

How to capture ADSL logs on a Bipac 7402XX.

1. Unplug the ADSL cable from the router.
2. Plug in the console cable to your router.

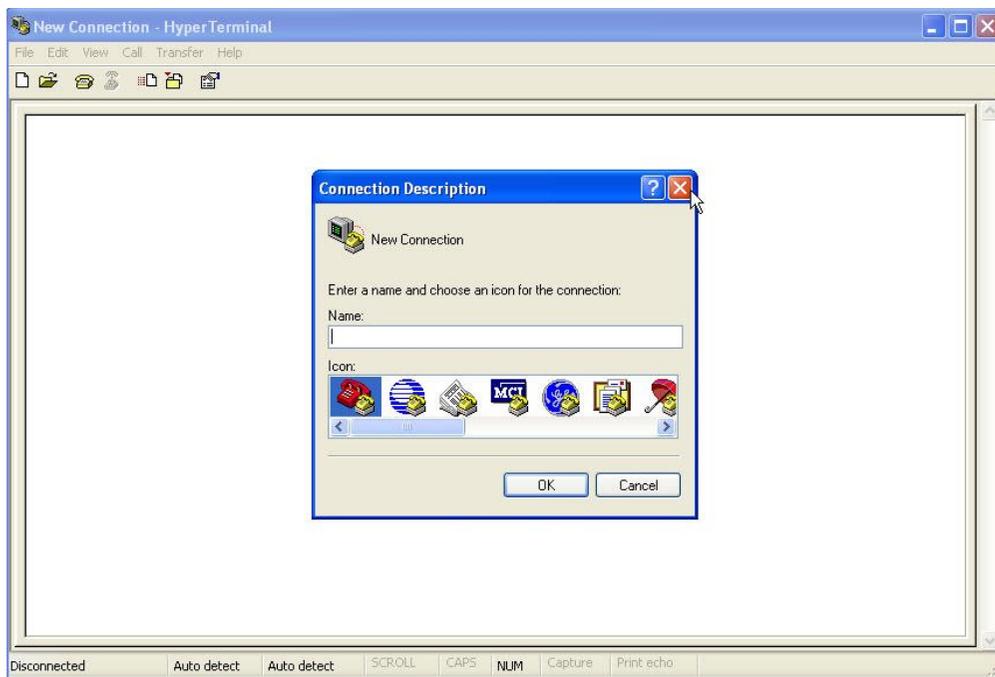


3. Plug the other end of the console cable to your PC's serial port



4. Proceed to your computer then click on Start >>> All Programs/Programs >>>> Accessories >> Communications >>> Hyper Terminal.

Once you have loaded Hyper Terminal the follow page will look like this.



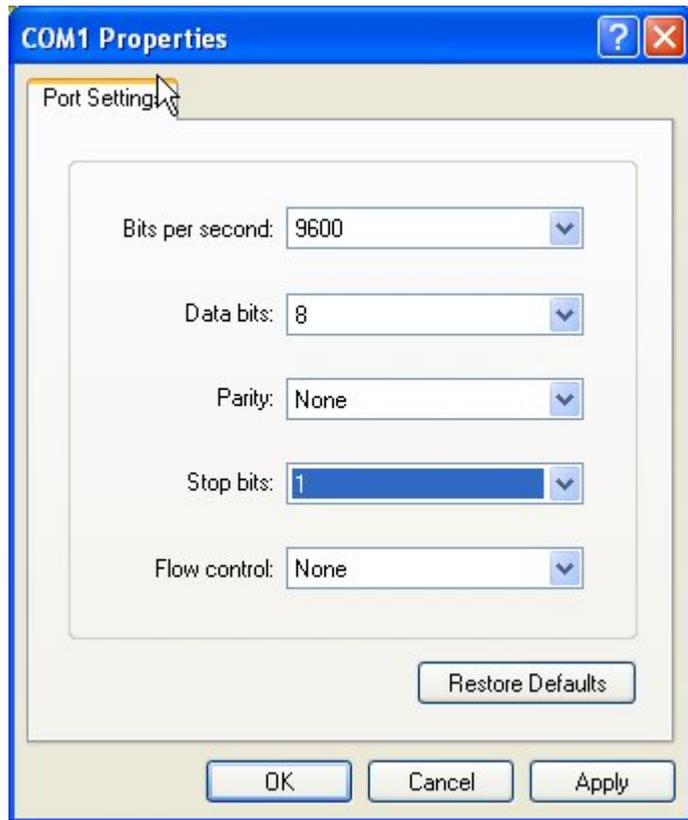
In the name section enter "test" and click on "OK"

The following screen will appear.



