

Base de conocimiento > Troubleshooting > Heartbeat

Heartbeat

Mike Johnstone - 2025-11-20 - 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.

