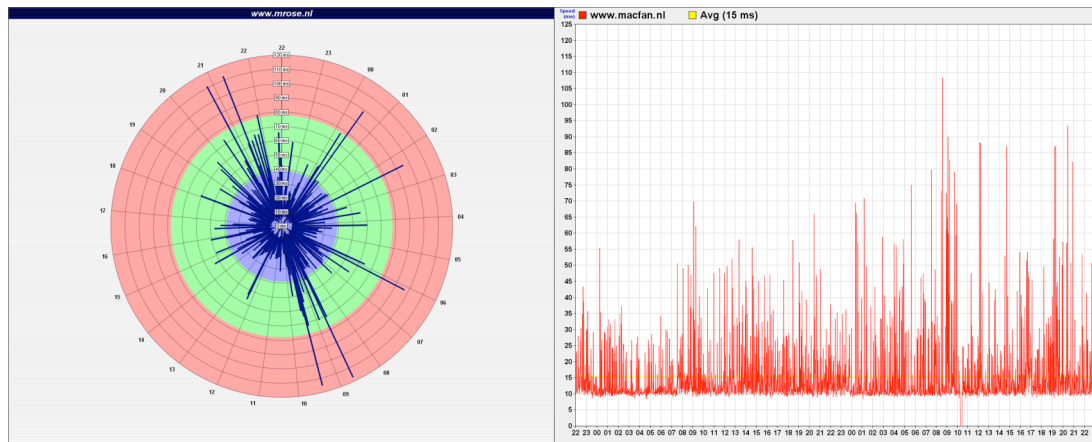# Pingeling

Keep an eye on the servers and services that are important to you.

Thank you for your interest in Pingeling. We've written this program after our internet connection seemed to be unstable and we wanted to create some statistics to slam our isp with. Over months Pingeling has evolved into a generic server/service checking and statistics program. You can check the response time of your internet connection, a remote website, the mail server you're using and many other services.
Pingeling creates a nice website for you. If you want, it even uploads everything to a ftp server. It can even alert you when something is wrong. Either by sending an email or a SMS.
Although you can use Pingeling for a couple of hours, it's really designed to run 24 hours a day, 7 days a week.

Pingeling doesn't need any installation. Just drag the application (Mac) or directory (Windows) to you application folder and start Pingeling with a double click of your mouse. If you're using Windows Vista or Windows 7, you need to start Pingeling with administration privileges. On Mac OS X Pingeling will show an extra icon in the menubar of your screen, on Windows it will use the system tray. If you want Pingeling to start when you logon to your system, just drag the application to the logon list of your user account (Mac OS X) or to your Startup directory (Windows).

