

Application Note: Ping/Trace Tool



This document is a “handout” describing briefly the Ping/Trace Tool in a SiteManager or TrustGate.

The document consists of standard instructions that may not fit your particular solution. Please visit our support website for more information www.secomea.com

Version: 1.0, 2013



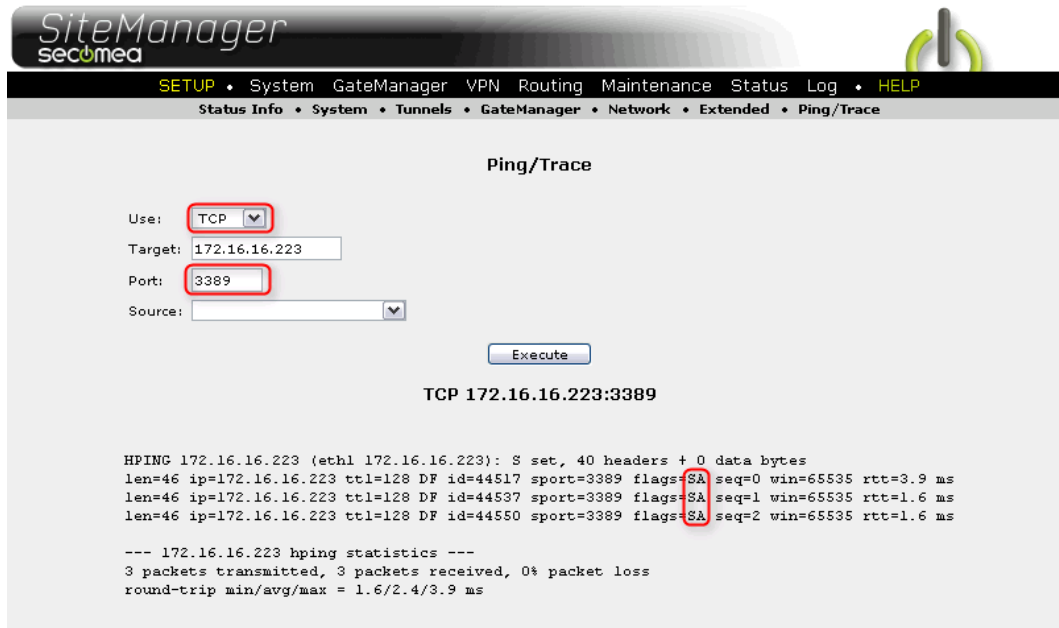
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1. Ping/Trace tool – TCP ping

1.1. TCP Ping – SA indicate that the port is open

Ping a valid device IP with in this case Remote Desktop enabled (TCP: 3389)



The screenshot shows the SiteManager sec0meda interface for the Ping/Trace tool. The 'Use' dropdown is set to 'TCP', the 'Target' is '172.16.16.223', and the 'Port' is '3389'. The 'Execute' button has been clicked, resulting in the following output:

```
TCP 172.16.16.223:3389

HPING 172.16.16.223 (eth1 172.16.16.223): S set, 40 headers + 0 data bytes
len=46 ip=172.16.16.223 ttl=128 DF id=44517 sport=3389 flags=SA seq=0 win=65535 rtt=3.9 ms
len=46 ip=172.16.16.223 ttl=128 DF id=44537 sport=3389 flags=SA seq=1 win=65535 rtt=1.6 ms
len=46 ip=172.16.16.223 ttl=128 DF id=44550 sport=3389 flags=SA seq=2 win=65535 rtt=1.6 ms

--- 172.16.16.223 hping statistics ---
3 packets transmitted, 3 packets received, 0% packet loss
round-trip min/avg/max = 1.6/2.4/3.9 ms
```

SA indicate that the port is open.

Status > Ping/Trace

This page lets you test connectivity using Ping or Traceroute, or by sending a TCP or UDP packet to a specific port.

- Target Address can be an IP address or a DNS host name, provided that DNS resolution is correctly configured ([System > DNS](#)).
- Source Address can be any (blank), or the IP address of a specific interface.

TCP specific note:

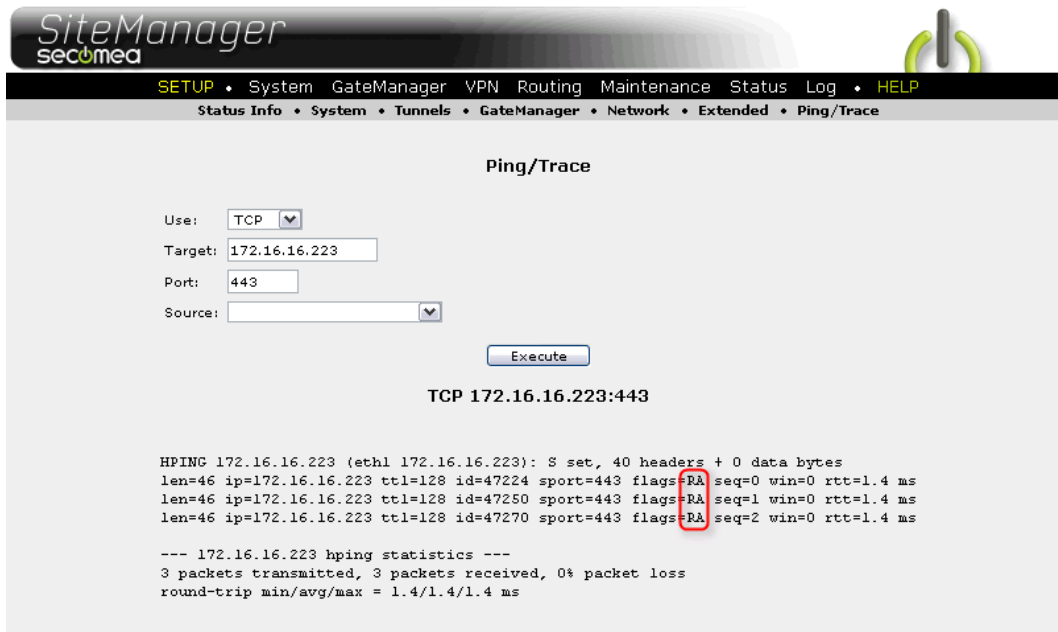
- No response means that either there is no host at the specified address, or that a firewall may have blocked the packet.
- A response with flags=RA means that the port is closed.
- A response with flags=SA means that the port is open and the server accepted the request.

