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Chapter 1: Introduction

Welcome to EMCO Ping Monitor. You have chosen an easy-to-use software product that allows you to monitor host states and the connection quality of monitored hosts. The program can send different types of notifications when the host status and the connection quality change. The program collects monitoring statistics, including different monitoring metrics, and can generate reports with detailed information on the performance of any monitored host. This manual provides you with detailed information on all of the program features.
Using Documentation

EMCO Ping Monitor Professional was designed to be a tool with an intuitive user interface that can be used by people with different levels of technological knowledge. The program encompasses an initial configuration wizard that helps you to configure the program for the first start. In addition, every interface dialog provides you with hints and clear error messages. It should help you to use the program successfully without reading this manual. Anyway, it's recommended to review the Getting Started guide to familiarize yourself with the main features of the program.

To get detailed information on the program features, settings and user interface views, browse the manual content and choose the section you want to read.

Getting Help

If you face a problem, it makes sense to check the errors reported in the Log view. If the problem can be resolved by a user, the error in the log includes troubleshooting information, so you can follow the suggestions to resolve the problem. In other cases, you may contact the support team at https://emcosoftware.com/support.

To get help on the problem, you need to provide the support team with the problem details. For example, you can send the error notification you received and the steps you had performed before getting this error. Provide the support team with all the available information regarding the problem to speed up the problem reproduction and troubleshooting.
Chapter 2: Getting Started

EMCO Ping Monitor is software that monitors multiple hosts simultaneously. The program sends ICMP echo requests to hosts on a regular basis and analyzes echo replies to detect the state and the connection quality of the monitored hosts. Ping results are saved by the program and are analyzed to calculate metrics used to evaluate the quality of the connection between the monitoring server and the monitored host.

Ping Monitor is a tool that helps you to proactively identify problems in your network infrastructure and reduce downtime. Below you can find a list of typical scenarios of using Ping Monitor.

- **Host state monitoring.** You can use the program to continuously monitor the state of hosts (i.e., to detect if they are up or down) using ICMP pings and be notified when a host state changes. The program provides you with information on the current state of every host and the entire monitoring system by displaying the quantity of hosts in different states.

- **Connection quality monitoring.** In addition to monitoring the host states, the program can monitor the quality of the network connections using the metrics based on ICMP pings. When a host is up, its connection quality may vary; therefore, a continuous monitoring of the quality allows preventing potential problems. The program can send you notifications when the connection quality changes, so you can take required actions if needed.
• **Host performance analysis.** The program saves monitoring statistics, so you can access it anytime to see how the host performance metrics changed over time. You can estimate the host performance for any historical time range and generate reports with detailed statistics.

• **Integration with other systems.** It is possible to integrate the program with other systems. For example, the program can notify other systems when the host state or quality change. You can also export raw ping data to open them in other systems.

In the following chapters, you can learn how to use the program in the scenarios listed above and in other cases. Getting Started provides you with a general overview of the program features and practical advices on using the program. For detailed information, you can refer to other sections of the product documentation.

### How the Program Works

The program is designed for simultaneous monitoring of multiple hosts. For the Professional edition, it is allowed to monitor up to 250 hosts in parallel.

### What is Ping Monitoring and How it Works

The program uses the ICMP protocol to monitor hosts over a network. Every host is monitored independently from other hosts to guarantee a high monitoring performance. The program sends ICMP echo requests to a monitored host and analyzes its echo replies. Echo requests, which are called pings, are sent on a regular basis at particular time intervals, so the program continuously interacts with the host and can detect the moment when it stops replying to ping requests.

When the program sends a ping echo request and gets a reply from the host, the ping is considered as passed, and the program saves its round-trip time. When there is no echo reply from the host, the ping is considered as failed. If pings fail, it means that there is no connection between the program (the Ping Monitor server that sends pings) and the monitored host.

What is the reason for ping failure? A ping can fail due to different reasons, for example, when the pinged host is turned off, when there is a network problem between the source and destination, or when there is a DNS problem and the host name cannot be resolved to the correct IP address. Usually, a ping fails when its round-trip time exceeds the configured timeout. It happens when the pinged host or the network infrastructure is overloaded and ping requests cannot be processed in time.

### How the Host State is Detected

One of the main goals of Ping Monitor is helping you to detect problems with the monitored hosts automatically, so the program continuously monitors the hosts to detect their current state. The Up state means that the monitored host works and replies to ping requests. The Down state means that the monitored host is unreachable and it doesn't reply to ping requests.

How does the program detect the host states using pings? If pings pass successfully, it means that the host works, so it has the Up state. If pings fail, it means that the monitored host isn't reachable. A single failed ping usually doesn't indicate a problem, because pings can fail sometimes even for properly working hosts. However, if several pings fail in a row, it means that there is a problem and the host state should be changed to Down.
All the monitoring parameters used by the program are configurable and can be changed if required. Below you can see an example of a host monitoring sequence to understand how monitoring works and what parameters are used in the monitoring configuration.

Monitoring Sequence

The program continuously monitors a host by sending ping echo requests on a regular basis at a **Regular Pings Interval** (10 sec in the example). If a ping fails, the next ping request is sent after a **State Check Interval** (3 sec in the example). As you can see, the program uses different ping intervals when the host state is stable (either Up or Down) and when it is changing (from Up to Down or vice versa). Using different intervals allows you to tune monitoring according to your needs.

The program uses **Up Check Attempts** (1 ping in the example) and **Down Check Attempts** (3 pings in the example) to detect the state changes. For example, using the default settings the state changes from Up to Down when 3 pings fail in a row. Using the default settings, the host state changes from Down to Up when 1 ping has passed.

As you can see on the diagram, the program can send notifications when the host state changes. It is possible to configure the program to send e-mail notifications, show balloons in Windows Tray, play sounds or execute custom actions on state changes.
Changing and Tuning the Monitoring Settings

You can change the used configuration on the **Monitor Settings** page of the program preferences. These settings are used by all monitored hosts. It is possible to override the common settings and specify individual settings for hosts and groups. To enter individual settings for a host/group, you need to open it for editing and switch to **Monitor Settings**.

Monitoring settings allow you to change ping intervals and to check attempts used to detect Up/Down states. These settings were explained above. You can also change the ping packet size, the ping timeout and the TTL (time to live). Note that depending on the used edition of the program and the initial configuration set at the first start of the program, the default monitoring settings may vary, but you can change them anytime if required.

What settings should you use in different cases? There is no universal answer to this question, because the optimal settings depend on the case, but it makes sense to follow these recommendations:

- **Don't use too large and too small intervals.** Small intervals increase monitoring workload, which may matter if you monitor hundreds or thousands of hosts. For example, if you reduce the interval by 2 times, the program will send twice as many pings during the same interval. Large intervals make monitoring less responsive because it requires more time to detect state.
changes. For example, it makes no sense to ping a host once per hour because a host state may change many times during an hour and these changes will not be detected.

- **Avoid false positive reports by increasing Up/Down check attempts.** If you set check attempts to just one ping, the host state can be changed on every ping. If the connection is unstable, you will constantly notice state changes and will not be able to react appropriately. By increasing the number of check attempts, one reduces the number of potential false-positive state changes; but at the same time, too large a number of check attempts makes monitoring less responsive. For example, if **State Check Interval** is set to 10 seconds and you set **Down Check Attempts** to 1000 pings, an outage will be detected 10,000 sec later at the earliest, i.e. over 2 hours after the onset of problems.

How to estimate the monitoring responsiveness, i.e. the time required for the monitoring system to detect a host state change? The program sends ping requests on a regular basis, so it immediately detects that pings start to fail, but it isn't reported as a host state change to avoid false positives until the number of failed pings detected in a row reaches the **Down Check Attempts** value. In this case, pings are sent with a **State Check Interval**. To evaluate the minimum time required to report the Down state after the first failed ping, you need to multiply **State Check Interval** by **Down Check Attempts**. To evaluate the minimum time required to report the Up state after the first passed ping, you need to multiply **State Check Interval** by **Up Check Attempts**.

**What settings should I use if I need to detect state changes no sooner than in 2 minutes after the problem onset (in other words, outages shorter than 2 minutes shouldn't be detected)?**

In this case, first we need to decide how often the host should be pinged in the transitional state. If it should be pinged every five seconds (**State Check Interval** should be set accordingly), how many pings do we need to send to detect a state change? Let's calculate: 120 sec. (2 min.) / 5 sec. = 24, so we need 24 pings to detect a host change with this interval and can enter this number as **Up Check Attempts** and **Down Check Attempts**.

Note that the interval and the number of attempts are inversely related, so as one value is increased, the other one should be decreased if you wish to maintain the same monitoring responsiveness. In the above example, if we set **State Check Interval** to 3 sec., how many pings are required to detect a state change? This number can be calculated as 120 sec. (2 min.) / 3 sec. = 40, thus we need 40 pings to detect a host change with this interval and need to set **Up Check Attempts** and **Down Check Attempts** to 40 pings.

**Managing and Configuring Hosts**

At the first start of the program, you have an option to specify hosts that will be monitored by the program. After you have entered hosts, you can find them in the **Hosts** view located on the left of the main screen of the program. Using this view, you can see all the hosts added to the program and check if they are currently being monitored. In the **Hosts** view, you can add/delete hosts and manage their settings, so you need to open this view to add all the hosts that you plan to monitor.

**Adding New Hosts**

There are multiple ways for adding hosts to the program. You can use one of the following approaches depending on your needs:

- **Add a single host.** To add a single host you need to select **New > Host** in the context menu or on the toolbar of the **Hosts** view. In the dialog that appears, you can add a host by name or IP address. The program supports hosts with dynamic IP addresses: in this case, you need to
enter the host name and turn on the option **This host uses a dynamic IP address**, so the program will resolve the host name to an IP address at every ping.

- **Add multiple hosts by an IP range.** This option can be used when you need to add multiple hosts at once and all of them are within the same IP range. To use this option, select **New > Host** in the context menu or on the toolbar of the **Hosts** view. You should add the start and end addresses of the IP range, and all IPs from this range will be added into the program Pic 1. By default, these hosts are added as IP addresses, but suppose you need to add them as host names. The program can resolve IPs and add them as host names if the option **Resolve address to host name** is turned on. There is also another useful option: **Do not add if not resolved.** When this option is enabled, the program skips the IPs of which cannot be resolved to host names.

- **Import hosts from a file.** This option is helpful when you have a list of hosts to be added into the program, and it isn't convenient to add them one-by-one or as an IP range. To use this option, select **Import** in the context menu of the **Hosts** view and follow the instructions available in the **Importing and Exporting Hosts** chapter.

Note that the program automatically starts monitoring the added hosts because the **Start monitoring when added** option is enabled by default in the **Add Host** dialog. Disable this option if you don't need to monitor the added hosts immediately.
If you need to add a list of hosts into the program, the easiest way to do so is to import them. Create a text file with the .csv extension and specify the host names or IPs in this file, where every line contains one host. Then select the Import option in the context menu of the Hosts view and follow the steps of the wizard that appears to import the created file.

**Starting and Stopping Monitoring of the Hosts**

When you add a host, the program starts monitoring it automatically. If you need to start or stop the hosts monitoring manually, you can do it in the Hosts view. To start or stop the monitoring, select the required host and choose the Start Monitoring or Stop Monitoring options in the context menu. The program also allows you to start/stop the monitoring of multiple hosts with a single click, for which you can select multiple hosts or groups and choose the corresponding context menu options.

The monitoring state is preserved even if you restart the computer running Ping Monitor server. The server works as a Windows service, so it runs on when you start the computer and can continue monitoring automatically. By default, the program preserves the same monitoring state of the hosts, so monitoring continues for the hosts that were monitored before the restart. If required, you can change that and configure the program to start or stop monitoring hosts regardless of their previous state, and set the hosts that should be monitored after the program restart. You can find these advanced options on the Automation page of the program preferences.

**Deleting Hosts**

To delete a host, you need to select it in the Hosts view and choose the Delete option in the context menu. It is possible to delete one or multiple hosts at once. Note that when you delete a host, all its collected statistics is deleted as well, and it isn't possible to restore it.

If the host deletion option is disabled, it means that it isn't possible to delete the host because it is currently being monitored. You need to stop monitoring the host to be able to delete it.
Configuring Host Settings

An addition to the name or IP address, every host can have various settings that allow customizing its monitoring options, notifications, performance estimation and other aspects. You can configure these settings when you add a host, or change them later by editing the host. On the left of the host configuring dialog, you can find the navigator, and on the right, you can apply the required changes [Pic 2].

The program allows overriding the common settings used for all hosts and specifying individual settings for a selected host. For example, by default, all hosts use the monitoring settings specified on the Monitor Settings page of the program preferences, but you can override them for some hosts, and use custom ping intervals and check attempts.

By specifying individual settings for hosts and groups, you can specify different e-mail notification recipients for different hosts and groups, so the program will send e-mails to the relevant recipients only.
Organizing Hosts in Groups

To organize hosts in the program, you can create groups and add the hosts into these groups. Why do you need to add hosts into groups? There are a few examples to consider:

- Using a group, you can start and stop monitoring all hosts in a group with a single click. If you have several different types of hosts that should be monitored differently, you can create several groups and add your hosts to those groups, so you can start and stop monitoring those groups independently.

- You can override the default monitoring and notification settings for multiple hosts at once by specifying custom settings for a group.

- When creating a report, you can configure it to include statistics for all the hosts in a group. Then you can update the hosts in the group, and the report will be updated automatically to provide statistics for the actual list of hosts in the group.

To add hosts into a group, you need to create the group in the Hosts view and specify the hosts to be added into it.

Avoiding False Positive Outages Detection Using the Gateway Option

Let’s analyze a typical situation: suppose you monitor a remote host located in the Internet, and pings to that host start failing, so the program reports an outage. An outage means that there is no connection between the computer where the Ping Monitor is installed and the monitored host. Usually, there are two possible reasons for this problem. The first reason: the monitored host is down, so it isn't available for you and for other users. The second reason: you have lost the Internet connection, so the host isn't available only to you, but it is available to other users. By using a gateway in the program, you can distinguish between these cases.

In the program preferences, you can specify the gateway IP address to check and confirm the ping results. So, how does a gateway work in monitoring? If a ping to the host passes, the gateway check is skipped; but if the ping fails, the program pings the specified gateway. If the gateway ping passes, it means the problem lies with the monitored host, and the host ping is considered as failed. After the configured number of Down check attempts, the host state changes to Down if all the pings have failed. However, if the gateway ping fails together with the host ping, it means this isn’t a host failure and a host outage isn’t reported.

You can configure a common gateway to be used for all the hosts on the Gateway Options page of the program preferences. If required, you can override the common settings and specify an individual gateway in the host settings.

💡 What host can be used as a gateway? From the technical point of view, you can use any host with a static IP address, because the program allows using an IP address only as the gateway. It makes sense to specify an always-on host located on the route between the monitoring server and the monitored host. Note that you can specify multiple IPs as gateways, if required.
Analyzing Hosts Statistics

The program allows you to access the detailed monitoring statistics for any host. While the host state and the connection quality are real-time characteristics, the statistics allows you to analyze the host metrics and performance during any historical period.

When working with historical data, it's important to remember that the result depends on the selected period. In other words, statistics is always reported for a particular period. For example, the uptime metrics for yesterday and for the previous week will be different, so you need to select the required period first to work with statistical data.

Statistical data collected by the program is available in the Statistics view. First, you need to select the required period in the corresponding combo-box located on the view's toolbar.

![Pic 1. Statistics for yesterday displayed for all hosts](image)

The Statistics view shows general data for all the hosts during a selected period, so that you can see what the uptime, the packet loss, the latency, the number of outages and other values are for every monitored host. The host statistics is displayed as a table, so you can sort and filter the displayed data, reorganize the displayed columns and use other standard features available for any grid view.
Reviewing Host Statistics

By default, the Statistics view shows data for all the hosts. To see the statistics for a particular host, you can click on its name, and the Statistics view opens details of the selected host Pic 2. The host statistics is displayed for a specific period selected in the header of the view.

Pic 2. Host statistics for yesterday

The host statistics shows how various metrics that change over time. The program displays aggregated information on charts, so that you can track the latency, uptime, state and quality changes. The program reports the number of detected outages and the time intervals during which the host had different state and quality characteristics.

Estimating Historical Host Performance

The host state and quality are real-time characteristics that constantly change. For example, the host quality may change many times during a day, so if we need to estimate the host performance for the entire day, we cannot use quality. For estimating the host performance during a historical period, we can use other metrics such as the uptime percentage, packet loss percentage, average latency, latency deviation, latency coefficient of variation (CV) and mean opinion score (MOS) calculated for the entire period.

To estimate the host performance, the program calculates metrics for the selected period and compares the metrics with the defined thresholds. For example, using the default settings, the host performance is considered as High if the uptime exceeds 99%, Medium if it is over 95% or Low if it is below 95%. Other metrics have different thresholds, for example, the host performance is considered as High if the packet loss is below 5%, Medium if it’s below 20% and Low if it exceeds 20%. The program analyzes the metrics and sets the performance rank for the host as the lowest rank of all the metrics. The overall host performance during the selected time interval is displayed in the Statistics view, and the metrics that are considered Medium and Low, are highlighted, so that you can easily understand what the actual performance rank set for the host is based on.
If required, you can tune the thresholds used to estimate the host performance on the **Performance** page of the program preferences. Those settings are applied to all the hosts, but it is possible to override the common settings and specify custom settings for a host or group (Pic 3).

**Pic 3. Tuning performance thresholds for a host**

💡 Host performance can be considered as the aggregate of all the metrics during a specific period. For example, when analyzing a weekly host performance, you may look into the daily host performance and see how it changed over time. It allows you to find the days when the performance was Low and check the detailed statistics for those days to identify the reason for the problem.
Reviewing Ping Data on the Timeline

The program stores all collected ping data, which allows you to see the latency chart for any host and any period. To open the timeline, click the on the Timeline button located on the header of the Statistics view displaying a host. The Timeline view allows you to choose the time range to be displayed on the chart, using the range selector located at the bottom. At the top, you can see charts showing the ping latency and the host state and quality during the selected period. 

![Pic 4. Timeline view](image)

When reviewing data displayed in the Statistics view, you can click on values represented in the charts to open Timeline for a specific time range. For example, when reviewing statistics for a day, you can see data aggregated by hours in the Latency & Update and State & Quality charts. You can click on any hour value displayed in the charts to see pings for that hour in the Timeline view.

In the Timeline view, you can see the results of every ping sent to the monitored host. To see the latency value, read the data displayed in the tooltip that appears when you hover the mouse pointer over the chart. It is possible to export the ping data displayed in the Timeline view by clicking on the Export Raw Data button. The ping results are exported as a CSV file that can be opened in external programs.
Practical Examples of Using Statistics

How to use statistics to find and analyze problems? For example, we need to analyze the network outages that happened yesterday to find problematic hosts. So how can we use the program in this case?

In this task, we need to analyze data in the historical period and work with statistics that is available in the Statistics view. We need to analyze the data for yesterday, so we should select this period. As a result, we can see the statistics of all the hosts for yesterday displayed as a table. How can we find problematic hosts? There are multiple approaches to this, and we can use one depending on our needs.

For example, we can sort the displayed data by the Perf (i.e. performance) column, so the hosts with a Low performance are displayed at the top, and we can easily find problematic hosts. It is helpful, but it isn't sufficient, because hosts with a Low performance can have no outages (some hosts have a high latency, so they show a Low performance, but they work stably and with no outages). So how can we find hosts with outages?

To show the hosts with at least one outage that took place yesterday, we can use a filter. When we press the Filter Editor button on the toolbar, the editor appears and we can specify a filter condition (Pic 5). After the filter is applied, the displayed data change and we can see only hosts with outages.

If you apply a filter, it is saved until you reset it. The current filter condition is displayed at the bottom of the grid. To reset the filter and display all the hosts, you need to click on the Close button located to the left of the filter.

After applying the filter, we can see all the problematic hosts and start to analyze them one by one. The hosts with the maximum number of outages should be analyzed first, so we can sort the displayed data by the Outages column and click on the host displayed at the top to open its statistics.
To analyze the host statistics, first we need to know when the outages happened. Therefore, we can open the **State Intervals** tab. It shows a list of host state intervals detected during yesterday, but we need to analyze the Down intervals only, so a corresponding filter should be applied. As a result, we can only see the Down intervals and their start and end time and duration. We can sort the displayed data by duration to display the longest outages at the top of the list (Pic 6).

![Pic 6. List of the host outages that happened yesterday](image)

To get detailed information on the host performance, we can open the **Latency & Uptime** tab to see how the host metrics changed during the day. Note that the latency chart shows the host performance as highlighted backgrounds, so if the host performance was Low during a particular time interval, you can see that it is highlighted with a red background on the chart. You can hover the mouse pointer over the chart to see the latency minimum, maximum, average and deviation displayed for every hour.

The latency, uptime, state and quality charts in **Statistics** show aggregate metrics. In particular, when we check the statistics for yesterday, the displayed data is aggregated by hours. It helps you to identify the hour when the problem happened and drill-down to see detailed information for this hour. For example, on the **State & Quality** tab, we can see a chart with hourly quality values, so we can easily find the hour when the quality was Bad. It is possible to click on this chart value for the program to open **Timeline** for the selected hour, so that you can see all the ping results during that hour.
Getting Started

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What is State, Quality, Performance and Statistics

In the previous chapters, you could learn how the program detects the host state, the connection quality, and the host performance and how to use different views of the program to assess the required characteristics. In this chapter, you can learn what features of the program you can use in different cases and how to interpret the reported data.

You can use Ping Monitor for the following tasks:

- **Track real-time changes.** Host state and connection quality monitoring deals with the current real-time status of the monitored host.

- **Analyze statistics for a historical period.** Host statistics and host performance deal with historical information for a specific time range.

Tracking the real-time status and detecting its changes are the main features of monitoring systems. Ping Monitor allows you to track the host state and the connection quality. At the same time, Ping Monitor can be used as an analytical tool that collects statistics and allows auditing collected data for any historical period.

Below you can find a brief explanation of the main concepts of the program.

**State**

The host state is a real-time characteristic of a host used to determine if the host is reachable or not. If the host is Up, it means that it works and replies to ping requests. If the host is Down, it means that the host doesn’t reply to ping requests, so it is unreachable. The program monitors the states of all the hosts in real-time and displays the states in the **Hosts** view. The program can send you notifications when the host states change.

**Quality**

The connection quality is a real-time characteristic of the host used to estimate the quality of the connection between the monitoring server and the monitored host. When a host is Up, the connection quality allows you to assess how good the connection to the host is, using various real-time metrics. When the host is Up, the quality can be Good, Warning or Bad depending on its metrics. When the host is Down, the quality is Critical, which means the host is unreachable. The host quality is measured based on real-time metrics such as the packet loss percentage, latency percentile and jitter. The program detects real-time changes in the connection quality to send notifications and display the current status in the **Hosts** view.

To decide what feature of the program you should use, you need to understand first whether you have to work with real-time or historical data. The host state and quality indicate the real-time status of the monitored host, whereas host statistics and host performance operate with historical data for a specific time range.

Which one do you need to track: the state or the quality? It depends on your goal. If you want to know whether a host is Up or Down, you should monitor the host state. In other cases, it makes sense to monitor the connection quality because that would give you more detailed information and enable you to resolve problems proactively before they are escalated to the next level. For example, you can start resolving the problem when the quality becomes Warning, whereas the monitored host is still reachable.
Statistics

The host statistics is a set of collected ping results and aggregate data for a historical period. Having this information available, the program allows analyzing the host performance during any historical time interval. For example, you can analyze the host statistics during the last week, look into the daily performance of this host day by day and find time intervals during which problems occurred.

Performance

The host performance is a characteristic that allows you to assess how the host worked during the selected historical period. The host performance can be High, Medium, Low and Faulty. The host performance is evaluated using different statistical metrics calculated for the selected period. These metrics are the uptime percentage, packet loss percentage, average latency, latency deviation, CV (latency coefficient of variation) and MOS (mean opinion score). Learn more about the host statistics and performance in the Analyzing Host Statistics chapter.

