



Technical Bulletin – Network Performance Diagnostics

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A successful experience with Bridges' online products depends on the quality and performance of the client's local network and internet connection. Following the below steps will allow the client to gather quantifiable data about the state of their network.

1. Download and install PingPlotter (<http://www.pingplotter.com>). This requires a Windows based PC – you will likely need administrative privileges to install this software.
2. Start PingPlotter (from the Start Menu, Programs -> Ping Plotter)
3. Before starting a trace, adjust the following settings:
 - a. Set the **trace interval** (lower left) to five (5) seconds;
 - b. Enter 'www.bridges.com' in the address to trace box (actually, any site will do – the information collected is relevant for the local network, not the site).
4. Leave the trace running for a significant period of time, usually the complete duration of a normal business day.
5. After sufficient tracing time has elapsed, save the sample set (File -> Save Sample Set) and email the resulting .pp2 file to Bridges (note that, for large sample sets, the file may need to be compressed/zipped prior to emailing). Technical support email address is tech-support@bridges.com. Please include the following information in your email
 - a. Contact information
 - b. Site information (school name, location)