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## Heartbeat

Santiago Garcia - 2025-07-30 - 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 Provisi	ioning Tr	) T	Call Check	Reception		Porting		Teams	Heartbea	at	SMS					
Device Provisi	ioning in	ille -	Call Check	Reception	CONSOLE	Forting		Tearns	Tieat wea		CIVIC					
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	Last 15 m	13														
address	Nothing s	lected														
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		2	06.189.156.240					1.0			49.150.	104.129				
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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.