💡 What is the difference between the host quality and the host performance? The host quality is a real-time characteristic calculated using the current ping results. The host performance is a historical characteristic calculated for a selected historical period. Therefore, if you need to assess the real-time status of a host to understand how it works right now, you should use host quality. If you need to estimate the host characteristics for yesterday, for example, you should use the host performance.
Managing Notifications

When the host state or quality change, the program can notify you accordingly by sending e-mails, executing custom commands/scripts/executables, playing sounds and showing balloons in Windows Tray. You can configure notifications on the Notifications page of the program preferences [Pic 1].

There are two types of notifications: server and client notifications. Server notifications are implemented by sending e-mail messages and executing custom actions. The server sends such notifications regardless of the availability of connected GUI clients. Client notifications are implemented by GUI clients; so sounds and Windows Tray notifications are initiated only when there are clients connected. Thus, sounds are played and Windows Tray balloons are displayed on the computers where GUI clients are running.

It makes sense to enable Windows Tray notifications and sounds only if you monitor a small number of hosts, otherwise those notifications can be very annoying.

Notifications are triggered subject to different conditions:

- **On Up/Down State.** These notifications are turned on by default and sent when the host state changes to Up/Down.
- **On Good/Warning/Bad/Critical Quality.** These notifications are sent when the quality changes to Good/Warning/Bad/Critical.

To enable e-mail notifications, you should check off this option in program preferences. You may note that every notification has additional parameters. You can edit those parameters if you open a notification for editing. The additional parameters allow you to specify a timeout. For example, you may specify a 10-minute timeout for the **On Down State** event. In this case, a notification isn’t sent if the state changes to Up during the timeout period. You can also configure the program to repeat notifications. You can specify the number of iterations (or set the number to “infinite”) and the interval between the iterations. Finally, you may configure the program to send notifications on selected days of the week and within a selected time range only.

If you use e-mail notifications, you may configure them to group messages into a single e-mail. It allows you to reduce the number of e-mails that the program sends in case of a massive outage of the monitored hosts. In addition, the program allows grouping events by host within a notification message.

If required, you can configure the program to execute custom actions, such as commands, scripts or executables, on the server when the host state or quality change. This may be helpful, for example, for integrating Ping Monitor with other systems. This option is explained in the **Integration with Other Programs** chapter.
Using Custom Notifications for Hosts/Groups

All notifications configured in the program preferences are common and used for all hosts. For example, e-mail recipients configured on the E-Mail Options page of the preferences are used for all hosts.

Now let’s assume you need to send e-mails to different addresses for a specific group of hosts. Ping Monitor allows overriding common settings and using individual settings for hosts and groups. You may open a host or a group for editing and specify custom notifications settings and e-mail recipients.

Using this feature, you may, for example, enable quality notifications for all hosts in a specific group, while no notifications of quality changes will be sent for other hosts. Alternatively, you may specify a list of e-mail recipients for all hosts, override it for a specific group that will use different recipients, and specify still different recipients for a host in the group.

Generating Reports

Ping Monitor includes built-in reporting features, so the program can automatically generate reports for you. Reports can be managed on the Reports view, where you can create reports of two types: summary and detailed. What is the difference between those types of reports?

- **Summary report.** This report includes main statistical metrics for multiple hosts. It is represented as a table, with one raw per host. The report includes basic metrics such as the
number of outages, uptime, packet loss, performance, MOS, latency average, deviation and CV. This report is similar to information displayed in the Statistics view for all hosts.

- **Detailed report.** This report includes all available statistics for multiple hosts. The report includes detailed statistics for a host such as the latency, uptime, state and quality charts, state and quality intervals and other data. This report is similar to information displayed in the Statistics view for a host, but it can include data for multiple hosts.

You can manage reports in the Reports view. When creating a new report, you should decide whether it should be a summary or a detailed report, then configure the report settings accordingly.

![Pic 1. Configuring a reported report](image)

To configure a report, you need to specify the following settings:

- **Generation type and recurrence.** A report can be generated on demand, when you initiate its generation manually, or it can be generated automatically. For automatically generated reports, you need to specify the recurrence settings. For example, reports can be generated daily, weekly or monthly.

- **Members.** You need to configure a list of hosts and groups to be included into the report.

- **Filter.** You may filter hosts based on specified conditions.

- **Output format.** The program can generate reports as PDF and HTML files and send them by e-mail, if required. The program can also upload the generated reports to a specified FTP server.
Reports are designed to include information about multiple hosts. So how do you manage the reported data? You can use a filter based on the entered condition, for instance Pic 2. When you configure a daily report, which is generated automatically every day, you should include all hosts that you need to track into this report. For example, you need to include hosts with downtime to analyze problematic hosts only. The list of those hosts can be different every day depending on the monitoring results, but it will always meet the entered condition and be up-to-date.

Pic 2. Filter configuration in a report

The reports generated by the program include a preconfigured header and footer. You can customize them and include your own logo and text. This can be configured on the Reports Customization page of the program preferences.
Integration with Other Programs

The program includes several features that may help you to integrate it with other systems and programs. For example, you can use Ping Monitor as a tool that registers various events, such as host state and connection quality changes, and integrate Ping Monitor with other systems such as event managers or help desks to notify them about those events. As another example, you can use ping data collected by Ping Monitor and export them for processing into external tools.

Using Custom Actions to Integrate with other Programs

Ping Monitor tracks the host state and the connection quality to detect their change, so that the program can notify you of such a change. The Managing Notifications chapter provides an overview of the available notification types, including Custom Actions. So, what are Custom Actions and how can you use them?

A Custom Action allows you to run a command, script or executable on the server after a host state or connection quality change. You can configure one or multiple actions for every event on the Notifications page of the program preferences. You can use Custom Actions to send custom notifications in form of, for example, SMS messages when hosts go Down. Thus, if you have software that can send mobile text messages, you can integrate it with Ping Monitor using Custom Actions. Custom Actions can also be used to integrate the program with third-party event management systems and help desks. Thus, when the host state or quality change, the program runs the configured Custom Actions that create events and tickets in external systems.
To add a Custom Action, you need to click the Add Action button on the **Notifications** page of the preferences, so that the configuration dialog appears [Pic 1]. The configuration dialog allows you to select an event used to trigger a certain action and specify a command to be executed. You may test the entered command to make sure it works as expected. All other settings are the same as for the other notifications and are explained in the **Managing Notifications** chapter.

![Pic 1. Configuring a Custom Action](image)

Custom Actions can be executed on various events, for example, on host Up or Down and on quality changes. If required, you may configure different scripts or executables to process them. Alternatively, you may use a single script or executable and pass the type of event as a command-line parameter.

Note that a Custom Action configured in the preferences will be executed for all the hosts, but how do you know what host triggered the event? In the command-line of Custom Actions, you can use placeholders. For example, the "%REMOTE_HOST_ADDRESS%" placeholder will be replaced by the host name. You can use placeholders to pass information on the host into a Custom Action script or executable as command-line parameters. Learn more about this topic in the **Using Placeholders** chapter.

As for any notification, Custom Actions configured in the program preferences are used for all the hosts. The program allows overriding the common settings to use individual settings for hosts and groups, if required. It means that you may configure different Custom Actions for hosts and groups.
Exporting Ping Data

Ping Monitor saves ping results for all hosts, so it is possible to export raw ping data and use it in external tools. Ping data exporting options are available in the Statistics view when a host is selected, and exporting options are available on Timeline. When you initiate ping data export, the program opens the exporting wizard where you can select the scope of the exported data and the export format. The program exports ping data as a .csv file.
Chapter 3: Program Interface Overview

The Ping Monitor main window can be divided into the following parts: the **Overview**, the **Statistics** view, the **Hosts** view, the **Reports** view, the **Connectivity Events** view, the **Log** view, the **Operations** view and the **Ribbon** bar.

Pic 1. The main program window

On the **Overview** you can find the brief information on the hosts being monitored and their states as well as most recent connectivity events from those occurred during the last hour. The **Statistics** view displays the hosts monitoring statistics for the specified time interval. The summary statistics is displayed in a form of a table. Within this view you can also review the detailed statistics for each host, including all state and quality intervals, visualizing those with analysis charts. The **Hosts** view displays the hosts and groups of hosts in the hierarchical structure and is primarily designed for performing hosts management and monitoring activity management. You can also review the current host state and connection quality in this view. The **Reports** view is designed to display and manage preconfigured monitors performance and availability reports to be generated either on demand or on a regular basis. The **Connectivity Events** view provides access to the important connectivity status events for all monitored hosts. And the **Log** view shows those events not connected to hosts availability and monitoring activity, such as messages from supplementary operations, reports generation problems, etc. If you would like to review and/or cancel the currently running operations, you can use the **Operations** view.
Overview

The Overview [Pic 1] is designed to provide you with the brief information on monitored hosts and their states. It is located within the group of views in the middle of the main program window. You can either overview the entire monitoring system or focus on specific host and/or groups.

In the Hosts Summary area of the Overview the information is summarized in a doughnut chart, so you can easily see the distribution of hosts with different states. Inside a doughnut itself, you can find the total number of host you are focusing. The first column of the legend displays the count of active, paused and idle hosts – this distribution is represented with the inner doughnut. For the hosts the monitoring is active for, you can find the information on how many of them are online and offline, as well as how many hosts the state is being determined for. This distribution is displayed in the second column of the legend and the middle doughnut respectively. The last column is used to describe the connection quality to monitored hosts. The distribution is reflected in the outer doughnut on the chart. If you would like to focus on host states and connection quality distribution for active hosts, click the Active radio button in the right top corner of the area. To switch back to all hosts use the All button.

The Host Summary part is interactive. You can click the values for the activities and/or states and qualities to drill down to the hosts with the corresponding activity, quality and state.

The Recent Connectivity Events area is used to display the latest events for the hosts you are focusing. The fifteen most recent events that occurred during the last hour are displayed, if any.
You can switch between the state and quality events using the corresponding buttons in the right top corner of the area.

To refresh the **Overview** pertaining to the selection within the **Hosts** view, you can enable the **Link to Hosts View** item in the toolbar.

**Statistics View**

The **Statistics** view is by default located within the group of views in the middle of the main program window and displays the monitoring statistics for specific periods of time. The view can either display the summary statistics for multiple hosts or detailed monitoring statistics for specific host. Let us take a close look at each of the modes.

**Statistics Summary**

The monitoring statistics summary is represented in a form of a table where each row stands for a single host. The statistics is displayed for the period chosen on the view toolbar. You can choose between live intervals, that are configured on the **Monitoring Statistics** preference page, a set of predefined historical intervals and custom historical interval. You can apply grouping, sorting and filtering operations for all available hosts at once.

![Pic 1. Statistics summary for all hosts](image-url)
Along with the statistical values, in the Statistics view you can find the performance characteristics, calculated on a basis of these values. The conditions for calculating the performance are provided on the Performance preference page. By default, the performance values are highlighted due to their severity, as well as the values that affect the performance. This behavior is controlled with the Highlight button on the toolbar.

Please note that not all of the available data columns are displayed in this view by default, but you can always choose the columns you really need and remove the unwanted ones by using the column chooser. For example, you can display the Uptime Interval and Downtime Interval columns to see how exactly the uptime percentage was calculated.

For the statistics table, you can choose from the following set of columns.

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
<th>Visible by Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Host Name</td>
<td>The combination of host address and label provided during host configuration.</td>
<td>Yes</td>
</tr>
<tr>
<td>Host Address</td>
<td>The host address.</td>
<td>No</td>
</tr>
<tr>
<td>Host Label</td>
<td>The label provided to the host during configuration.</td>
<td>No</td>
</tr>
<tr>
<td>Group</td>
<td>The hosts group the current host belongs to.</td>
<td>Yes</td>
</tr>
<tr>
<td>Activity Time</td>
<td>The time interval during which the monitoring process has been running.</td>
<td>Yes</td>
</tr>
<tr>
<td>Pause Time</td>
<td>The time interval during which the monitoring process has been paused.</td>
<td>No</td>
</tr>
<tr>
<td>Uptime</td>
<td>The percentage of time with the up state.</td>
<td>Yes</td>
</tr>
<tr>
<td>Uptime Interval</td>
<td>The time interval during which the host was up.</td>
<td>No</td>
</tr>
<tr>
<td>Downtime Interval</td>
<td>The time interval during which the host was down.</td>
<td>No</td>
</tr>
<tr>
<td>Outages</td>
<td>The number of outages.</td>
<td>Yes</td>
</tr>
<tr>
<td>PL (Packet Loss)</td>
<td>A ratio of the number of lost packets to the number of packets being sent.</td>
<td>Yes</td>
</tr>
<tr>
<td>PD (Packet Delivery)</td>
<td>A ratio of the number of delivered packets to the number of packets being sent.</td>
<td>No</td>
</tr>
<tr>
<td>Delivered Packets</td>
<td>The absolute number of delivered packets.</td>
<td>No</td>
</tr>
<tr>
<td>Lost Packets</td>
<td>The absolute number of lost packets.</td>
<td>No</td>
</tr>
<tr>
<td>Dev (Latency Deviation)</td>
<td>A standard deviation from the average latency value for all round-trip times of packets successfully delivered.</td>
<td>Yes</td>
</tr>
<tr>
<td>CV (Latency CV)</td>
<td>A percentage ratio of the latency deviation to the average latency calculated for all round-trip times of packets successfully delivered.</td>
<td>Yes</td>
</tr>
<tr>
<td>Avg (Average Latency)</td>
<td>An arithmetic mean for all round-trip times of packets successfully delivered.</td>
<td>Yes</td>
</tr>
<tr>
<td>Column</td>
<td>Description</td>
<td>Visible by Default</td>
</tr>
<tr>
<td>---------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>Min (Minimum Latency)</td>
<td>A smallest value from all round-trip times of packets successfully delivered.</td>
<td>Yes</td>
</tr>
<tr>
<td>Max (Maximum Latency)</td>
<td>A largest value from all round-trip times of packets successfully delivered.</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td><strong>Performance characteristics</strong></td>
<td></td>
</tr>
<tr>
<td>Perf (Performance)</td>
<td>The performance calculated on a basis of monitoring statistics.</td>
<td>Yes</td>
</tr>
<tr>
<td>MOS</td>
<td>A well-established metric to obtain the quality of VoIP on a basis of the latency characteristics and packet loss percentage for all packets sent.</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td><strong>Connection quality characteristics</strong></td>
<td></td>
</tr>
<tr>
<td>Good Quality</td>
<td>The percentage of time with the good connection quality.</td>
<td>No</td>
</tr>
<tr>
<td>Warning Quality</td>
<td>The percentage of time with the warning connection quality.</td>
<td>No</td>
</tr>
<tr>
<td>Bad Quality</td>
<td>The percentage of time with the bad connection quality.</td>
<td>No</td>
</tr>
<tr>
<td>Critical Quality</td>
<td>The percentage of time with the critical connection quality.</td>
<td>No</td>
</tr>
<tr>
<td>Good Quality Interval</td>
<td>The time interval during which the connection quality was good.</td>
<td>No</td>
</tr>
<tr>
<td>Warning Quality Interval</td>
<td>The time interval during which the connection quality was warning.</td>
<td>No</td>
</tr>
<tr>
<td>Bad Quality Interval</td>
<td>The time interval during which the connection quality was bad.</td>
<td>No</td>
</tr>
<tr>
<td>Critical Quality Interval</td>
<td>The time interval during which the connection quality was critical.</td>
<td>No</td>
</tr>
</tbody>
</table>

You can collapse or expand all the groups using the **Full Expand** and **Full Collapse** buttons on the view area toolbar. The **Statistics** view can be linked to the **Hosts** view to display only the hosts that are selected in the **Hosts** view or that are in the groups selected in the **Hosts** view. This functionality is enabled using the **Link to Hosts** View items on the toolbar and in the popup menu.

**Toolbar Overview**

**Period**

The **Period** button from the **Statistics** view toolbar allows you to choose the time period the summary statistics is displayed for.

**Show Details**

The **Show Details** button from the **Statistics** view toolbar should be used to display the detailed monitoring statistics for the selected host.
<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pin Details</td>
<td>The Pin Details button from the Statistics view toolbar allows you to display the details for each of the selected hosts in an individual window.</td>
</tr>
<tr>
<td>Unpin Details</td>
<td>The Unpin Details button from the Statistics view toolbar allows you to close all individual windows with details for the selected hosts.</td>
</tr>
<tr>
<td>Delete</td>
<td>The Delete button from the Statistics view toolbar is used to delete all monitoring statistics for the selected hosts.</td>
</tr>
<tr>
<td>Link to Hosts</td>
<td>The Link to Hosts View button from the Statistics view toolbar allows you to enable the mode of filtering the view based on the selection in the Hosts view.</td>
</tr>
<tr>
<td>Export</td>
<td>The Export button from the Statistics view toolbar is intended to export the displayed monitoring statistics to a CSV file.</td>
</tr>
<tr>
<td>Generate Report</td>
<td>The Generate Report button from the Statistics view toolbar can be used to generate a monitoring statistics report for the selected hosts, having specified the required report type, output options and a period of time.</td>
</tr>
<tr>
<td>Highlight</td>
<td>The Highlight button from the Statistics view toolbar enables and disables highlighting the performance cell and cells in the statistics table that affect the performance with the performance mark color.</td>
</tr>
<tr>
<td>Full Expand</td>
<td>The Full Expand button from the Statistics view toolbar should be used to expand all grouping rows.</td>
</tr>
<tr>
<td>Full Collapse</td>
<td>The Full Collapse button from the Statistics view toolbar should be used to collapse all grouping rows.</td>
</tr>
<tr>
<td>Group By Box</td>
<td>The Group By Box button should be used to configure the data grouping for the table within the Statistics view.</td>
</tr>
<tr>
<td>Choose Columns</td>
<td>The Choose Columns button should be used to choose the columns to be displayed in the table within the Statistics view.</td>
</tr>
</tbody>
</table>
Filter Editor

The Filter Editor button should be used to define the custom filter criteria to be applied to the data displayed in the table within the Statistics view.

Advanced Options

The Advanced Options button from the Statistics view toolbar opens the view configuration menu where you can reach the settings of storing and displaying monitoring statistics and reset the layout of the view.

From the Statistics view, it is also possible to control monitoring activity via the corresponding items in the popup menu.

Detailed Statistics

Within the statistics view, you can focus on detailed statistics for specific hosts. To reach the detailed statistics mode from the Statistics view, you can either click the host name hyper-link in the summary table or choose the Show Details item from the pop-up menu of the host. It is also possible to jump to the detailed monitoring statistics of the host, when selecting it in the Hosts and Connectivity Events views via the Show Statistics > Details menu.

Pic 2. The detailed statistics view for a single host with the Overview page selected
The detailed statistics view for a single host consists of the common host information displayed on the top of the view and six tabs, those are: **Overview, Latency & Uptime, State & Quality, State Intervals, Quality Intervals** and **Events**. Let us take a closer look on each part of the view.

The common host information consist of the host name, label and group the host is located in. On the right side of the common info, you can find the buttons for selecting statistics display period, opening the detailed timeline, exporting raw data and publishing the statistics report. In case if you are viewing host details in a not pinned window, you'll also find the pin button, that will either propose you to pin or to unpin details for the current host. When pinned, the new tab is created with the statistics for the host, thus you can view detailed statistics for multiple hosts in parallel.

<table>
<thead>
<tr>
<th><strong>Period</strong></th>
<th>The <em>Period</em> button allows you to choose the time period the detailed statistics is displayed for.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Timeline</strong></td>
<td>The <em>Timeline</em> button allows you to open the timeline graph of raw ping responses together with host state and connection quality intervals.</td>
</tr>
<tr>
<td><strong>Export Raw Data</strong></td>
<td>The <em>Export Raw Data</em> button allows you to export raw ping replies data to a CSV format.</td>
</tr>
<tr>
<td><strong>Report As</strong></td>
<td>The <em>Report As</em> button can be used to report the detailed monitoring statistics to a PDF, HTML or MHT file.</td>
</tr>
<tr>
<td><strong>Print</strong></td>
<td>The <em>Print</em> button should be used to print the displayed monitoring statistics.</td>
</tr>
</tbody>
</table>

The host address part of the common host information pane is clickable. The click on this part will open the corresponding host for editing. As we are done with the common part, let us move over to the categorized pages.
The Overview page is used to provide you with the integral monitoring statistics gathered during the specified period, graphically visualized and grouped by categories. The information on this page is grouped in several categories. In the left top corner, you can find the performance characteristics. Below the performance characteristics, you can find the information on host availability during the specified interval. It consists of an uptime percentage, uptime and downtime intervals, a packet loss percentage, lost and delivered packets counts and outages information. The next category to follow is the information on latency: minimum, maximum, average, deviation and coefficient of variation. The next category is showing you the percentage and intervals of different connection quality during the specified period. The last within the left column comes the category, displaying information on monitoring activity – you can find the activity time interval and pause time interval. On the right side of the Overview page the two statistics analysis charts are located. In the top chart you can find the latency and uptime analytic, and the bottom chart displays the analysis information for state and quality intervals. You can click on the points in both charts to open the detailed timeline for the period the point displays integral data for.

Pic 3. Tracking latency, state and quality
The **Tracking** page is aimed to display the real-time chart with latest responses along with latest state and quality changes. This information is displayed only when reviewing live statistics and, in case the selected interval is longer than an hour, only the data for the latest hour is displayed due to performance reasons.

![Latency and Uptime Analysis](image)

Pic 4. Analyzing latency and uptime
The **Latency & Uptime** page is used to focus on the latency and uptime analysis. The chart similar to the one on the **Overview** page is displayed, but occupies the entire area, so you can review the points in a more detailed manner. The level of aggregation in the chart is adjusted automatically for the specified period.

**Export**

The **Export** button from the **Latency & Uptime** page toolbar allows you to export the data used for building the displayed analysis chart to a CSV format.

If required, you can export the data used for building the displayed analysis chart using the **Export** button on the toolbar.

---

**Pic 5. Analyzing state and quality**
The **State & Quality** page is used to focus on the host state and connection quality intervals distribution analysis. The displayed chart is the same as the one on the **Overview** page, but occupies the entire area, so you can review the bars in a more detailed manner. The level of aggregation in the chart is adjusted automatically for the specified period.

**Export**

The **Export** button from the **State & Quality** page toolbar allows you to export the data used for building the displayed analysis chart to a CSV format.

If required, you can export the intervals distribution analysis data displayed within the chart using the **Export** button on the toolbar.
The **State Intervals** and **Quality Intervals** tabs are quite similar. The first one displays the list of all host state intervals for the selected period of time, and the second one – the list of connection quality intervals. Let us take a closer look at these pages using the **State Intervals** one as the reference. The list of intervals is displayed in a form of a tree, where the root nodes represent the specific state. In case the host has been unreachable during any interval, it can be expanded to review when the host was reachable and when not. In case the comment is provided for the interval, it is displayed under the root node. For each interval, along with its type, you can find the start time, end time and duration. In case the interval is exceeding the selected period, the exceeding time is marked with a star.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Export</strong></td>
<td>The Export button from the toolbar allows you to export the displayed intervals list to a CSV format.</td>
</tr>
<tr>
<td><strong>Edit Comment</strong></td>
<td>The Edit Comment button can be used to provide a comment for the selected interval.</td>
</tr>
<tr>
<td><strong>Full Expand</strong></td>
<td>The Full Expand button from the toolbar should be used to expand all nodes in the intervals tree.</td>
</tr>
<tr>
<td><strong>Full Collapse</strong></td>
<td>The Full Collapse button from the toolbar should be used to collapse all nodes in the intervals tree.</td>
</tr>
<tr>
<td><strong>Choose Columns</strong></td>
<td>The Choose Columns button should be used to choose the columns to be displayed in the intervals tree.</td>
</tr>
<tr>
<td><strong>Filter Editor</strong></td>
<td>The Filter Editor button should be used to define the custom filter criteria to be applied to the data displayed in the intervals tree.</td>
</tr>
<tr>
<td><strong>Advanced Options</strong></td>
<td>The Advanced Options button from the toolbar opens the view configuration menu where you can reset the layout of the view.</td>
</tr>
</tbody>
</table>

For each state or quality interval, it is possible to provide a comment. The comment can, for example, describe the reason for the outage, or something else. To provide a comment, select the interval and choose the **Edit Comment** item in the pop-up menu or click the corresponding button on the toolbar. The dialog will be displayed on the screen to let you provide the comment. Either the selected or all intervals can be exported to a CSV file using the Export button on the toolbar and the Export All and Export Selected menu items. At any point, you can reset the view layout to defaults using the Reset Layout option from the Advanced Options menu.
The last page is the **Events** one. It contains all monitoring and connectivity events for the host and can be used as a monitoring log. If you are facing some problems during monitoring or would like to know when the monitoring process was started and stopped, you should refer to this page. The important connectivity events for each host are also available in the **Connectivity Events** view.

