No Web Pages

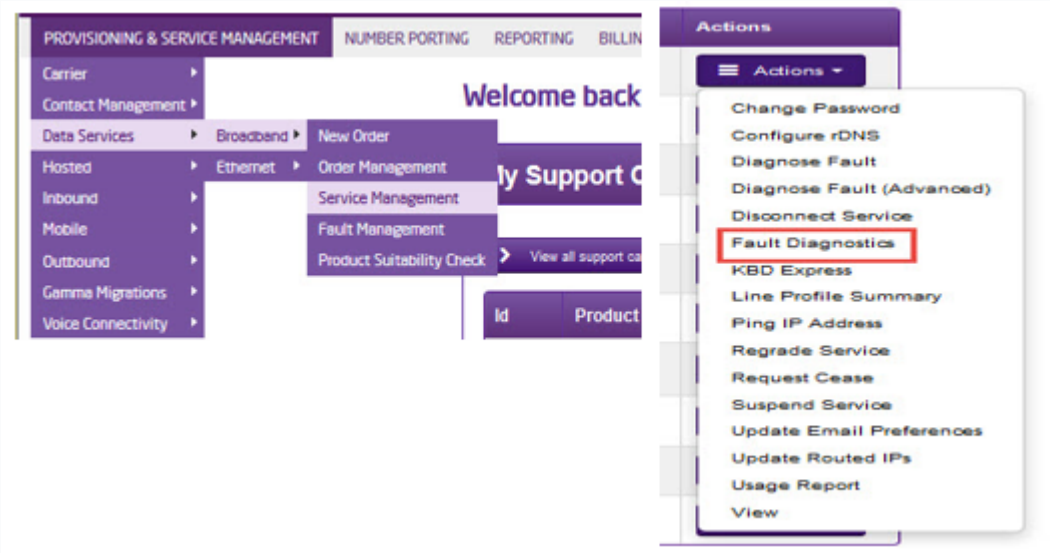
If you are unable to load up any web pages, you may still have a connection to your Broadband. Follow the below steps to help with identifying the fault.

Please note:

Before you start diagnostics, it is worth checking if there are any known outages in your area which may affect the service.

