

I installed the monitoring software PRTG from Paessler AG and configured it to monitor my network infrastructure and my cameras. The monitoring software allowed me to identify the disconnect issue when the Arlo camera enters Wi-Fi Power Saving Mode (PSM).

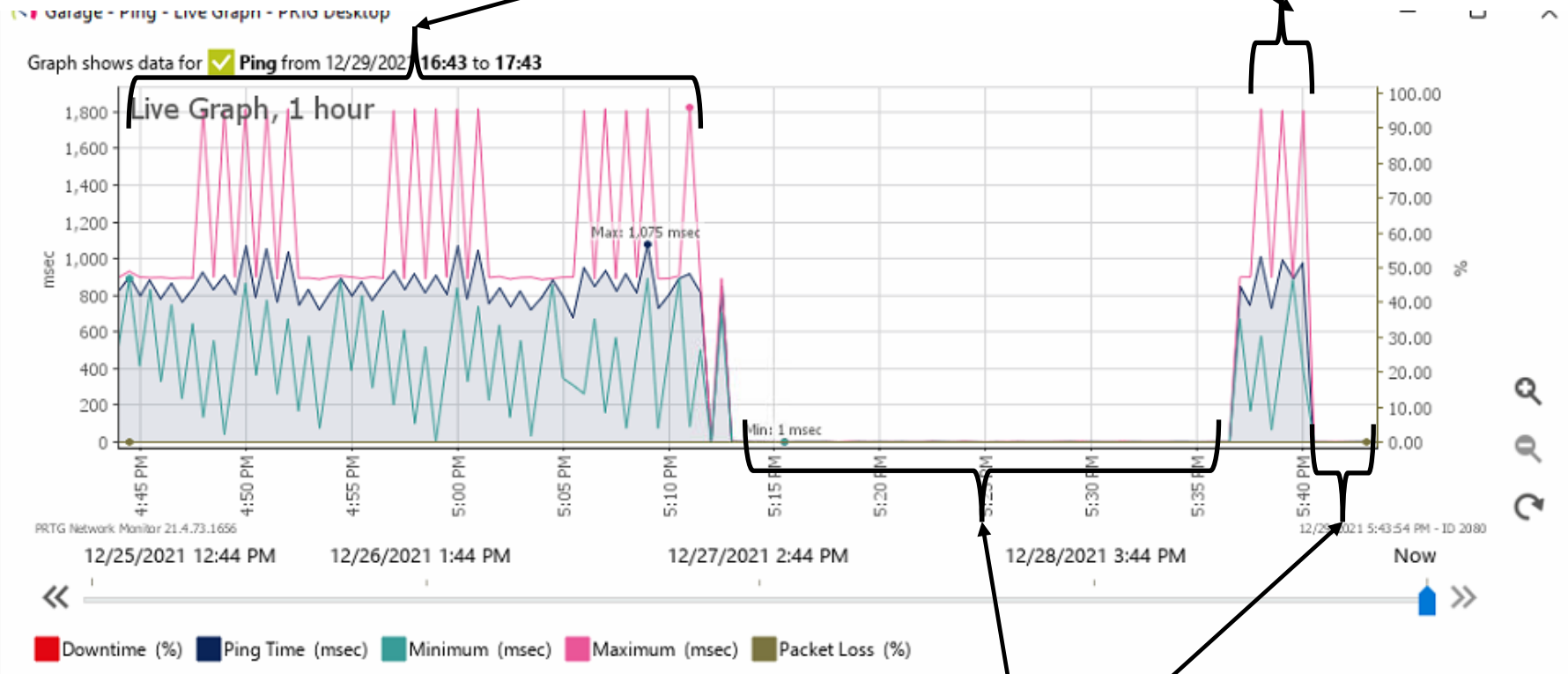
- When camera is not armed
 - Enters Wi-Fi Power Saving Mode (PSM)
 - Ping response times are excessive
 - Disconnects and reconnects from the server multiple times an hour
 - When it disconnects and reconnects the night vision lights come on and go off which trigger the other cameras in the area
- When camera is armed
 - Wi-Fi Power Saving Mode is not enabled
 - Ping response times are consistent with the other devices on the network

Hostname	IP Address
ESP-E64006	192.168.0.176
*	192.168.0.217
VMC4041P-A1C84	192.168.0.56
*	192.168.0.187

idx	MAC	Associated	Authorized	RSSI	PHY	PSM	Tx rate	Rx rate	Connect Time
	B0:F1:EC:77:A4:6A	Yes	Yes	48dBm	n	No	19.5M	21.7M	07:36:52
	B0:F1:EC:77:A4:D6	Yes	Yes	21dBm	n	No	72.2M	65M	07:36:53
	A4:11:62:C5:A9:ED	Yes	Yes	23dBm	n	No	72.2M	65M	07:36:55
	E8:DB:84:E6:40:06	Yes	Yes	7dBm	n	No	72.2M	54M	07:37:06

