

Troubleshooting

Q. I can't connect to the internet. What could be the problem?

A. There are several reasons why you may be unable to connect to the internet. We normally recommend going through the following steps to find out the cause;

1. [Contact NTT](#)* and ask them to confirm the status of the account with them, i.e. confirm whether it is enabled or disabled. You can also ask them to test the line from their end of see if they can see any problems with it.
2. If NTT can confirm that everything is OK, please [contact us](#) so that we can confirm the status of your account with us here. Alternatively, go to the [Webmail](#) site and try logging in here with your user ID and password. If you are able to login, your account with Rakuten Broadband Premium account is active.
3. If the account is active with both NTT and Rakuten Broadband Premium, then the next step depends on the configuration in your home.

*Please note, if you are using the eAccess ADSL service, please refer to the instructions at the bottom of this page.

NTT FLETS ADSL and Fiber Optics Users in NTT East areas

If you are using a router

1. If you are using a router but one or more of the computers connected to the router can access the internet;

The problem is likely with the router itself. You can try to confirm this yourself by connecting one of the computers to the router by cable, if it's setup wirelessly, and then try browsing again. If this works, the problem is likely being caused by the wireless settings either in the router or on the computer itself.

If you are unable to connect to the internet when the computer is connected to the router directly, you can try switching the cable from one socket to another on the router to test this. You can also try switching cables to make sure this is not the issue. If you are still unable to connect at this point, you will need to either contact the manufacturer of the router or browse their website and support forums for assistance.

Please note, if you are using the Aterm WR7610HV router provided by Rakuten Broadband Premium, please contact us in this instance.

2. If you are using a router and all of the computers connected to it cannot access the internet;

Again, the problem is likely with the router itself. If all of the computers connected to the router are connecting wirelessly, we suggest you try connecting one of the

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computers to the router by cable and then try browsing again. If this works, the problem is likely being caused by the wireless settings either in the router or on the computer itself.

If you are unable to connect to the internet when the computer is connected to the router directly, the router itself could be misconfigured or no longer working at all. You can test this by trying to access the routers firmware, usually by browsing to 192.168.1.1 or by using the Airport Utility if you are using an Apple device. If you can access the router's firmware, you may just need to reconfigure the router to get it working again. You can confirm how to do this either by using the router setup manual or by checking their support sites online, if you can access the internet in another way. Rakuten Broadband Premium cannot provide technical support for third party routers.

Please note, if you are using the Aterm WR7610HV router provided by Rakuten Broadband Premium, please [contact us](#) in this instance.

If you are using a router, it is worth trying to connect the computer directly to the NTT device to test the connection as well. This should confirm whether the problem is with the router itself or the computer.

If you are connecting directly to the NTT device

If you are connecting directly and have setup the connection ID and password in your computer as per our instructions [here](#), you may see one of the following error messages;

Windows users

Error 678 in XP and Error 815 in Vista - This error appears when there is no connection to our PPPoE server available. This is almost always caused by either a disabled account with NTT or a faulty line or NTT device. Please [contact NTT](#) if you are receiving this error message to confirm the status of the account with them.

Error 691 - This error appears when either the user name or password has been entered incorrectly. The only other instance in which this message appears is when the connection ID you have received from Rakuten Broadband Premium does not match the service type from NTT. For example, you are using a Mansion type fiber optic service from NTT but have received a Family type connection ID from us. If this is the case, please [contact us](#) so that we can update the connection ID or go to the Members Station and make the change there yourself.

Mac users

Could not find a PPPoE server - This error when there is no connection to our PPPoE server available. This is almost always caused by either a disabled account with NTT or a faulty line or NTT device. Please [contact NTT](#) if you are receiving this error message to confirm the status of the account with them.

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Authentication failed - This error appears when either the user name or password has been entered incorrectly. The only other instance in which this message appears is when the connection ID you have received from Rakuten Broadband Premium does not match the service type from NTT. For example, you are using a Mansion type fiber optic service from NTT but have received a Family type connection ID from us. If this is the case, please [contact us](#) so that we can update the connection ID or go to the Members Station and make the change there yourself.

NTT West Premium Family/Mansion Type Fiber Optic Users

If you are in the NTT West area and using the Family type fiber optic service from NTT, it's likely that you have 2 devices from NTT, an ONU and a CTU. In this instance, the ONU is connected to the wall and the CTU and the computer or router is connected to the CTU.

If you are using a router and this is connected to the CTU, we recommend simply trying to connect the computer directly to the CTU to see if you can browse the internet. If you are unable to do so, we recommend [contacting NTT](#) to ask them if they can check the line and account status from their end before [contacting us](#).

If you are not using a router and you are connected directly to the CTU but cannot access the internet, we recommend [contacting NTT](#) to ask them if they can check the line and account status from their end before [contacting us](#).

eAccess ADSL Users

If you are using the eAccess ADSL service, please [contact us](#) directly if you are unable to connect to the internet.

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