

9-Trouble Shooting-PPPOE

9.1-ERROR 678 / 651 / 815 : "The remote computer did not respond"

- 1 - LAN card of PC may be disabled- enable LAN card and check
- 2 - PC Ethernet (LAN card) port fault/ Driver corrupt. Repair/Install new driver
- 3 - Line problem between your end and DP / POP of Internet Service Provider (ISP). i.e. –cable , switch / media convertor (device faulty)- check line
- 4 - Spy ware is running on the computer and is interfering with the connection-Run antivirus and remove spywares
- 5 - Third-party firewall software is blocking the connection-check whether soft firewall
- 6 - Server down or due to higher network element faults at ISP-Check with NOC/CC Team.
- 7 - Error 651 is faced in windows 7 – error 851 is faced in windows vista-above
- 8 - Error 815 may also occur due to restricted user (or we can say logged in with USERS other then administrator of the system)
- 9 - Error 815 may also occur due windows registry corruption.

9.2-ERROR 769: "The specified destination is not reachable"

Error - Due to LAN port disabled or Lan card drivers not installed or lan card drivers not properly installed.

Solution- Enable the LAN port (or Local Area Connection). Or Installed the lan card drivers.

9.3-ERROR 691: "Access was denied because the user name and/or password was invalid on the domain"

Error 691: Access was denied because the user name and/or password was invalid on the domain.

-or-

Error 734: The PPP link control protocol was terminated.

-or-

Error 629: The port was disconnected by the remote machine.

- 1 - Incorrect User name or password, or Spelling error.
- 2 - Due to forget of changed password.
- 3 - Due to authentication problem in AAA server of ISP.
- 4 - Error 691 due to wrong password
- 5 - Error 629 in windows 7 due to MAC address authorization failure.

9.4-ERROR: 619- "The remote computer did not respond and port was closed"

- 1 - Due to corrupted Lan USB driver (If using). When USB to lan convertor NIC card is used.Install new dialer
- 2 - Due Registry Problem use scanreg command to repair dialer

9.5-Error 720: No PPP Control Protocols Configured

TCP/IP may be corrupt, try re-installing TCP/IP
DHCP hand shake issue or ip release to client issue.

9.6-Error 729 : No PPP Control Protocols Configured

Due to the mismatch pppoe service installed – Remove all the pppoe service

9.7-Dialer Connected Page Not Open

Due to the browser issue-check on another browser

Due to the DNS failure issue-check with noc team whether specified DNS is working or not or check with the system whether it has obtained DNS or not.

9.8-Speed Slow:

- 1-viruses/spyware issue- check with the system whether antivirus is installed
- 2-Line connectivity issue- check with Cord/TL where issue is in line
- 3-IBW issue-check with TLs/NOC whether IBW constraint is there
- 4-Subscriber plan-check with TLs/NOC/CC proper plan has been allotted.

9.9- Outlook issue/SMTP port Issue:

check whether customer has subscribed static IP or not as by the default GTPL block SMTP port.
Check proper configuration of outlook in case of static IP

9.10- Particular file is not being uploaded:

Switch/Media Issue