



How To Guide:
Troubleshoot the PPPoE Connection

Failed to dial up PPPoE connection

☑ ✘ PPPoE PPPoE_01 Port 3 ppp5 - - - ▾

Possibility 1:

Username / Password is not correct. You can find error message from the log : (\Logs and Reports\System\PPPoE)

2020-04-14 02:45:13	pppd[21154]	Modem hangup
2020-04-14 02:45:13	pppd[21154]	peer refused to authenticate: terminating link
2020-04-14 02:45:12	pppd[21154]	Connect: ppp0 <--> /dev/pts/0
2020-04-14 02:45:12	pppd[21154]	pppd 2.4.7 started by root, uid 0
2020-04-14 02:45:12	pppd[21154]	Using interface ppp0
2020-04-14 02:42:50	pppd[10143]	appear to have received our own echo-reply!
2020-04-14 02:42:50	pppd[10143]	Connection terminated.
2020-04-14 02:42:50	pppd[10143]	Exit.

Possibility 2:

If the appliance did not get any reply packet from the modem, you can try:

1. Reset the modem
2. Reset the switch between Q-Balancer and modem
3. Check the physical cable

DateTime	↑↓	ID	↑↓	Log
2020-04-14 11:36:55		pppd[3901]		Timeout waiting for PADO packets
2020-04-14 11:36:55		pppd[3901]		Unable to complete PPPoE Discovery
2020-04-14 11:37:50		pppd[3901]		<u>Timeout waiting for PADO packets</u>
2020-04-14 11:37:50		pppd[3901]		Unable to complete PPPoE Discovery
2020-04-14 11:38:45		pppd[3901]		Timeout waiting for PADO packets
2020-04-14 11:38:45		pppd[3901]		Unable to complete PPPoE Discovery
2020-04-14 11:39:40		pppd[3901]		Timeout waiting for PADO packets
2020-04-14 11:39:40		pppd[3901]		Unable to complete PPPoE Discovery
2020-04-14 11:40:35		pppd[3901]		Timeout waiting for PADO packets
2020-04-14 11:40:35		pppd[3901]		Unable to complete PPPoE Discovery

PPPoE Packets Captured via Packet Sniffer

09:08:26.440623 PPPoE PADI [Service-Name] [Host-Uniq 0x424F0000]
09:08:26.453783 PPPoE PADO [AC-Name "TP-BRAS-D54"] [Host-Uniq 0x424F0000]
[Service-Name] [AC-Cookie 0x98CC96F2D83832B7D83FF87370077609]
09:08:26.454141 PPPoE PADR [Service-Name] [Host-Uniq 0x424F0000] [AC-Cookie
0x98CC96F2D83832B7D83FF87370077609]
09:08:26.521143 PPPoE PADS [ses 0xf6e] [Service-Name] [Host-Uniq 0x424F0000] [AC-
Name "TP-BRAS-D54"] [AC-Cookie 0x98CC96F2D83832B7D83FF87370077609]
09:08:27.429069 PPPoE [ses 0xf6e] LCP, Conf-Request (0x01), id 1, length 16
09:08:27.475655 PPPoE [ses 0xf6e] LCP, Conf-Request (0x01), id 251, length 20
09:08:27.475669 PPPoE [ses 0xf6e] LCP, Conf-Ack (0x02), id 1, length 16
09:08:27.476116 PPPoE [ses 0xf6e] LCP, Conf-Reject (0x04), id 251, length 10
09:08:27.488823 PPPoE [ses 0xf6e] LCP, Conf-Request (0x01), id 252, length 16
09:08:27.489377 PPPoE [ses 0xf6e] LCP, Conf-Ack (0x02), id 252, length 16
09:08:27.489590 PPPoE [ses 0xf6e] LCP, Echo-Request (0x09), id 0, length 10
09:08:27.489911 PPPoE [ses 0xf6e] IPCP, Conf-Request (0x01), id 1, length 12
09:08:27.501839 PPPoE [ses 0xf6e] LCP, Term-Request (0x05), id 253, length 6
09:08:27.502540 PPPoE [ses 0xf6e] LCP, Term-Ack (0x06), id 253, length 6