5 GHz radio is disabled

- Google DNS: 8.8.8.8 ✓ 1
- Ping
- Camera Servers ✓ 2
 - Arlo - my.arlo.com ✓ 1
 - Ping
 - Tend - app.isecurityplus.com/app/a#/auth/login ✓ 1
 - HTTP
- Cameras ✓ 3
 - Arlo Center Bay: 192.168.0.56 ✓ 1
 - Ping
 - Tend Secure - Kubota: 192.168.0.187 ✓ 1
 - Ping
 - Tend Secure - Corvette: 192.168.0.217 ✓ 1
 - Ping
- Weather Station ✓ 1
 - Ping
- Ambient Console ✓ 1
 - Ping

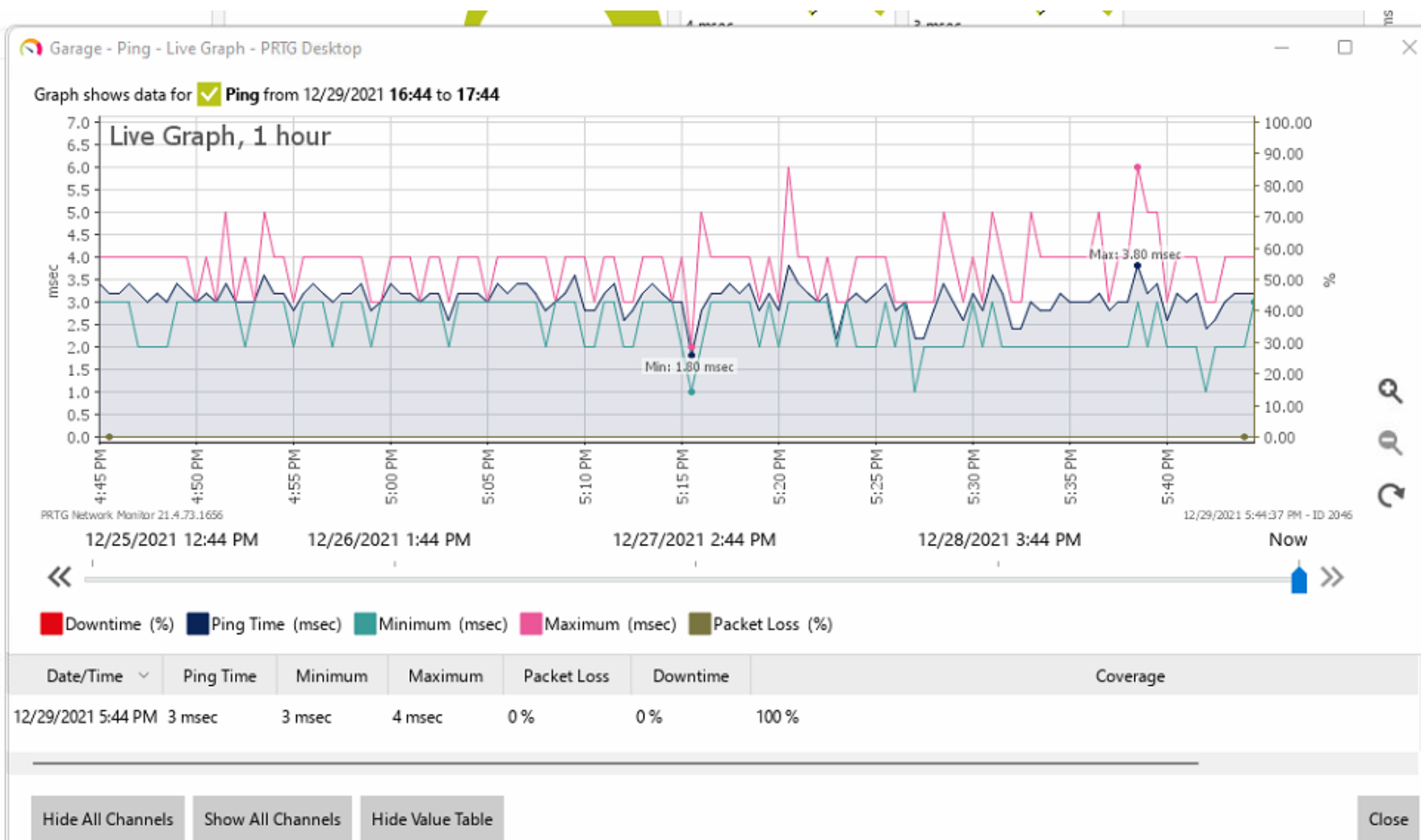


Date/Time	Ping Time
12/29/2021 5:43 PM	2 msec

idx	MAC	Associated	Authorized	RSSI	PHY	PSM	Tx rate	Rx rate	Connect Time
	B0:F1:EC:77:A4:6A	Yes	Yes	42dBm	n	No	19.5M	12M	07:40:51
	B0:F1:EC:77:A4:D6	Yes	Yes	19dBm	n	No	72.2M	24M	07:40:52
	A4:11:62:C5:A9:ED	Yes	Yes	16dBm	n	Yes	72.2M	72.2M	07:40:54
	E8:DB:84:E6:40:06	Yes	Yes	7dBm	n	No	72.2M	54M	07:41:05

