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Heartbeat

Santiago Garcia - 2025-07-15 - Troubleshooting

Heartbeat

Heartbeat provides a basic ICMP report about potential issues at the customers network. Its usefulness is a guide only, Heartbeat is less helpful for monitoring momentary or sudden packet loss, unless those outages are consistent over periods longer than five minutes. In summary Heartbeat is a useful overview of the customers connectivity between our two networks.

Enabling Heartbeat

- 1. Select Tools > Heartbeat.
- 2. Select Preferences
- 3. Enabling ICMP Generic Instruction

Device Provisio	ioning	Trace		(B)	Recep	tion Console	Por	ting		reams	н	eartbeat		SMS							
ration	Last 1	5 mins						×	D	ate Range											
address	Nothir	g selected																			
			206.1	89.156.240										49	.150.104.1	129					
			206.1	89.156.240						1.0				49	.150.104.1	129					
0.9			206.1	89.156.240						0.9				49	.150.104.1	129					
0.9			206.1	89.156.240										49	.150.104.1	129					
0.9 0.8 0.7 0.6			206.1	89.156.240						0.9 0.8 0.7 0.6				49	.150.104.1	129					
0.9 0.8 0.7 0.6 0.5			206.1	89.156.240						0.9 0.8 0.7 0.6 0.5				49	.150.104.1	129					
0.9 0.8 0.7 0.6 0.5 0.4			206.1	89.156.240					Speed (ms)	0.9 0.8 0.7 0.6 0.5 0.4				49	.150.104.1	129					
0.9 0.8 0.7 0.6 0.5 0.4 0.3			206.1	89.156.240					Speed (ms)	0.9 0.8 0.7 0.6 0.5 0.4 0.3				49	.150.104.1	129					
0.9 0.8 0.7 0.6 0.5 0.4 0.3 0.2			206.1	89.156.240					Speed (ms)	0.9 0.8 0.7 0.6 0.5 0.4 0.3 0.2				49	.150.104.1	129					
0.9 0.8 0.7 0.6 0.5 0.4 0.3 0.2 0.1			206.1	89.156.240					Speed (ms)	0.9 0.8 0.7 0.6 0.5 0.4 0.3 0.2 0.1				49	.150.104.1	129					
0.9 0.8 0.7 0.6 0.5 0.4 0.3 0.2 0.1	0 07:01 07	02 07:03	07:04 07:0	5 07:06	7:07 07:	38 07:09	07:10 07:11	07:12 07	Speed (ms)	0.9 0.8 0.7 0.6 0.5 0.4 0.3 0.2	7:00 07:	01 07:02	07:03 (17 07:1	08 07:0	9 07:10	07:11	07:12
0.9 0.8 0.7 0.6 0.5 0.4 0.3 0.2 0.1 0.3 0.2 0.1 0 0.5 9 07:00	00 07:01 07	02 07:03	07:04 07:0		07:07 07:	38 07:09	07:10 07:11	07:12 07	Speed (ms)	0.9 0.8 0.7 0.6 0.5 0.4 0.3 0.2 0.1	7:00 07:	01 07:02	07:03 (17 07:1	08 07:0	9 07:10	07:11	07:12
0.9 0.8 0.7 0.6 0.5 0.4 0.3 0.2 0.1 0 06:59 07:00 25	0 07:01 07	02 07:03	07:04 07:0	5 07:06	07:07 07:	38 07:09	07:10 07:11	07:12 07	Speed (ms)	0.9 0.8 0.7 0.6 0.5 0.4 0.3 0.2 0.1	7:00 07:	01 07:02	07:03 (17 07:	38 07:0	9 07:10	07:11	07:12
0.9 0.8 0.7 0.6 0.5 0.4 0.3 0.2 0.1 0 06:59 07:00 25 20	0 07:01 07	02 07:03	07:04 07:0	5 07:06	37:07 07:	38 07:09	07:10 07:11	07:12 07	Speed (ms)	0.9 0.8 0.7 0.6 0.5 0.4 0.3 0.2 0.1	7:00 07:	01 07:02	07:03 (17 07:	38 07:0	9 07:10	07:11	07:12
0.9 0.8 0.7 0.6 0.5 0.4 0.4 0.3 0.2 0.1 0.0 0.5 59 07:00 25 20 15	0 07:01 07	02 07:03	07:04 07:0	5 07:06	17:07 07:	38 07:09	97:10 07:11	07:12 07	Speed (ms)	0.9 0.8 0.7 0.6 0.5 0.4 0.3 0.2 0.1	7:00 07:	01 07:02	07:03 (17 07:1	38 07:0	9 07:10	07:11	07:12
	00 07:01 07	02 07:03	07:04 07:0	5 07:06	J7:07 07:	38 07:09	07:10 07:11	07:12 07	Speed (ms)	0.9 0.8 0.7 0.6 0.5 0.4 0.3 0.2 0.1	7:00 07:	01 07:02	07:03 (17 07:1	38 07:0	9 07:10	07:11	07:12

Heart requires ICMP to be configured on the customer router.

1. Access your router's admin interface. This is typically done by entering your router's IP address in a web browser. The address is usually 192.168.1.1 or 192.168.0.1.

- Log in with the admin username and password. These are often defaulted to "admin/admin" or "admin/password" if you haven't changed them. Check your router documentation.
- 3. Find the firewall or security settings. This may be under a "Firewall", "Security" or "Access Control" menu.
- 4. Look for a setting to enable ICMP or ping responses. Many routers have a checkbox to "Allow ICMP" or "Respond to ping". Make sure this is enabled.
- If you don't see an explicit ICMP or ping setting, you may need to create a basic firewall rule to allow ICMP traffic. Add a rule to allow "ICMP" or "ICMP Echo" on the WAN interface.
- 6. Save your changes. You may need to reboot the router for changes to fully take effect.