Configuration

To configure Pingeling you should place your mouse on the icon, click on it and select 'Preferences' from the popup menu. This will bring up the list of servers to monitor. When you start Pingeling for the first time, this list will be empty.
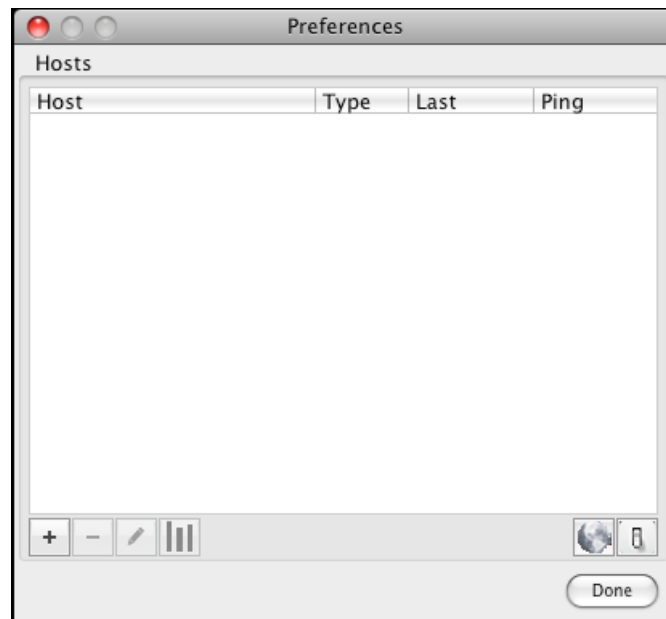
Just click on the [+] -button to add a server. This will show the following screen:
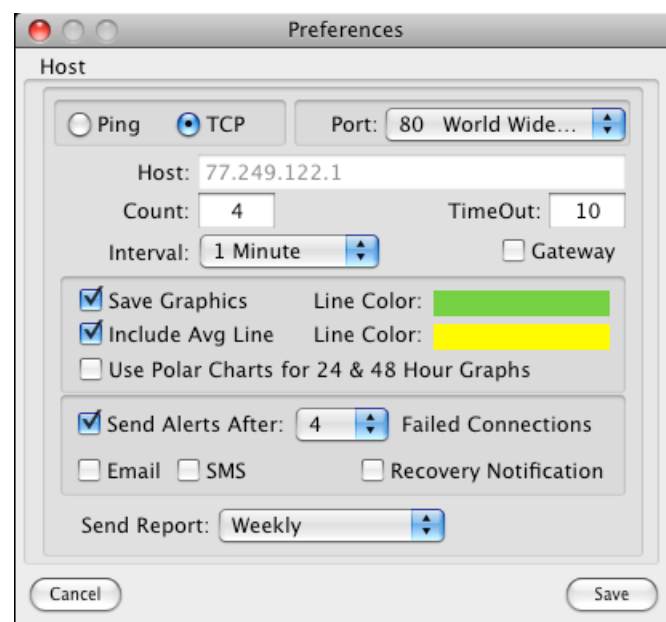
This is one of the most important screens, so please take your time to read this part of the manual. We'll explain the various parts in detail:

-    **Ping or TCP**
     If you want to know if a computer, router, gateway and such (a host) is connected to the internet, you should select 'Ping'. Ping is one of the most effective way to do this job.
     If you want to know if, on a host, a particular service (web server, ftp

server, smtp server and such) is accepting connections, you should use the 'TCP' option. When you select TCP a drop down list with the most common services (Port) will be available to choose from.

- **Host**
Enter here the qualified domain name (like www.apple.com) or the ip number (like 208.67.217.132) of the server you want to monitor.

- **Count**
Once in a while a host doesn't instantly respond to a request or either requests or responses are lost in space. This doesn't mean the host isn't running. To prevent false alarms Pingeling can send a number of requests in a row. If any of those requests is answered the host is marked as up. When multiple requests are answered the average respond time will be recorded. Most of the time a value of 4 is a good setting.

- **Timeout**
If a host is down it doesn't respond to connection requests, so we have to prevent Pingeling to wait forever. With the Timout value (10 seconds is reasonable) you can tell when a connection request will be terminated. At the same time the host is marked as down.

- **Interval**
Pingeling is designed to monitor the important hosts 24 hours a day. It does this at regular intervals. You can select this interval from the drop down menu.

- **Gateway**
For each host you can tell Pingeling to notify you when it can't connect to it. It's doing that by either sending you an email or a SMS. However, in order to be able to send the message the mail server and/or SMS-server must be reachable, which is not the case when your own connection is down. With the Gateway checkmark you tell which host is essential to your internet connection. You can define multiple gateways if you like. If any of the gateways is down, Pingeling will not try to send messages.

- **Save Graphics**
Pingeling saves the connection speed of the hosts, every time it (tries to) connect. From the saved information Pingeling can create nice charts. And all the charts are used to create a website. If there's a host you don't want to have on those web pages, you can remove the checkmark in front of "Save Graphics".

- **Include Avg Line**
By default Pingeling creates neat line charts displaying the connection speed of a host over a period of time. If you want it can add a second line showing the average connection time.

- **Line Color**
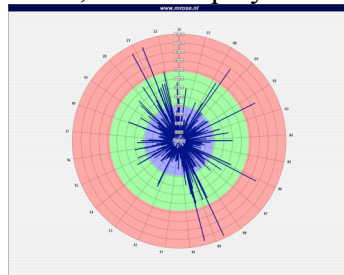You can specify the colors of both the speed line and the average line, by

clicking on the color bars.

