



## Can Service-Policies Be Changed in GCP to Allow Ping/ICMP Communications?

[https://kb-stage.netapp.com/cloud/Cloud\\_Volumes\\_ONTAP/Can\\_Service\\_Policies\\_Be\\_Changed\\_in\\_G...](https://kb-stage.netapp.com/cloud/Cloud_Volumes_ONTAP/Can_Service_Policies_Be_Changed_in_G...)

Updated: Wed, 24 Jun 2026 08:15:42 GMT

### Applies to

- ONTAP 9
- Cloud Manager
- Google Cloud Provider (GCP)

### Answer

- ICMP is not supported for back-end instances
  - Network Load Balancing doesn't deliver ICMP packets to back-end instances.
  - If an ICMP packet is sent, for example with ping or trace-route, the reply doesn't come from the load balancer's back-end instances

- Google Cloud infrastructure might send an ICMP reply, even if you have firewall rules that prohibit ICMP traffic on the load balancer's back-end instances
- This behavior can't be changed

### **Additional Information**

For more informatin, see [ICMP not supported for backend instances](#)