Step 1

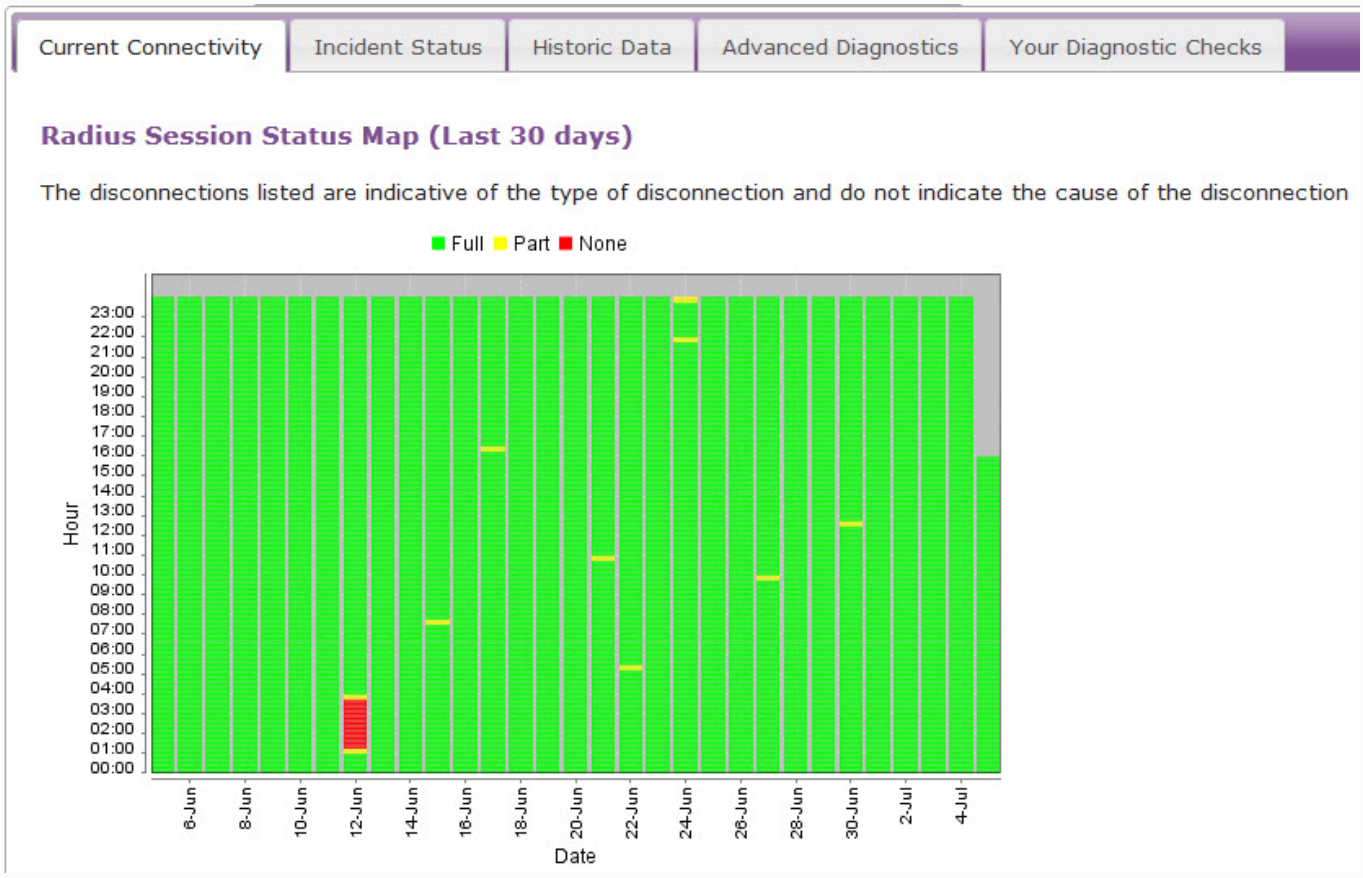
From the Gamma Portal, go to “Provisioning and Service Management”, “Data Services”, “Broadband” and then select “Service Management”. Select the relevant account, and search for the affected line using the CLI. Once you’ve pressed search, using the Actions menu select “Fault Diagnostics”.



Step 2

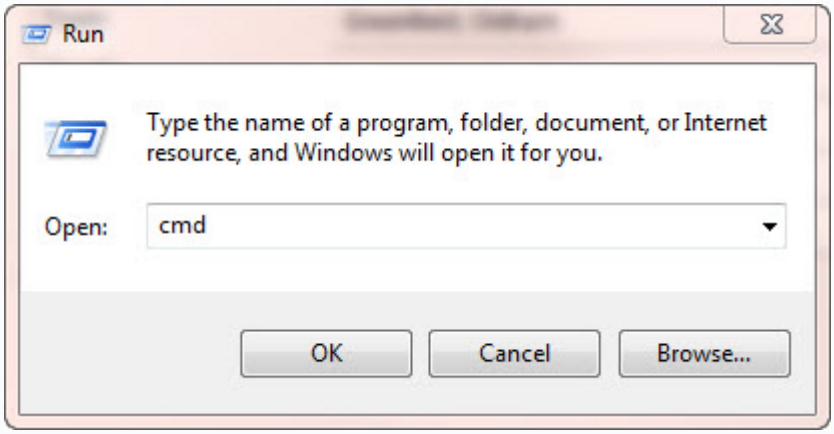
If the Radius Session Map is showing red in the affected 15 minute segment, please go refer to the No Authentication trouble-shooter.

If the Radius Session Map is showing green in the affected 15 minute segments, this is likely to be a local issue.