The events are displayed in a form of a table where each row represents a single event. You can sort, group and filter the events by any column as well as change the columns set. By default the table consists of the event type represented by an icon, the event title, the logging time and the event description itself, with or without a troubleshooting hint. The description and hint for any event is by default wrapped, so that you can easily read it. If you would like to have more events visible at the same time, you can configure the **Events** page to display only one line per event by disabling the **Wrap Description** option from the **Advanced Options** menu. If required, it is possible to add the **Error Code** column to the view using the **Column Chooser**.
The following icons are used to display the event types:

- the blue icon with an 'i' character means that everything is OK;
- the brown circle icon with a cross-cut line is used to identify that the operation was canceled by user or due to shutdown of the underlying system;
- the yellow icon with an exclamation mark is the warning icon. It means that the special attention should be payed to this event;
- the red icon with a white cross is the error sign: it stands for a failure event.

If required, you can add a column containing the text representation for the severity, that can be used for grouping and filtering data.

<table>
<thead>
<tr>
<th>Export</th>
<th>The Export button from the toolbar is intended to export the displayed events to a CSV file.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Expand</td>
<td>The Full Expand button from the toolbar should be used to expand all the grouping rows in the view.</td>
</tr>
<tr>
<td>Full Collapse</td>
<td>The Full Collapse button from the toolbar should be used to collapse all the grouping rows in the view.</td>
</tr>
<tr>
<td>Group By Box</td>
<td>The Group By Box button should be used to configure the data grouping for the Events page.</td>
</tr>
<tr>
<td>Choose Columns</td>
<td>The Choose Columns button should be used to choose the columns to be displayed on the Events page.</td>
</tr>
<tr>
<td>Filter Editor</td>
<td>The Filter Editor button should be used to define the custom filter criteria to be applied to the data displayed on the Events page.</td>
</tr>
<tr>
<td>Advanced Options</td>
<td>The Advanced Options button from the Events page toolbar opens the view configuration menu where you can enable/disable automatic scroll and messages wrapping, and reset the layout of the view.</td>
</tr>
</tbody>
</table>

If it is really important for you to see the newly arrived events as soon as possible, you can enable the Autoscroll option in the Advanced Options menu. In case this option is enabled, the view will automatically scroll to new events as soon as they arrive.
Using the toolbar or pop-up menu it is also possible to export all or selected events to a CSV file for future analysis, sharing with colleagues or sending problem reports to your ISP.

The layout of the Events page, including all the grouping and sorting settings and the details pane visibility, can be easily reset to factory settings by choosing the Reset Layout option from the Advanced Options menu.

**Timeline**

Ping Monitor can show you the timeline of raw ping reply data along with host state and connection quality intervals. You can open the timeline using the Timeline button in the detailed statistics view. You can focus on specific interval of the timeline by clicking the point within Latency & Uptime or State & Quality charts.

![Timeline](image.png)
Within the **Timeline** dialog you can find the timeline graph and the sliders to be used for navigation through the timeline. The timeline graph consists of three parts, those are **Latency**, **State** and **Quality**. The **Latency** part is used to display the ping replies data, the **State** part reflects the state intervals on the timeline and the **Quality** part is used for displaying the quality intervals.

**Toolbar Overview**

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Period</strong></td>
<td>The <strong>Period</strong> button allows you to choose the interval the timeline is displayed for.</td>
</tr>
<tr>
<td><strong>Refresh</strong></td>
<td>The <strong>Refresh</strong> button allows you to actualize the data on raw ping replies, state and connection quality for the specified period.</td>
</tr>
<tr>
<td><strong>Export Raw Data</strong></td>
<td>The <strong>Export Raw Data</strong> button allows you to export raw ping replies data to a CSV format.</td>
</tr>
</tbody>
</table>

Along with using the sliders for navigation, it is also possible to swipe the chart itself for navigation and use mouse wheel for zooming. The timeline range is limited to 30 days due to performance reasons. You can change the timeline range using the **Period** button on the dialog toolbar. To actualize ping replies data along with state and quality intervals, use the **Refresh** button on the toolbar. The **Export Raw Data** button can be used to export raw ping replies data to a CSV format.
Hosts View

The **Hosts** view is by default located on the left of the main program window and displays the hosts and groups of hosts in the hierarchical structure **Pic 1**. This view was primarily designed for performing **hosts management** as well as host state and connection quality monitoring.

![Pic 1. The Hosts view](image-url)
You can switch from the tree structure representation to the table one to be able to apply grouping, sorting and filtering operations for all available hosts at once. The icon next to every item is used to describe of the item's type. The following set of icons is used:

- the group of hosts;
- the host;
- the host with duplicate address.

In the Hosts view you can find the current monitoring activity for each host. For all hosts the monitoring is currently active, you can see its state and connection quality, as well as the connection quality characteristics. The host state, connection quality and the characteristics used for quality calculation are by default highlighted with the severity color. You can disable this decoration using the Highlight item available both from the context menu and the toolbar of the view.

Please note that not all of the available data columns are displayed in this view by default, but you can always choose the columns you really need and remove the unwanted ones by using the column chooser.

In the Hosts view you can choose from the following set of columns.

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
<th>Visible by Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>The combination of host address and label provided during host configuration.</td>
<td>Yes</td>
</tr>
<tr>
<td>Description</td>
<td>The description provided for the host during its configuration.</td>
<td>No</td>
</tr>
<tr>
<td>IP Address</td>
<td>The IP address of the host being monitored, as resolved during monitoring.</td>
<td>Yes</td>
</tr>
<tr>
<td>Reverse Name</td>
<td>The DNS name of the host being monitored, as resolved during monitoring.</td>
<td>No</td>
</tr>
<tr>
<td>Dynamic IP</td>
<td>The indication that the host has a dynamic IP address, thus the address must be resolved before each ping.</td>
<td>No</td>
</tr>
<tr>
<td>On Startup</td>
<td>The sign either the monitoring should be activated for this host on startup, or the host monitoring should stay inactive, or the previous activity should be restored.</td>
<td>Yes</td>
</tr>
<tr>
<td>Activity</td>
<td>The current monitoring activity: either Active, orPaused or Inactive.</td>
<td>Yes</td>
</tr>
<tr>
<td>Overall Activity Time</td>
<td>The time interval during which the monitoring process was active.</td>
<td>No</td>
</tr>
<tr>
<td>Overall Pause Time</td>
<td>The time interval during which the monitoring process has been paused.</td>
<td>No</td>
</tr>
<tr>
<td>State</td>
<td>The remote host state: either Up, or Down, or Pending.</td>
<td>Yes</td>
</tr>
<tr>
<td>Column</td>
<td>Description</td>
<td>Visible by Default</td>
</tr>
<tr>
<td>------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>Quality</td>
<td>The connection quality to remote host: either <strong>Good</strong>, or <strong>Warning</strong>, or <strong>Bad</strong>, or <strong>Critical</strong>, or <strong>Pending</strong>.</td>
<td>Yes</td>
</tr>
<tr>
<td>PL (Packet Loss)</td>
<td>A ratio of the number of lost packets in a connection quality check sample to the number of packets being sent within the same sample.</td>
<td>Yes</td>
</tr>
<tr>
<td>Latency</td>
<td>A specified percentile for latency in a sample used for connection quality calculation.</td>
<td>Yes</td>
</tr>
<tr>
<td>Jitter</td>
<td>The jitter is a packet delay variation for a sample of delivered packets of a specified length with reference to the specifications defined in RFC-1889.</td>
<td>Yes</td>
</tr>
</tbody>
</table>

From the **Hosts** view, you can manage a set of hosts and groups of hosts, control the monitoring process activity for specific hosts and generate statistical reports for custom periods of time. All these actions are available from the view pop-up menu and on the toolbar. The monitoring activity control and host details actions are also available on the **Monitoring** contextual ribbon page from the **Monitoring Tools** category which is displayed when the **Hosts** view is active.

The other useful features of this view are an ability to use copy/paste and drag/drop to copy and move hosts between groups and the ability to import/export hosts and groups. The corresponding actions are available in the pop-up menu, **Organize** Ribbon group and **Clipboard** Ribbon group on the **Program** page.

**Toolbar Overview**

- **Manage Activity**
  - The **Manage Activity** button from the **Hosts** view toolbar can be used to start, stop and pause the monitoring process for the selected hosts.

- **New**
  - The **New** button from the **Hosts** view toolbar allows you to create hosts and groups of hosts having provided the required properties.

- **Generate Report**
  - The **Generate Report** button from the **Hosts** view toolbar can be used to generate a monitoring performance and availability report for the selected hosts and groups of hosts, having specified the required report type, output options and a period of time.

- **Delete Statistics**
  - The **Delete Statistics** button from the **Hosts** view toolbar is used to delete all monitoring data for the selected hosts.

- **Auto-start**
  - The **Auto-start** drop-down button from the **Hosts** view contains the actions for the selected hosts to be included to and excluded from the auto-start list.
| **Edit** | The **Edit** button from the **Hosts** view toolbar should be used to edit the selected host or group of hosts. |
| **Delete** | The **Delete** button from the **Hosts** view toolbar allows you to permanently delete the selected hosts and or groups of hosts. |
| **Highlight** | The **Highlight** button from the **Hosts** view toolbar enables and disables highlighting of the host state and connection quality cells with the corresponding severity color. |
| **Tree View** | The **Tree View** button from the **Hosts** view toolbar switches the view to the hierarchical representation of groups and hosts. |
| **Table View** | The **Table View** button from the **Hosts** view toolbar switches the view to the flat representation of groups and hosts. |
| **Full Expand** | The **Full Expand** button from the **Hosts** view toolbar should be used to expand all nodes in the view. |
| **Full Collapse** | The **Full Collapse** button from the **Hosts** view toolbar should be used to collapse all nodes in the view. |
| **Choose Columns** | The **Choose Columns** button should be used to choose the columns to be displayed in the **Hosts** view. |
| **Filter Editor** | The **Filter Editor** button should be used to define the custom filter criteria to be applied to the data displayed within the **Hosts** view. |
| **Advanced Options** | The **Advanced Options** button from the **Hosts** view toolbar opens the view configuration menu where you can reach the monitoring settings configuration and reset the layout of the view. |

It is possible to switch between hierarchical and flat representation of groups and hosts using the **Tree View** and **Table View** items on the toolbar and in the popup menu. You can collapse or expand all the groups using the **Full Expand** and **Full Collapse** buttons on the view toolbar.

Now you are familiar with the **Hosts** view and should be able to use its benefits during the everyday work.
Reports View

The **Reports** view **Pic 1** is by default located on the left of the program main window. It is designed to display and manage preconfigured monitors performance and availability reports to be generated either on demand or on a regular basis.

**Pic 1. The Reports view**
The icon next to every item represented in the **Reports** view is used to describe of the item's type and state. Below is the list of icons used:

- the detailed report that is enabled for generation;
- the summary report that is enabled for generation;
- the detailed report that is disabled for generation;
- the summary report that is disabled for generation.

As for the problematic situations, the following overlays are used:

- the report is incorrectly configured and won't be generated;
- the report won't be generated, because there no enabled report outputs.

For the detailed information on different report types and states, you can refer the **Preconfigured Reports** section of this document.

The **Reports** view initial state displays the report name, recurrence, next automatic generation time (for regular reports) and the sign if the report is enabled. You can customize the **Reports** view by choosing other columns to be displayed and filter data to make it feet your needs best – see the **Grouping and Filtering Data** topic for details. It is always possible to roll back to the default view layout using the **Reset Layout** item from the **Advanced Options** menu.

**Toolbar Overview**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Generate" /></td>
<td><strong>Generate</strong>&lt;br&gt;The <strong>Generate</strong> button from the <strong>Reports</strong> view toolbar should be used to immediately generate the output for the selected enabled reports.</td>
</tr>
<tr>
<td><img src="image" alt="New" /></td>
<td><strong>New</strong>&lt;br&gt;The <strong>New</strong> button from the <strong>Reports</strong> view toolbar allows you to create a new preconfigured monitoring performance and availability report having provided the required properties.</td>
</tr>
<tr>
<td><img src="image" alt="Enable" /></td>
<td><strong>Enable</strong>&lt;br&gt;The <strong>Enable</strong> button from the <strong>Reports</strong> view toolbar should be used to turn on an ability of generating the selected reports both manually and on a regular basis.</td>
</tr>
<tr>
<td><img src="image" alt="Disable" /></td>
<td><strong>Disable</strong>&lt;br&gt;The <strong>Disable</strong> button from the <strong>Reports</strong> view toolbar should be used to turn off an ability of generating the selected reports both manually and on a regular basis.</td>
</tr>
<tr>
<td><img src="image" alt="Open Storage" /></td>
<td><strong>Open Storage</strong>&lt;br&gt;The <strong>Open Storage</strong> button from the <strong>Reports</strong> view toolbar allows you to open the local reports storage for the selected preconfigured report.</td>
</tr>
<tr>
<td><img src="image" alt="Edit" /></td>
<td><strong>Edit</strong>&lt;br&gt;The <strong>Edit</strong> button from the <strong>Reports</strong> view toolbar should be used to edit the selected preconfigured report.</td>
</tr>
<tr>
<td>Function</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Delete</strong></td>
<td>The <strong>Delete</strong> button from the <strong>Reports</strong> view toolbar is used to permanently delete the selected reports.</td>
</tr>
<tr>
<td><strong>Full Expand</strong></td>
<td>The <strong>Full Expand</strong> button from the <strong>Reports</strong> view toolbar should be used to expand all the grouping rows in the view.</td>
</tr>
<tr>
<td><strong>Full Collapse</strong></td>
<td>The <strong>Full Collapse</strong> button from the <strong>Reports</strong> view toolbar should be used to collapse all the grouping rows in the view.</td>
</tr>
<tr>
<td><strong>Group By Box</strong></td>
<td>The <strong>Group By Box</strong> button should be used to configure the data grouping for the <strong>Reports</strong> view.</td>
</tr>
<tr>
<td><strong>Choose Columns</strong></td>
<td>The <strong>Choose Columns</strong> button should be used to choose the columns to be displayed in the <strong>Reports</strong> view.</td>
</tr>
<tr>
<td><strong>Filter Editor</strong></td>
<td>The <strong>Filter Editor</strong> button should be used to define the custom filter criteria to be applied to the data displayed in the <strong>Reports</strong> view.</td>
</tr>
<tr>
<td><strong>Advanced Options</strong></td>
<td>The <strong>Advanced Options</strong> button from the <strong>Reports</strong> view toolbar opens the view configuration menu where you can reset the layout of the view.</td>
</tr>
</tbody>
</table>

From the **Reports** view, it is possible to create new preconfigured reports to be generated either on demand or on a regular basis, control reports enablement, generate, edit and delete reports, etc. All these actions are available on the **Reports** view toolbar and in view popup menu. The **Reporting** contextual Ribbon page from the **Reporting Tools** category is displayed when the **Reports** view is active and also contains the actions for reports generation and management.

The **Reports** view fully supports the drag/drop and copy/paste techniques. Via those techniques you can add groups and hosts to the reports members set and duplicate reports. From this view it is also possible to export preconfigured reports, and import them to the program. The corresponding actions are available in the pop-up menu, **Organize** Ribbon group and **Clipboard** Ribbon group on the **Program** page.
Connectivity Events View

The **Connectivity Events** view **Pic 1** is by default located at the bottom of the main program window. This view is used to display the host state and connection quality events for all monitored hosts. Those events grouped by hosts are also available within the **Events** section of the **host statistics details**.

![Pic 1. The Connectivity Events view](image-url)
The connectivity events are displayed in a form of a table where each row represents a single event for a specific host. You can switch between host state and connection quality events using the **State** and **Quality** buttons on the view toolbar. It is possible to sort, group and filter the events by any column as well as change the columns set. You can always roll back to the default view presentation using the **Reset Layout** item from the **Advanced Options** menu. By default the table consists of the **Type** column, displaying the event type, the **Host** column, representing the host, the **Description** column, standing for the event description, and the **Time** column for the event trigger time.

The description for each event is by default wrapped, so that you can easily read it. If you would like to have more events visible at the same time, you can configure the **Connectivity Events** view to display only one line per event by disabling the **Wrap Description** option from the **Advanced Options** menu.

**Toolbar Overview**

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Period</strong></td>
<td>The <strong>Period</strong> button from the <strong>Connectivity Events</strong> view toolbar allows you to choose the time interval to display the connectivity events for.</td>
</tr>
<tr>
<td><strong>State</strong></td>
<td>The <strong>State</strong> button from the <strong>Connectivity Events</strong> view toolbar switches the view to the mode when host state events are displayed.</td>
</tr>
<tr>
<td><strong>Quality</strong></td>
<td>The <strong>Quality</strong> button from the <strong>Connectivity Events</strong> view toolbar switches the view to the mode when connection quality events are displayed.</td>
</tr>
<tr>
<td><strong>Export</strong></td>
<td>The <strong>Export</strong> button from the <strong>Connectivity Events</strong> view toolbar is intended to export the displayed connectivity events to a CSV file.</td>
</tr>
<tr>
<td><strong>Clear</strong></td>
<td>The <strong>Clear</strong> button from the <strong>Connectivity Events</strong> view toolbar should be used to delete all the connectivity events from the program database.</td>
</tr>
<tr>
<td><strong>Full Expand</strong></td>
<td>The <strong>Full Expand</strong> button from the <strong>Connectivity Events</strong> view toolbar should be used to expand all the grouping rows in the view.</td>
</tr>
<tr>
<td><strong>Full Collapse</strong></td>
<td>The <strong>Full Collapse</strong> button from the <strong>Connectivity Events</strong> view toolbar should be used to collapse all the grouping rows in the view.</td>
</tr>
<tr>
<td><strong>Group By Box</strong></td>
<td>The <strong>Group By Box</strong> button should be used to configure the data grouping for the <strong>Connectivity Events</strong> view.</td>
</tr>
</tbody>
</table>
### Choose Columns

The **Choose Columns** button should be used to choose the columns to be displayed in the **Connectivity Events** view.

### Filter Editor

The **Filter Editor** button should be used to define the custom filter criteria to be applied to the data displayed in the **Connectivity Events** view.

### Advanced Options

The **Advanced Options** button from the **Connectivity Events** view toolbar opens the view configuration menu where you can reach the automatic events removal configuration, enable/disable automatic scroll and messages wrapping, and reset the layout of the view.

The connectivity events are selected only for the specified period. This approach is used to optimize memory usage and performance as there may be lots of events in the entire database. The display range for connectivity events is by default set to the **7 Days** value and can be changed with the range drop-down button on the view toolbar. The text on the button shows you the currently applied range. You can choose between the predefined ranges or provide a custom one.

The **Connectivity Events** view can be linked to the **Hosts** view to display only the hosts that are selected in the **Hosts** view or that are in the groups selected in the **Hosts** view. This functionality is enabled using the **Link to Hosts View** items on the toolbar and in the popup menu.

To prevent the events database from continuous growing, the events can be deleted either manually or automatically. To delete all events manually, press the **Clear** button on the toolbar or choose the **Clear** item from the pop-up menu. The automatic events deletion is configured on the **Connectivity Events** preference page.

If it is really important for you to see the newly arrived events as soon as possible, you can enable the **Autoscroll** option in the **Advanced Options** menu. In case this option is enabled, the view will automatically scroll to new events as soon as they arrive.

Using the toolbar or pop-up menu it is also possible to export all or selected connectivity events to a CSV file for future analysis, sharing with colleagues or sending problem reports to your ISP.
Log View

The log is designed to store information on the events taking place during the program execution. The larger part of this information consists of events generated by the operations. The purpose of this chapter is to help you understand the log.

Pic 1. The Log view
The Log view is located by default at the bottom of the Ping Monitor main window and displays the log in form of a tree and a pane that shows details of a selected event. The description for any logged event is by default wrapped, so that you can easily read it. If you would like to have more events visible at the same time, you can configure the Log view to display only one line per event by disabling the Wrap Description option from the Advanced Options menu, after which a detailed description will only be shown in the event details pane. If you do not need the event details pane and would like to review the events only within the tree, you can hide the event details pane by disabling the Show Event Details Pane option from the Advanced Options menu. Also, it is possible to enable the automatic scrolling feature to always see new log events as soon as they arrive, using the Autoscroll item from the Advanced Options menu.

The logged events are selected only for the specified period. This approach is used to optimize memory usage and performance as there may be lots of events in the entire database. The display range for events is by default set to the 7 Days value and can be changed with the range drop-down button on the view toolbar. The text on the button shows you the currently applied range. You can choose between the predefined ranges or provide a custom one.

Every event in the log is assigned a severity level represented by a certain icon. The icon allows you to see if any problem has occurred without reading the description. The following icons are available:

- the blue icon with an 'i' character means that everything is OK;
- the brown circle icon with a cross-cut line is used to identify that the operation was canceled by user or due to shutdown of the underlying system;
- the yellow icon with an exclamation mark is the warning sign: it tells you that some errors have occurred, but they are not critical. In such a case, there is no guarantee that the operation has actually succeeded;
- the red icon with a white cross is the error sign: it means that the operation execution has failed.

Analyzing the log can help you a lot in your everyday work with Ping Monitor, because it contains all the information on the executed tasks and provides you with troubleshooting recommendations in case any problems are detected.

Toolbar Overview

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="#" alt="Period" /></td>
<td>The <strong>Period</strong> button from the Log view toolbar allows you to choose the time interval to display the logged events for.</td>
</tr>
<tr>
<td><img src="#" alt="Export" /></td>
<td>The <strong>Export</strong> button should be used to export the log to a CSV file.</td>
</tr>
<tr>
<td><img src="#" alt="Clear" /></td>
<td>The <strong>Clear</strong> button should be used to delete all the logged events from the program database.</td>
</tr>
<tr>
<td><img src="#" alt="Full Expand" /></td>
<td>The <strong>Full Expand</strong> button from the Log view toolbar should be used to expand all nodes in the table of logged events.</td>
</tr>
</tbody>
</table>
### Full Collapse
The Full Collapse button from the Log view toolbar should be used to collapse all nodes in the table of logged events.

### Choose Columns
The Choose Columns button should be used to choose the columns to be displayed in the table of logged events.

### Filter Editor
The Filter Editor button should be used to define the custom filter criteria to be applied to the data displayed within the table of logged events.

### Advanced Options
The Advanced Options button enables you to configure the Log view, manage the visibility of the event details pane and reset the view layout.

The options of clearing the log, expanding nodes in the tree of logged events and collapsing them are also available from the pop-up menu of the Log view.

The layout of the Log view, including the visible columns, the column widths, the sorting settings, the descriptions wrapping and the details pane visibility, can be easily reset to the initial defaults by choosing the Reset Layout option from the view menu.
Operations View

The **Operations view** shows the detailed progress of each operation being performed at the moment and allows canceling a particular operation or all running operations. By default, it is located at the bottom of the Ping Monitor main window.

Progress information for every operation is shown in the pane with the progress bar, the operation information text and the **Cancel** button. The **Cancel** button is used to cancel individual running operations, whereas if the grouping operation is canceled, all the sub-operations are also canceled.

![Image of Operations view](image)

**Cancel All**

The **Cancel All** button from the **Operations** view toolbar can be used to cancel all the operations running in the application.

You can cancel all the running operations by clicking the **Cancel All** button on the toolbar of the **Operations** view.
Graphical User Interface features

EMCO Software provides you with a modern and intuitive graphical user interface, because we appreciate the users of our products and would like them to feel glad that they have EMCO programs installed on their PCs. Lots of resources were involved in creating this kind of an interface for you, and now we are proud we have done it. Custom DPI settings are fully supported, so that you can use EMCO programs on any display with any resolution you like. The 'Microsoft User Interface Guidelines on Layout, Icons and Sizing' have been a powerful base for this work, and we are glad to tell you that they are fully complied with and supported. With the help of the skinning support and the Ribbon UI interface, every customer can configure the program UI to feel comfortable during each working day. EMCO also provides you with the High Contrast skin along with the bonus skins pack, which is an accessibility feature designed for people with vision impairment. The High Contrast color scheme can increase legibility for some users by heightening the screen contrast with alternative color combinations.

