

## Setting Options for Device Availability Monitors

<https://campus.barracuda.com/doc/90443554/>

A **Device Availability** monitor checks whether a device is responding to an **ICMP ECHO** request in less than 3000 milliseconds and lets you know whether the device is up or down.

**ICMP Ping** checks a remote host for availability. Devices normally respond to ping requests within milliseconds. However, on a very congested network it may take up to three seconds or longer to receive an echo packet from the remote host.

The availability of a device is always monitored.

If you have a server that has a remote card in it (such as an **iLO/DRAC**) and the main **IP** of the server goes down, you will not receive a device down alert because the other **IP** address of the **iLO/DRAC** is still responding. **iLO (Integrated Lights-Out)** cards should be configured not to respond to ping in the same manner as **AMT-enabled** devices.

### What You Can Do

Since device availability is always monitored, you can

- set the alert notification options for a device that is down
  - set how long Service Center should wait before alerting you that a device is down
- For non-critical devices or devices that report availability through another monitoring policy, ignore this monitor type.

**To set the alert notification and how long Service Center should wait before alerting that a device is down**

1. In Service Center, click **Configuration > Monitor & Alert Rules**.
2. From the **Site** list, select the site where the device is located.
3. From the **Device** list, select the device to which you want to add a monitor.
4. Click **Add Monitor**.
5. From the **Choose Monitor Type** list, select **Device Availability**.
6. Click **Add Monitor**.
7. In the **Monitor** tab, type a **title** for the monitor.
8. Optionally, type a **description** for the monitor.
9. Click **Alerts**.
10. Click **Add**.
11. Type a **title** for the alert.
12. Optionally, type a **description** for the alert.
13. Click **Add Alert Rule**.
14. From the **Trigger Alert When Device is Down For** list, select the length of time Service

Center should wait before alerting you.

15. Click **Save**.

16. Do one of the following:

- To send an email, see [Setting Alert Actions](#).
- To create a trouble ticket, see [Setting an Alert to Create a Trouble Ticket](#).
- To self-heal, see [Setting an Alert to Self-heal](#).
- To run a script, see [Setting an Alert to Run a Script](#).
- To escalate the alert, see [Escalating an Alert](#).

17. Click **Save**.

**See Also**

[Exclude Devices Directly](#)

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