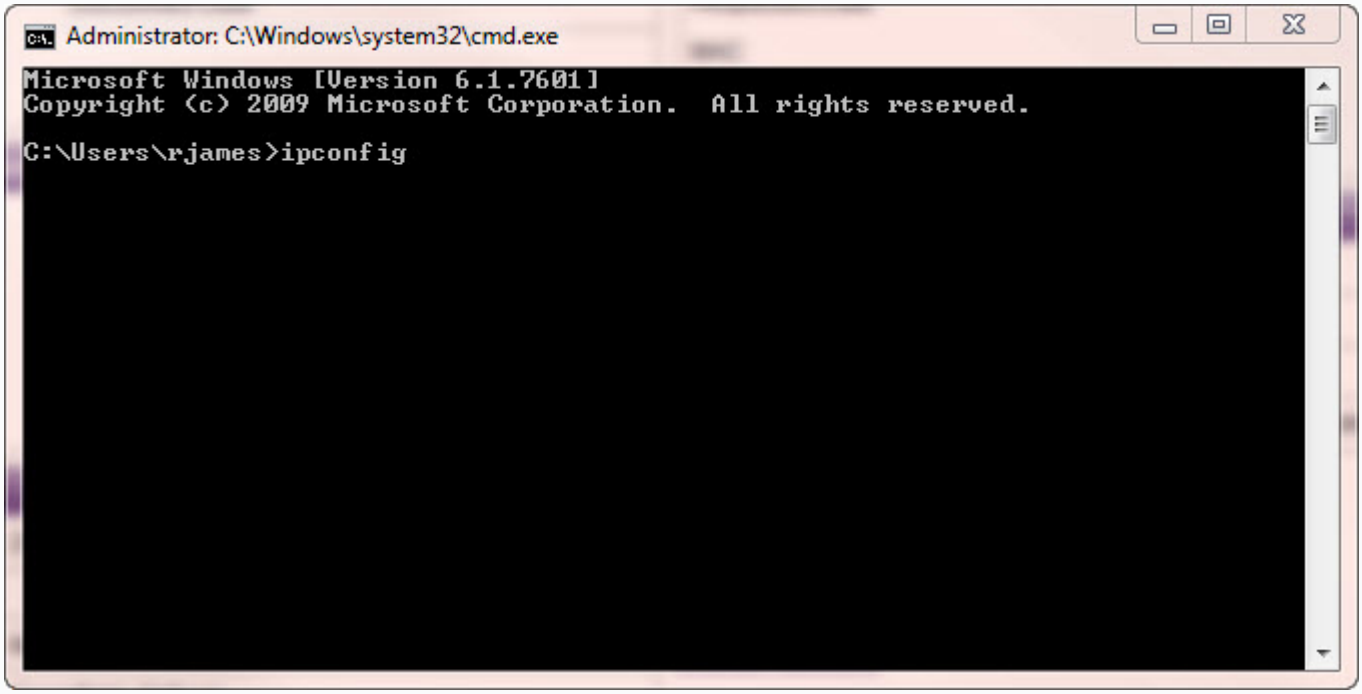
Step 3

We need to do some tests on the local equipment now. Go to “Start” on your PC and then “Run”. Within the text box of the “Run” facility, type in “cmd” and press “OK”. This can also be achieved by going to **Start > All Programs > Accessories > Command Prompt**



