

Ping

Ping probe pings specified host by its IP-address or hostname.

- [Example](#)
- [Result](#)
- [Terminal counterpart](#)
- [Known problems and errors](#)

Example

Monitoring

Agent: Saymon Agent (ID:817) /root/MegaBox/Схема Инфраструктуры/NMS Server/Saymon Agent

Probe type: Ping

Address: ya.ru

Number of packets: 4

Timeout in seconds: 30

Source IP address (interface): 192.168.1.18

Period: 60 seconds

Field	Description
Address	IP-address or the hostname to ping
Number of packets	Number of packets to send (4 by default)
Timeout in seconds	Maximum time to perform the check (30 by default)
Source IP address (interface)	The network interface name or IP address which pings
Period	Describes how often to perform the check (60 seconds by default)

Result

After the check has been done the result is displayed in the data table:

Data

Table for field: -- Not selected -- Exact values: YES

packetsTransmitted	packetsReceived	packetLossPercentile	numberOfErrors	numberOfDuplicates	roundTripMinimal	roundTripAverage	roundTripMaximum	exitCode
4	4	0	0	0	3.194	4.889	7.332	0

Field	Description
packetsTransmitted	number of transmitted packets
packetsReceived	number of received packets
packetLossPercentile	number of lost packets (in percent)
numberOfErrors	number of errors
numberOfDuplicates	number of duplicates
roundTripMinimal	minimal round-trip time
roundTripAverage	average round-trip time
roundTripMaximum	maximal round-trip time

exitCode

exit code of the check (0 - no errors)

Terminal counterpart

This check is the counterpart of the ping terminal command:

```
ping -I 192.168.1.18 ya.ru

PING ya.ru (87.250.250.242) from 192.168.1.18 : 56(84) bytes of data.

64 bytes from ya.ru (87.250.250.242): icmp_seq=1 ttl=55 time=11.8 ms
64 bytes from ya.ru (87.250.250.242): icmp_seq=2 ttl=55 time=14.7 ms
64 bytes from ya.ru (87.250.250.242): icmp_seq=3 ttl=55 time=11.4 ms
64 bytes from ya.ru (87.250.250.242): icmp_seq=4 ttl=55 time=11.5 ms

--- ya.ru ping statistics ---

8 packets transmitted, 8 packets received, 0.0% packet loss

round-trip min/avg/max/stddev = 11.462/12.066/14.973/1.545 ms
```

Known problems and errors

Sensor error! Ping exited with error, exit code: 1

The specified Address does not reply. (Request timeout)

Probable reasons:

- the specified Address is incorrect;
- the specified Address is not available from network, where the check is performed;
- the specified host (server) is down;
- the specified host (server) or address does not reply, because of disabled reply to ICMP-requests.

Check the correctness of the specified Address.

Check the availability of the specified Address with the ping command in a terminal, where the Agent is installed.

Sensor error! Ping exited with error, exit code: 2

The specified Address is not found. (No route to host)

Probable reasons:

- the specified verified Address is incorrect;
- the specified Address is not available from network, where the check is performed;
- the specified source Address is incorrect;
- the specified Address contains http:// or https:// prefixes.

Check the correctness of the specified verified Address and source Address.

Check the availability of the specified Address with the ping command in a terminal, where the Agent is installed.

Try to setup the check without http:// or https:// prefixes in the Address field.

Sensor error! The process was terminated by timeout (Ping exited with error, exit code: 143)

The check has been performing longer, then it is specified in the Timeout field.

The Timeout value must exceed Number of packets, because it takes one second to send each packet, so there is just not enough time to perform the check.

In this case reduce the Number of packets or increase Timeout.