Windows 10 and TCP Packet Types

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Question

TCP packet types don't seem to be working in PingPlotter when running on Windows 10. How can I fix this?

Solution

We've recently discovered that WinPcap (a necessity for PingPlotter to be able to utilize TCP packet types) isn't fully supported on Windows 10. Our development team is currently in the process of investigating a solution, but in the meantime, there is a workaround available.

NpCap is an alternative driver that is available and should get things up and running as expected. You can find it here.

It's important to note: If you've already installed WinPcap on your machine, you'll want to completely uninstall it before installing NpCap. If you're trying out the PingPlotter Tech Preview, you'll also need to download and install a Microsoft Visual C++ redistributable package in order to get the tech preview working, which you can find here.

In some cases, you may need to run NpCap in WinPcap Compatibility Mode. Head here and download "Npcap 0.99-r8 installer." When running the installer, select Run in WinPcap Compatibility Mode.

If you should find yourself with any questions or needing any assistance in getting things set up, please don't hesitate to contact our support team at support@pingman.com!

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