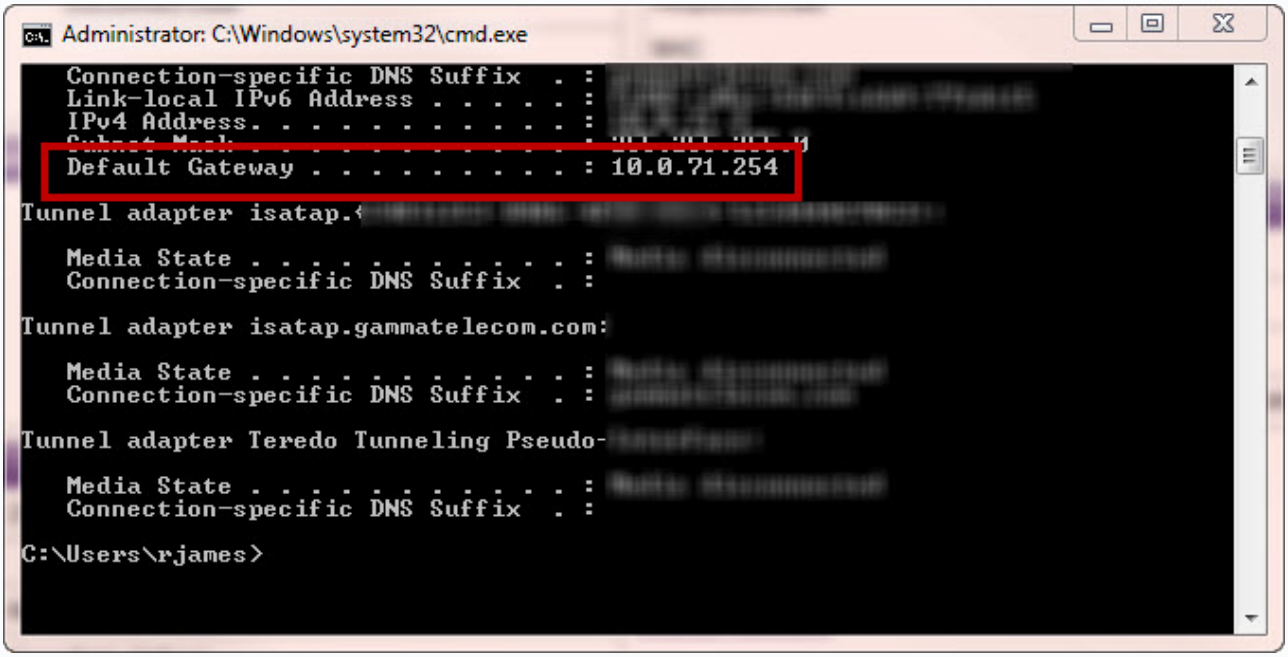
Step 4

Type in “ipconfig” and press enter.



Step 5

Look for the Default Gateway address and make a note of this.

