

PingThemAll Troubleshooting

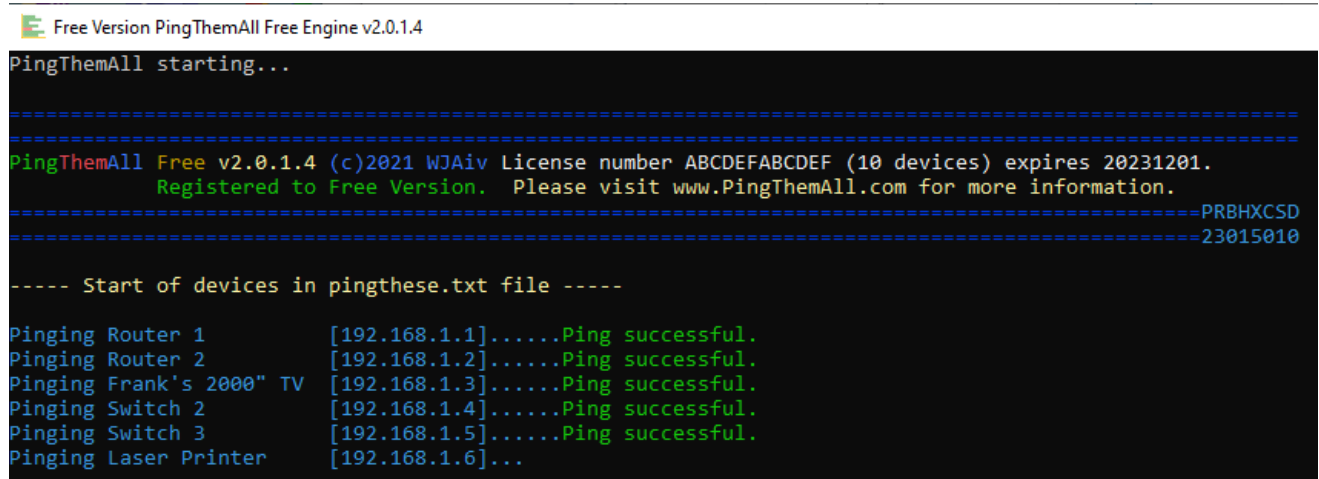
September 1, 2022

PingThemAll (PTA) was designed to be lean and clean, but problems may still creep in. This guide is provided to identify issues you may see and what the cause may be. Remember, you can always email us at info@pingthemall.com with any technical problems, questions or comments.

PTA Results webpage is no longer updating:

There are two places where PTA Results are updated... locally and on the Internet.

If neither place is updating, the most common issue is that the pingthemall.exe program is no longer running. This is called the PTA Engine. Check to ensure that you still see the program (aka the engine) running, like this:



```
Free Version PingThemAll Free Engine v2.0.1.4
PingThemAll starting...
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PingThemAll Free v2.0.1.4 (c)2021 WJAiv License number ABCDEFABCDEF (10 devices) expires 20231201.
Registered to Free Version. Please visit www.PingThemAll.com for more information.
-----PRBHXCSD
-----23015010
----- Start of devices in pingthese.txt file -----
Pinging Router 1 [192.168.1.1].....Ping successful.
Pinging Router 2 [192.168.1.2].....Ping successful.
Pinging Frank's 2000" TV [192.168.1.3].....Ping successful.
Pinging Switch 2 [192.168.1.4].....Ping successful.
Pinging Switch 3 [192.168.1.5].....Ping successful.
Pinging Laser Printer [192.168.1.6]...
```

If you don't see this black-background program running on your computer, please re-launch pingthemall.exe by double-clicking on the program. Once the first ping cycle is complete, the webpage should begin updating.

If the PTA engine is running, yet neither the local nor Internet based PTA Results are updating, the most like issues are that the browser does not support JavaScript, which disables the auto-refresh capability of the PTA Results page, or the browser has crashed. Try closing the browser and re-launching **ptapage.htm**. If problems persist, try a different browser such as Google Chrome.

If you find that the local ptaresults folder is updating, yet the Internet-based results are not updating, ensure that your license has not expired. Also, remember that the Free version of PTA does not offer Internet-hosted results. Another possible cause of this is that your firewall or router is not allowing the results thru.

With PING=1 in the config.ini file, PTA reports ping failures when the devices are fine:

Try switching back to PING=2 or even PING=3, and see if those false reports go away. We know that a single ping can lead to this issue with some networks or devices, but please reach out to us at info@pingthemall.com and let us know your experience. We want PTA to be an asset, not a headache, and we will work to find a solution for you.

I'm hitting X, but PTA will not exit.

Be sure that the pingthemall.exe window (black background) is active in Windows by clicking on the title bar. Also, only when the current ping cycle ends and you see the red message "press X now to exit" will PTA recognize you pressing the X key. Also know that you can just click the Windows close "X" button in the top right of the PTA window to stop pingthemall.exe, but it's not a graceful exit and you may be left with half-baked PTAresults in your web browser. It won't hurt anything though – just restart PTA when you're ready.