

A. MODEM In PPPOE Mode

Sr.No	Observation	Probable Cause	Remedy
1	ADSL lamp is not glowing permanently Lamp status: Power & LAN - ON , DSL & Int - OFF	Splitter connections disturbed	Check connections of splitter
2	ADSL lamp is blinking i.e. not steady Lamp Status: Power & LAN - ON DSL - Blinking , Int - OFF	Dry joint in DP/Pillar/MDF	Check jumper and termination in DP/Pillar/ MDF
		Fault in Dropwire / Internal wiring	lay new dropwire
		Fault in Cable pair	Check SNR and attenuation ,change the cable pair. (Desired limit : SNR should be greater than 13 db and attenuation should be less than 40 db)
		Fault in Power Adaptor	Check by using other power adaptor of same rating.
		Fault in Modem	Check with new modem
		Fault in Electricity wiring	Check the earthing
		DSL card / chipset in DSLAM is out of order.	Check the DSLAM through soft command. Put card/ chipset / port in service.
		Distance from the exchange	for more than 5 Km, install new 64 DSLAM near by customer premise
3	ADSL link is up but not getting internet browsing (Authentication Problem) Lamp Status: Power & LAN - ON DSL - ON , Int - OFF	Media connectivity of DSLAM with RPR/OCLAN may be failed.(In case complaints are received in bulk.)	Check the physical connectivity of DSLAM with RPR/OCLAN swich
		Modem reset by customer	Check configuration of DSL modem
		Password is changed by customer but same is not configured in Modem	Configure modem with new password
		Fault in DSL Modem	Change the DSL modem / Use in bridge mode

4	Getting authentication but not getting browsing Lamp Status: Power , LAN,DSL, Int - ON	LAN not enabled.	The LAN Card has to be enabled by following the steps given below. i)Go to Desktop. ii)Click "My Network Place". iii)Select Properties. iv)Select LAN and right Click it and "Enable ".
		Connectivity between PC and Modem	From your PC try pinging to the gateway (ping 192.168.1.1 -t), Also switch off your modem and switch on and try pinging. if not getting ping , then check Proxy setting, RJ-45 Cable, computr LAN Card driver. Check using Laptop / other PC , if getting browsing then fault is in the subscriber PC.
5	Connected and also able to ping the DNS nos. But cannot browse. Lamp status: ALL OK	Firewall or such programm	Installed firewall or any such program after installation of which you have started facing this problem.If so disable the Firewall software/ Application that you have installed and try browsing.
		any trojan / viruses	Check for any trojan / viruses
6	Not opening particular website Lamp status: ALL OK	Entry for website is not available in DNS.	Check from other BB connection. If not openig, send tracert report ro banglore NOC for adding the same
7	Customer getting slow speed Lamp status: ALL OK	fault in cable pair / dropwire / internal wiring	Check speed on customer port from MDF. if spped is proper in MDF, check SNR and attenuation and check termination at all points. If need ,change the cable pair / drop wire.
		Problem in customer PC	Check for any trojan / viruses as these will also result in slow browsing. Check with Laptop / other PC for customer satisfaction.
		Fault in Modem	Check with customer modem from MDF.
		problem of particular website	check the website from NIB / other customer's premise.
		For international website, due to cut of submarine cable.	Check the status with NOC BGL /Pune
		DNS problem due to DNS server down	Check the status of DNS server with NOC BGL / Pune and change the DNS Server IPs accordingly.

B. In case of CPE in Bridge mode

Note : IN Bridge Mode Int Lamp will not glow (i.e. permanently OFF).

Sr.No	PROBLEM	DESCRIPTION/CAUSE	Remedy
1	Problem Error-678 Lamp status: Power & LAN : ON DSL : blinking	This is most common problems. It is due to poor connectivity. Problem can be anywhere between Tier 2 - DSLAM - Modem - PC of the customer.	Switch off / Switch on Modem (Power Switch at the back of modem) and wait for 2 minutes. Then retry. If problem is not solved then Reset Modem [Back pin (in the hole) to be pressed in switched ON condition] a)Check link lamp Modem . If it is blinking, then it is line problem. b)Check Modem to splitter connectivity. i) Jack in & Jack out the cable of / to the modem and to the splitter ii)Jack in & Jack out the telephone connection of the splitter. If lamp is still blinking - then it is due to poor line condition / fault. The case has to be referred to Outdoor Team for attending the fault
2	Problem Error -619	The port is disconnected	This error occurs when another application /process requires the same port as being used by the BB modem. In particular fax software is often associated with error 619. Disable the FAX software and reboot.
3	Problem Error-691 Power & LAN : ON DSL : ON	User id and Password problem.	Try with user id :multiplay and password : multiplay . If get connected then reset the customer password.
4	Problem Error-769 Power & DSL : ON LAN : OFF	LAN not enabled.	The LAN Card has to be enabled by following the steps given below. i)Go to Desktop. ii)Click "My Network Place". iii)Select Properties. iv) select LAN and right Click then "Enable".
5	Problem Error- 797 ALL Lamp (except INT) : ON	Modem or LAN driver problem	Reset the Modem (in on condition) by pressing button available in the backside hole of the modem and wait for 2 mintues and then log on. If the problem is not solved then call your vendor to check computer LAN Card driver.
6	Problem Error-718 ALL Lamp (except INT) : ON	Peak Hour - This problem occurs if loading is high on the system and number of customers exceed the call handling capacity of B.RAS.	Peak Hour - Please try after some time.
7	Problem Error - 630-633	Computer LAN Card problem.	Install LAN Driver / LAN Card has to be changed.