5 GHz radio is disabled

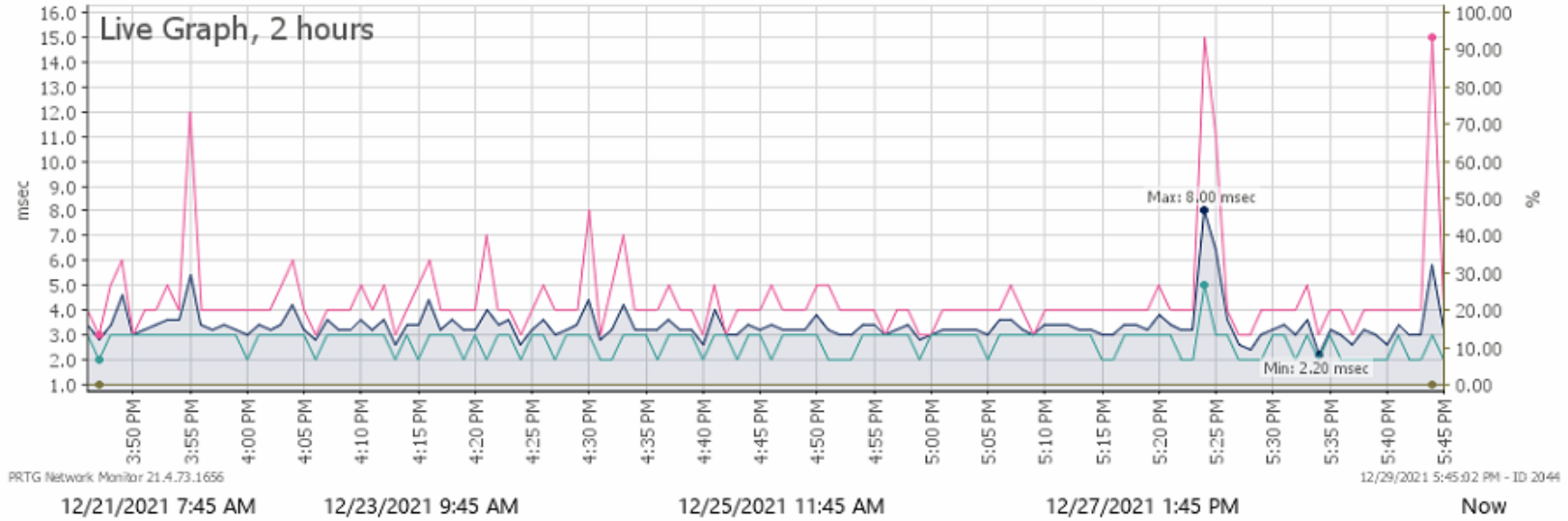
- ✓ Ping
 - ✓ Syslog Receiver
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 - ✓ Ping
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 - ✓ Ping
 - ✓ Tend - app.isecurityplus.com/app/a#/auth/login ✓ 1
 - ✓ HTTP
- ✓ Cameras ✓ 3
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 - ✓ Ping
 - ✓ Tend Secure - Kubota: 192.168.0.187 ✓ 1
 - ✓ Ping
 - ✓ Tend Secure - Corvette: 192.168.0.217 ✓ 1
 - ✓ Ping
 - ✓ Weather Station ✓ 1
 - ✓ Ambient Console ✓ 1
 - ✓ Ping
 - ✓ Network Discovery



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Garage - Ping - Live Graph - PRITG Desktop

Graph shows data for ✓ Ping from 12/29/2021 15:45 to 17:45



PRTG Network Monitor 21.4.73.1656

12/29/2021 5:45:02 PM - ID: 2044

■ Downtime (%)
 ■ Ping Time (msec)
 ■ Minimum (msec)
 ■ Maximum (msec)
 ■ Packet Loss (%)

Date/Time	Ping Time	Minimum	Maximum	Packet Loss	Downtime	Coverage
12/29/2021 5:44 PM	3 msec	2 msec	4 msec	0 %	0 %	100 %

Hide All Channels

Show All Channels

Hide Value Table

Close

-  Alarms
-  Maps
-  Reports
-  Logs
-  Tickets 3
-  Tools

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