- 

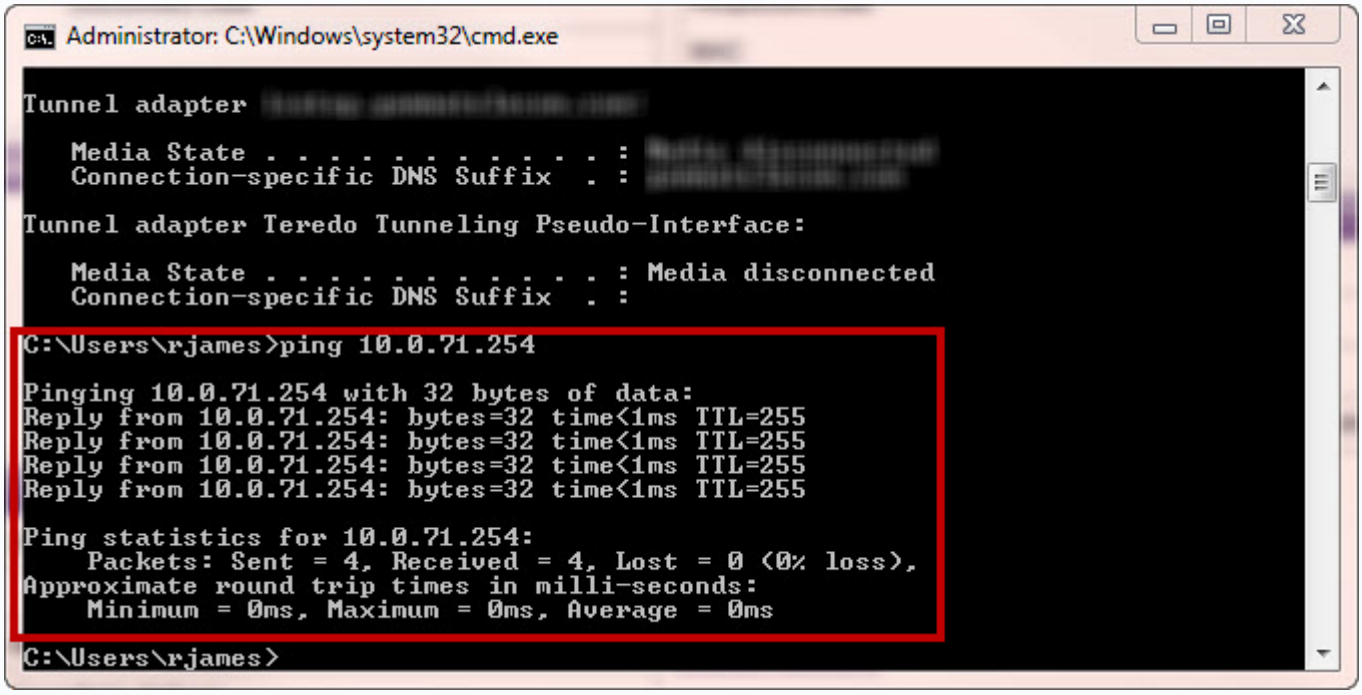
Step 6

Type in “ping” followed by a space, then the Default Gateway address and press enter.

Step 7

If you get replies from the ping (like in the screen shot across), this means that you can connect to the router and you should proceed to Step 9.

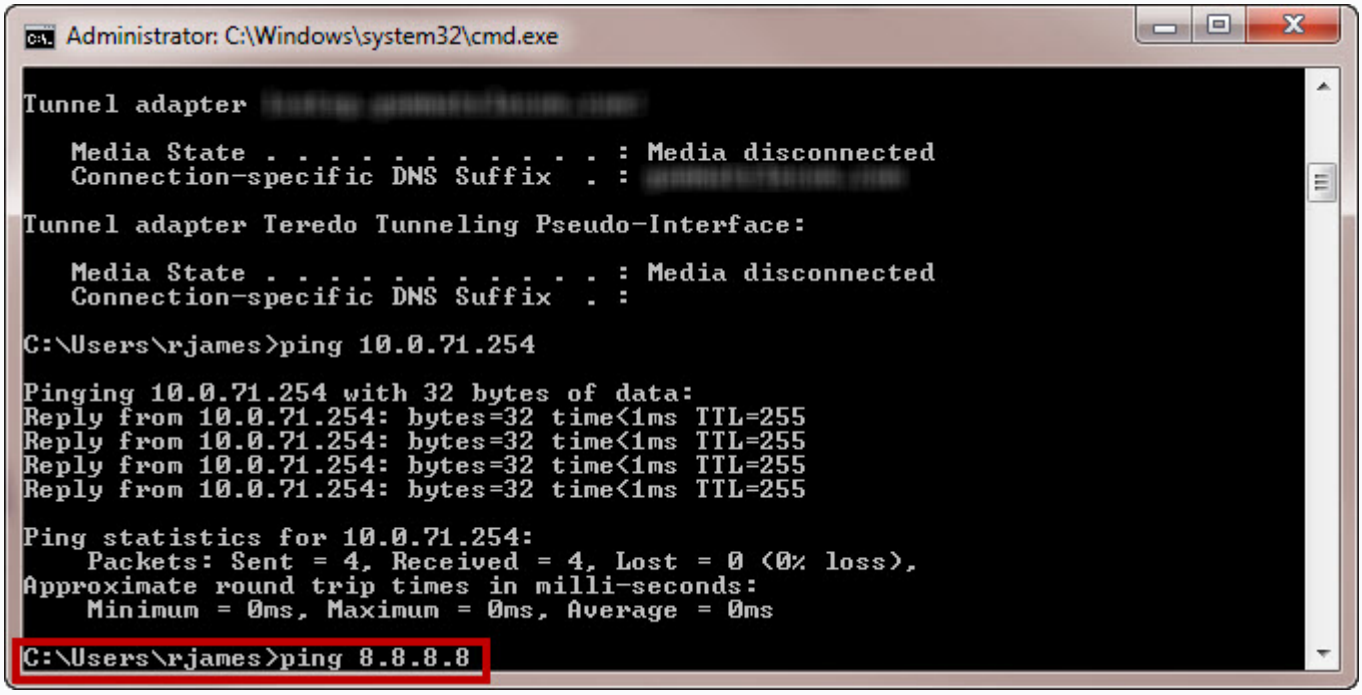
If you get no results from the router (which look like the screen shot in Step 10), this means that you have no connection to the router and would need to contact your IT Administrator.