This chapter gives you a detailed description of how to fully enjoy the graphical user interface features, the skinning mechanism and the Ribbon bar features.
Skinning

Ping Monitor provides you with a wide range of custom skins with unique look and feel, so that you can choose any skin you like most. If you are a fan of the Microsoft Office interface, you have no reason to complain either, since Ping Monitor also gives you an option of choosing this type of skin. There are not only formal skins but also some informal ones.

All the skins can be divided into four groups: Office Skins, Custom Design Skins, Bonus Skins and Skins for Fun. The following skins are available:

<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Skins for Fun:</td>
<td>&quot;Christmas&quot;, &quot;Valentine&quot;, &quot;Summer&quot;, &quot;Springtime&quot;.</td>
</tr>
</tbody>
</table>
Let us take a brief look at some of the skins:

Office 2010 Skin look and feel example
Custom Design Skin look and feel example
Skins for Fun look and feel example
High Contrast Skin look and feel
Ribbon

Ribbon is a tool that presents commands organized into a set of tabs. The tabs on the Ribbon represent commands that are most relevant for each of the task areas in the program [Pic 1]. For example, in Office Word the tabs group commands by activities such as inserting objects like pictures and tables, doing page layout, working with preferences, doing mailings, and reviewing. The Home tab provides an easy access to the most frequently used commands. Office Excel has a similar set of tabs that make sense for spreadsheet work including tabs for working with formulas, managing data, and reviewing. Those tabs simplify access to the program features, because they organize the commands in a way that reflects the tasks people perform in those programs.

![Pic 1. The Ribbon bar](image)

We are delighted to let you know that we fully conform with [Microsoft® Ribbons Guidelines](https://msdn.microsoft.com) and would like to introduce some Ribbon features to you. To learn more about Ribbon, the story of its development and its usability features, you may visit 'The Story of the Ribbon' article from the MSDN blogs.

Application Menu

The **Application Menu** invoked using the **Application** button [Pic 2] is somewhat similar to the File menu in most programs that use a classic user interface, but it gives you more.

![Pic 2. Application Menu](image)

It contains links to the most helpful actions located under different tabs but made available from one access point.
Quick Access Toolbar

The **Quick Access Toolbar** is an end-user customizable bar located near the **Application Menu** or below the Ribbon bar depending on the configuration. It can contain links to both Ribbon items and Ribbon groups.

To add an action link to the quick access toolbar, right click this action and select **Add to Quick Access Toolbar** from the pop-up menu. The groups can be added in the same way, the only difference being that to add a group you should right click its caption.

Representation and Navigation Features

The representation of the Ribbon bar can also be configured to make your work more comfortable. You can minimize Ribbon so that the tab's content is only shown when the tab is clicked on, thus extending the program workspace. Also, if it is not convenient for you to have the **Quick Access Toolbar** next to the **Application Menu**, you may place it below the Ribbon bar, so that it will look just like a simple toolbar. This configuration can be accessed from the pop-up menu of the Ribbon bar.

Navigation between the Ribbon tabs can be performed not only with a mouse click on a tab but also with the help of the mouse wheel. Just place the cursor over any tab and scroll the wheel – scrolling up will switch the tabs from right to left, and scrolling down will switch the tabs in the opposite direction.
Main features of UI Elements

The graphics shell used for Ping Monitor is aimed at providing a high level of usability to everyone. This topic covers main features of the graphical elements used in this program, and here you can find what puts EMCO GUI a step ahead of the others.

Docking

The Ping Monitor user interface is built using the ultimate docking technology which provides for the maximum use of the program working area. It allows docking the windows that are used less often than the main one to the sides, auto hide them or even close and then open again when required. The dock panels can be docked both to the main window and to each other, thus enabling you to build such a subsidiary window layout that makes you feel comfortable while working with Ping Monitor.

To change the position of any dock window, you should click its header and move the mouse pointer while holding the left mouse button down. Hint windows are shown to help you understand where you can drop the window dragged. When you are dragging it over another dock window, it is possible to dock both windows to each other or display them in different tabs of the same dock window. When a dock window is floating, you can expand it to full screen by either clicking the Full Screen button in the windows title bar or pressing F11 on the keyboard. To exit the full screen mode, just press F11.

To enable the auto hide feature for a window attached to any side of a main window, click the pin button in the dock window header. Clicking the cross button results in closing of the dock window. Each view can also be closed and opened again using the checkboxes in the Show Ribbon group accessible from the View page.
Grouping and Filtering Data

The Ping Monitor user interface is designed so as to make its usage as flexible as possible. The tables available in every EMCO program provide you with an easy-to-use data filtration and grouping mechanism. To group data by one of the columns, you should drag its header to the grouping box displayed over the table or choose an appropriate item from the column header pop-up menu (Pic 2).

To group or ungroup data by any column when Group By Box (Pic 2) is not visible, you can have it displayed by selecting the Show Group By Box item from the pop-up menu of any column header.

Data filtration can be performed in two ways: by using the quick filter or the filter editor. To use the quick filter feature, just click on the glyph in the right top corner of any column header. A drop-down list appears offering you to choose one of the predefined filters or select the custom one from the filtering dialog (Pic 3).
The **Filter Editor** shipped with Ping Monitor is easy to use and allows you to build your own complex filters quickly and easily [Pic 4]. To open the filter editor, choose the **Filter Editor** item from the column's pop-up menu.

![Filter Editor](image)

**Pic 4. Using the filter editor**

You can enable and disable the currently applied filter condition using the checkbox displayed next to the filter condition in the bottom of the view, inside the filter info pane [Pic 5].

![Connectivity Events](image)

**Pic 5. The filter info pane**

To reset the currently applied filter use the ✗ button from the filter info pane, and to customize it use the **Edit Filter** button from this pane.
Managing Columns in Trees and Tables

You can customize almost every table and tree in EMCO programs by moving and removing columns to make the control most informative for you. To move a column, drag it over the control's header and drop between other columns to its new position Pic 6.

To remove a column that is of no use for you, right click the control's header and select the Remove This Column item from the pop-up menu. Also, you can control columns availability using the column chooser Pic 7.
To show the column chooser, right click the control's header and select the Column Chooser menu item. After that, you can drag and drop columns from the header to the column chooser and backwards.

**Automatic Saving and Restoring of Windows Layout**

One of the service functions of Ping Monitor user interface is its ability to save and restore the windows layout. All the changeable parameters like the windows sizes and positions; the table columns order, sizes and positions; the grouping and filtering options; the dock windows configuration, etc. are saved between sessions. Thus, you do not need to configure the program's user interface layout every time you start this program.
Chapter 4: Hosts Management

Ping Monitor is a tool for monitoring the hosts connectivity. So the primary object in the program is the one that represents the remote host in the program, it is also called a host. All hosts can be grouped via host groups. A group, for instance, allows you to add a single unit as a report member, adding a group reference, and change a set of hosts included into the report by simply changing a set of group members. Also the group allows you to define custom settings to be applied for all hosts in it during the monitoring, unless the settings are overridden on a host itself. See the Overriding Common Settings section of this document for details.

With EMCO Ping Monitor Professional, it is possible to monitor up to 250 hosts. If you want to monitor an unlimited number of hosts, remove the limitation regarding the number of concurrent server connections and be able to connect to the monitoring server over the Internet, you have to purchase a license for the Enterprise edition of the program. You can review the features available in the Enterprise edition compared to the current edition on the program web-page.

The host is used as a master object for all data gathered by the program. It means that the gathered data is connected to a host, that allows to maintain the host monitoring statistics and create statistical reports for specific date intervals. The most part of the monitoring data for the host is stored until deleted by the user or until the host is deleted. The historical data can also be deleted automatically when treated as outdated – this option is available for configuration in the program preferences.

All the hosts are displayed in the Hosts view. In this chapter we will take a closer look on the process of defining the hosts and groups of hosts, configuring them for monitoring, changing hosts configuration, deleting hosts or groups, integrating with external tools and at the process of hosts import and export.
Defining Hosts and Groups

The hosts are displayed in the Hosts view either in the hierarchical or in the flat form, depending on the view configuration. In this chapter we will describe how to create hosts and groups, configure them for monitoring and delete them when they are no longer needed.

To create a new host or a group of hosts from an IP range you should press the Host button from the New group on the Home Ribbon page or on the Hosts page from the Hosts Tools category. Alternatively you can use the New > Host routine from the Hosts Browser view toolbar and pop-up menu. In any case the dialog will appear on the screen to help you with the creation process.

Pic 1. Adding a host or a range of hosts
In the **Add Host** dialog, you should first choose if you would like to add a single host or a range of hosts by specifying their IP addresses. If you would like to add a single host, leave the **Add Single Host** radio button chosen, enter the host address into the **Address** field and indicate if this host uses a dynamic IP address. In case of adding a range of hosts, you should provide the start and end IP addresses for the range. To perform the name resolution from IP addresses to host names when adding a range of hosts, you should check the **Resolve address to host name** option. If the host names resolution is enabled, you can specify if the hosts whose names cannot be resolved should be added to the monitoring data or not by using the **Do not add if not resolved** option.

The **Label** and **Description** fields can be used for easier host identification, and the **Group** field allows you to select the group this host belongs to. Also, you can provide additional configuration settings using appropriate tabs of the **Add Host** dialog.

On the **Custom Fields** page, you can provide a values for a set of custom fields defined in the program preferences. These field values can be used within notifications and when integrating with external tools.

If you do not want the monitoring process to automatically start for hosts being added, uncheck the **Start monitoring when added** box. When you are done with providing the required information, press **Add** for the host or the hosts to be created. The created hosts will be automatically included into the auto-start list.

**Group**

The **Group** button from the New Ribbon group on the **Home** page and on the **Hosts** page from the Hosts Tools category allows you to create a new hosts group.
To create a new group of hosts, you should use the **Group** button from the **New** Ribbon group on the **Home** page or on the **Hosts** page from the **Hosts Tools** category. Alternatively, you can use the **Group** item from the **New** button pop-up on the **Hosts** view toolbar and the appropriate item in the view pop-up menu. The **Add Group** dialog will appear on the screen to configure the group being created [Pic 2].

**Pic 2. Creating a group of hosts**
When creating a group you are proposed to define the group name and description as well as the set of hosts and groups to be included into a group being created. The name and description are used to make it easier for you to identify the group being created in the future. To add a host or a group to the group being created use the Add button from the members tree toolbar or choose an appropriate item from the pop-up menu. The dialog will be displayed to let you choose the hosts and groups to be added. Those items that are already in the group being created are filtered from those available. The Delete button and menu item are used to remove the selected hosts and groups from the group being created. When configuring a group, it is also possible to provide the settings to be applied to hosts within the group, unless overridden, on the corresponding tabs. As soon as the group is configured, press Add to create it.

To edit any host or group, select it and either choose the Edit button from the Organize Ribbon group on the Program page or use the Edit items from the view toolbar and pop-up menu. The editing process is similar to the creation. When some hosts or groups are no longer needed you can delete them using either the Delete button from the Organize Ribbon group on the Program page or use the Delete items from the view toolbar and pop-up menu. When you are deleting hosts and groups they are also deleted from all groups and reports they are currently included into.

Within the Hosts view it is also possible to copy and move hosts and groups between other groups as well as create their duplicates. This can be done either via the drag and drop technique, or via the copy/paste one. The Cut, Copy, and Paste items from the Clipboard Ribbon group on the Program page can be used, as well as the appropriate items from the pop-up menu. It is also possible to copy hosts and groups between different editions of the program and use the export feature. For the details on import and export, refer to the Importing and Exporting Hosts section of this document.

### Overriding Common Settings

EMCO Ping Monitor Professional comes with a wide range of monitoring and notification options those are defined in the program preferences. The options defined in preferences are initially used for all monitored hosts, but you can override specific groups of options for particular hosts or groups of hosts.

When an options value for a host is calculated, first it checks if it is overridden on a host itself and on any of the parent groups. In case it is overridden on any level, than the overridden value is used, otherwise the value from program preferences is taken into account.

The overriding features are available during the hosts and groups addition and modification. The options are gathered on the corresponding navigator pages of the configuration dialog, those are: Monitoring, Connection Quality, Gateway Options, Intervals, Automation, Notifications, E-mail Recipients and Performance.

For example, to override the ping options, you should check the Override ping options configuration box on the Monitoring page, and then perform the required changes. Changing the common configuration, either from preferences or from the parent group, can be reached via the Change common/parent configuration link. To reset the settings to common, you can use the Reset to common/parent link. As you can see, the approach is easy and can be used to reach maximum flexibility of the monitoring process configuration.
Integrating External Tools

EMCO Ping Monitor Professional allows you to launch external tools directly from the Hosts view, providing host properties as the command line parameters. The options are available in the External Tools submenu of the Hosts view pop-up menu when a single host is selected. The program comes with a built-in set of predefined tools that allow you to open remote desktop connection to the host, view the hosted web-site in a browser, launch console utils, such a ping and tracert. You can disable predefined tools and add you custom ones on the External Tools preference page, that can be also reached directly from the menu when choosing the Configure External Tools option.
Importing and Exporting Hosts

With Ping Monitor, you can easily import and export hosts information any time you want. You can export one or all of the available hosts and groups to use the exported data as a back-up, to share the hosts with your colleagues or simply to import them to another instance of the program. The import feature can be used to import hosts information both from the files created during export and those created manually. For example, you can create a CSV file manually to add multiple hosts by adding their data in Microsoft Office Excel. To get detailed information on the file formats used for import and export, review the Export/Import Formats section. This chapter covers the process of importing and exporting host information.

The hosts information can be imported into Ping Monitor from XML and CSV files. The XML file structure is quite complex, so it is not recommended to create it manually, but it is recommended to use it for export. The CSV file should consist of 5 columns: the host address, the label, the indication if the host uses a dynamic IP, the group and the description - each column should be separated with the field delimiter. The CSV file can be created manually to be able to add multiple hosts to Ping Monitor easily.

If you want to import the hosts information into Ping Monitor, press the Import button from Organize Ribbon group on the Program page. The Import Hosts Wizard will appear on the screen.

![Pic 1. The Import Hosts Wizard welcome page](image)
The first page of the **Import Hosts Wizard** is the welcome page, which is used to introduce you to the feature the wizard is supposed to help you with. After reading the welcome information, press **Next** to continue with import.

On the next page of the **Import Hosts Wizard**, you are offered to choose the file you are going to import hosts information from. The file path should be provided in the **Import From** field [Pic 2]. The format of the provided file is detected automatically. The encoding of the XML file with hosts information is also detected automatically. For the CSV format, the preview page is displayed, where you can tune the parse options, being able to preview the parsing results.

![Pic 2. Choosing the import source file](image-url)
The next page offers you to choose the hosts to import. By default, all the valid hosts that does not duplicate already existing addresses are selected [Pic 3]. Optionally, you can specify if the monitoring for new hosts should be started as soon as the hosts are added.

When the hosts to import have been chosen, press **Finish**. When the import is done, the hosts are added the program thus can be monitored.

**Export**

The **Export** button from the **Organize** Ribbon group on the **Program** page should be used to export hosts and/or groups of hosts from the program to an XML or CSV file that can be used in the future for import.
The hosts' information can be exported to the XML or CSV file format. The overridden settings are saved only into an XML format file. The hosts export can be performed either from the **Hosts Browser** or from the **Hosts** view. You can choose between exporting all objects and those that are currently selected. To perform export, use an appropriate option from the drop-down of the **Export** button from the **Organize** Ribbon group on the **Program** page. The **Export Hosts Wizard** will appear on the screen  [Pic 4].

![Pic 4. The Export Hosts Wizard welcome page](image-url)
The first page of the Export Hosts Wizard is the welcome page, which is used to introduce you to the feature the wizard is supposed to help you with. After reading the welcome information, press Next to continue with export.

On the next page you are offered to choose the file you are going to save the hosts information to, the file format and the format options. The file path should be provided in the Export To field. For the XML format, you can choose the encoding to be used for saving the host information, and for the CSV file, the field delimiter and the text qualifier should be specified together with the encoding. When exporting to the CSV file format, you can also define if you would like the column headers to be preserved in the resulting file, which can make it easier for you to identify each column – this feature can be enabled using the Include column header option.

![Pic 5. Configuring export options](image)

When the file path and the export form are chosen, press Finish to proceed with export. The file containing the hosts' information will be created in the location according to the path specified. The file created during export can be used in the future to import the hosts' information back to the program.

Now you are fully introduced to the export and import capabilities of Ping Monitor and can use them in future to solve your tasks.

**Export/Import Formats**

This section describes the file formats used by Ping Monitor during hosts import and export. The available formats are CSV and XML. The CSV format file consists of five columns, namely:

<table>
<thead>
<tr>
<th>Index</th>
<th>Header</th>
<th>Description</th>
<th>Mandatory</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Address</td>
<td>The host name or IP address.</td>
<td>Yes</td>
</tr>
<tr>
<td>2</td>
<td>Label</td>
<td>The label used for the host.</td>
<td>No</td>
</tr>
</tbody>
</table>
### Header

<table>
<thead>
<tr>
<th>Index</th>
<th>Header</th>
<th>Description</th>
<th>Mandatory</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>DynamicIP</td>
<td>The indication that the host uses a dynamic IP address. 'yes' should be used if the IP address is dynamic, otherwise use 'no'.</td>
<td>No</td>
</tr>
<tr>
<td>4</td>
<td>Group</td>
<td>The group the host belongs to.</td>
<td>No</td>
</tr>
<tr>
<td>5</td>
<td>Description</td>
<td>The description used for the host.</td>
<td>No</td>
</tr>
</tbody>
</table>

#### Sample CSV file

"Address","Label","DynamicIP","Group","Description","QuickLaunch"
"h-00001.emcosoftware.com","yes","Hosts\USA\California","yes"
"h-00002.emcosoftware.com","yes","Hosts\USA\California","yes"
"h-00003.emcosoftware.com","yes","Hosts\USA\California","yes"
"h-00004.emcosoftware.com","yes","Hosts\USA\California","yes"
"h-00005.emcosoftware.com","yes","Hosts\USA\California","yes"
"h-00006.emcosoftware.com","yes","Hosts\USA\California","yes"

The host and groups in the XML file are hierarchically structured. Each item is represented with the Entry node, which has its Type attribute set either to Group or to Host. The other attributes are the following.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
<th>Mandatory</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The following attributes are used for the Host entry type.</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td>The host name or IP address.</td>
<td>Yes</td>
</tr>
<tr>
<td>Label</td>
<td>The label used for the host.</td>
<td>No</td>
</tr>
<tr>
<td>DynamicIP</td>
<td>The indication that the host uses a dynamic IP address. 'True' should be used if the IP address is dynamic, otherwise use 'False'.</td>
<td>No</td>
</tr>
</tbody>
</table>

| Name      | The name of the hosts group.                                                | Yes       |

The following attributes are used for both the Host and the Group entry types.

| GUID      | The unique item identifier in the database.                                | Yes       |
| Description | The description used for the item.                                       | No        |
| Settings  | Overridden monitoring process settings applied to this item in the XML format. | No        |

#### Sample XML file

```xml
<?xml version="1.0" encoding="utf-8"?>
<Data Version="3" Format="Hosts">
  <Entry Type="Group" GUID="95ed6793-f3f8-4820-ad73-c504bd00b1c6" Name="Hosts">
  </Entry>
  <Entry Type="Group" GUID="323bde41-118f-4e97-ae4b-641d5c94db56" Name="USA">
  </Entry>
</Data>
```
Now you are introduced to the formats used for storing the hosts information and can prepare the files to be used for export manually or edit the data exported earlier to be used for future imports.
Chapter 5: Monitoring Connectivity

The main goal of Ping Monitor is to provide you with easy-to-use connection monitoring features. After you have added and configured the hosts to monitor, you are ready to start the monitoring process. As soon as the process is started, the program checks for the host state and connection quality changes using the options defined on the Monitoring Settings and Connection Quality preference pages. During this process the monitoring statistics is gathered by the program, to allow you review the overall monitoring statistics for each host and build performance and availability reports for required periods of time. The mentioned reports are covered in details in the Reporting section of this document.

The monitoring process for each host can either be inactive, active or paused. The activity can be either controlled manually or by the program regarding the automation and monitoring intervals options defined in the program preferences and per host. While the monitoring process is paused, the ping packets are not sent to the remote hosts and the ping statistics stays the same until the monitoring process is resumed.

The monitored host can be in one of three states, those are: Up, Down and Pending. For the details on state monitoring, please refer the Host State Monitoring section of this document. Along with the host state, Ping Monitor monitors the connection quality. The available qualities are Good, Warning, Bad, Critical and Pending. The Connection Quality Monitoring section covers the process of monitoring a connection quality.

Ping Monitor can notify you on the hosts state or connection quality changes via e-mail, balloon or sounds. Also it is possible to trigger custom actions on hosts state or connection quality changes. The notifications can be configured on the Notifications preference page. You can choose which notification is enabled for each trigger and specify the delay for each action, if required.

In this chapter we will go through all the aspects of monitoring activity management and describe the statistics gathered during hosts monitoring in details.
Controlling Activity

Ping Monitor is used to check if the remote host state and connection quality to notify the user on changes. The state and connection quality checks are performed only when the monitoring process is active. The monitoring process can be activated either automatically on the server startup, if this is enabled on the Automation preference page, or manually. Then the process can be either paused or stopped both automatically and manually. This chapter will show you how to control the monitoring process activity.

- **Start**
  
  The Start button from the Activity Ribbon group on the Home page should be used to start monitoring for the currently selected hosts.

The monitoring process can be automatically activated on startup in two cases: either the host monitoring was active at the end of the previous session and it is configured to restore activity for hosts or the host is included in auto-start and it is configured to start monitoring for such hosts.

To start a monitoring manually for specific hosts, you can select those hosts in the Hosts view and press the Start button from the Activity Ribbon group on the Home page. It is also possible to select the host in the Statistics view. Optionally you can use the Start Monitoring item from the pop-up menu or the Start item from the Manage Activity button drop-down on the toolbar.

- **Stop**
  
  The Stop button from the Activity Ribbon group on the Home page allows you to stop monitoring for the currently selected hosts.

With Ping Monitor, it is possible to stop the monitoring process for any host being monitored any time you want. If you want to stop monitoring for hosts, select them in the Hosts or Statistics view and press the Stop button from the Activity Ribbon group on the Home page. Alternatively you can use the Stop Monitoring item from the pop-up menu or the Stop item from the Manage Activity button drop-down on the toolbar.

- **Pause**
  
  The Pause button from the Activity Ribbon group on the Home page allows you to pause monitoring for the currently selected hosts.

With Ping Monitor, it is possible to pause the monitoring process any time you want. While the monitoring process is paused, the ping packets are not sent to the remote hosts and the ping statistics stays the same until the monitoring process is resumed. To pause monitoring manually, select the required host and press the Pause button from the Activity Ribbon group on the Home page. Alternatively you can use the Pause Monitoring item from the pop-up menu or the Pause item from the Manage Activity button drop-down on the toolbar. It can also be paused automatically upon a certain predefined condition for a specified interval using the automation features of Ping Monitor. If the monitoring is paused, you can restart its operation using the Resume Monitoring menu item, or stop it completely using the Stop Monitoring menu item.
Host State Monitoring

EMCO Ping Monitor Professional was primarily designed to monitor host state thus detect outages. The main characteristic of the monitored host is its uptime – the percentage of the monitoring time the host was online. The time period when the host is offline is called an outage. Each outage is detected regarding the condition defined in the monitoring settings. The conditions to treat the host as online is also configured through the monitoring settings.

For the host that is online, the state is **Up** and it is **Down** for the hosts that are offline. The **Pending** state is used to describe the moment when neither **Up** nor **Down** condition is reached. If you are using the gateway to check if the host is reachable and the host is currently not reachable, the **Unreachable** sign is added to the state. In case the host is in a non-pending state and the state is going to change (for example, the host state is **Up**, the packet is lost, but the **Down** condition is not reached yet) the state is considered as **Unstable**.

The summary information on hosts in different state is available on the **Overview**. There you can find the number of hosts that are in **Up**, **Down** and **Pending** states. The detailed per-host information on the current state can be found in the **Hosts** view.

Withing the Enterprise edition of the program, you can find the **State Monitor** view specially designed to focus on monitoring hosts states in enterprise environments. The hosts are represented there by tiles and it is possible to monitor states per groups of hosts.

