Count Column Not Updating

Question

My Count column appears to be frozen. It's not incrementing; what's going on?

Solution

All the columns in the PingPlotter trace graph will reflect statistics only for the focus time (the time depicted in the Focus box). If it says "Auto", that means the focus time is equal to the timeline graph viewing period. The Count column, like all the other columns, is going to tell you how many samples were sent in your focus period.

We"ll go ahead and explain this with an example. By default, PingPlotter"s focus period is set to Auto, the trace interval is set to 2.5 seconds, and the timeline graph viewing period is set to 10 minutes. This means that the count will go up to about 240 samples, and will stop incrementing after that. It'll look something like this:

We can validate this with some quick math:

2.5 seconds X 240 samples = 600 seconds of data
600 seconds / 60 seconds per minute = 10 minutes of data

If you see the count stop updating, this does not mean that there are no more samples being sent; it just means that PingPlotter hit that 240 total samples for the focus period (or whatever the number will be for your settings), and that the oldest samples are dropping off to be replaced by the newest sample.

If you do want to see that Count column update, you"ll want to change your focus to "All"; you should see it start to increment at that point, but keep in mind that all the other statistics will change to reflect all samples as well.

If you have any other questions, don"t hesitate to contact us at support@pingman.com.