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

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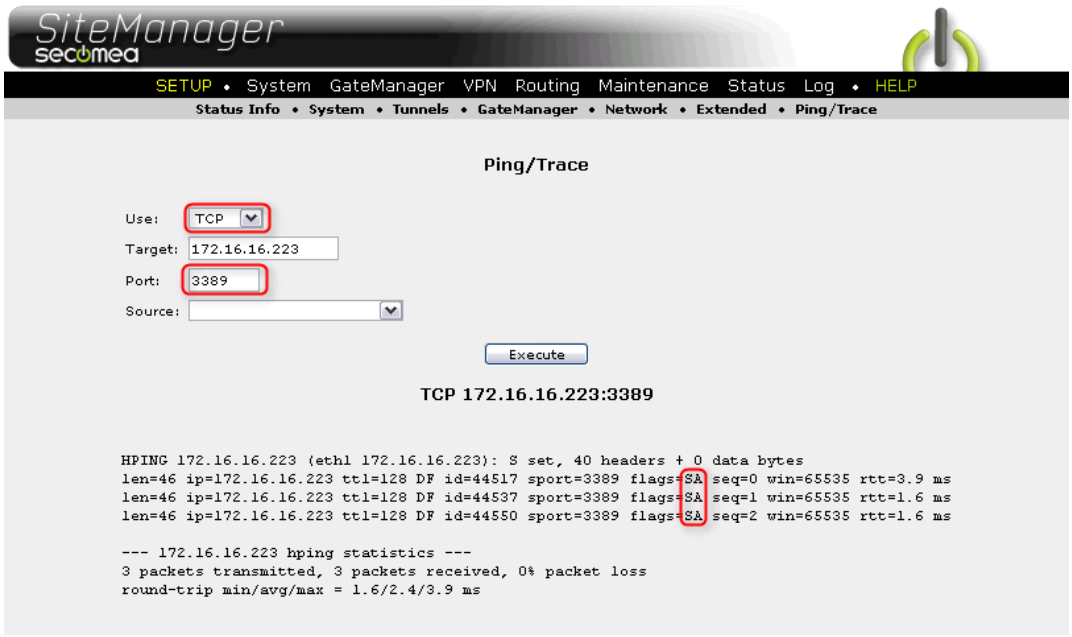
1. Ping/Trace tool – TCP ping

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)



SA inducate 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:

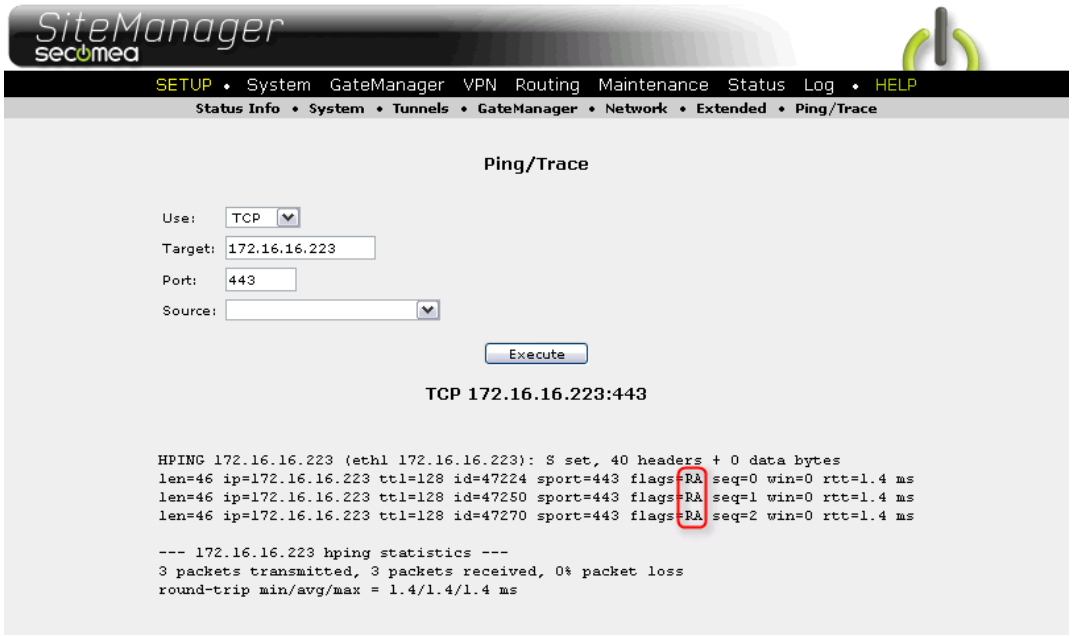
- No response means that either there is no host at the specified address, or that a firewall may have blocked the packet.
- A response with flags=RA means that the port is closed.
- A response with flags=SA means that the port is open and the server accepted the request.

UDP specific note:

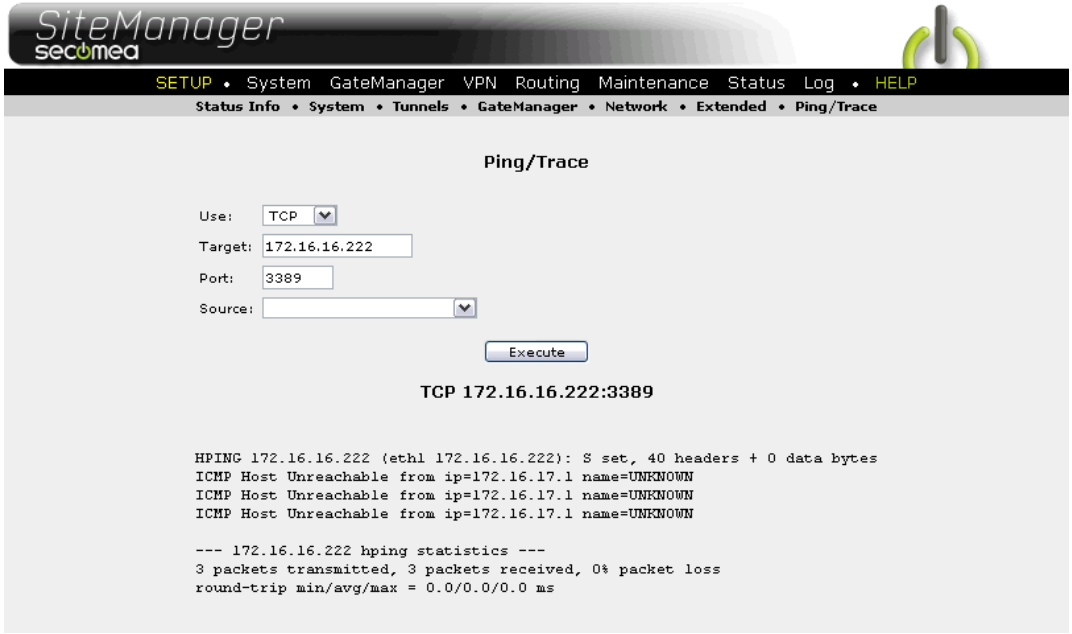
- No response may or may not indicate a problem; even when the port is reachable and open, the target host is unlikely to respond to a packet that most likely doesn't contain any valid protocol data.
- An "ICMP Port Unreachable" response means that the target host is reachable, but the port is closed (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 inducate that the port is not open:



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



2. Notices

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