All information on ping replies, state changes, etc is stored to the monitoring statistics, unless explicitly disabled in program preferences on the **Monitoring Statistics** page.

Connection Quality Monitoring

Along with remote hosts state monitoring, EMCO Ping Monitor Professional comes with an ability to monitor connection quality based on the provided settings. The connection quality check is performed on a basis of a sample containing the specified number of latest responses. The following characteristics can be used for calculation:

- **Packet Loss Percentage** - a ratio of the number of lost packets in a connection quality check sample to the number of packets being sent within the same sample;
- **Latency Percentile** - a specified percentile for latency in a sample of responses;
- **Jitter** - a packet delay variation for a sample of delivered packets of a specified length with reference to the specifications defined in RFC-1889.

The packet loss percentage cannot be removed from quality calculation and the connection quality is treated as **Critical** when 100% of packets are lost. The connection quality is **Bad** in case if any condition from enabled for bad quality is reached, the same is true for the **Warning** quality. The quality is **Good** when no problematic condition is reached. When the sample size is insufficient to calculate the connection quality, it is **Pending**. If you are using the gateway to check if the host is reachable and the host is currently not reachable, the **Unreachable** sign is added to the connection quality.

The summary information on hosts with different connection quality is available on the **Overview**. There you can find the number of hosts with **Good**, **Warning**, **Bad**, **Critical** and **Pending** quality. The detailed per-host information on the current connection quality can be found in the **Hosts** view.
With the Enterprise edition of the program, you can find the Quality Monitor view specially designed to focus on monitoring connection quality in enterprise environments. The hosts are represented there by tiles and it is possible to monitor quality per groups of hosts.

All information on connection quality changes is stored to the monitoring statistics, unless explicitly disabled in program preferences on the Monitoring Statistics page.

Notifications on Changes to State and Quality

One of the most outstanding features of Ping Monitor is an ability to trigger notifications on specific host state and connection quality changing events. You can flexibly configure each and every notification: choose a delay for notification, specify the periods of time when the notification can be triggered, provide the number of iterations for the notification to reoccur, etc. The program allows you to use the following notification types:

- E-mail Message;
- Custom Action;
- Sound;
- Balloon Tip.

The balloon tips and sound notifications are triggered on a client side, whereas the e-mail messages and custom actions are handled by the server.

E-mail messages are sent using the specified E-mail Options. The e-mail message subject and body used for building notification messages are configured on the Mail Templates preferences page, and the placeholders that can be used in the templates are described in the Using Placeholders part of this guide. For the custom actions, you can provide any command that does not require interaction with an end-user. The sound notification can play any system sound or the custom one, provided by the user during notification configuration.

Ping Monitor allows you to handle the following types of events:

- **On Down State** - occurs when the outage condition is met for the host thus it goes down;
- **On Up State** - is considered to occur when the host connection to which was lost goes up;
- **On Good Quality** - occurs when a connection quality to the monitored host becomes **Good**;
- **On Warning Quality** - occurs when a connection quality to the monitored host is changed to **Warning**;
- **On Bad Quality** - occurs as soon as the **Bad** connection quality to the host is detected;
- **On Critical Quality** - occurs when a connection quality to the host goes **Critical**.

With Ping Monitor, you can use the placeholders for the Custom Actions definitions similarly to the connection status notifications, e.g. `ConnectionLoss.cmd "%REMOTE_HOST_ADDRESS%"` for connection loss. Do not forget to quote the placeholders that contain white spaces.
For each notification, it is possible to define a timeout, in minutes, i.e. the waiting period before the notification is triggered. If the host state or connection quality is changed during such waiting period, the corresponding notification is not triggered. You can configure the notifications to reoccur multiple times with the specified interval between occurrences as long as the triggered condition is met.

If you want the notification to trigger only during a specific period of time, enable the **Trigger this notification only during the following hours** option and specify the time period. You can also define the notification’s behavior during a certain interval: it is possible to choose between skipping the notifications for the events that occur outside such interval and delaying the notification’s triggering until the defined time period begins.

**Statistics**

Ping Monitor gathers and stores per host performance and availability data while monitoring remote hosts connectivity. This data consists of the live statistics, integral historical statistics and raw historical data. You can review the monitoring statistics within the **Statistics** view. Let’s take a detailed look on each layer of the monitoring data.

The live statistics is gathered while the server is running and restored on startup from raw historical data, in case if the raw data is configured to be persisted. The available live statistics intervals are provided within the **Live Data** section of the **Monitoring Statistics** preference page.

The historical data is stored hourly since the first time the monitoring was started. For each hour, all required characteristics are available: the monitoring time, the pause time, the uptime interval, the downtime interval, all latency characteristics, etc. This approach allows Ping Monitor to provide you
with monitoring data for specific periods of time in the past with the maximum precision of one hour. Along with the hourly integrated data it is possible to store the raw responses data, that can be used to review Timeline and restore live statistics on restart. By default, the program stores all historical data for all hosts ever monitored until their statistics is deleted. If required, you can prevent the history database from continuous growing by configuring the historical data automatic removal or by disabling raw data storing in the Historical Data section of the Monitoring Statistics preference page.

The summary statistics for monitoring activity of each host is available within the Hosts view.

Delete Statistics

The Delete Statistics button from the Statistics Ribbon group on the Home page should be used to delete all monitoring data for the selected hosts.

In case you want to begin the host monitoring from scratch, you do not need to delete the host and then create a new one. Ping Monitor provides you with an option of deleting the monitoring data for any host even without stopping the monitoring process.

Please note, that both live data, historical data and summary data will be permanently deleted when deleting monitoring statistics, so it won’t be possible to generate historical data reports and review statistics for previous monitoring sessions.

To delete all monitoring data for a host, select it and press the Delete Statistics button from the Statistics Ribbon group on the Home page. Alternatively you can use the Delete Statistics button on the toolbar and the corresponding item from the pop-up menu.

If you have enable the raw data storing, you can review the monitoring timeline and export the information on each ping reply any time you want from the Statistics view while reviewing single host details. Just use the Timeline and the Export Raw Data buttons in the view header.

Pic 1. Choosing the raw data export period
The **Export Raw Data Wizard** will be displayed on the screen to guide you through the export process. You can either choose to export raw ping replies data for a specific period of time or entire data set. The data is exported to the specified CSV file when you press the **Finish** button on the data export wizard after providing the required information.

**Auto-start List**

Ping Monitor is a program used to monitor connectivity to remote hosts, so the monitoring activity management is one of the main functionality parts. To make it more comfortable to start bulk monitoring we have introduced automation settings available on the **Automation** preference page. You can either configure to restore the previous monitoring activity for hosts on the next server startup, or start monitoring only for those hosts that are included in the auto-start list, or leave the monitoring process inactive for all hosts. In case you have chosen the second option, you should configure the auto-start list, by including and excluding specific hosts.

<table>
<thead>
<tr>
<th>Include</th>
</tr>
</thead>
<tbody>
<tr>
<td>The <strong>Include</strong> button from the <strong>Auto-Start</strong> Ribbon group on the <strong>Hosts</strong> contextual page from the <strong>Hosts Tools</strong> category should be used to add the selected hosts to the auto-start list.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Exclude</th>
</tr>
</thead>
<tbody>
<tr>
<td>The <strong>Exclude</strong> button from the <strong>Auto-Start</strong> Ribbon group on the Hosts contextual page from the <strong>Hosts Tools</strong> category should be used to remove the selected hosts to the auto-start list.</td>
</tr>
</tbody>
</table>

When a host is created it is automatically added to the auto-start list. You can then use the **Include** and **Exclude** button from the **Auto-Start** Ribbon group on the **Hosts** contextual page from the **Hosts Tools** category to include hosts to and exclude hosts from this list. These items are also available in the **Hosts** view toolbars and pop-up menus. To check if the host is currently included to the quick launch, just review if the **On Startup** column of the **Hosts** view has the **Activate** value.
Chapter 6: Reporting

Ping Monitor comes with a built in feature of generating statistical reports based on the historical data gathered while monitoring remote hosts connectivity. The generated reports can be sent to you via e-mail and stored either locally or on an FTP server. You can generate a generic report for any period of time any time you want. Also it is possible to save preconfigured reports to be generated either on demand or automatically on a regular basis.

There are two different types of reports, those are the Summary and the Detailed ones. The summary reports provide you with a brief information on monitors availability and performance in a form of a table, where each row represents a single host from the report members. The detailed report contains a wider range of data and consists of multiple sections, where each section stands for a single host. Within a section, you can find the monitoring activity, response time and availability characteristics. The cumulative characteristics are amplified with the graphical representation of the characteristics dynamic in time for the report period. The presentation and the actual set of displayed characteristics depends on the report output settings.

In the following chapters we will provide you with the detailed description of the reports configuration process.
Generic Reports

Ping Monitor allows you to generate reports based on historical data for any set of hosts and for any period from the past. The generated report can be either sent via e-mail or saved to the reports storage. Let us take a look at generating reports from a scratch.

**Generate Report**

The Generate Report button from the Reporting Ribbon group on the Home page should be used to generate a performance and availability report for any period of time.

To generate a new report at the current moment, you should use the Generate Report button from the Reporting Ribbon group on the Home page. The wizard will be displayed on the screen to guide you through the steps of the report generation process [Pic 1].

[Pic 1. Choosing a report type]
On the first page of the wizard you are proposed to choose the type of the report to be generated. The **Summary** reports provide you with a brief information in a form of a table, where each row represents a single host, and the **Detailed** report contains a wider range of data and consists of multiple sections, where each section stands for a single host. When the report type is chosen, press **Next**.

![Pic 2. Specifying the report properties](image)

On the next page of the wizard **Pic 2**, you are proposed to specify the report properties. Those are the report name and the period to generate the report for. You can choose between the predefined periods available in the **Range** drop-down, or choose the **Custom Range** value and specify the required period. When the detailed report is generated, the level of details will be adjusted to the report period automatically.

On the next pages, you are proposed to choose a list of report members and define report output options. In case the **Hosts** view or the **Statistics** view was active while initiating a generic report generation, the selected hosts and groups are automatically added to the report members. For the detailed information on report members configuration, refer to the **Report Members** section of this document. You can filter the members based on their performance and availability characteristics by specifying the **Report Filter**. As for the reports output, you can save it to the file or send via e-mail, and which information should be included into the detailed report. The outputs configuration is described in the **Report Outputs** section.

After you have configured the report options, press **Finish** for the report to be generated. As you can see, creating a generic monitoring data report is a fast and easy process, and you should be able to use it in the everyday work without any difficulties.
Preconfigured Reports

Along generating the monitoring performance and availability reports from scratch, Ping Monitor allows you to save preconfigured reports to be generated either on a regular basis or on demand. The preconfigured reports are saved in the program database and displayed in the Reports view. Let us take a closer look on those reports.

<table>
<thead>
<tr>
<th>Summary Report</th>
<th>Detailed Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Summary Report button from the New Ribbon group on the regular Home and contextual Reporting page from the Reporting Tools category should be used to create a new preconfigured report with the brief information on monitors performance and availability.</td>
<td></td>
</tr>
<tr>
<td>The Detailed Report button from the New Ribbon group on the regular Home and contextual Reporting page from the Reporting Tools category should be used to create a new preconfigured report with the detailed information on monitors performance and availability.</td>
<td></td>
</tr>
</tbody>
</table>
The same way as for creating generic reports, you can choose between summary and detailed report. To create a preconfigured summary report, use the Summary Report button from the New Ribbon group on the regular Home and contextual Reporting page from the Reporting Tools category. For the detailed reports creation, the Detailed Report button should be used. The corresponding items are also available under the New drop-down button of the Reports view toolbar and the corresponding item in the pop-up menu. In any case a dialog will be opened to help you configure the report object [Pic 1].

![Image]

Pic 1. Creating a detailed report

The report configuration pane consists of four navigation pages, those are: General, Members, Filter and Outputs. On the general page, you are supposed to provide a common information about the report object to be created. The name for the report to be created should be provided to the Name field. Optionally, you can provide a description for the easier report object identification to the Description field.

For the preconfigured reports, one of the main properties is the recurrence type. It defines if the report is generated on demand or on a regular basis. In case the report should be generated on a regular bases, you can choose between daily, weekly and monthly reports.

The daily report, when being generated, includes the monitoring data for the day prior to the generation date. The daily reports are generated every day at the specified time.

For the weekly report, you can specify if it should contain the information for the previous calendar week or the previous seven days when generated. In case you have chosen the previous seven days and the report is generated on the August the 28th 2019, the report period will be from the August the 21st to the August the 27th, inclusive. When the previous calendar week is chosen, the report period will be from the August the 19st to the August the 25th, inclusive. The weekly reports are generated on a specified week days at the specified time.
The monthly report can be generated on a basis of the monitoring data for the previous calendar month or the previous month to date. For example, if the report is generated on the May the 5th, the report period will be from the April the 5th to the May the 4th, inclusive in case of the previous month to date, and from the April the 1th to the April the 30th, inclusive in case of the previous calendar month. The monthly reports are generated in case of the previous month to date, and from the April the 1th to the April the 30th, inclusive in case of the previous calendar month on a certain week day of the month at the specified time.

The other pages are used to define the report members, filter and outputs. For the information on defining members, you can refer the Report Members section of the document, the filtering is described in the Report Filter section, and the guidance on report outputs configuration is available in the Report Outputs section.

Generate

The Generate button from the Reports Ribbon group on the Reporting contextual page from the Reporting Tools category should be used to manually generate the selected preconfigured report.

For the report to be generated on a regular basis, the server should be up and running at the date and time the report is going to be generated. You can also generate such report manually at any time, the behavior will be the same as it is generated automatically at the same time.

If you have chosen to generate the report on demand, the program will ask you to provide the report period when you are requesting the report generation. The level of details in the detailed report will then be automatically adjusted to the report period.

To generate the report on a basis of predefined configuration, you should select it in the Reports view and press the Generate button from the Reports group on the Reporting contextual Ribbon page from the Reporting Tools category. Alternatively, you can use the corresponding items on the Reports view toolbar and in the pop-up menu.

Enable

The Enable button from the Reports Ribbon group on the Reporting contextual page from the Reporting Tools category allows you to turn on an ability of generating the selected reports.

Disable

The Disable button from the Reports Ribbon group on the Reporting contextual page from the Reporting Tools category allows you to turn off an ability of generating the selected reports.

In case for some reason you do not want the preconfigured report to be generated automatically or would like to prevent on demand reports from being mistakenly generated, you can disable those reports generation. To disable an ability of reports generation, select those reports in the Reports view and choose either the Disable button from the Reports Ribbon group on the Reporting contextual page from the Reporting Tools category, or the Disable button on the view toolbar, or the Disable item from the pop-up menu. As soon as the report is disabled, it won’t be possible to generate it until it is enabled again. To enable the report, use the Enable buttons and menu item.

To edit any report, select it and either choose the Edit button from the Organize Ribbon group on the Program page or use the Edit items from the Reports view toolbar and pop-up menu. The
editing process is similar to the creation. When some reports are no longer needed you can delete them using either the Delete button from the Organize Ribbon group on the Program page or the Delete items from the view toolbar and pop-up menu.

Within the Reports view it is also possible to copy reports and add members to reports without opening the report editing dialog. This can be done either via the drag and drop technique, or via the copy/paste one. The Cut, Copy, and Paste items from the Clipboard Ribbon group on the Program page can be used, as well as the appropriate items from the pop-up menu. It is also possible to copy reports between different editions of the program and use the export feature. For the details on import and export, refer to the Importing and Exporting Preconfigured Reports section of this document.
Report Members

When configuring both generic and preconfigured reports, you are proposed to provide a list of report members. This list is used to define a set of host to report their availability and performance characteristics.

When defining report members, you can add to the members lists any host or group of hosts. In case a group of hosts is added, all hosts from this group and subgroups will be processed while generating a report. When you perform the changes to the group content it is automatically reflected in the report, because the group is actually linked. You can review a group content in the members list editor by expanding the group node. If you want to ensure, that specific host will surely be included in the report, you can add that particular host even if it contains in a group already added. The program guarantees that a single host will appear in a report content only once.

To add members to a report, you can use the Add button on the members editor toolbar and the corresponding item from the pop-up menu. The dialog will be opened to let you choose the members from those available in the program to be added. To remote the members from the list, select them in the editor and press the Delete button on the toolbar. You can also choose the Delete item from the pop-up menu.
Report Filter

With Ping Monitor you can filter the report content during the report generation. This feature allows you to flexibly perform dynamic report configuration. For example, you can exclude the hosts that were not monitored during the report period, or those that had no outages. The filter may be specified during the report configuration process [Pic 1].

The report filter editor is similar to the filter editor used for filtering data in trees and tables. You can combine any number of conditions, as well as groups of conditions, with **Or** and **And** operators. You can filter by any field from those available in the statistics data.

When the report is generated, the program checks if each host statistics matches the filter condition and, if not, the host is excluded from the report output. In case all hosts are excluded, the report is not generated and the corresponding message is added to the **Log** view.
Report Outputs

Ping Monitor allows you to send monitors performance and availability reports via e-mail or save them to a reports storage. Each of these outputs can be enabled while configuring a generic or reconfigured report [Pic 1].

When configuring report outputs, you can specify if you would like the report to be sent via e-mail and/or saved to the reports storage. The e-mail generation options are configured within the E-mail Report group, and the saving options in the File Report group. When configuring a detailed report, within the Content group, you can specify if the tables with all state intervals, quality intervals and host events for the report period should be included into the report. You can disable these options to reduce the report size if the corresponding information is not required.

Within the E-mail Report group you can enable the e-mail output using the Send Report via E-mail check box. When sending reports via e-mail, the message body is by default generated using the mail template specified for the report type and sent to the recipients defined in the mail options. For preconfigured reports, you can override e-mail recipients and mail templates on the corresponding tabs of the outputs configuration page.

To enable saving file reports to the reports storage, you should check the Save Report to Storage option within the File Report group. The report can be saved to one of the following formats: Adobe PDF File, HTML Web Page and MIME HTML Document. The format is selected within the Report Format field. The file name to be used for the file created while generating the report is created on a basis of the template defined within the Name Template field. The placeholders that
can be used in the field are described within the Report Name Template Placeholders section of the document. The preview of the file name generated using the specified template is available in the Name Preview field. The file reports are by default saved to the location configured in the storage settings. For preconfigured reports, you can override these settings on the corresponding tab of the outputs configuration page.

**Importing and Exporting Preconfigured Reports**

With Ping Monitor, you can easily import and export reports any time you want. You can export one or all of the available reports to use the exported data as a back-up, to share the reports with your colleagues or simply to import them to another instance of the program. This chapter covers the process of importing and exporting reports.

**Import**

The Import button from the Organize Ribbon group on the Program page can be used to import reports from an XML file with the help of the wizard.

The reports can be imported into Ping Monitor from XML files. The XML file structure is quite complex, so it is not recommended to create it manually. If you want to import the reports into Ping Monitor, press the Import button from the Organize Ribbon group on the Program page, when the Reports view is active. The Import Reports Wizard will appear on the screen [Pic 1].

![Pic 1. The Import Reports Wizard welcome page](image)

The first page of the Import Reports Wizard is the welcome page, which is used to introduce you to the feature the wizard is supposed to help you with. After reading the welcome information, press Next to continue with import.
On the next page of the **Import Reports Wizard**, you are offered to choose the file you are going to import reports from. The file path should be provided in the **Import From** field [Pic 2]. The format and encoding of the XML file with reports is detected automatically.

![Pic 2. Choosing the import source file](image)

The next page offers you to choose the reports to import. By default, all the valid reports are selected [Pic 3].

![Pic 3. Choosing the reports to import](image)
When the reports to import have been chosen, press **Finish**. When the import is done, the reports are added to the program and displayed in the **Reports** view.

### Export

The **Export** button from the **Organize** Ribbon group on the **Program** page should be used to export reports from the program to an XML file that can be used in the future for import.

The reports can be easily exported to the XML file format for future reuse. The reports export can be performed from the **Reports** view. You can choose between exporting all reports and those that are currently selected. To perform export, use an appropriate option from the drop-down of the **Export** button from the **Organize** Ribbon group on the **Program** page. The **Export Reports Wizard** will appear on the screen ([Pic 4](#)).

**Pic 4. The Export Reports Wizard welcome page**

The first page of the **Export Reports Wizard** is the welcome page, which is used to introduce you to the feature the wizard is supposed to help you with. After reading the welcome information, press **Next** to continue with export.
On the next page you are offered to choose the file you are going to save the reports to and the format options. The file path should be provided in the **Export To** field [Pic 5].

![Pic 5. Configuring export options](image)

When the file path and the encoding are chosen, press **Finish** to proceed with export. The file containing the reports’ information will be created in the location according to the path specified. The file created during export can be used in the future to import the reports back to the program.

Now you are fully introduced to the reports export and import capabilities of Ping Monitor and can use them in future to solve your tasks.
Chapter 7: Using Placeholders

Ping Monitor supports a flexible configuration of custom actions definitions, report file names and e-mail message templates - this flexibility is achieved by allowing the use of placeholders to form the templates and command line parameters of actions. This part of the guide describes the placeholders that can be used in templates for notification messages sent by e-mail in case of certain events, in report file names and in definitions of custom actions.

Notification E-mail Placeholders

This part of the guide describes the placeholders that can be used in the templates for the notification messages sent by e-mail in case of certain events. There are state and quality notification messages, summary report messages and detailed report messages. Each of them is described below. Along with the described placeholders, you can use the custom fields, if defined.

Host State Notifications

Host state notification placeholders can be used for notification messages that are sent when the host state changes. The following placeholders can be used:

<table>
<thead>
<tr>
<th>Placeholder</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>%REMOTE_HOST%</td>
<td>the remote host being monitored, including the host label, if defined;</td>
</tr>
<tr>
<td>%REMOTE_HOST_ADDRESS%</td>
<td>the address of the remote host being monitored;</td>
</tr>
<tr>
<td>%REMOTE_HOST_LABEL%</td>
<td>the label of the remote host being monitored;</td>
</tr>
<tr>
<td>%REMOTE_HOST_IP%</td>
<td>the resolved IP address of the remote host;</td>
</tr>
<tr>
<td>%REMOTE_HOST_GROUP%</td>
<td>the group the remote host belongs to;</td>
</tr>
<tr>
<td>%REMOTE_HOST_DESCRIPTION%</td>
<td>the description of the remote host being monitored;</td>
</tr>
<tr>
<td>%STATE%</td>
<td>the current host state, either Up or Down;</td>
</tr>
<tr>
<td>%CONNECTION_STATUS%</td>
<td>the current connection status. It can be either 'lost', or 'restored'. The</td>
</tr>
<tr>
<td></td>
<td>reason for ping failure is never added;</td>
</tr>
<tr>
<td>%SHORT_CONNECTION_STATUS%</td>
<td>the current connection status. It can be either 'lost', or 'restored'. The</td>
</tr>
<tr>
<td></td>
<td>reason for ping failure is never added;</td>
</tr>
<tr>
<td>%CHANGE_TIME%</td>
<td>the date and time the connection status was changed at;</td>
</tr>
<tr>
<td>%OCCURRENCE%</td>
<td>the number of notification sent for this event (useful for recurring</td>
</tr>
<tr>
<td></td>
<td>notifications);</td>
</tr>
<tr>
<td>%LOCAL_HOST%</td>
<td>the machine name;</td>
</tr>
<tr>
<td>%RUNNING_PRODUCT%</td>
<td>the running program name;</td>
</tr>
<tr>
<td>%PRODUCT_VERSION%</td>
<td>the current version of the running program;</td>
</tr>
<tr>
<td>%TIME%</td>
<td>the current time;</td>
</tr>
<tr>
<td>%DATE%</td>
<td>the current date;</td>
</tr>
<tr>
<td>%DATETIME%</td>
<td>the current date and time;</td>
</tr>
<tr>
<td>%UTC_OFFSET%</td>
<td>the current UTC offset;</td>
</tr>
</tbody>
</table>
%YEAR% the current year.

