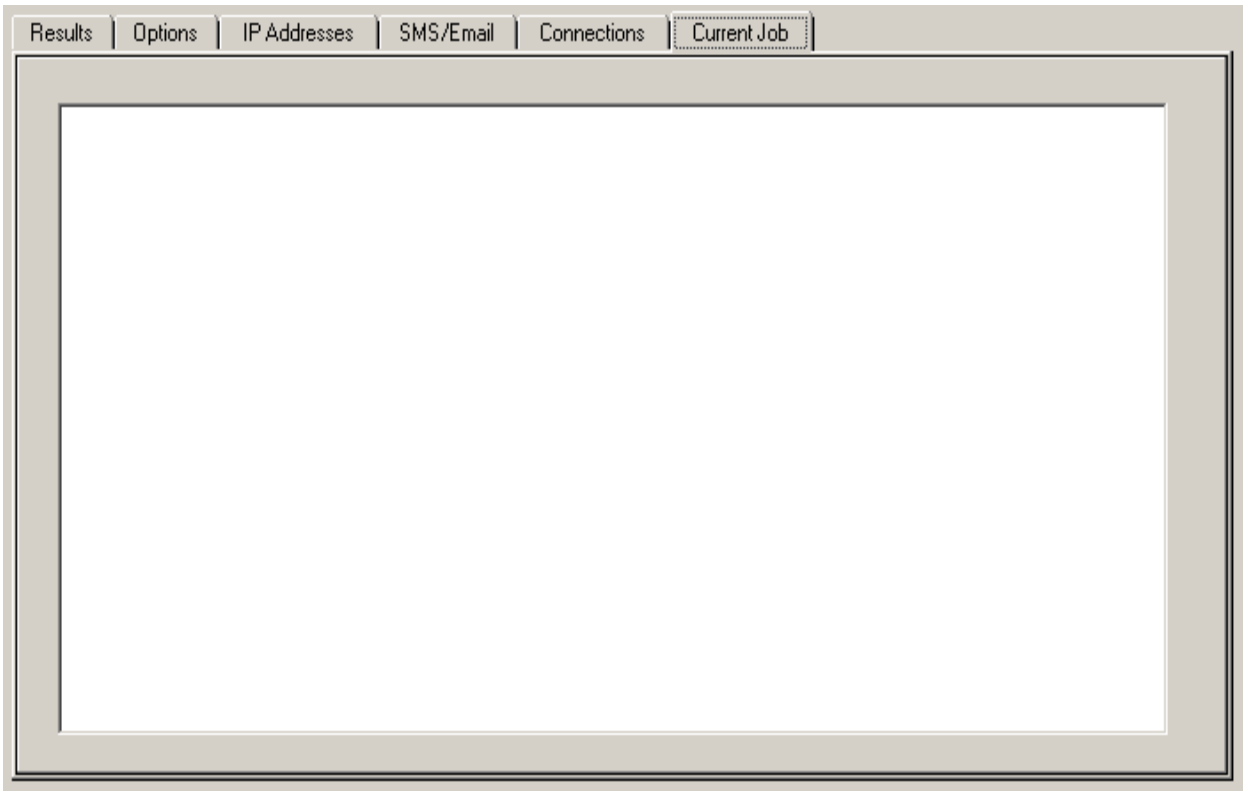
Fax Server Name: If you are running from a workstation the service name will usually be the computer name. Enter your computer name and test by pressing the Test Fax button on the previous tab "SMS/Email" tab.

The screenshot shows a software interface with several tabs at the top: Results, Options, IP Addresses, SMS/Email, Connections (which is the active tab), and Current Job. The main area is divided into two sections. The first section is titled "Enter your Mail Server Information. (Do not enter a server that you are pinging or in the same network)". It contains two input fields: "Outgoing Mail Server (SMTP)" with the value "smtp-server.triad.rr.com" and "Mail Server User Email/Username Name" with the value "jlawrence2@triad.rr.com". To the right of these fields is a button labeled "Test SMTP". The second section is titled "Enter your Fax Service Name (Usually your computer name, unless you have a named service)". It contains one input field labeled "Fax Server Name" with the value "blawrence".

### **Ping My Servers - Current Job Tab**

This tab does not contain any user input fields. As each ping run is completed this list box is updated with the summary results. The first record will be the date and timestamp of the job start. Then summary records of each IP address results. Also, listed are any errors or warning messages encountered.

The listbox contains similar information as the Progress Log. This information is summarized by each IP Address ping results. The Progress Log will have detail information on each ping.



### **Ping My Servers - Supported Carriers**

At this writing we support the following carriers. If you need a carrier that is not on our list, please email us at

