What are the differences between CloudConnect and PingPlotter Cloud?

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Intro

What's the difference between CloudConnect and PingPlotter Cloud? What does this mean for current CloudConnect users?

In this article we will cover what you need to know about the two and, if you're an existing user, there's even an option to use both!

Common Questions

(Q) What is the main difference between CloudConnect and PingPlotter Cloud?

- Our original solution to remote monitoring, CloudConnect, needed the user to install a Controller (primary PingPlotter instance) and deploy PingPlotter Agents in the field (agent-entitled builds of PingPlotter). These Agents receive trace commands from the Controller, collect traceroute data, and send it back to the Controller (your PingPlotter application) for viewing.

  With PingPlotter Cloud, setting up a Controller is no longer necessary. We host your own, personal instance of a "Controller" on our servers. This allows you to use PingPlotter through your own web browser. This also means that users no longer need to manage their own server-instance of the application, especially on behalf of other users (multi-user support is offered for PingPlotter Cloud, similar to CloudConnect).

(Q) If I choose to use both CloudConnect and PingPlotter Cloud, how many traces would be available to me?

- You'll be using the same subscription under your Pingman Tools account, so your pool of available traces would be shared between the two platforms.

(Q) What are the differences between CloudConnect and PingPlotter Cloud?

- With CloudConnect, the desktop application or Controller needs to be updated manually.

  However, since Cloud is hosted by Pingman Tools, updates are automatic. There's no longer a need to

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access your self-hosted, desktop instance and push an update through (with the exception of deployed Agents).

- CloudConnect users need to access and use the CloudConnect dashboard in the Pingman Tools Portal for their operations.

(Q) What information from my current CloudConnect setup can be migrated to PingPlotter Cloud?

- Only Agents can be migrated. Trace history, data, summaries, settings, and alerts do not migrate.

  Your pool of created and/or deployed Agents can be used upon logging in to PingPlotter Cloud

(Q) Are there any features available in one program that the other doesn't have?

TCP tracing is unavailable in PingPlotter Cloud, as are some alerts (PingPlotter Cloud has *Send an Email*, *Modify Summary*, and *Execute REST Call*).

CloudConnect, on the other hand, does not offer *PingPlotter Insights* (in Beta as of this writing).

(Q) Can I use both? What would that look like?

- This would give you a desktop instance of PingPlotter to use, in addition to having access to PingPlotter Cloud. Especially helpful if you troubleshoot issues, Controller-side, in environments when you don't have Internet access.

- If you already use CloudConnect, using both services gives you time to get used to PingPlotter Cloud and copy things over such as Engine configurations and Alerts.

  However, your trace data will be split into two places: the desktop instance of PingPlotter (your Controller) and PingPlotter Cloud. Trace data gathered from deployed agents is not shared between the platforms.

- If collaborating with other people, you'll need to manage users' credentials & permissions for each platform. Since permissions are generated locally with CloudConnect, they don't carry over to PingPlotter Cloud

  The exception to this is if multiple users are added to the CloudConnect account (accessible via the Pingman Tools Portal).

How to switch from CloudConnect to PingPlotter Cloud

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Optional: In your PingPlotter Controller, go to All Targets and sort the list by Agent Name. Then click File -> Export Target List. You can also click File -> Save Image. Use this list and/or the image as a reference as you rebuild your traces in PingPlotter Cloud. *Optional:* Make notes of how your alerts, summaries, and settings are configured.

1. Log in to your PingPlotter and navigate to the CloudConnect page. Close down / delete all existing traces running on your Agents but leave your Agents so you don't need to redeploy them.
2. Log in to https://pingplotter.cloud using your account credentials. You can then start initiating traces to your Agents.
3. Finally, finish creating your summaries, alerts, and settings. Please note that PingPlotter Cloud currently supports 3 alert types (Email, REST calls, and Modify Summary) and 2 packet types (ICMP and UDP).

How to use both PingPlotter Cloud and CloudConnect

1. Simply log in to https://pingplotter.cloud. You can then start initiating traces to your Agents (as long as you have enough available traces).
2. Feel free to copy over information from your CloudConnect setup, or create a new kind of setup for PingPlotter Cloud.

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