Step 8

If you get a reply from the router ping, you would need to ping a live web address. We recommend sending a ping to Google’s address.

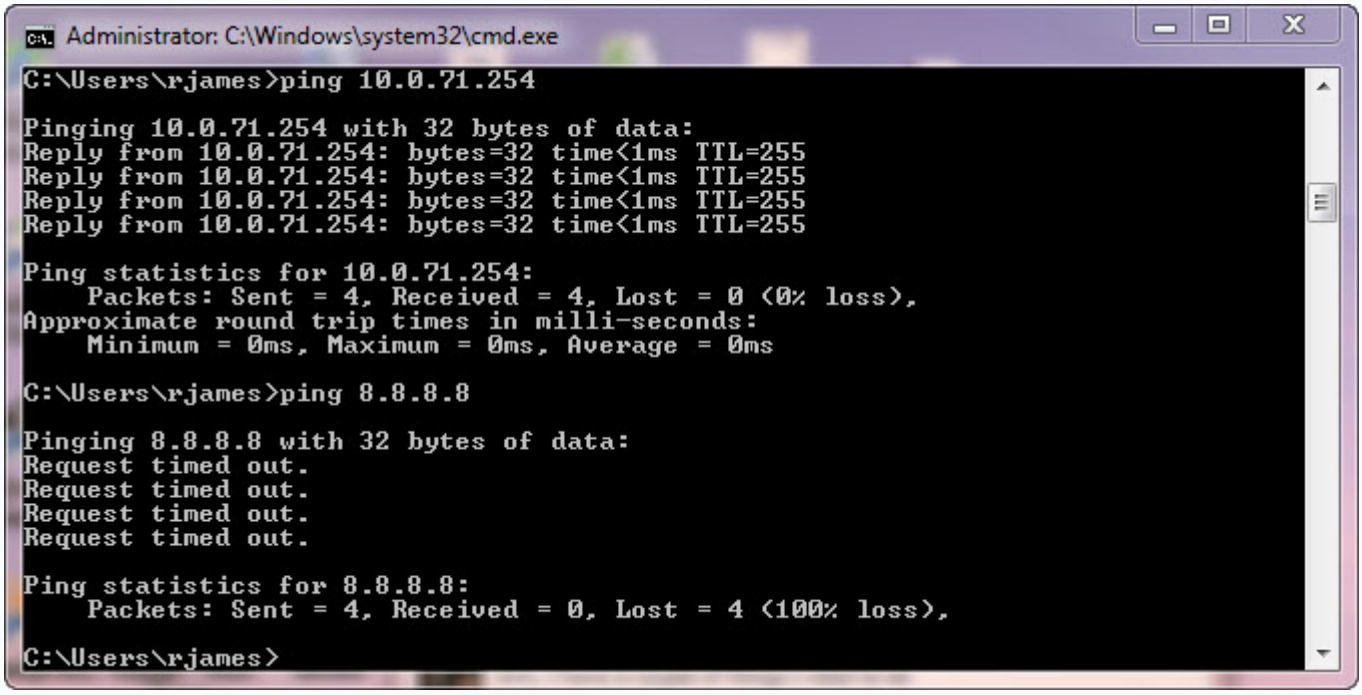
To do this, type in “ping 8.8.8.8” and press enter.



Step 9

If you are unable to get a reply from the Google DNS ping (example in the screen shot across), this would suggest that it is a local issue (router/firewall) and you would need to speak to your IT Administrator regarding this.

If you have got a ping result back from Google (which looks like the screen shot in Step 9), you have access to the Internet and need to do some more tests. Please see Step 10.