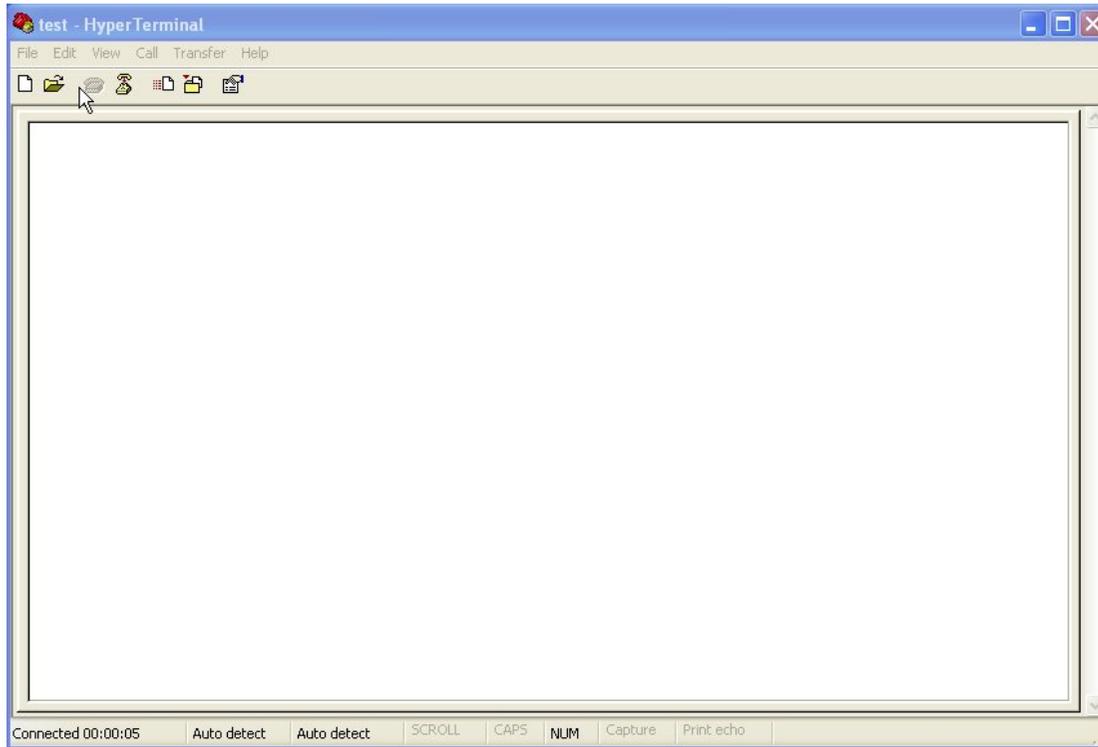
Please make sure you select the correct com port for this example I have selected “COM1” then click on “OK”.

The following page will load.



Please make sure you change the “Bits per second” to “9600” and the “Flow control” to “None” then click on “OK”.

A new window will appear as below.