- **Use Polar Charts for 24 & 48 Hour Graphs**
  By default Pingeling creates Line Charts like this one.
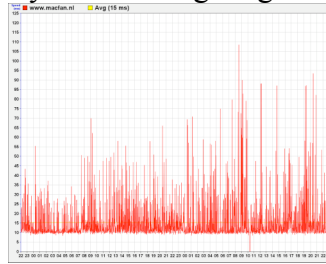
  But on the web pages displaying the connection speeds of the last 24 or 48 hours, it can display Polar Charts, like this:

- **Send Alerts After xx Failed Connections**
  One of the key features of Pingeling is notifying you when one of your hosts is down. It doesn't have to do that right away. To be sure a host is really down a series of connections have to fail. You can use the checkmark to get notified and select the number of attempts before the alert is send. How fast you get notified depends on both this number and the interval configured above. If the host has a interval of one minute and you select "Send Alerts After 10 Failed Connections", you will be notified 10 minutes after the host goes down. If the host has an interval of one hour and you select "Send Alerts After 4 Failed Connections", it takes 4 hours before you get notified.
  Please note that all the Gateway hosts should be up. Otherwise no notifications will be send. This also means that notifications will not work for Gateway hosts. (although you will get notified when the gateway host is back online).

- **Email**
  Select this option if you want to receive notifications by email. You'll also need to configure the mail server elsewhere. We'll discuss that later.

- **SMS**
  Select this option if you want to receive notifications by SMS. You'll also need to configure the SMS server elsewhere. We'll discuss that later.

- **Recovery Notification**
  Besides sending you an email or SMS when a host is down, Pingeling can also notify you when the host is online again.

- **Send Report**
     If you want to save the statistics for archiving purposes, you can select this "Send Report" option. On the selected interval Pingeling will send you an email with some statistics (and chart) of the selected period.

Click on "Save" to save this host definition. Next use the same steps to enter more hosts you want to monitor.
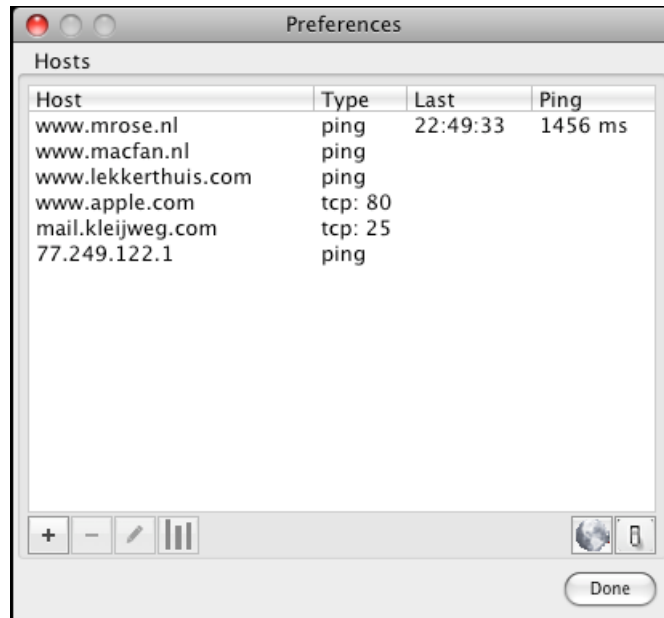
If you want to delete a host, select it from the list and click on the ⊟ button. Please note that Pingeling doesn't ask you if you're sure: it just deletes it.
If you want to edit a host, select it from the list and click on the ✎ button. You can also double click on a host in the list.
If you want to view a thumbnail of the chart of the host, select it from the list and click on the ▐▐ button.
The 🌐 button can be used to display the generated web site in your default browser.
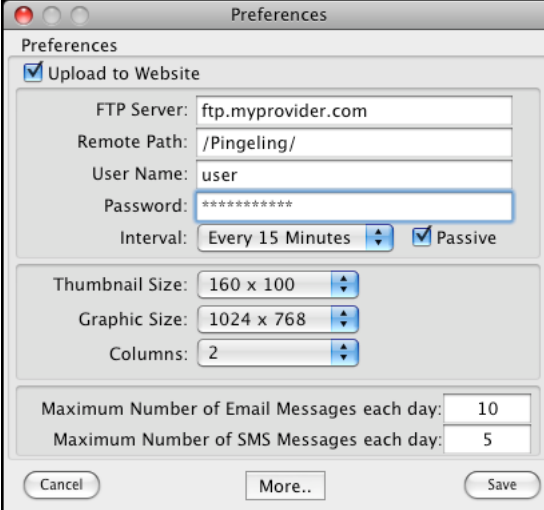
Before you can let Pingeling do its thing, you need to configure some other preferences.