In case of the **On Connection Restore** notification, you can use the following additional placeholders:

<table>
<thead>
<tr>
<th>Placeholder</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>%OUTAGE_DURATION%</td>
<td>the duration of the outage that has ended;</td>
</tr>
<tr>
<td>%OUTAGE_START_TIME%</td>
<td>the start time of the outage that has ended;</td>
</tr>
<tr>
<td>%OUTAGE_END_TIME%</td>
<td>the end time of the outage that has ended.</td>
</tr>
</tbody>
</table>

**Connection Quality Notifications**

Connection quality notification placeholders can be used for notification messages that are sent when the connection quality changes. The following placeholders can be used:

<table>
<thead>
<tr>
<th>Placeholder</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>%REMOTE_HOST%</td>
<td>the remote host being monitored, including the host label, if defined;</td>
</tr>
<tr>
<td>%REMOTE_HOST_ADDRESS%</td>
<td>the address of the remote host being monitored;</td>
</tr>
<tr>
<td>%REMOTE_HOST_LABEL%</td>
<td>the label of the remote host being monitored;</td>
</tr>
<tr>
<td>%REMOTE_HOST_IP%</td>
<td>the resolved IP address of the remote host;</td>
</tr>
<tr>
<td>%REMOTE_HOST_GROUP%</td>
<td>the resolved IP address of the remote host;</td>
</tr>
<tr>
<td>%REMOTE_HOST_DESCRIPTION%</td>
<td>the description of the remote host being monitored;</td>
</tr>
<tr>
<td>%QUALITY%</td>
<td>the current connection quality, one of the following: Good, Warning, Bad or Critical;</td>
</tr>
<tr>
<td>%CHANGE_TIME%</td>
<td>the date and time the connection status was changed at.</td>
</tr>
<tr>
<td>%OCCURRENCE%</td>
<td>the number of notification sent for this event (useful for recurring notifications);</td>
</tr>
<tr>
<td>%LOCAL_HOST%</td>
<td>the machine name;</td>
</tr>
<tr>
<td>%RUNNING_PRODUCT%</td>
<td>the running program name;</td>
</tr>
<tr>
<td>%PRODUCT_VERSION%</td>
<td>the current version of the running program;</td>
</tr>
<tr>
<td>%TIME%</td>
<td>the current time;</td>
</tr>
<tr>
<td>%DATE%</td>
<td>the current date;</td>
</tr>
<tr>
<td>%DATETIME%</td>
<td>the current date and time;</td>
</tr>
<tr>
<td>%YEAR%</td>
<td>the current year.</td>
</tr>
</tbody>
</table>

**Summary Report**

For the e-mail messages, sent as summary reports you can use the following placeholders:

<table>
<thead>
<tr>
<th>Placeholder</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>%REPORT_NAME%</td>
<td>the name of the generated report;</td>
</tr>
<tr>
<td>%REPORT_DESCRIPTION%</td>
<td>the description of the generated report;</td>
</tr>
<tr>
<td>%REPORT_TYPE%</td>
<td>the type of the generated report;</td>
</tr>
<tr>
<td>%REPORT_PERIOD%</td>
<td>the period the report is generated for;</td>
</tr>
<tr>
<td>%SUMMARY_TABLE%</td>
<td>the table with the summary information on hosts availability and ping performance;</td>
</tr>
</tbody>
</table>
%LOCAL_HOST%  the machine name;
%RUNNING_PRODUCT%  the running program name;
%PRODUCT_VERSION%  the current version of the running program;
%TIME%  the current time;
%DATE%  the current date;
%DATETIME%  the current date and time;
%UTC_OFFSET%  the current UTC offset;
%YEAR%  the current year.

**Detailed Report**

For the detailed report, the message body is generated for each host separately, and the header and footer are generated only once. So, the placeholders standing for any information on a single host can be used only within the message body. The following placeholders are available:

%REPORT_NAME%  the name of the generated report;
%REPORT_DESCRIPTION%  the description of the generated report;
%REPORT_TYPE%  the type of the generated report;
%REPORT_PERIOD%  the period the report is generated for;
%REMOTE_HOST_EXT%  the remote host being monitored, including the host label, if defined, and footnote sign, if required;
%REMOTE_HOST%  the remote host being monitored, including the host label, if defined;
%REMOTE_HOST_ADDRESS%  the address of the remote host being monitored;
%REMOTE_HOST_LABEL%  the label of the remote host being monitored;
%REMOTE_HOST_GROUP%  the group the remote host belongs to;
%REMOTE_HOST_DESCRIPTION%  the description of the remote host being monitored;
%ACTIVITY_TIME%  the time span the host was monitored for during the report period;
%PAUSE_TIME%  the time span the host monitoring was paused for during the report period;
%MIN_LATENCY%  the smallest value from all round-trip times of packets successfully delivered during the report period in milliseconds;
%MAX_LATENCY%  the largest value from all round-trip times of packets successfully delivered during the report period in milliseconds;
%AVG_LATENCY%  the arithmetic mean of all round-trip times of packets successfully delivered during the report period in milliseconds;
%LATENCY_DEVIATION%  the standard deviation from the average latency value for all round-trip times of packets successfully delivered during the report period in milliseconds;
<table>
<thead>
<tr>
<th>Placeholder</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>%LATENCY_CV%</td>
<td>the percentage ratio of the latency deviation to the average latency calculated for all round-trip times of packets successfully delivered during the specified time period;</td>
</tr>
<tr>
<td>%UPTIME%</td>
<td>the percentage ratio of the host uptime to the whole non-pending time during the report period;</td>
</tr>
<tr>
<td>%OUTAGES_COUNT%</td>
<td>the number of outages that took place during the report period;</td>
</tr>
<tr>
<td>%UPTIME_INTERVAL%</td>
<td>a time span the connection to the host was up during the report period;</td>
</tr>
<tr>
<td>%DOWNTIME_INTERVAL%</td>
<td>a time span the connection to the host was down during the report period;</td>
</tr>
<tr>
<td>%SHORTEST_OUTAGE%</td>
<td>the shortest outage that took place during the report period;</td>
</tr>
<tr>
<td>%LONGEST_OUTAGE%</td>
<td>the longest outage that took place during the report period;</td>
</tr>
<tr>
<td>%PACKET_LOSS%</td>
<td>the percentage ratio of the number of lost packets to the number of packets being sent during the report period;</td>
</tr>
<tr>
<td>%LOST_PACKETS_COUNT%</td>
<td>the number of lost packets during the report period;</td>
</tr>
<tr>
<td>%DELIVERED_PACKETS_COUNT%</td>
<td>the number of delivered packets during the report period;</td>
</tr>
<tr>
<td>%MOS%</td>
<td>the mean opinion score, a well-established metric for obtaining the quality of VoIP based on the latency characteristics and packet loss percentage for all packets sent during the report period;</td>
</tr>
<tr>
<td>%GOOD_QUALITY_PERCENTAGE%</td>
<td>the percentage ratio of the time with good connection quality to the whole non-pending time during the report period;</td>
</tr>
<tr>
<td>%WARNING_QUALITY_PERCENTAGE%</td>
<td>the percentage ratio of the time with warning connection quality to the whole non-pending time during the report period;</td>
</tr>
<tr>
<td>%BAD_QUALITY_PERCENTAGE%</td>
<td>the percentage ratio of the time with bad connection quality to the whole non-pending time during the report period;</td>
</tr>
<tr>
<td>%CRITICAL_QUALITY_PERCENTAGE%</td>
<td>the percentage ratio of the time with critical connection quality to the whole non-pending time during the report period;</td>
</tr>
<tr>
<td>%GOOD_QUALITY_INTERVAL%</td>
<td>a time span the connection quality to the host was good during the report period;</td>
</tr>
<tr>
<td>%WARNING_QUALITY_INTERVAL%</td>
<td>a time span the connection quality to the host was warning during the report period;</td>
</tr>
<tr>
<td>%BAD_QUALITY_INTERVAL%</td>
<td>a time span the connection quality to the host was bad during the report period;</td>
</tr>
<tr>
<td>%CRITICAL_QUALITY_INTERVAL%</td>
<td>a time span the connection quality to the host was critical during the report period;</td>
</tr>
<tr>
<td>%UPTIME_COLOR%</td>
<td>the color used to draw the uptime box;</td>
</tr>
<tr>
<td>%PACKET_LOSS_COLOR%</td>
<td>the color used to draw the packet loss box;</td>
</tr>
<tr>
<td>%OUTAGES_COLOR%</td>
<td>the color used to draw the outages box;</td>
</tr>
</tbody>
</table>
Custom Actions Definition Placeholders

This part of the guide describes the placeholders that can be used in custom actions definitions. You can use these placeholders for forming both the path to the action to be executed and the command line parameters of the action. Do not forget to quote the placeholder or the combination of placeholders used as a command line parameter. The following placeholders can be used for the custom actions definition:

<table>
<thead>
<tr>
<th>Placeholder</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>%REMOTE_HOST%</td>
<td>the remote host being monitored, including the host label, if defined;</td>
</tr>
<tr>
<td>%REMOTE_HOST_ADDRESS%</td>
<td>the address of the remote host being monitored;</td>
</tr>
</tbody>
</table>

The following placeholders can be used for the custom actions definition:

<table>
<thead>
<tr>
<th>Placeholder</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>%REMOTE_HOST%</td>
<td>the remote host being monitored, including the host label, if defined;</td>
</tr>
<tr>
<td>%REMOTE_HOST_ADDRESS%</td>
<td>the address of the remote host being monitored;</td>
</tr>
</tbody>
</table>
Using Placeholders

<table>
<thead>
<tr>
<th>Placeholder</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>%REMOTE_HOST_LABEL%</td>
<td>the label of the remote host being monitored;</td>
</tr>
<tr>
<td>%REMOTE_HOST_IP%</td>
<td>the resolved IP address of the remote host;</td>
</tr>
<tr>
<td>%REMOTE_HOST_GROUP%</td>
<td>the group the remote host belongs to;</td>
</tr>
<tr>
<td>%REMOTE_HOST_DESCRIPTION%</td>
<td>the description of the remote host being monitored;</td>
</tr>
<tr>
<td>%CHANGE_TIME%</td>
<td>the date and time the notification is triggered at;</td>
</tr>
<tr>
<td>%OCCURRENCE%</td>
<td>the number of action called for this event (useful for recurring notifications);</td>
</tr>
<tr>
<td>%LOCAL_HOST%</td>
<td>the name of the machine on which the product is running;</td>
</tr>
<tr>
<td>%RUNNING_PRODUCT%</td>
<td>the running product name;</td>
</tr>
<tr>
<td>%PRODUCT_VERSION%</td>
<td>the current version of the running product;</td>
</tr>
<tr>
<td>%TIME%</td>
<td>the current time in a long format;</td>
</tr>
<tr>
<td>%DATE%</td>
<td>the current date in a short format;</td>
</tr>
<tr>
<td>%DATETIME%</td>
<td>the current date with the current time;</td>
</tr>
<tr>
<td>%UTC_OFFSET%</td>
<td>the current UTC offset;</td>
</tr>
<tr>
<td>%YEAR%</td>
<td>the current year.</td>
</tr>
</tbody>
</table>

For the actions handling host state changes, you can also use the following placeholders:

<table>
<thead>
<tr>
<th>Placeholder</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>%STATE%</td>
<td>the current host state, either Up or Down;</td>
</tr>
<tr>
<td>%CONNECTION_STATUS%</td>
<td>the current connection status. It can be either 'lost', or 'restored'. For the 'lost' status, the reason for ping failure is added. If you do not want to see the reason, use the %SHORT_CONNECTION_STATUS% placeholder;</td>
</tr>
<tr>
<td>%SHORT_CONNECTION_STATUS%</td>
<td>the current connection status. It can be either 'lost', or 'restored'. The reason for ping failure is never added.</td>
</tr>
</tbody>
</table>

In case of the **On Connection Restore** action, you can use the following additional placeholders:

<table>
<thead>
<tr>
<th>Placeholder</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>%OUTAGE_DURATION%</td>
<td>the duration of the outage that has ended;</td>
</tr>
<tr>
<td>%OUTAGE_START_TIME%</td>
<td>the start time of the outage that has ended;</td>
</tr>
<tr>
<td>%OUTAGE_END_TIME%</td>
<td>the end time of the outage that has ended.</td>
</tr>
</tbody>
</table>

And for the actions handling connection quality changes, the following placeholder can be used:

<table>
<thead>
<tr>
<th>Placeholder</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>%QUALITY%</td>
<td>the current connection quality, one of the following: Good, Warning, Bad or Critical.</td>
</tr>
</tbody>
</table>

**Report Name Template Placeholders**

Ping Monitor allows you to use placeholders when defining a name template for the file output of monitoring data reports. You can use the following placeholders when specifying the template:

<table>
<thead>
<tr>
<th>Placeholder</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>%REPORT_NAME%</td>
<td>the name of the report being generated;</td>
</tr>
<tr>
<td>%REPORT_DATE%</td>
<td>the report generation date in the 'yyyy.MM.dd' format;</td>
</tr>
<tr>
<td>%REPORT_TIME%</td>
<td>the report generation time in the 'HH.mm.ss' format;</td>
</tr>
</tbody>
</table>
Report Footer Placeholders

Ping Monitor allows you to use placeholders when defining a template for the report footer while configuring options on the Reports Customization preference page. You can use the following placeholders when specifying the footer template:

<table>
<thead>
<tr>
<th>Placeholder</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>%LOCAL_HOST%</td>
<td>the name of the machine on which the product is running;</td>
</tr>
<tr>
<td>%RUNNING_PRODUCT%</td>
<td>the running product name;</td>
</tr>
<tr>
<td>%PRODUCT_VERSION%</td>
<td>the current version of the running product;</td>
</tr>
<tr>
<td>%TIME%</td>
<td>the report generation time in a long format;</td>
</tr>
<tr>
<td>%DATE%</td>
<td>the report generation date in a short format;</td>
</tr>
<tr>
<td>%DATETIME%</td>
<td>the report generation date with the report generation time;</td>
</tr>
<tr>
<td>%UTC_OFFSET%</td>
<td>the current UTC offset;</td>
</tr>
<tr>
<td>%YEAR%</td>
<td>the current year.</td>
</tr>
</tbody>
</table>

External Tools Placeholders

Ping Monitor allows you to use placeholders when defining a command to be launched as the external tool from the host's pop-up menu. You can use the following placeholders when specifying the command:

<table>
<thead>
<tr>
<th>Placeholder</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>%REMOTE_HOST%</td>
<td>the remote host being monitored, including the host label, if defined;</td>
</tr>
<tr>
<td>%REMOTE_HOST_ADDRESS%</td>
<td>the address of the remote host being monitored;</td>
</tr>
<tr>
<td>%REMOTE_HOST_LABEL%</td>
<td>the label of the remote host being monitored;</td>
</tr>
<tr>
<td>%REMOTE_HOST_IP%</td>
<td>the resolved IP address of the remote host;</td>
</tr>
<tr>
<td>%REMOTE_HOST_GROUP%</td>
<td>the group the remote host belongs to;</td>
</tr>
<tr>
<td>%REMOTE_HOST_DESCRIPTION%</td>
<td>the description of the remote host being monitored;</td>
</tr>
<tr>
<td>%LOCAL_HOST%</td>
<td>the name of the machine on which the product is running;</td>
</tr>
<tr>
<td>%RUNNING_PRODUCT%</td>
<td>the running product name;</td>
</tr>
<tr>
<td>%PRODUCT_VERSION%</td>
<td>the current version of the running product;</td>
</tr>
<tr>
<td>%TIME%</td>
<td>the report generation time in a long format;</td>
</tr>
<tr>
<td>%DATE%</td>
<td>the report generation date in a short format;</td>
</tr>
<tr>
<td>%DATETIME%</td>
<td>the report generation date with the report generation time;</td>
</tr>
<tr>
<td>%YEAR%</td>
<td>the current year.</td>
</tr>
</tbody>
</table>
Chapter 8: Events Logging

Ping Monitor stores the events taken place during hosts monitoring and when executing generic operations. The monitoring events are stored per host and are available for reviewing within the **Event** page of the detailed host statistics within the **Statistics** view. The most important of the monitoring events, those are notifications on host state and connection quality changes, are also available within the **Connectivity Events** view, so that you can review those events for multiple hosts at once. Those events, that are not directly connected to hosts monitoring, are displayed within the **Log** view.

Both the event viewers and the log are designed in a manner that helps you easily analyze the monitored host status changes and troubleshoot problems taking place while the program is in use. The events databases may grow continually, thus slowing down the program loading and response time. To prevent this, you can either clear the event logs manually, or allow the program to perform the clean-up automatically on a regular basis. The options for automatic events deletion are available on the **Connectivity Events** and **Log Configuration** preference pages.

In this chapter, we will explain how to analyze the events views and the log and describe the option of exporting events to a simple format.
Reviewing Monitoring Events

Ping Monitor allows you to review each and every event that has happened while monitoring connection to a remote host. The per host events are available on the **Events** page of the detailed host statistics within the **Statistics** view [Pic 1]. Each entry in the view has a severity icon, a title and a description. From the title, you can understand which event is logged; the description provides you with the detailed message; and the severity icon can be used to quickly understand if the event needs high level of attention.

![Pic 1. Host monitoring events](image)

The events in the **Statistics** view cover all aspects of host monitoring. They state when the monitoring was started and stopped, displaying brief session statistics on stop; they show when the host state or connection quality has changed, and display if there any problems with sending notifications and performing custom actions for the host being reviewed.
Quite often, you do not need to review the detailed list of events for each host, but would like to get to know quickly the host state and/or connection quality changes that took place, without browsing events for each and every host. The events available on the Connectivity Events view are used to solve the task.

From this view, you can always get information only for important host state or connection quality changes, depending on the selected view mode. The view is optimized for displaying the connectivity events only and provides you with an ability to group by event type and/or host.

We hope you'll find it comfortable to review both detailed per host monitoring events and connectivity events.
Exporting Monitoring Events

With Ping Monitor, you can easily export the monitoring events to the CSV file format for future analysis or processing by an automated tool. You can export events displayed within the Events page of the Statistics view and within the Connectivity Events view. To export the events, click the Export button from the toolbar. You are proposed to choose between exporting the selected events and all displayed events. Also you can press the Export button from the Organize Ribbon group on the Program page, when the view is focused. It is also possible to use the pop-up menu of the view to export events. The Export Events Wizard will appear on the screen Pic 1.

![Pic 1. The Export Events Wizard welcome page](image)

The first page of the Export Events Wizard is the welcome page used to introduce you to the feature the wizard is supposed to help you with. After reading the welcome information, press Next to continue with export.
On the next page of the **Export Events Wizard**, you are offered to choose a file you are going to save the events to and the CSV format options. The file path should be provided to the **Export To** field [Pic 2]. You can choose the encoding to be used for saving the data as well as the field delimiter and the text qualifier. While performing export, you may also define if you would like the column header to be present in the resulting file, which would make it easier for you to identify each column – this feature can be enabled using the **Include column header** option.

After you are ready with configuring the export options, press **Finish** to proceed with export. The file containing the events will be created in the path specified.

The CSV file with the connectivity events consists of four columns, which are the following:

<table>
<thead>
<tr>
<th>Index</th>
<th>Header</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Type</td>
<td>The type of the generated connectivity event.</td>
</tr>
<tr>
<td>2</td>
<td>Host</td>
<td>The host the event is generated for.</td>
</tr>
<tr>
<td>3</td>
<td>Description</td>
<td>The logged event description.</td>
</tr>
<tr>
<td>4</td>
<td>Time</td>
<td>The time when the event was logged.</td>
</tr>
</tbody>
</table>

Sample exported data in the CSV format

"Type","Host","Description","Time"

"Up","h-00632.emcosoftware.com","The state of the 'h-00632.emcosoftware.com' host was changed to 'Up'. The connection was restored after being down for 00:00:19.","2019-08-05 02:12:19"

"Down","h-00632.emcosoftware.com","The state of the 'h-00632.emcosoftware.com' host was changed to 'Down'. The connection was lost. Ping reply was not received within the allotted time (IP status: 11010).","2019-08-05 02:12:00"

"Up","h-00261.emcosoftware.com","The state of the 'h-00261.emcosoftware.com' host was changed to 'Up'. The connection was restored after being down for 00:00:09.","2019-08-05 02:11:55"
The CSV file with the host monitoring events consists of five columns, which are the following:

<table>
<thead>
<tr>
<th>Index</th>
<th>Header</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Title</td>
<td>The logged event title.</td>
</tr>
<tr>
<td>2</td>
<td>Severity</td>
<td>The logged event severity level.</td>
</tr>
<tr>
<td>3</td>
<td>Description</td>
<td>The logged event description.</td>
</tr>
<tr>
<td>4</td>
<td>Time</td>
<td>The time when the event was logged.</td>
</tr>
<tr>
<td>5</td>
<td>Error Code</td>
<td>The error code for the event, if any.</td>
</tr>
</tbody>
</table>

Sample exported data in the CSV format

"Title","Severity","Description","Time","Error Code"

"Connection Quality","Information","The connection quality for the 'h-00020.emcosoftware.com' host was changed to 'Warning'.","2019-08-05 01:43:50",

"Host State","Information","The state of the 'h-00020.emcosoftware.com' host was changed to 'Up'. The connection was restored after being down for 00:00:09.","2019-08-05 01:41:40",

"Host State","Warning","The state of the 'h-00020.emcosoftware.com' host was changed to 'Down'. The connection was lost. Ping reply was not received within the allotted time (IP status: 11010).","2019-08-05 01:41:31"
"Connection Quality","Information","The connection quality for the 'h-00020.emcosoftware.com' host was changed to 'Bad'.","2019-08-05 01:41:21",

"Connection Quality","Information","The connection quality for the 'h-00020.emcosoftware.com' host was changed to 'Warning'.","2019-08-05 01:38:40",

"Host State","Information","The state of the 'h-00020.emcosoftware.com' host was changed to 'Up'. The connection was restored after being down for 00:00:09.","2019-08-05 01:37:00",

"Host State","Warning","The state of the 'h-00020.emcosoftware.com' host was changed to 'Down'. The connection was lost. Ping reply was not received within the allotted time (IP status: 11010).","2019-08-05 01:36:51",

"Connection Quality","Information","The connection quality for the 'h-00020.emcosoftware.com' host was changed to 'Bad'.","2019-08-05 01:36:46",

"Connection Quality","Information","The connection quality for the 'h-00020.emcosoftware.com' host was changed to 'Warning'.","2019-08-05 01:31:04",

"Host State","Information","The state of the 'h-00020.emcosoftware.com' host was changed to 'Up'. The connection was restored after being down for 00:00:59.","2019-08-05 01:28:29",

**Analyzing Log**

The main purpose of the Log view is to help you understand if the execution has succeeded and troubleshoot problems if any have occurred. Each entry in the log has a severity icon, a title, and a description, and possibly a hint on solving the problem, if any. From the title, you can understand which operation has been performed and which resource has been operated; the description provides you with the result message, a hint is used to provide you with an advice on solving the problem, if any; and the severity icon can be used to quickly understand if the operation has fully succeeded.

For example, let us take a closer look at the following result set in the log [Pic 1](#).

![Pic 1. Sample logged events](#)

The picture above shows the set of result we received after performing an operation. As we can see, most of the logged events are informational, but some stand for problems. We need to find out what caused the problem and what should be done to avoid it in future. Also, it may be interesting to go through the warnings to see if anything wrong is going on.

After the events have been reviewed and all the problems have been solved, you can run the operation again and ensure that it completes successfully.
Exporting Log

With Ping Monitor, you can easily export the log to the CSV file format for future analysis or processing by an automated tool. To export the logged events, click the Export button from the Log view toolbar. You are proposed to choose between exporting the selected events and all events. You can also press the Export button from the Organize Ribbon group on the Program page when the Log view is in focus. It is also possible to use the pop-up menu of the Log view to export logged events. The Export Log Wizard will appear on the screen [Pic 1].

The first page of the Export Log Wizard is the welcome page used to introduce you to the feature the wizard is supposed to help you with. After reading the welcome information press Next to continue with export.
On the next page of the **Export Log Wizard**, you are offered to choose a file you are going to save the logged events to and the CSV format options. The file path should be provided to the **Export To** field. You can choose the encoding to be used for saving the data as well as, the field delimiter and the text qualifier. While performing exporting, you may also define if you would like the column header to be present in the resulting file, which would make it easier for you to identify each column – this feature option can be enabled using the **Include column header** option.

![Pic 2. Configuring the export options](image)

After you are ready with configuring the export options, press **Finish** to proceed with export. The file containing the logged events will be created in the path specified.

