

## Frequently Asked Questions

**Question:** How much traffic does an iStatus Probe generate?

**Answer:** iStatus Probes vary their traffic based on how you configure them, with the chief culprit of high-traffic usage being the pulse interval. With a 10-second pulse interval, the average bitrate for a probe is 16.384 kilobits per second per connection monitored.

**Question:** How do I reset my iStatus Probe?

**Answer:** There is a small reset button on the back of the probe. While the probe has power, hold that button down for 15 seconds and release. The probe will then begin its' reset process. Do not unplug the probe during this process.

**Question:** How do I reboot my iStatus Probe?

**Answer:** While this should be unnecessary, you can briefly hold down the reset button on the back of the probe (for less than 5 seconds), which will cause the probe to reboot safely.

**Question:** Does iStatus Probe support IPv6?

**Answer:** While iStatus Probes support IPv6, iStatus Cloud does not.

**Question:** My iStatus Probe doesn't work. How do I fix it?

**Answer:** For support, please go to <https://www.akative.com/support>, and a support specialist will assist you shortly.

**Question:** Do I need to update my iStatus Probe?

**Answer:** No, iStatus comes fully configured and is fully managed with firmware and software updates. You should never need to update the probe after it's been installed.

**Question:** What is ConnectionValidation™, and how do I configure and use it?

**Answer:** ConnectionValidation is one of iStatus' core patented features that allows the iStatus probe to simultaneously monitor primary and secondary Internet connections. This feature is preconfigured so that it is already set up for your network when your probe is plugged in. To access the visibility of this feature, we suggest viewing your timeline view and looking at the connections that your probe is responsible for.

**Question:** How is iStatus different from traditional monitoring dashboards?

**Answer:** iStatus is the only agnostic network and connectivity management platform. Meaning, that regardless of your carrier, your hardware, or your ISP (Internet Service Provider), iStatus can still provide visibility and monitoring in one single pane of glass. iStatus is also one of, if not the only, management platform that provides an accurate and clear view of MSPs and their customers simultaneously. Meaning, for our partners, iStatus is a unifying tool that allows for self-management and management

of multiple customers all at once and allows both customers and MSPs to see what's happening on their networks.

**Question:** How do I pick an iStatus service plan that's right for my business?

**Answer:** Determining what network needs your business has will help us select the proper service plan for your business. For example, if your network is security-sensitive, selecting the Professional or Enterprise plans would deliver extra security features to fortify that initiative. Or depending on your data needs. For example, if your network runs a lot of regular office traffic as well as a VoIP phone system, then the Enterprise plan would be a good fit to cover the higher data needs.

With help selecting your iStatus service plan or upgrading to a different plan, please reach out to [Sales@Akative.com](mailto:Sales@Akative.com).

**Question:** Can I use iStatus for my network if I don't have a RocketFailover® backup Internet connection?

**Answer:** Yes! iStatus can still provide visibility and monitor your business-critical applications even if you don't have a backup Internet connection. iStatus has excellent benefits for security features, network visibility, and multi-location business monitoring that can all be utilized without a RocketFailover connection.

**Question:** Can I move my iStatus probe to a different business location?

**Answer:** Yes, you can move the iStatus probe to a different physical location. If you do so, you will need to make a few updates in your iStatus Dashboard to reflect the move. In order to make these updates, you must have a Manager position or above and then you should do one of the following:

- Create a new location (to represent the new physical location of the probe) in iStatus and move the probe via the probe settings.

OR

- Move the probe via the probe settings to an existing location in iStatus that represents the new location you moved the probe to.

**NOTE:** If you have iStatus with an Akative™ failover solution (such as RocketFailover®), you need to inform Akative of the move so that your records and billing are updated to reflect the change. This ensures that Location A doesn't continue to get billed for services when you moved things to Location B.

**Question:** When can I add more data to my service plan, and how do I request more data using iStatus?

**Answer:** You can request more data be added at any time during your billing cycle. Visit the iStatus Organization Summary and click on the blue 'Request Data Change' button to request a data change.