UDP specific note:

- No response may or may not indicate a problem; even when the port is reachable and open, the target host is unlikely to respond to a packet that most likely doesn't contain any valid protocol data.
- An "ICMP Port Unreachable" response means that the target host is reachable, but the port is closed (other ICMP messages may also be received, e.g. from routers on the path).

Note: You will only be able to ping or traceroute through a VPN tunnel if the source address is within the "Local Network" subnet as configured for that particular tunnel.

1.2. TCP Ping – RA indicate that the port is not open:



SiteManager
sec^omea

SETUP • System GateManager VPN Routing Maintenance Status Log • HELP
Status Info • System • Tunnels • GateManager • Network • Extended • Ping/Trace

Ping/Trace

Use: TCP
Target: 172.16.16.223
Port: 443
Source:

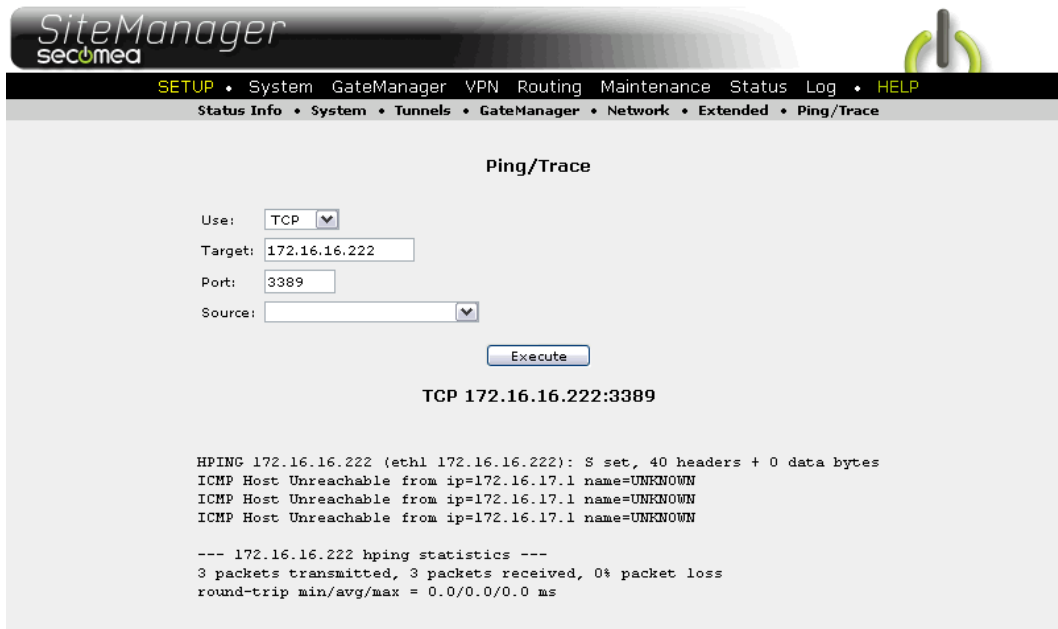
Execute

TCP 172.16.16.223:443

```
HPING 172.16.16.223 (eth1 172.16.16.223): S set, 40 headers + 0 data bytes
len=46 ip=172.16.16.223 ttl=128 id=47224 sport=443 flags=RA seq=0 win=0 rtt=1.4 ms
len=46 ip=172.16.16.223 ttl=128 id=47250 sport=443 flags=RA seq=1 win=0 rtt=1.4 ms
len=46 ip=172.16.16.223 ttl=128 id=47270 sport=443 flags=RA seq=2 win=0 rtt=1.4 ms

--- 172.16.16.223 hping statistics ---
3 packets transmitted, 3 packets received, 0% packet loss
round-trip min/avg/max = 1.4/1.4/1.4 ms
```

1.3. TCP Ping – Device IP address is no available:



SiteManager
sec^omea

SETUP • System GateManager VPN Routing Maintenance Status Log • HELP
Status Info • System • Tunnels • GateManager • Network • Extended • Ping/Trace

Ping/Trace

Use: TCP
Target: 172.16.16.222
Port: 3389
Source:

Execute

TCP 172.16.16.222:3389

```
HPING 172.16.16.222 (eth1 172.16.16.222): S set, 40 headers + 0 data bytes
ICMP Host Unreachable from ip=172.16.17.1 name=UNKNOWN
ICMP Host Unreachable from ip=172.16.17.1 name=UNKNOWN
ICMP Host Unreachable from ip=172.16.17.1 name=UNKNOWN

--- 172.16.16.222 hping statistics ---
3 packets transmitted, 3 packets received, 0% packet loss
round-trip min/avg/max = 0.0/0.0/0.0 ms
```

2. Notices

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