The CSV file with the exported data consists of six columns, which are the following:

<table>
<thead>
<tr>
<th>Index</th>
<th>Header</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Path</td>
<td>The path to the logged event in the log tree.</td>
</tr>
<tr>
<td>2</td>
<td>Title</td>
<td>The logged event title.</td>
</tr>
<tr>
<td>3</td>
<td>Severity</td>
<td>The logged event severity level.</td>
</tr>
<tr>
<td>4</td>
<td>Description</td>
<td>The logged event description.</td>
</tr>
<tr>
<td>5</td>
<td>Time</td>
<td>The time when the event occurred.</td>
</tr>
<tr>
<td>6</td>
<td>Error Code</td>
<td>The error code for the event, if any.</td>
</tr>
</tbody>
</table>

Sample exported logged events in the CSV format

"Path","Title","Severity","Description","Time","Error Code"
"Clear Application Log","Clear Application Log","Information","The operation was completed successfully.","2015-09-14 13:47:40", ""

Now you are introduced to the log export and export data file format and can use the export feature for the log analysis without any misunderstanding.
Chapter 9: Program Preferences

Ping Monitor comes with a wide range of settings that users can adjust to suit their needs. Every preference page has a detailed description of its content and of the feature it is used to configure. You can configure almost everything: the program behavior in respect to the System Tray, the database location, the proxy settings to be used to connect to the Internet, etc. To reach the program preferences, click the Preferences button available from the Application Menu. Also, the clickable Ribbon groups’ glyphs open the preference pages that configure the functionality encapsulated by this group.

Monitoring Part

The Monitoring part of the program preferences should be used to configure the monitoring process settings. It is possible to configure the connection monitor behavior, gateway options, monitoring intervals and automation settings. To open the Preferences dialog, click the Preferences button available from the Application Menu. Configure the available settings to suit your needs best.
Monitor Settings

Ping Monitor monitors the remote host availability using the specified monitor settings. These settings can be specified on the Monitor Settings preference page \(\text{Pic 1}\). You can activate this page by clicking the glyph of the Activity Ribbon group on the Home Ribbon page, or clicking the Preferences button from the Application Menu and selecting the Monitor Settings link on the navigation bar on the left in the opened dialog.

![Monitor Settings](image)

\(\text{Pic 1. Configuring the Monitor Settings}\)

The following ping options can be configured:

- **Regular Pings Interval** is the time span in seconds between pings if the host is currently in a stable state. The state is considered stable as soon as it is confirmed by the specified number of lost/delivered packets in a row;

- **Up Check Attempts** is the number of delivered packets in a row that could be interpreted as an established connection to a remote host;

- **Down Check Attempts** is the number of lost packets in a row that could be interpreted as a lost connection to a remote host;

- **State Check Interval** is the time span in seconds between pings if host state is currently unstable, i.e. not confirmed as up or down;
- **Ping Timeout** is the time span in milliseconds for the ping command to wait for a response from a remote host;
- **Packet Size** is the size in bytes of the packet sent with an ICMP echo request;
- **Time To Live (TTL)** is the time-to-live for the packet being sent. It is reduced by every host on the route to the destination. If the TTL field reaches zero before the packet arrives, such packet is discarded and an error is sent back. The purpose of the TTL field is to avoid a situation in which an undeliverable packet would keep circulating in the Internet.

With EMCO Ping Monitor Professional, it is possible not only to set a common monitoring configuration, but also to provide a specific configuration for each host individually. See the [Overriding Common Settings](#) part of this document for details.
Connection Quality

Along with host state monitoring, Ping Monitor allows you to monitor the quality of connection to remote hosts, based on the set of the latest ping replies. The parameters used for connection quality calculation can be specified on the Connection Quality preference page [Pic 1]. To reach this page, click the Preferences button from the Application Menu and selecting the Connection Quality link on the navigation bar on the left in the opened dialog.

When calculating a connection quality, Ping Monitor can use such characteristics as the percentage of lost packets, the latency percentile and the latency jitter. The Sample Size field is used to specify the number of most latest pings to be used for quality calculation. Ping Monitor can estimate the connection quality when the sample is incomplete, i.e. the number of responses in the sample is below its size. The Estimate Quality Since field is used to specify the minimum number of responses sufficient to estimate the connection quality, while it will be considered Pending with a lower number of responses.

A connection quality is considered Critical in case all packets from the sample are lost. For the Bad and Warning quality, you can specify the conditional values to check for packet loss percentage, latency and jitter. In case no condition is reached, the connection quality is treated as Good.
The packet loss percentage is a ratio of the number of lost packets from the sample to the number of packets sent within the same sample. The latency percentile separates the greater and lesser parts of a round-trip times data set. The percentile specified in the Latency Percentile field is used. The sample for calculation is built from a specified number of the latest delivered packets. The jitter is calculated as a packet delay variation for a sample of delivered packets of a specified length with reference to the specifications defined in RFC-1889. If you prefer not to use latency percentile or jitter in quality calculation, you can uncheck the appropriate options.

With EMCO Ping Monitor Professional, it is possible not only to set a common connection quality monitor configuration, but also to provide a specific one for each host individually. See the Overriding Common Settings part of this document for details.
Gateway Options

Ping Monitor can check that either a packet sent to remote host has been lost or the PC hosting the monitoring software has lost connection to the network the host is located in by pinging a specific gateway. This feature is provided to protect the user from a false-positive detection of outages and connection quality problems. In case the gateway is unreachable, the host state and quality is not changed until it is confirmed by a successful ping to the gateway.

The gateway configuration is set up on the Gateway Options preference page. To access the Gateway Options preference page, press the Preferences button from the Application Menu and select the Gateway Options link in the navigation bar on the left in the dialog that opens.

If you want to enable the failed pings confirmation by checking a specific gateway for accessibility, you should check the Check gateway connectivity to confirm ping failures option and provide the address of the gateway to ping to the Gateway IP field. The size of the packet to sent to the gateway, the ping operation timeout and the time-to-live for the ping packet can be specified in the appropriate fields, if required. As soon as this check is enabled, a ping to a remote host will be treated as failed only if the gateway is reachable.

With EMCO Ping Monitor Professional, it is possible not only to set a common gateway options, but also to provide a specific one for each host individually. See the Overriding Common Settings part of this document for details.
Intervals

Ping Monitor allows you to restrict the monitoring time to specific time intervals on certain week days, thus you can configure the monitoring to pause automatically when it is not required. This configuration is available on the Intervals preference page [Pic 1]. You can activate this page by clicking the Preferences button from the Application Menu and selecting the Intervals link on the navigation bar on the left in the opened dialog.

You can choose if you would like the hosts to be monitored only on specific week days and/or within specific hours. After you start the monitoring process, it is managed by the program automatically: if the current time is not within the monitoring intervals, monitoring is automatically paused until the monitoring interval is reached again.
Automation

Ping Monitor comes with a range of automation features that allow you to start, stop and pause monitoring automatically. The configuration of such features is available on the Automation preferences page [Pic 1]. You can activate this page by clicking the Preferences button from the Application Menu and selecting the Automation link in the navigation bar on the left in the opened dialog.

![Pic 1. Configuring the automation features](image)

Within the Auto-Start Monitoring group, you can choose the action you would like to perform on each server start up: either start monitoring for the hosts included into the auto-start list, or restore the latest monitoring activity suspended during the previous server shut-down, or just leave the monitoring inactive until started manually.

The Auto-stop Monitoring group is designed for you to define the conditions to be used to stop or pause monitoring of a single host. There are two conditions available, namely: On Down State and On Outages Limit. For each condition, you can choose the action to perform in case of this condition between Stop and Pause. For the Pause action, you should define the pause timeout. Let us take a closer look on each condition.

The On Down State condition should be enabled if you would like the host monitoring process to stop/pause automatically if the connection to the host is lost and not reestablished during the interval specified in the Timeout field next to the On Down State option.
The **On Outages Limit** condition provides you with an option to stop/pause the host monitoring process automatically if a defined number of outages have been registered during the specified time interval. The number of outages is defined in the **Count** field, and the time interval to be applied should be provided in the **Interval** field.

With EMCO Ping Monitor Professional, it is possible not only to set a common **Auto-stop Monitoring** configuration, but also to provide a specific configuration for each host individually. See the [Overriding Common Settings](#) part of this document for details.

**Events and Statistics Part**

The Events and Statistics part of the program preferences should be used to configure the notifications and custom actions to be performed upon discovery of certain events during monitoring, statistics and events storing, etc. To open the **Preferences** dialog, click the **Preferences** button available in the **Application Menu**. Configure the available settings to suit your needs best.
Notifications

Another useful feature of Ping Monitor is its ability to send e-mail notifications to any e-mail address, launch custom actions, play specific sounds and show balloon tips when certain events occur. This feature is described in details within the Notifications on Changes to State and Quality section of this document. The notifications can be configured on the Notifications preference page Pic 1, and the messages are sent using the specified E-mail Options. The e-mail message subject and body used for building notification messages are configured on the Mail Templates preferences page, and the placeholders that can be used in the templates are described in the Using Placeholders part of this guide.

To access the notifications configuration, click the Preferences button from the Application Menu and select the Notifications link in the navigation bar on the left in the Preferences dialog. On the page that opens Pic 1, you can enable and disable notifications on certain events as well as create new custom actions for handling different types of connectivity events. It is possible to specify the number of iterations and interval between iterations for notifications, so you can choose to loop the notification for a specific number of times or until the host state or connection quality changes again.

Balloon tips are displayed and sounds are played to notify of each client connected to the server. When disabling such notifications, you disable them only for the client you use at the moment.
With EMCO Ping Monitor Professional, it is possible not only to set a common Notifications configuration, but also to provide a specific configuration for each host individually. See the Overriding Common Settings part of this document for details.

Mail Templates

Mail Templates are used to form e-mail messages sent by Ping Monitor. They can be configured on the Mail Templates preference page [Pic 1]. To access this page, click the Preferences button from the Application Menu and select the appropriate link in the navigation bar on the left of the Preferences dialog within the Events and Statistics group.

[Pic 1. Configuring Mail Templates]

On this page, you are offered to choose a template that you want to review and edit. The template description shows you the use case of the chosen template.
Custom Fields

The custom fields are additional host properties that are defined by end users. You can use the values defined for those properties in the notifications by specifying the custom field name in the pair of % signs, e.g. %CUSTOMER_NAME%. The set of available custom fields is specified on the Custom Fields preferences page. To access this preference page, press the Preferences button from the Application Menu and select the Custom Fields link in the navigation bar on the left in the opened dialog.

To add a new field, just type its name to the Field Name edit and press the Add button. If you want to delete any field, select it in the list and press the Delete button. The field will be deleted and the Field Name input will filled with its name.
Connectivity Events

Ping Monitor stores host state and connection quality events so you can easily review the changes for each and every host. Storing all events over a lengthy period of time can significantly increase the size of the program database and decrease the program performance. To avoid performance issues, it is recommended to optimize the program database by deleting the events that are no longer needed. The program comes with a built-in option to automatically remove the events based on their age.

To configure the conditions for automatic removal, open the program preferences using the Preferences button from the Application Menu and click the Connectivity Events link in the navigation bar on the left of the Preferences dialog within the Events and Statistics group.

You can choose the condition to trigger automatic removal of the events within the Auto Remove Options group. It is possible to remove the events that are older than one day, one week, one month, one year, or instruct Ping Monitor not to remove the events automatically. In any case, you can always remove the events manually from the Connectivity Events view.
Monitoring Statistics

Ping Monitor gathered and stores per host performance and availability data, which is called monitoring statistics, while monitoring remote hosts connectivity. This data consists of the live data, historical data and overall data. The intervals for storing and displaying live data as well as the historical data storing options are available on the Monitoring Statistics preference page. To reach this page, you should open the program preferences using the Preferences button from the Application Menu, and click the Monitoring Statistics link in the navigation bar on the left of the Preferences dialog within the Events and Statistics group.

Within the Live Data group, you can choose the time intervals to be used for storing and displaying the statistics. It is possible to create and delete intervals, as well as enable or disable existing ones. It is possible to define an interval from 5 minutes to 3 days. Specifying large focus intervals will lead to a higher consumption of the system memory and the processor resources while preparing statistics for each host.

The Historical Data group contains the options for historical data storing and automatic deletion. If you do not want to store the historical data at all, you can disable the Store the historical data option. Please take into account, that as long as this option is disabled, it is not possible to review historical data and generate statistical reports for future monitoring sessions. In case you are not interested in raw ping replies data, you can disable its storing by unchecking the Include raw ping replies data option.
reply data box. When this option is disabled, it won't be possible to export raw data, view pings timeline and restore live statistics when restarting the server.

The options for historical data auto remove, allow you to prevent the monitoring data database from continuous growing. You can enable the automatic removal of the historical data that is older than a specific age within the Auto delete drop-down list.

Performance

Ping Monitor calculates remote hosts' performance based on their monitoring statistics for specific time periods. The conditions used for calculating the performance are defined on the Performance preferences page [Pic 1]. You can reach this page by clicking the Preferences button from the Application Menu and selecting the Performance link on the navigation bar on the left in the opened dialog.

![Performance preferences](image)

Pic 1. Specifying performance calculation settings

You can choose from the following characteristics to be used for calculating the performance:

- **Uptime** - a percentage ratio of the host uptime to the whole non-pending period of the host;
- **Packet Loss** - a percentage ratio of the number of lost packets to the number of packets being sent during the specified time period;
• **Average Latency** - an arithmetic mean of all round-trip times of packets successfully delivered during the specified time period;

• **Latency Deviation** - a standard deviation from the average latency value for all round-trip times of packets successfully delivered during the specified time period;

• **Latency Coefficient of Variation** - a percentage ratio of the latency deviation to the average latency calculated for all round-trip times of packets successfully delivered during the specified time period;

• **Mean Opinion Score** - a well-established metric for obtaining the quality of VoIP based on the latency characteristics and packet loss percentage for all packets sent during the specified time period.

In case any of the **Low** conditions is met, the performance is considered **Low**. Next the **Medium** conditions are checked, and if any is met, the performance is **Medium**. If no conditions are met, the performance is treated as **High**. It is possible to disable the performance calculation by unchecking all characteristics.

As for the coefficient of variation (CV), it becomes too sensitive when the average latency is small, it is possible to define the minimum average latency for CV calculation within the **Ignore latency of less than** field.
Reports Storage

Ping Monitor allows you to save performance and availability reports to the reports storage. This storage can be located either locally or on an FTP server. The report storage is configured on the Reports Storage preference page. To reach this page, you should open the program preferences using the Preferences button from the Application Menu, and click the Reports Storage link in the navigation bar on the left of the Preferences dialog within the Events and Statistics group.

![Pic 1. Configuring reports storage](image)

Firstly, you should decide if you would like the reports to be stored in a local storage or uploaded to an FTP server. The Save reports to the local storage radio button should be checked for using the local storage, and the Upload reports to the specified storage on the FTP server – for uploading reports to the server. For the local storage, you can specify a path to the folder to be used for saving reports to in the Storage Location field. It is possible to provide the path manually or pick it from the file system browser, using the button on the right of the editor. The FTP configuration is slightly more complex. The server address should be provided to the FTP Server field. You can use both the host name and the IP address for specification. The next step is to choose if the connection should be encrypted in the Encryption field. In case the server is using a custom port for files transfer, you should provide the port number to the Port field. The Remote Dir field is used to specify the location on the FTP server to upload files to. The credentials for accessing the server are provider to the Username and the Password fields respectively. After the
settings are provided, you can check if the program is able to access the server using the Test connection settings hyperlink.

The report storage settings defined in a program preferences are used by default for all generic and preconfigured reports when generating a file report output. For the preconfigured reports, the settings can be overridden for a specific report during the outputs configuration.

Reports Customization

Ping Monitor enables you to customize the header and the footer of the PDF, HTML and MHT reports generated by the program. The configuration options are available on the Reports Customization preference page. To reach the Reports Customization page, you should open the program preferences using the Preferences button from the Application Menu and click the Reports Customization link in the navigation bar on the left of the Preferences dialog within the Events and Statistics group.

For the report header, you can choose if you would like a custom image to be displayed in the right top corner instead of the EMCO Software logo, and for the footer, you can define a text template. At the bottom of the page, you can see the preview for the header and the footer of a report generated using the defined settings.
To use a custom image, you should use the button of the picture edit. To reach the best rendering results when printing reports, it is recommended that a 125x55 px. 100 DPI image be provided. Smaller images will be centered in the logo area and larger ones will be scaled down to fit the logo area. If you would like to revert to the default header image, you can use the button of the edit.

The report footer template is provided to the Report Footer field. When providing a template, you can use placeholders that are replaced with actual values during the report generation. Refer to the Report Footer Placeholders section of the document.

**Miscellaneous Part**

The Miscellaneous part of the program preferences should be used to configure the common Ping Monitor options, such as the program behavior in respect to the System Tray, the proxy settings to be used to connect to the Internet, etc. To open the Preferences dialog, click the Preferences button available from the Application Menu. Configure the available settings to best suit your needs.
General Settings

Ping Monitor can automatically check for updates for you to always have the latest version of the program and can be added to the Windows startup. You can configure this features from the General Settings preference page. To open this page, click the Preferences button from the Application Menu and select the General Settings link in the navigation bar on the left in the Preferences dialog within the Miscellaneous group.

Pic 1. Configuring general settings

Ping Monitor can check for updates automatically every day or once a week. To enable an automatic checking for updates, check the Automatically check for updates option and choose the checking frequency between Daily and Weekly. You can also define if the program should check for major updates by changing the Automatically check for major updates option value.

If you use a proxy server to connect to the Internet and the required proxy settings are not provided, an automatic check for updates will not take place.

If you want Ping Monitor to be automatically started right after you are logged on to the underlying operating system, enable the Launch at Windows startup option.
E-mail Options

Ping Monitor can send notification e-mails only after your mailbox settings have been configured properly. To perform the mailbox configuration click the Preferences button from the Application Menu and select the E-mail Options link in the navigation bar on the left in the Preferences dialog within the Miscellaneous group.

![Pic 1. Configuring a mailbox](image)

You should specify the mail server host, the encryption type the port to be used for connection to the mail server, the e-mail address to send e-mail messages from, the e-mail message format and the credentials to be used to access the mail server.

Although Ping Monitor supports both explicit and implicit SSL/TLS encryption, it is strongly recommended that explicit SSL/TLS be preferred due to its optimized performance and security. Thus, implicit SSL/TLS should only be used for compatibility with servers that do not support explicit SSL/TLS.
The **Mail Server (SMTP)** value can be provided both as an IP address and as a host name. Ping Monitor supports mail servers that run using SMTP. A mail server configuration may be quite complex. Contact your system administrator to get proper configuration details to be used for accessing your mailbox.

You can send a test e-mail to check the settings provided using an appropriate hyperlink. In the next section, it is described how the settings test works and how you can tell if the e-mail options are configured properly.

**How does the test work?**

After you have configured the e-mail options you can send a test e-mail to check the mail server settings. A test message is generated and sent to the specified recipients and the e-mail address specified in the **E-mail Address** field. If you and the other recipients receive the message, it is assumed that the mail options are configured properly, and there will be no problems with sending notification e-mail messages.

**Program Database**

The program database is a storage used by Ping Monitor to keep all business data and logged events. The program database configuration can be changed on the **Program Database** preference page. To access this page, click the **Preferences** button from the **Application Menu** and select the corresponding link in the navigation bar on the left of the **Preferences** dialog within the **Miscellaneous** group.
By default, Ping Monitor uses the SQLite database management system to store the data within the common application data folder. Using this concept as default, allows you to start using the program without performing additional data storage configuration. The program also supports the Microsoft SQL Server database management system. You can choose the database engine to be used within the Database Management System drop-down list.

For the SQLite database, you can choose a new database location [Pic 1]. You can either choose the predefined database location or provide a path to the database files manually. While choosing the program database location, be aware of the fact that the concurrent access to the database is not supported by Ping Monitor. Please also take into account that full access to the database location folder should be granted to the program for it to operate correctly.
Although the SQLite database is preconfigured and set by default, it is recommended to use the Microsoft SQL Server database if you are going to operate in an enterprise environment, because it provides you with a much higher performance and reliability (Pic 2).

While choosing the Microsoft SQL Server database to be used by Ping Monitor, you should provide the database server name to the **Server Name** field and configure the authentication options. You can choose between **Windows Authentication** and **SQL Server Authentication**. It is strongly recommended by Microsoft that integrated security via **Windows Authentication** be preferred. As soon as you have completed this configuration step, you can press the **Test Connection Settings** hyperlink to check if the database server is accessible.

The next step is choosing the database to store data in. You can either use the default configuration or define the required database manually. When choosing a database from those available on the server, it is also possible to create a new one with default settings having provided its name.

When you apply changes to the program database configuration, the program checks the provided settings for validity. If the specified database is empty, you are proposed to fill it with the data available in the database currently used by the program. This feature allows you to switch to the Microsoft SQL Server database from the SQLite database you are using easily and at any time. Besides, if the server restart is required for the applied changes to take effect, you are immediately prompted to restart the server.
Server Configuration

EMCO Ping Monitor Professional is a client-server application, thus consists of the server and client parts. The common server-specific settings are configured on the Server Configuration preference page. To open the Server Configuration page, click the Preferences button in the Application Menu and press the corresponding link in the navigation bar on the left of the Preferences dialog within the Miscellaneous group.

If enabled, the server part of Ping Monitor can send e-mail notification messages to the administrator in case of any issues with the server. If you are interested in such notifications, just check the corresponding checkbox and provide the administrator e-mail address to the Administrator E-mail field.
External Tools

EMCO Ping Monitor Professional comes with a built-in feature of launching external tools for hosts selected in the Hosts view. A set of available tools is provided on the External Tools preference page [Pic 1]. You can reach this page by choosing the Configure External Tools menu item from the External Tools menu on the host or clicking the Preferences button from the Application Menu and selecting the External Tools link on the navigation bar on the left in the opened dialog.

[Pic 1. Providing external tools]
Ping Monitor is shipped with several predefined tools. You cannot change the command for those tools, but can rename them, if required. Also you can disable any or all of those tools if not found useful. It is possible to create your own commands. Just press the **Add Tool** button and proceed with the required configuration [Pic 2].

![Pic 2. Creating a user-defined external tool](image)

When configuring a tool, you can provide a name to be displayed in the pop-up menu and the command to be launched when the menu is clicked. You can use custom fields and other common placeholders when specifying the command.

The commands order in the menu is controlled via the **Move Up** and **Move Down** buttons. To edit the command, use the **Edit** button, and the **Delete** button should be used to delete the selected external tools.
Proxy Settings

Ping Monitor requires an Internet connection to support the Live Update and Feedback features, as well as be able to upload reports to an FPT server. Therefore, if a proxy server has to be used to connect to the Internet, it should be configured on the Proxy Settings preference page (Pic 1). To access this page, click the Preferences button from the Application Menu and select the appropriate link in the navigation bar on the left in the Preferences dialog within the Miscellaneous group.

On this page, you can configure client and server proxy settings. The client settings are used when checking for updates and providing feedback, the server settings are applied when uploading reports to an FTP server. For the client settings, you may choose among three variants of the proxy configuration. If Auto-detect proxy settings is chosen, the program uses the settings predefined in the Internet Explorer. If Ping Monitor does not have to use a proxy server to connect to the Internet, the Direct connection to the Internet option should be chosen. The Manual proxy configuration option allows you to provide the proxy server address and port manually.

Both for the automatic detection and manual configuration, it is possible to specify if the proxy server requires authentication and what credentials should be used to connect to the proxy server. For the manual configuration, an NTLM authentication can be used (i.e. connection to the proxy server takes place using the credentials of the user currently logged on) by enabling the Use NTLM authentication option.
As for the server settings [Pic 2], the configuration process is the same. The difference is only that it is not possible for the server side to detect proxy settings automatically and use NTLM authentication.

After the proxy settings have been configured, it is possible to test if the Internet connection is available by using the corresponding hyperlink on the bottom of the settings page.
Log Configuration

To configure the Log behavior, click the Preferences button from the Application Menu and switch to the Log Configuration preference page using the appropriate link in the navigation bar on the left in the Preferences dialog within the Miscellaneous group. Here, you can specify the logged events auto-removal options.

