

Connectivity Test Utilities

Conducting a PING test

PING is a simple test used to see if the connection between the client and server is open, or to verify that a server is responding.

1. In Windows, click Start>Run. Type "command" and click OK. A DOS command prompt window will open
2. At the prompt, type the following:
ping beacon.taltrade.com
3. Press Enter

If the test is successful you should get something like this:

Pinging htmltrader1.taltrade.com [198.207.140.207] with 32 bytes of data:

```
Reply from 198.207.140.207: bytes=32 time<10ms TTL=126
Reply from 198.207.140.207: bytes=32 time<10ms TTL=126
Reply from 198.207.140.207: bytes=32 time<10ms TTL=126
Reply from 198.207.140.207: bytes=32 time<10ms TTL=126
```

Each return trip should take no more than 250ms to complete (look at the number in front of ms)

If the test is unsuccessful you may see something like this:

Pinging htmltrader1.taltrade.com [198.207.140.207] with 32 bytes of data:

```
Request timed out.
Request timed out.
Request timed out.
```

Using the TRACERT Utility

The TRACERT utility maps the journey data takes on its way to the TAL Server Farm. TRACERT reports the name and IP address of every router along the way, together with a response time. This will show where bottlenecks are occurring.

1. In Windows, click Start>Run. Type "command" and click OK. A DOS command prompt window will open
2. At the prompt, type the following:
tracert beacon.taltrade.com
3. Press Enter

If the test is successful you should get something like this:

```
<10 ms <10 ms <10 ms 204.213.199.2
<10 ms <10 ms <10 ms
htmltrader1.taltrade.com [198.207.140.207]
```

Trace complete.

If there are any times higher than 250ms, or if you see Request Timed Out, that is most likely where the problem is occurring. Contact your Internet provider, or Contact Support.

If you do not see any problems listed in the results of the TRACERT, the problem may lie on the route taken from TAL to your system. To find out, try using our Traceblaster utility.

Using Traceblaster

Traceblaster is a similar to TRACERT in that it maps the journey between your system and TAL servers. The difference is that Traceblaster originates at TAL and reports the results on the Web.

1. Click the <http://traceblaster.realtick.com> link.

That's really about it. Traceblaster will detect your location and run TRACERT from the TAL servers. You may have to wait a moment for the system to display the results.

If any response times are higher than 250ms, or if you see Request Timed Out, that is most likely where the problem is occurring. Contact your Internet provider, or Contact Support.

Note that if you are running Traceblaster behind a firewall the request may time out before reaching your firewall's IP address.

CONTACT US

North America

+1-800-PLATTS8
(toll-free)
+1-212-904-3070
(direct)

Latin America

+55-11-3371-5755

EMEA

+44-(0)20-7176-6111

Russia

+7-495-783-4141

Asia-Pacific

+65-6530-6430

support@platts.com

© 2017 S&P Global Platts, a division of S&P Global. All rights reserved.

platts.com

CCFS1017