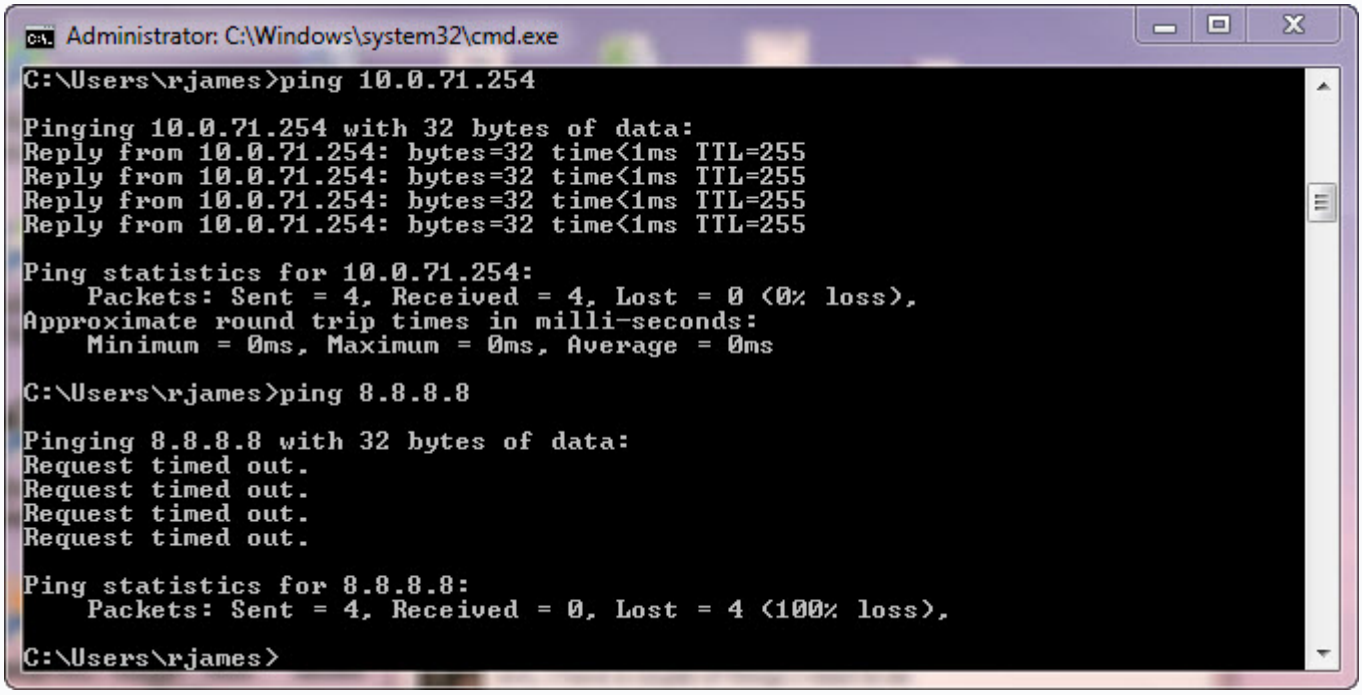


Step 10

We now need to ping a web address, again we recommend google. In the command prompt, type in “ping google.co.uk”.

If you get no results back, this would suggest a DNS error. You would need to try adding DNS manually on the router or the customers PC, or speak to your IT Administrator about this.

If you have got results back, then you should be OK to view web pages. If you are still unable to view web pages, then this could be a Browser error or a proxy may be enabled, and again you’d need to speak to your IT Administrator.


Administrator: C:\Windows\system32\cmd.exe
C:\Users\rjames>ping 10.0.71.254
Pinging 10.0.71.254 with 32 bytes of data:
Reply from 10.0.71.254: bytes=32 time<1ms TTL=255
Reply from 10.0.71.254: bytes=32 time<1ms TTL=255
Reply from 10.0.71.254: bytes=32 time<1ms TTL=255
Reply from 10.0.71.254: bytes=32 time<1ms TTL=255
Ping statistics for 10.0.71.254:
Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
Minimum = 0ms, Maximum = 0ms, Average = 0ms
C:\Users\rjames>ping 8.8.8.8
Pinging 8.8.8.8 with 32 bytes of data:
Request timed out.
Request timed out.
Request timed out.
Request timed out.
Ping statistics for 8.8.8.8:
Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),
C:\Users\rjames>