



## Heartbeat

Mike Johnstone - 2025-03-06 - 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. Log into your account
2. Select Tools > Heartbeat.
3. Select Preferences

## Enabling ICMP - Generic Instruction

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.

2. 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.

5. 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.

The screenshot shows a network management dashboard with a navigation bar at the top containing icons for Device Provisioning, Trace, Call Check, Reception Console, Porting, Teams, Heartbeat, and SMS. Below the navigation bar, there are two dropdown menus: 'Duration' set to 'Last 15 mins' and 'Date Range'. A search bar is visible with the text 'IP address'. Two buttons, 'SEARCH' and 'CALL QUALITY', are located to the right of the search bar. The main area of the dashboard is overlaid with six numbered instructions. Below the instructions, there are two line graphs. The top graph shows 'Speed (ms)' on the y-axis (0 to 1.0) and time on the x-axis (06:59 to 07:13). It features two data series: a blue line with data points at 0.6, 1.18, 0.9, 0.24, and 0.4, and a red line with data points at 0.72, 1.32, 1.8, and 1.4. The bottom graph shows 'Speed (ms)' on the y-axis (0 to 25) and time on the x-axis (06:59 to 07:14), with a red line fluctuating between approximately 15 and 25 ms.