```
 1  problem details: IPTV error 000001 system error troubleshooting: internet and phone is ok
 2  reboot STB still same error 000001 system error  then inform him to off all telco equipment for
 3  1 minutes then on again start from ONU then RG then STB  internet connected already after reboot
 4  get error 105003 system error  comfirm cable all plugin correctly  inform will open report  he
 5  acknowledge Query Sample Session Result for: sample@telco BRAS IP Acct Session ID Time
 6  Framed IP Address MAC Address Calling Station Total Connect Time Ping0009704086 06/06/2010
 7  02:06:36 pm  pppoe 2c:bf:f8:a1:99:ad #kl-example# To METRO E 000001 #109 1 day  08:47:02  is alive
 8  Query Sample Session Result for: sample@telco BRAS IP Acct Session ID Time Framed IP Address
 9  MAC Address Calling Station Total Connect Time PingNo result available  Query Sample Session
10  Result for: sample@telco BRAS IP Acct Session ID Time Framed IP Address MAC Address Calling
11  Station Total Connect Time Ping0000000000 07/06/2010 11:06:31 pm  pppoe 2c:bf:f8:a1:99:ad
12  #kl-example# To METRO E 000001 #109 00:00:03  is alive preferred languages: Malay
```