# mailcoms

## Mailsend Essential
# PingTools Pro Connectivity Guide

## Introduction

This document explains how to diagnose and resolve network connectivity issues with the Mailsend Essential using the integrated PingToolsPro app. This tool is intended for use by IT support personnel. Perform basic troubleshooting such as checking cables before using this document and tools described.

# Tools

Use the PingToolsPro suite of diagnostic tools to identify the problem.

- **Ping**: verifies the connection to a URL
- **Ports Scanner**: Checks for open ports
- **Traceroute**: Identifies how many hops a request takes, including at the client site
- **Local-Area Network**: Identifies connected machines

Details for using these tools are provided in the sections listed above.

# Symptoms

**No Internet access**
The machine is unable to connect to the infrastructure or any web apps. There may be a slash through the network icon displayed in the tool bar.

| Connection | Good | Bad |
|---|---|---|
| Wi-Fi |  |  |
| Wired |  |  |

Solution: Use **Ping** to check for basic connectivity, and **Traceroute** to check the route between your device and a server.

**No access**
Can't connect to sites such as Distributor, Tier 3, Check for Updates.

Solution: Use **Ports scanner** to check for open ports.
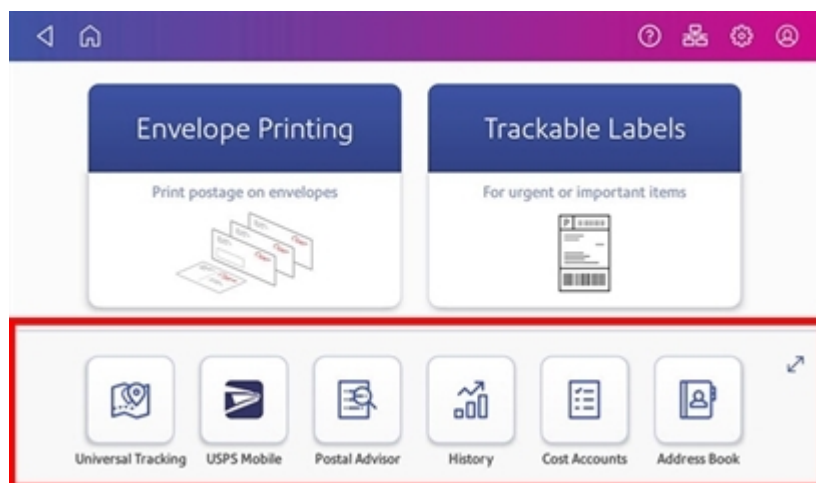
## Note:

The machine has two network connections to communicate to the internet. If using a wired connection, the Ethernet connection in the base is used. If using a wireless connection, the tablet is used.
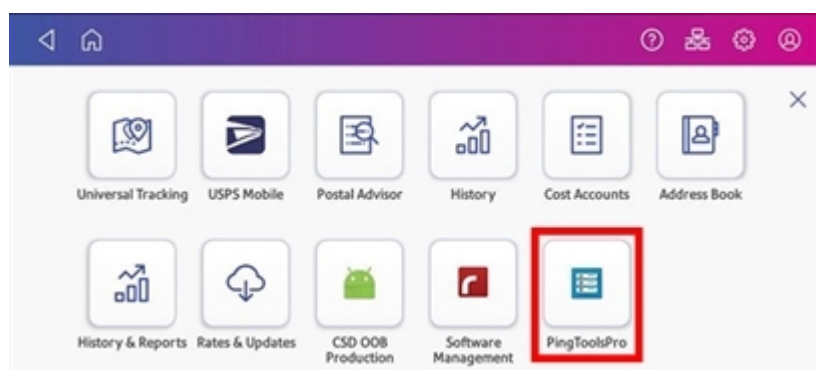
# Procedures

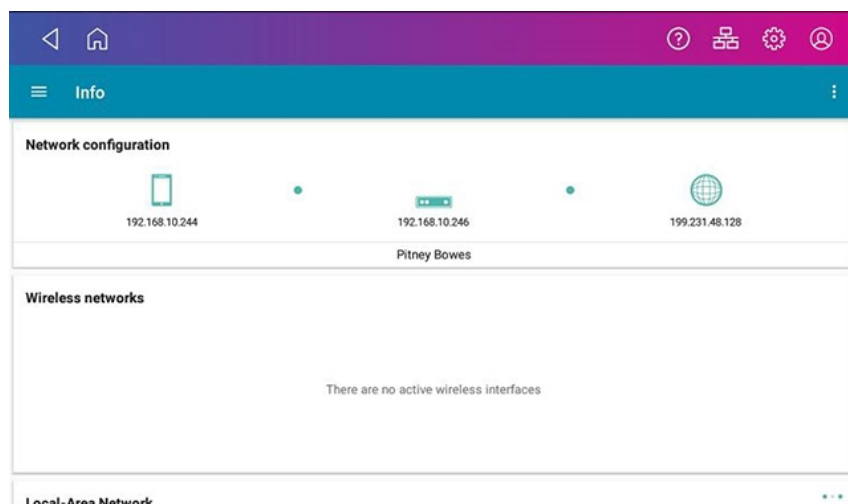Follow these steps to access the tools in PingToolsPro.

1. Tap the arrow or swipe up to expand the system tray.



2. Tap **PingToolsPro**.



3. The app will display the Info screen.



4. Tap ≡ to open the menu.

5. Select any of the recommended tools to diagnose connectivity problems.

## Note:

This document does not provide an exhaustive list of all the tools available however recommended tools are shown.
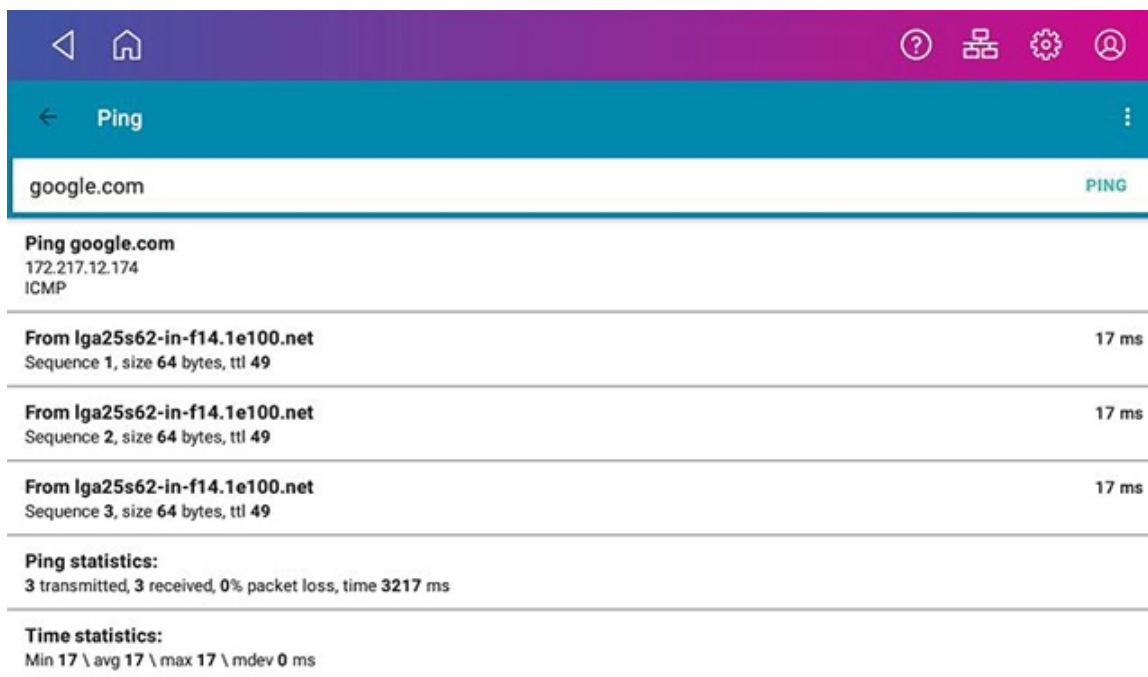
## Ping

The ping command is used as a simple way to verify that a computer can communicate over the network with another computer or network device. For this test, it's important to test the connection to Google, because the Mailsend Essential standard connectivity tests use Google DNS explicitly (8.8.8.8 Port 53)

Follow these steps to test your connection to Google.

1. Tap **Ping**.
2. Enter **google.com**.
3. Tap **Ping**.

If the ping is successful, the app will display a message similar to this, meaning the device can connect to internet through the customer network.



If access to Google is blocked, try another URL such as Yahoo or Amazon.

If you can't ping google.com, verify that the network icon is displayed in the toolbar, and check the cables.

If ping was successful but you can't ping www.mailcoms.co.uk (including "www."), use **Ports scanner** to verify that the correct ports are open.

# Ports scanner

The Ports scanner probes a server or host for open ports to determine if a remote machine can be reached. The Mailsend Essential requires ports 80, 443, and 53 to be open.
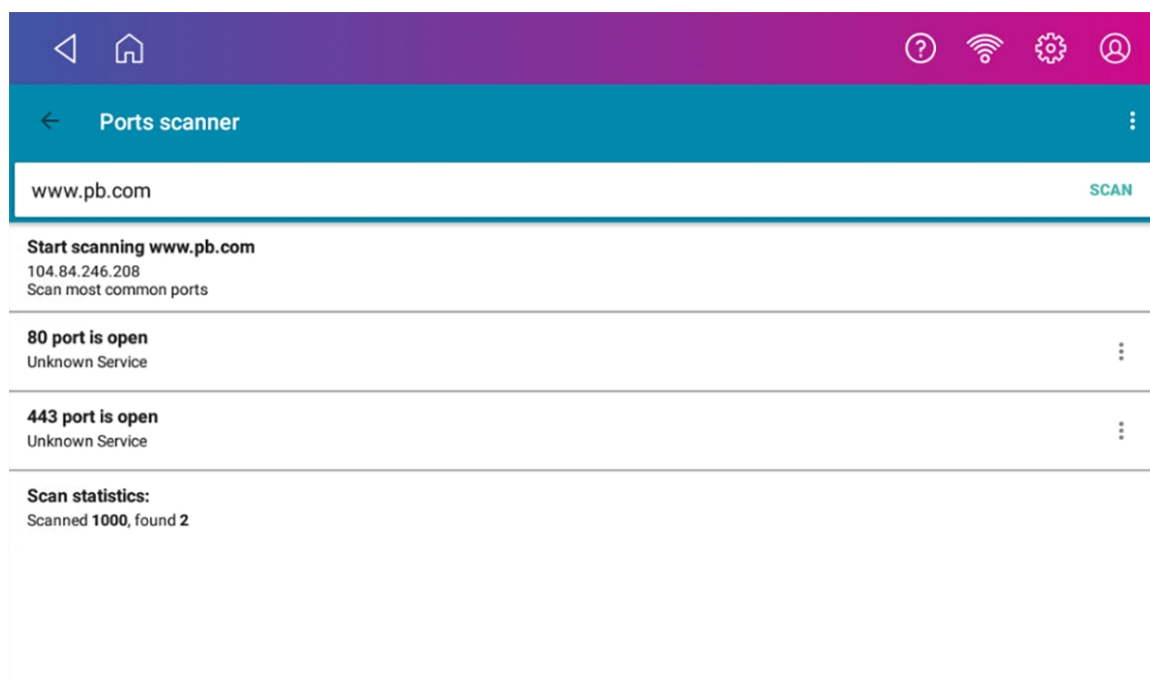
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## Caution:

Check with your IT department before running this test. Port scanning may cause your company's intrusion detection software to lock out your device.

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Follow these steps to check for the required open ports.

1. Tap **Ports scanner**.

2. Enter **www.mailcoms.co.uk**.

3. Tap **SCAN**. The app will display a list of open ports. The correct results will show ports 80 and 443 are open.
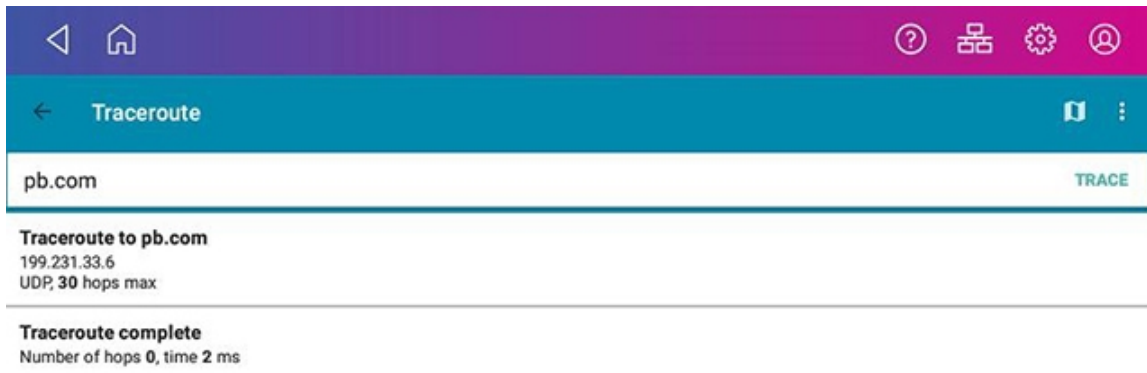
If the required ports are not open, work with your IT department to have them opened for Mailsend Essential.

## Traceroute

Traceroute is a tool for displaying the route (path) and measuring transit delays of packets across an Internet Protocol (IP) network. Follow these steps to check if your transactions are being delayed.

1. Tap **Traceroute**.
2. Enter **www.mailcoms.co.uk**.
3. Tap **TRACE**.

Traceroute will show you the number of hops and the total time needed to establish a connection to the server.



A successful communication will have very few hops and a short time. Problems are indicated by

- A large number of hops at your site
- A timeout (indicating that packets were lost more than twice)

A large amount of time between hops may mean a bandwidth restriction. Check for a large value between hops. As a rule of thumb:

- If the first hops are slow, it's internal network issue
- If the last hops are slow, it's an ISP issue

## Local-Area Network

Use this tool to verify that the tablet (display) and base are connected.

1. Tap **Local-Area Network**. At least two devices will be listed with their IP addresses and the manufacturer. Locate:

    - The tablet: "This device"

    - The base: the "Unknown Device".

2. Tap one of these two device names to view details, including the MAC address.



If Unknown Device is not listed, reboot the system. Further support can be obtained by contacting your machine supplier.