Preferences
Click on the ▣ button to enter the general preferences. This will bring up the following screen:

During its today's work Pingeling creates a website on your hard drive. You can view this local website if you select the 🌐 button from the main screen.
It's also possible to have Pingeling upload this website to a ftp server. Just enter the account details of the ftp server here. You can also specify how often Pingeling will update the remote website.
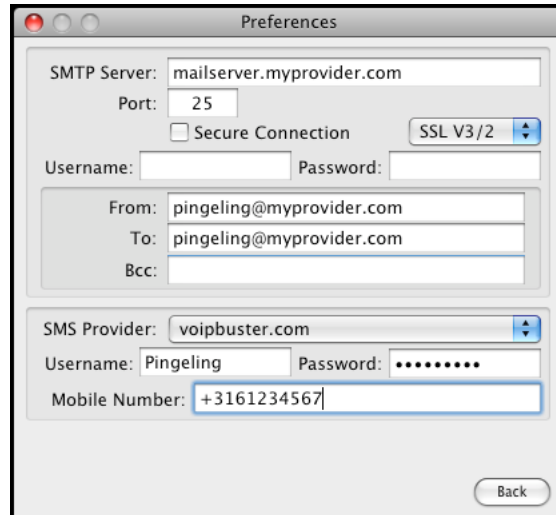On the various web pages of the website, you'll see a menu and number of thumbnails.

When a visitor clicks on a thumbnail a flypage with the full size chart will overlay the browser window. On the preferences screen you can specify the size of the thumbnail, the size of the full size chart and the number of thumbnail columns used on the webpage. Please note that the full size chart can't be to big. The browser of the visitor will downscale it.

When your internet connection is unstable it's possible that Pingeling can't reach some hosts for a short while, connect to them short after, can't reach them short after and so on. Under those circumstances Pingeling could generate a zillion alert emails and SMS messages. To prevent this you can specify the maximum number of emails and SMS messages.

Now select the [More..] button to go to the next preferences screen.

Here you can enter the details of the SMTP server you're using. You can copy most settings from the preferences of your mail program.

- **From**
  Should be a valid email address Pingeling can use as the sender of the alert message.

- **To**
  Here you should enter the email address of the person who needs to receive the alert email messages.

- **Bcc**
  If you want Pingeling to send the alert message to multiple persons, just enter the extra email addresses here. Separate them with a semi colon.

Pingeling uses a SMS/Voip provider to send the sms messages. At this moment the following providers are supported:

- freecall.com
- internetcalls.com
- justvoip.com
- lowratevoip.com
- netappel.fr
- poivy.com
- sipdiscount.com
- sparvoip.de
- voipbuster.com
- voipbusterpro.com
- voipcheap.co.uk
- voipcheap.com
- voipdiscount.com
- voipstunt.com
- webcalldirect.com
- voicetrading.com
- smsdiscount.com

To be able to activate the sms functions, you need to have an account by one of those providers. If you have, you can select your provider and enter the account details. Next you need to enter the mobile number you want to have Pingeling send the notifications to. Use the international format (+ [countrycode] [mobile number]) here.

Click on the Back button to return to the previous screen and the Save button to save your preferences. Click on the Done button when you're done and Pingeling will do its work.

Pingeling started as an application we needed ourselves. We also added some features suggested by some friends and our beta testers. That doesn't mean it's a project with a code freeze. We're just out of ideas. If you're missing a feature or have some ideas how we can improve the program, please let us know. Any serious request (don't ask us to add stock charts <g>) will be seriously considered.

If you have any problem, suggestion or question, please join our forums at www.mrose.nl/support. Please be sure you're running the latest version before you ask any question.

Pingeling is shareware. You're free to try it for 30 days. The demo version is limited to two hosts. If you like it and want to use it after the trail period, we politely ask you to register. It's only $28.

Bert Rozenberg
Mountain Rose Multi Media