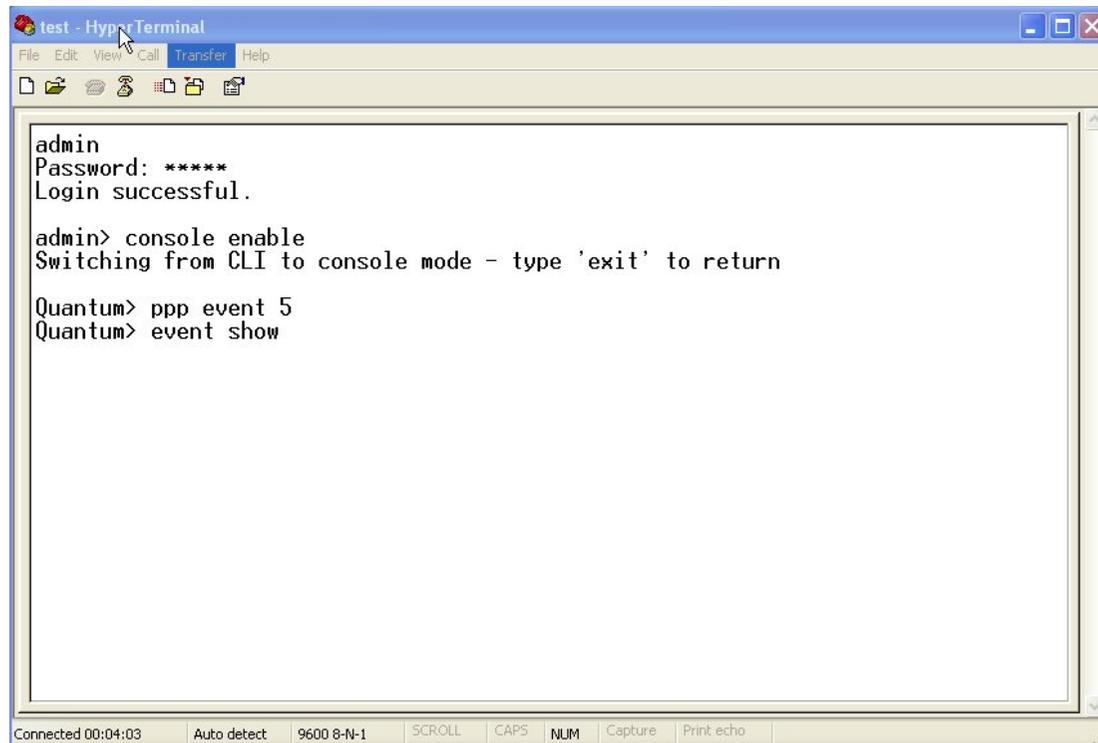


Click on “Transfer” at the top of the page, and then “Capture Text”, then select where you would like to save your logs, you can also change the file name here.

Now in the clear page please type

- a).“admin” then press enter (username for the router)
- b). “admin” then press enter (password for the router)
- c).“Console enable” then press enter
- d).“ppp event 5” then press enter
- e). “event show” then press enter.

It should of looked like the window below.



```
test - HyperTerminal
File Edit View Call Transfer Help
admin
Password: *****
Login successful.

admin> console enable
Switching from CLI to console mode - type 'exit' to return

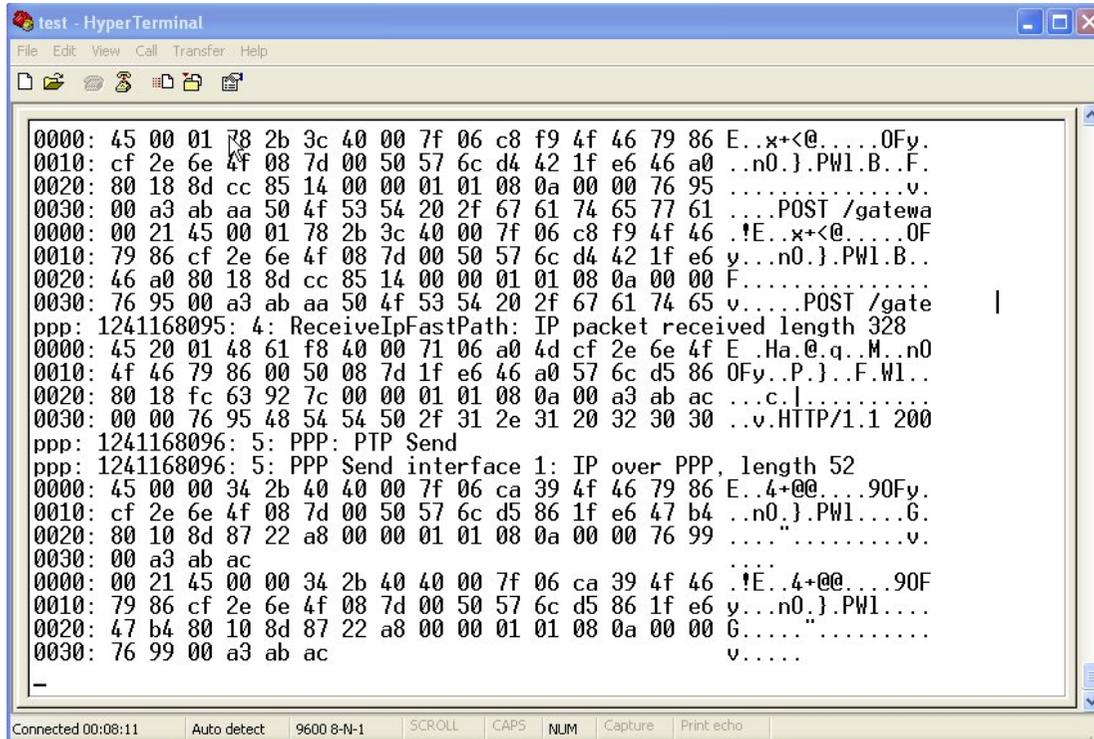
Quantum> ppp event 5
Quantum> event show
```

