

# Ping Utility Usage

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## Introduction

The **ping** utility is essentially a system administrator's tool that is used to see if a computer is operating and if network connections are intact. **Ping** uses the Internet Control Message Protocol (ICMP) Echo function which is detailed in RFC 792 . This document illustrates the use of the **ping** command.

## Before You Begin

### Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

### Prerequisites

Readers of this document should be knowledgeable of the following:

- Cisco Intelligent Contact Management (ICM)
- Microsoft Windows Networking

### Components Used

The information in this document is based on the software and hardware versions below.

- All Cisco ICM version

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

## Ping Utility

The **ping** utility verifies connections to a remote computer or computers. You can use **ping** to test both the computer name and the IP address. If the IP address is verified, but the computer name is not, you may have a name resolution problem. In this case, make sure the computer name you are querying is in either the local host file or in the DNS database.

If you do not receive a reply from the device you are pinging, this indicates a network failure between the local and remote nodes. In this event, contact your local area network (LAN) administrator.

The following sample output from the **ping** command, shows successful connections.

```
C:\>ping 199.98.126.172

Pinging 199.98.126.172 with 32 bytes of data:

Reply from 199.98.126.172: bytes=32 time=10ms TTL=128
Reply from 199.98.126.172: bytes=32 time<10ms TTL=128
Reply from 199.98.126.172: bytes=32 time<10ms TTL=128
Reply from 199.98.126.172: bytes=32 time<10ms TTL=128
```

To find valid parameters for the **ping** command, check the Microsoft Windows NT help files.

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## Related Information

- [Using the Trace Route Utility](#)
  - [Understanding the Ping and Traceroute Commands](#)
  - [Technical Support – Cisco Systems](#)
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