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## Heartbeat

Mike Johnstone - 2025-11-23 - 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.