Connected 00:04:03 Auto detect 9600 8-N-1 SCROLL CAPS NUM Capture Print echo

Once you have pressed enter after “event show” it should start to capture the logs to the saved file you selected earlier.

5. Now, insert the ADSL cable back into ADSL port.

If you look back at “Hyper Terminal” it should now look like this.



```
test - HyperTerminal
File Edit View Call Transfer Help
0000: 45 00 01 78 2b 3c 40 00 7f 06 c8 f9 4f 46 79 86 E..x+<@....0Fy.
0010: cf 2e 6e 4f 08 7d 00 50 57 6c d4 42 1f e6 46 a0 ..n0.}.PW1.B..F.
0020: 80 18 8d cc 85 14 00 00 01 01 08 0a 00 00 76 95 .....v.
0030: 00 a3 ab aa 50 4f 53 54 20 2f 67 61 74 65 77 61 ...POST /gatewa
0000: 00 21 45 00 01 78 2b 3c 40 00 7f 06 c8 f9 4f 46 .!E..x+<@....0F
0010: 79 86 cf 2e 6e 4f 08 7d 00 50 57 6c d4 42 1f e6 y...n0.}.PW1.B..
0020: 46 a0 80 18 8d cc 85 14 00 00 01 01 08 0a 00 00 F.....
0030: 76 95 00 a3 ab aa 50 4f 53 54 20 2f 67 61 74 65 v....POST /gate
ppp: 1241168095: 4: ReceiveIpFastPath: IP packet received length 328
0000: 45 20 01 48 61 f8 40 00 71 06 a0 4d cf 2e 6e 4f E..Ha.@.q..M..n0
0010: 4f 46 79 86 00 50 08 7d 1f e6 46 a0 57 6c d5 86 OFy..P.}.F.W1..
0020: 80 18 fc 63 92 7c 00 00 01 01 08 0a 00 a3 ab ac ...c.|.....
0030: 00 00 76 95 48 54 54 50 2f 31 2e 31 20 32 30 30 ..v.HTTP/1.1 200
ppp: 1241168096: 5: PPP: PTP Send
ppp: 1241168096: 5: PPP Send interface 1: IP over PPP, length 52
0000: 45 00 00 34 2b 40 40 00 7f 06 ca 39 4f 46 79 86 E..4+@@....90Fy.
0010: cf 2e 6e 4f 08 7d 00 50 57 6c d5 86 1f e6 47 b4 ..n0.}.PW1....G.
0020: 80 10 8d 87 22 a8 00 00 01 01 08 0a 00 00 76 99 .....v.
0030: 00 a3 ab ac
0000: 00 21 45 00 00 34 2b 40 40 00 7f 06 ca 39 4f 46 .!E..4+@@....90F
0010: 79 86 cf 2e 6e 4f 08 7d 00 50 57 6c d5 86 1f e6 y...n0.}.PW1....
0020: 47 b4 80 10 8d 87 22 a8 00 00 01 01 08 0a 00 00 G.....
0030: 76 99 00 a3 ab ac v.....
-
Connected 00:08:11 Auto detect 9600 8-N-1 SCROLL CAPS NUM Capture Print echo
```

Please keep capturing your logs until you have your problem with ADSL eg drop in connection, or no connectivity. If not then allow it to capture the log for 5 minutes and then stop the capture save the log. Repeat the above steps 3 times and send over the 3 logs.