Pic 1. The log configuration

Ping Monitor gives you an option of an automatical removal of logged events from its database. The maximum event age can be specified by the Auto remove events option. Choose Do not remove events if you do not want any events to be removed automatically. Anyway, it is always possible to remove logged events by clearing log manually.
System Tray

The Tray icon provides a quick access to some of the program functionality and serves to notify you of any significant changes taking place while the program is running when the main program window is minimized or hidden behind other windows. To configure the program behavior regarding the System Tray, click the Preferences button from the Application Menu and switch to the System Tray preference page using the corresponding link on the navigation bar to the left in the Preferences dialog within the Miscellaneous group [Pic 1].

If you prefer the program main window to be minimized during the program start, you should check the Minimize on startup option.

The Show program icon in System Tray option allows you to choose if the program icon should be shown in the tray. If it is enabled, you may also specify if the program should be hidden from the Windows taskbar when it is minimized to System Tray, and if the main window should be restored from the tray with a single or double click.
Chapter 10: Evaluation of the Program

EMCO Ping Monitor Professional is a shareware product but you can use it as long as the evaluation period does not expire to get a closer introduction to its main features. To activate the program you should enter the License Code EMCO Software provides you with after you have purchased the license for using EMCO Ping Monitor Professional. This chapter will cover the particularities of the evaluation mode, tell you how and where you can get the license code and how you can request the extended evaluation. Read this chapter carefully to face no difficulties during the EMCO Ping Monitor Professional evaluation.
Evaluation Wizard

As long as the EMCO Ping Monitor Professional is not activated on each program startup the Evaluation Wizard [Pic 1] is displayed on the screen, showing you the information about the evaluation process and providing with quick links for the program activation, purchase and extended evaluation request.

![Evaluation Wizard](image)

Pic 1. The EMCO Ping Monitor Professional Evaluation Wizard welcome page
The welcome page of the Evaluation Wizard allows you to choose between four options to continue. Those are Evaluate, Enter License Code, Request extended evaluation and Buy now. Optionally you can press Exit button to close the program. In this section we will help you to choose the option that will best fit your needs.

The Evaluate option shows you the time left until the evaluation period expires. You should choose this option to continue the evaluation process – the wizard will be closed and you can start working with Ping Monitor. You can use the program as long as the evaluation period does not expire to get a closer introduction to its main features.

If you have already purchased the license for using the EMCO Ping Monitor Professional you should choose the Enter License Code option to activate the program. This options also should be chosen if the extended evaluation request has been approved by EMCO Software and you have been provided with the Extended License. If you are having problems with finding the License Code refer to the Where can I get my License Code? section of this document. After choosing the Enter License Code option the program activation page is displayed on the screen.

Pic 2. Activating EMCO Ping Monitor Professional
To activate EMCO Ping Monitor Professional copy and paste the License Code to the input field on this page and press **Activate**.

If the evaluation period has expired and you are not sure you have fully introduced yourself to EMCO Ping Monitor Professional main features you can once request the extended evaluation. As soon as the request is processed by EMCO Software you are provided with the Extended License to prolong the evaluation period. To request the Extended License you should choose the **Request extended evaluation** option. After choosing this option the request form will appear on the screen [Pic 3].

![Pic 3. Requesting an extended evaluation](image)

To request the Extended License fill the fields on the request form regarding the recommendations and press the **Send Request** button.

The **Evaluation Wizard** also provides you with the short cut action that allows you to visit EMCO Software web store. To use this feature choose the **Buy Now** option. The on-line ordering process is fast, easy, and fully secure.
Where can I get my License Code?

After you have purchased the license for using EMCO Ping Monitor Professional our experts will generate the License Code and send it to you via e-mail to the address you have specified during the purchasing process. You are supposed to receive two e-mail messages – one with the License Code written in the message body and one with the attached text file (license.txt), containing the license. It is your choice to use any message because both License Codes are identical.

To activate the program the License Code received via e-mail should be copied and pasted to the program activation form Pic 1. This form can be reached using the Enter License Code button from the Information group on the Ribbon bar or by choosing the appropriate option in the Evaluation Wizard.

Pic 1. Activating EMCO Ping Monitor Professional

To activate Ping Monitor, copy and paste the License Code to the input field and press Activate.
How should I formulate the Extended License request?

The Extended License is used to prolong the evaluation period to get a closer look at EMCO Ping Monitor Professional. This feature can be reached by choosing the appropriate option in the Evaluation Wizard. Here we’ll give you the recommendations on filling the Request extended evaluation form.

![Request Extended Evaluation form](image)

In the Request extended evaluation form you should obligatorily specify your name in the Name field, company name in the Company field and your e-mail address in the E-mail field.

Though the Comment field is optional it is strongly recommended to use this field for providing EMCO Software with the reason of requesting the Extended License. Please notice that EMCO Software reserves the right to decline the request without providing a requester with any explanations.

If the extended license request is approved by EMCO Software experts you’ll receive the License Code to the e-mail address specified.
Chapter 11: Program Updates

EMCO Software cares for versatile needs of the users of EMCO programs and fully understands their wish to have the most up-to-date software installed on their PCs. That is why we provide you with an easy update feature. You do not need to browse the Internet again and again to find out if any updates are available – Ping Monitor will do this work for you. Checking for updates can be performed both manually and automatically. This chapter describes the Live Update process for the current major version of the program and the Major Update feature which allows you to get a brand new version of Ping Monitor quickly and easily.

Live Update

Ping Monitor can be easily updated with just a few clicks. The update process is performed via an Internet connection using preconfigured proxy settings.

![Check for Updates]

The Check for Updates button from the Update Ribbon group should be used to check for new versions of Ping Monitor.

Ping Monitor can check for updates automatically. You can configure the program behavior regarding the automatic check for updates on the General Settings preference page.

To check for updates, click the Check for Updates button from the Application Menu or from the Update group of the Program Ribbon page. Ping Monitor will check if any updates are available and if so, the Live Update Wizard will appear on the screen.

![Live Update Wizard]

Pic 1. The Live Update Wizard welcome page

The Live Update Wizard will introduce you to the changes made in the newer version and guide you through the whole updating process while showing the detailed download progress. When the download is finished, the program will be restarted to perform the actual update.
**Major Update**

Along with the **Live Update** feature, Ping Monitor comes with a built-in function of automatic checking for Major Updates. The Major Update is an update to a brand-new version of Ping Monitor that includes a number of significant changes.

You can install this version alongside the version you are using now. It will import the settings and data from your current version, so that you won’t need to configure the new version in the same way you configured the one you are using at the moment. Such parallel installation allows you to inspect the new version and compare it with the previous one in your environment with your data and settings.

The Major Update is installed alongside the version you currently use. The existing version is not automatically uninstalled from your PC, and you can continue using the program version you are accustomed to while having a look at the brand new one.

If the program detects availability of a Major Update, the **Major Update Wizard** will appear on the screen.

![Major Update Wizard welcome page](image)

The **Major Update Wizard** will introduce you to the features available in the brand new version of Ping Monitor and guide you through the update process. The message displayed at the bottom of the welcome page will let you know if the current License allows you to install and use the Major Update for free. When the download is finished, the new version installation will be run automatically.
Chapter 12: Main Program Actions

The main program actions are all gathered on the Ribbon bar and are grouped by the functions performed into pages. There are static pages, that are always displayed, and categories, containing contextual pages, that are displayed only when a specific context is active. As for the static pages, they are the following: Home, View and Program. These static pages are filled up with the pages available in the Hosts Tools, Reporting Tools and Publishing Tools categories.

This chapter is to describe the actions available on all the pages and can be used as a glossary while working with Ping Monitor.
Home Ribbon Page

The Home Ribbon page contains all main actions related to the primary features of Ping Monitor. This chapter will describe each group and the actions available in it for the Home page.

Activity Ribbon Group

The Activity Ribbon group is used to control the monitoring process activity. The glyph of this group is used to open the Monitor Settings preference page.

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</table>
| ![Start] | **Start**  
The Start button allows you to start monitoring for the currently selected hosts. |   |
| ![Stop] | **Stop**  
The Stop button allows you to stop monitoring for the currently selected hosts. |   |
| ![Pause] | **Pause**  
The Pause button allows you to pause monitoring for the currently selected hosts. |   |
| ![Resume] | **Resume**  
The Resume button can be used to resume monitoring for the currently selected hosts. |   |

Statistics Ribbon Group

The Statistics Ribbon group is used to manage the stored monitoring data.

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
</table>
| ![Delete Statistics] | **Delete Statistics**  
The Delete Statistics button should be used to delete all monitoring data for the selected hosts. |   |
### Reporting Ribbon Group

The **Reporting** Ribbon group allows you to create *generic reports*.

<table>
<thead>
<tr>
<th>Generate Report</th>
<th>The <strong>Generate</strong> Report button should be used to generate a performance and availability report for any period of time.</th>
</tr>
</thead>
</table>

### New Ribbon Group

The **New** Ribbon group contains the actions for creating new business objects within Ping Monitor.

<table>
<thead>
<tr>
<th>Host</th>
<th>The <strong>Host</strong> button should be used to add a new host or a range of hosts to be monitored.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group</td>
<td>The <strong>Group</strong> button allows you to create a new hosts group.</td>
</tr>
<tr>
<td>Summary Report</td>
<td>The <strong>Summary</strong> Report button should be used to create a new preconfigured report with the brief information on monitors performance and availability.</td>
</tr>
<tr>
<td>Detailed Report</td>
<td>The <strong>Detailed</strong> Report button should be used to create a new preconfigured report with the detailed information on monitors performance and availability.</td>
</tr>
</tbody>
</table>
View Ribbon Page

The View Ribbon page is used to control the program representation, such as the currently applied skin, visible views and their layout.

Layout Ribbon Group

The Layout Ribbon group should be used for a workspace layout management.

Show Ribbon Group

The Show Ribbon group should be used for managing the currently visible Ping Monitor views.

<table>
<thead>
<tr>
<th>Show Ribbon Group</th>
<th>Overview</th>
<th>Statistics</th>
<th>Hosts</th>
<th>Reports</th>
<th>Connectivity Events</th>
<th>Log</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Overview</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Statistics</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Overview</td>
<td>Statistics</td>
<td></td>
<td></td>
<td>Hosting Events</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Log</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Reset Workspace**
  The Reset Workspace action should be used to restore the default windows', views' and dock panels' layout.

- **Overview**
  Shows or hides the Overview. The Overview is used to display a brief information on hosts being monitored, their states and connection quality.

- **Statistics**
  Shows or hides the Statistics view. The Statistics view displays available hosts' monitoring statistics for the specified period.

- **Hosts**
  Shows or hides the Hosts view. The Hosts view is used to display and manage a set of hosts and groups in the program.

- **Reports**
  Shows or hides the Reports view. The Reports view shows a set of monitoring performance and availability reports based on historical data, which can be generated automatically on a regular basis.

- **Connectivity Events**
  Shows or hides the Connectivity Events view. The Connectivity Events view displays important connectivity status events for all hosts in the program.

- **Log**
  Shows or hides the Log view. The Log view shows information on the events taking place during the program execution.
Operations
Shows or hides the Operations view. The Operations view shows detailed progress of each operation currently performed and allows canceling some or all running operations.

Skins Ribbon Group

The Skins Ribbon group provides you with an option of quick changing of the program skins.

Skin Chooser
The Skin Chooser is a drop-down button that should be used to select the skin from the available skins to be applied to the program. The currently active skin is the highlighted one.
Program Ribbon Page

The Program Ribbon page contains service actions that are not connected to the business area of the program.

Organize Ribbon Group

The Organize Ribbon group contains the actions to be used for managing objects.

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Import</td>
<td>The Import button should be used to import objects to Ping Monitor from a file.</td>
</tr>
<tr>
<td>Export</td>
<td>The Export button should be used to export objects from the currently focused view in Ping Monitor to a file.</td>
</tr>
<tr>
<td>Edit</td>
<td>The Edit button allows you to edit the object selected in the currently focused view.</td>
</tr>
<tr>
<td>Delete</td>
<td>The Delete button is used to delete the selected objects from the currently focused view in Ping Monitor.</td>
</tr>
</tbody>
</table>

Clipboard Ribbon Group

The Clipboard Ribbon group contains the actions to copy/move objects to the clipboard and paste data from the clipboard.

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paste</td>
<td>The Paste button should be used to add the objects that are currently available from the clipboard to a selected location in the currently focused view.</td>
</tr>
<tr>
<td>Cut</td>
<td>The Cut button should be used to put the selected objects from the currently focused view to the clipboard and remove them from the source after pasting them to the destination.</td>
</tr>
<tr>
<td>Copy</td>
<td>The Copy button allows you to put the selected objects from the currently focused view to the clipboard to be copied to the destination when pasting.</td>
</tr>
</tbody>
</table>
**Update Ribbon Group**

The **Update** Ribbon group is responsible for the **product updates** function. The glyph of this group opens the **General Settings** preference page enabling you to configure the auto-update options.

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check for Updates</td>
<td>The <strong>Check for Updates</strong> button should be used to check for new versions of Ping Monitor.</td>
</tr>
</tbody>
</table>

**Feedback Ribbon Group**

You can use the **Feedback** Ribbon group to send EMCO Software a request for a new feature you are missing in Ping Monitor or to report on problems you faced while working with the program.

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suggest a Feature</td>
<td>The <strong>Suggest a Feature</strong> button should be used to suggest a functionality you would like to see in the next versions of Ping Monitor.</td>
</tr>
<tr>
<td>Report a Problem</td>
<td>The <strong>Report a Problem</strong> button should be used for reporting the problem you faced while working with Ping Monitor.</td>
</tr>
</tbody>
</table>

**Information Ribbon Group**

The **Information** Ribbon group has a range of useful actions to manage licensing issues, get help or information you may require.

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter License Code</td>
<td>The <strong>Enter License Code</strong> action should be used to enter the license code you received from EMCO to activate Ping Monitor.</td>
</tr>
<tr>
<td>Buy Now</td>
<td>The <strong>Buy Now</strong> button is only visible if Ping Monitor is not activated. It provides you with a quick access to the EMCO web store.</td>
</tr>
<tr>
<td>Edition Upgrade</td>
<td>The <strong>Edition Upgrade</strong> provides you with an ability of benefiting from update to a more comprehensive edition of Ping Monitor with a help of the <strong>Edition Upgrade Wizard</strong> that will help you choose an appropriate edition and purchase a license for using it.</td>
</tr>
<tr>
<td>Contact Support</td>
<td>The <strong>Contact Support</strong> button should be used to get efficient technical assistance from EMCO Software support team.</td>
</tr>
</tbody>
</table>
**EMCO on the Web**
The EMCO on the Web button provides you with a short-cut to the EMCO website.

**About**
It opens the About dialog to review the Ping Monitor information, licensing information and the End-User License Agreement.

---

**Hosts Tools Category**

The Hosts Tools Ribbon category is displayed when the Hosts view is active and contains the Hosts page with actions for monitoring activity and data management.

**Hosts Contextual Ribbon Page**

The Hosts contextual Ribbon page from the Hosts Tools category contains the actions for hosts and groups management.

**New Ribbon Group**

The New Ribbon group allows you to create hosts and groups of hosts.

- **Host**
  The Host button should be used to add a new host or a range of hosts to be monitored.

- **Group**
  The Group button allows you to create a new hosts group.

**Auto-start Ribbon Group**

The Auto-start Ribbon group can be used to include and exclude hosts to and from the auto-start list.

- **Include**
  The Include button should be used to add the selected hosts to the auto-start list.

- **Exclude**
  The Exclude button should be used to remove the selected hosts from the auto-start list.
Reporting Tools Category

The Reporting Tools Ribbon category is displayed when the Reports view is active and contains the Reporting page with actions for working with preconfigured reports.

Reporting Contextual Ribbon Page

The Reporting contextual Ribbon page from the Reporting Tools category contains the actions for working with preconfigured reports.

New Ribbon Group

The New Ribbon group contains the actions for creating new preconfigured reports.

<table>
<thead>
<tr>
<th>Summary Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Summary Report button should be used to create a new preconfigured report with the brief information on monitors performance and availability.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Detailed Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Detailed Report button should be used to create a new preconfigured report with the detailed information on monitors performance and availability.</td>
</tr>
</tbody>
</table>

Reports Ribbon Group

The Reports Ribbon group contains the actions for working with already created predefined reports.

<table>
<thead>
<tr>
<th>Generate</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Generate button should be used to manually generate the selected preconfigured report.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Enable</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Enable button allows you to turn on an ability of generating the selected reports.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Disable</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Disable button allows you to turn off an ability of generating the selected reports.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Open Storage</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Open Storage button should be used to open the local storage for the report the feature of storing the output locally is enabled for.</td>
</tr>
</tbody>
</table>
Publishing Tools Category

The Publishing Tools Ribbon category is displayed when the Details view is active and contains the Publishing page with actions for saving displayed content to different file formats and printing it.

Publishing Contextual Ribbon Page

The Publishing contextual Ribbon page from the Publishing Tools category contains the actions for saving displayed content to different file formats and printing it.

Report As Ribbon Group

The Report As Ribbon group contains the actions for saving displayed content to different file formats.

| Adobe PDF File | The Adobe PDF File button should be used to export the displayed data to the portable document format. |
| HTML Web Page  | The HTML Web Page button should be used to export the displayed data to the HTML format. |
| MIME HTML Document | The MIME HTML Document button should be used to export the displayed data to the MIME HTML format. |

Print Ribbon Group

The Print Ribbon group contains the actions for printing the displayed content.

| Print | The Print button should be used to print the displayed content. |
| Print Preview | The Print Preview button opens the print preview dialog for the displayed content. |
Chapter 13: Ping Monitor Client-Server Concept

Ping Monitor Professional is shipped as a client-server application, thus allowing to perform hosts monitoring and generate regular reports with no logged-on user session required. The server part is represented with the EMCO Ping Monitor Professional Server 7 Windows service, and the client part is the program that is running in a user session. When you are launching the program, it connects to the server and allows you to manage the monitoring process, hosts and reports.

With the Professional edition, it is only possible to connect to the server running on the same PC as the client program, and the number of simultaneous connections is limited to two sessions. If you would like to connect to servers running on other PCs, manage user account roles and remove the limitation regarding the number of connections, you should upgrade to the Enterprise edition of Ping Monitor.

Upon exiting the program, the client is disconnected from the server that keeps running on background. By default, the service is configured to start up together with the underlying operating system, thus allowing you to start monitoring as soon as the hosting PC is up and running in case the corresponding automation option is enabled (it is enabled initially). If you would like it to be started manually, you can change the configuration through the Services snap-in of the Computer Management console. As the client program is launched, it detects if the server is running and proposes you to start it, if it is required. You can also stop the service after closing the client program, if required, through the same snap-in.
Chapter 14: Notification Center

The **Notification Center** is used to notify users about possible configuration problems, available program updates, etc. As soon as notifications arrive, you are able to see a balloon icon in the status bar together with the number of available notifications. When you click on this element, the notifications are displayed in a flyout window on the right of the main program window **Pic 1**.

When you click on the notification, you are proposed to perform the action requested by the notification. For example, in case of the configuration issue, the preferences dialog is displayed on the appropriate page, allowing you to fix the issue, and in case of the available update, the update wizard is displayed.

If the notification is about any kind of a critical issue, it is highlighted red and it is not possible to ignore it. For other notifications, you can close each and every one using the cross button in the right top corner of the notification row. As the notification is closed, it won't be displayed again until the condition for displaying it is reached once again.
Chapter 15: Requirements

Please carefully read and follow all requirements, listed here, or you may not be able to successfully use the product. You can contact our support if you experience a problem during the product use.

System Requirements

Computer running Ping Monitor must meet the following requirements:

Minimum Hardware Requirements
- Intel Core Processor or equivalent
- 4 GB of RAM
- 2 GB of free disk space

Recommended Hardware Requirements
- 6th Gen Intel Core Processor or equivalent
- 8 GB of RAM
- 10 GB of free disk space

Supported Platforms
- Windows 10, 8.1, 8, 7 (with SP1 or later), Vista (with SP2 or later)
- Windows Server 2019, 2016, 2012 R2, 2012, 2008 R2 (with SP1 or later), 2008 (with SP2 or later)

Requirements
- Administrative rights on the local computer
- Microsoft .NET Framework 4.5.2 or above
Chapter 16: Edition Upgrade

EMCO Ping Monitor Professional comes with a wide range of features but it is not the most comprehensive edition of the program. If you want to get to know about the features available in the advanced editions of Ping Monitor or purchase an upgrade to a more comprehensive edition the program can help you with this task.

Edition Upgrade
The Edition Upgrade provides you with an ability of benefiting from update to a more comprehensive edition of Ping Monitor with a help of the Edition Upgrade Wizard that will help you choose an appropriate edition and purchase a license for using it.

The Edition Upgrade Wizard [Pic 1] was designed to make the upgrade process easier. This wizard can be reached by clicking an appropriate hyper link in the About dialog or by using the Edition Upgrade button from the Program Ribbon page.

With a help of the Edition Upgrade Wizard you can purchase an upgrade to more comprehensive edition of Ping Monitor with a single click on the Get more features with an advanced edition of the program option or introduce yourself to the features available in the other edition of the program using the Choose the program edition that is best for you option. This option will open a feature list web page that shows you the detailed comparison matrix of the features available in different Ping Monitor editions so that you can review all the features of each edition before choosing the one that best fits your needs.
Chapter 17: How can I leave my Feedback?

EMCO Software always takes care of its customers, and your opinion means a lot to us. For this reason, our programs have built-in features for your feedback. You can suggest a feature you want to see in new program versions or report a technical problem you have faced using the program. Specifying your contact information on the feedback forms ensures that you will be informed of any changes with regard to the reported issue, our plans for implementing the suggested feature or fixing the reported bug. Those actions can be found in the Feedback Ribbon group of the Program page.

**Suggest a Feature**

The Suggest a Feature button from the Feedback Ribbon group should be used to suggest a functionality you would like to see in the next versions of Ping Monitor.

Ping Monitor comes with a wide range of features, but if you feel some functionality is missing, you can always suggest a new feature to us that you want to see in the program. To suggest a new feature, you should press the Suggest a Feature button from the Feedback Ribbon group. After pressing this button, you will see the Feature Suggestion dialog on the screen where you are offered to enter your contact information and describe your suggestion.

Pic 1. The feature suggestion form
Press **Send** when you are done with filling out the form to send your suggestion.

**Report a Problem**

The **Report a Problem** button should be used to report a problem you have faced while working with Ping Monitor.

Ping Monitor is easy to use and very stable. Nevertheless, if you have faced any difficulty or problem while working with it, you can send us a problem report. To send such a report, you should press the **Report a Problem** button from the **Feedback** Ribbon group. When this button is pressed, the **Problem Report** dialog [Pic 2] will appear on the screen where you are offered to enter your contact information and describe your problem.

[Pic 2. The problem report form]

In the **Environment** field, you can provide us with a description of the specific environment used while working with the program. Press **Send** when you are done with filling out the form to send your report.

Do not hesitate to contact EMCO Software - we are always glad to receive your feedback and are doing our best to satisfy our customers' preferences.
Chapter 18: About EMCO Software

EMCO creates mission-critical software to manage network computers remotely and automate network administration.

Our company was founded in 2001 in Reykjavik, Iceland. Managing Windows networks as network administrators, we could not find tools that would help us automate our routine network administration tasks, so we decided to create such tools for fellow administrators and ourselves.

Today we offer innovative software that help IT specialists and network administrators to automate their Windows network management tasks. Our software tools are focused on remote management of Windows computers across networks and allow administrators to perform routine tasks on all managed computers with a few mouse clicks. We automate software audit and deployment, power management, hosts monitoring and other computer administration tasks.

Learn more: https://emcosoftware.com.

Our Customers

Being suitable for managing networks of any size, our products cater to the needs of 25,000+ customers in 85 countries around the globe. They are Fortune 100 corporations and small businesses, as well as governments, military institutions, universities, public schools, libraries and charities.

Our customers rely on EMCO products for managing their mission-critical network infrastructure. Using our products, network administrators monitor, audit, deploy and manage 3,000,000+ network devices every day.
Chapter 19: Contact Information

We would be glad to help you with any questions and problems you might have. Use the contact information below.

<table>
<thead>
<tr>
<th>Contact Sales</th>
<th>Contact Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Our sales team is standing by to answer your questions about purchasing or licensing EMCO products. Submit a request, send us an e-mail or call us: Contact Sales.</td>
<td>Our support team is here to help you with any technical product-related issues you may have. We provide free technical support for all our products, including freeware. Submit a request or send us an e-mail: Contact Support.</td>
</tr>
</tbody>
</table>