

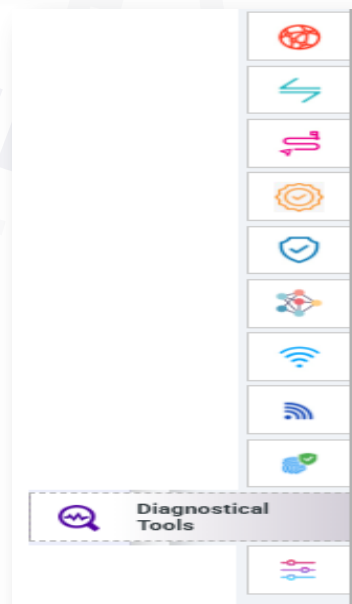
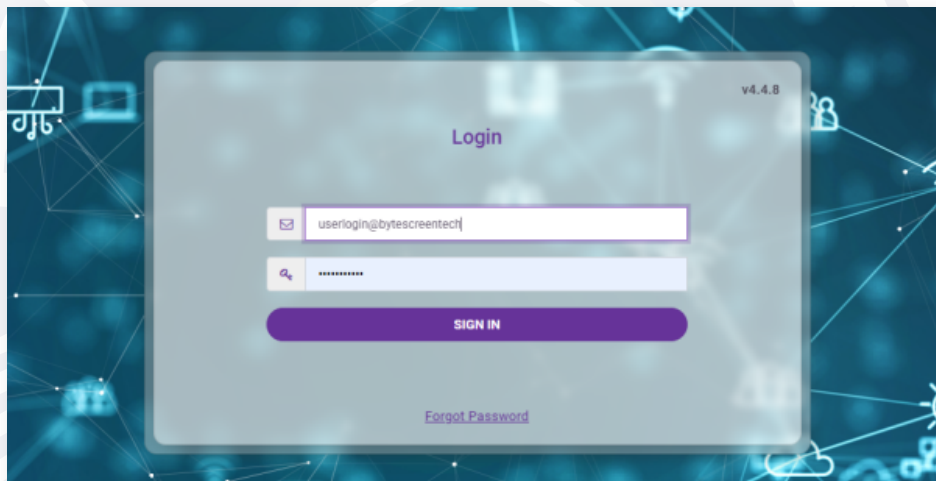


BYTESCREEN

CONNECT • DETECT • PROTECT

Troubleshooting PING

1. Login in the <https://fusionm.bytescreentech.com> (Management Controller)
2. Click Diagnostical Tool (in right side menu bar)



Go To Diagnostical Tools => PING

Click on the switch button for basic to Advance

The screenshot shows the 'PING' tool interface. At the top, there are tabs for 'IP Config', 'Ping', 'ARPing', 'IP Route', 'TraceRoute', 'MTR Check', and 'System Log'. The 'Ping' tab is active. Below the tabs, there is a 'Request Type' section with a switch button. The switch is currently set to 'BASIC' and is highlighted with a red circle. Below this, there are three input fields: 'Type*' (a dropdown menu with '- Select Type -' selected), 'Domain Name / IP*' (a text input field with the placeholder 'Enter the Destination Domain Name / IP'), and 'Count*' (a dropdown menu with '- Select Count -' selected). A red error message 'Type is Required' is visible below the 'Type*' field. At the bottom right, there are 'RESET' and 'SUBMIT' buttons. Below the input fields, there is a section titled 'Previously call' showing a previous ping command: 'Type: LAN | Destination IP: 8.8.8.8 | Count: 8 | Select Interface: LAN6'. Below this, there is a black terminal window showing the output of the ping command: 'Ah:93:95:8a:57:82(SGSRn) PING 8.8.8.8 (8.8.8.8): 8 data bytes --- 8.8.8.8 ping statistics --- 8 packets transmitted, 8 packets received, 0% packet loss'.

Select Type WAN or LAN

The screenshot shows the 'PING' tool interface with the 'Request Type' switch set to 'ADVANCE'. The 'Type*' dropdown menu is open, showing two options: 'WAN' and 'LAN'. The 'Domain Name / IP*' field is empty. The 'Count*' dropdown menu is set to '- Select Count -'. The 'Select Interface*' dropdown menu is set to '- Select Interface -'. At the bottom right, there are 'RESET' and 'SUBMIT' buttons.

After Selecting the Domain name e.g. google.com or any domain that you want to ping or IP e.g. 8.8.8.8 or any IP that you want to ping. After Select the packet count (how many packets want to send) e.g. 5, 6, or 10

The screenshot shows the 'PING' tool interface with the 'Request Type' switch set to 'ADVANCE'. The 'Type*' dropdown menu is set to 'LAN'. The 'Domain Name / IP*' field contains the IP address '8.8.8.8'. The 'Count*' dropdown menu is open, showing a list of numbers from 5 to 10, with '5' selected. The 'Select Interface*' dropdown menu is set to '- Select Interface -'. At the bottom right, there are 'RESET' and 'SUBMIT' buttons. Below the input fields, there is a section titled 'Previously call' showing a previous ping command: 'Type: LAN | Destination IP: 192.168.0.143 | Count: 5 | Select Interface: LAN6'. Below this, there is a black terminal window showing the output of the ping command: 'Submitted On : 27 February 2025 12:54:04 PM'.

After selecting the LAN Interface and submitting it. The time stamp comes when you submit the last request. For the result coming it takes 2 to 3 minutes.

PING

Request Type: **ADVANCED**

Type: LAN Domain Name / IP: 8.8.8.8 Count: 5 Select Interface: LAN6 (UP)

RESET SUBMIT

Previously call
Type: LAN | Destination IP: 8.8.8.8 | Count: 5 | Select Interface: LAN6

Submitted On: 27 February 2025 2:22:33 PM

```
48:5E:0E:0E:0E:37:5050>
```

PING

Request Type: **BASIC**

Type: Select Type Domain Name / IP: Enter the Destination Domain Name / IP Count: Select Count

RESET SUBMIT

Previously call
Type: LAN | Destination IP: 8.8.8.8 | Count: 5 | Select Interface: LAN6

Submitted On: 27 February 2025 2:22:33 PM

```
48:5E:0E:0E:0E:37:5050>
PING 8.8.8.8 (8.8.8.8): 0 data bytes
... 8.8.8.8 ping statistics ...
5 packets transmitted, 0 packets received, 100% packet loss
```