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Dataone Configuration

BSNL broadband is based on ADSL technology and uses PPPoE protocol for authentication and accounting the user access. The CPE (ADSL Modem) is multi featured powerful router. It can be configured in two modes.

**Bridge Mode:**
This is the default factory setting. In this mode the modem works as transparent Ethernet bridge and therefore you need to run the PPPoE client software (for login authentication) on your PC/server. WIN XP systems have this feature inbuilt but for other operating systems you need to buy it from market. Some freeware like RASPPPoE, Enternet etc. are also available on the Internet.

**PPPoE Router mode:**
In this mode the modem works as router and the PPPoE session terminates on WAN port of router. The PPPoE client is in built in the modem and allocated by BRAS server gets assigned to WAN port of modem. The Internal network has to use the private IP and for Internet access NATing happens in modem. BSNL follows this method. This method is advantageous in many ways like availability of advanced features of router and powerful diagnostic tool for troubleshooting the connection problem.
It is recommended to use the CPE in PPPoE router mode. This makes internal network secured as the servers/PCs are not directly exposed to public Internet. The CPE has got all the advanced features like firewall, IP access lists, VPN pass through, NAT, