

How to Run a Ping and Traceroute Using PingPlotter

This guide will walk you through running a ping test and traceroute using PingPlotter 5 Free, a third-party application available on Windows, macOS, and iOS. If you're using an Android device, you'll need to run these tests on a desktop computer with Windows or macOS.

Disclaimer:

By using PingPlotter, you agree to participate in this diagnostic process. PingPlotter, highly recommended by most ISPs, helps identify the root cause of network issues like latency and packet loss. While we guide you through the process, SpinTel is not responsible for any changes to your network or devices. The data collected will be used exclusively for troubleshooting purposes.

If you prefer not to use this tool, please let us know, and we can offer alternative options.

Note: The Free version of PingPlotter is sufficient for these simple tests; no need to purchase the Standard or Professional versions.

Running PingPlotter on Windows

Running PingPlotter on macOS

Running PingPlotter on iOS (iPhone/iPad)

Reading the Trace Graph

Reading the Trace Graph: Familiarising Data Table

Latency Graph

Timeline Graphs

To capture evidence of an issue in PingPlotter, you can save and share your collected data in various ways:

1. **Sample Set File (.pp2):** Export your session data for review by selecting "Export Sample Set" from the file menu.
2. **Screenshot:** Save an image of your current target window graph via "Save Image..." in the file menu.
3. **Text File:** Export trace data to a text file by selecting "Export to Text File..." in the file menu.
4. **Share Online:** Create a unique webpage with PingPlotter's "Share" option, hosting both a screenshot and up to 24 hours of trace data for easy sharing.

After capturing your data, you can use it to diagnose the issue or share it with us for further assistance. Simply click the chat icon below or visit our [website](https://articles.spintel.net.au/article/how-to-run-a-ping-and-traceroute-using-pingplotter.html), and one of our representatives will help you with the problem.

Online URL:

<https://articles.spintel.net.au/article/how-to-run-a-ping-and-traceroute-using-pingplotter.html>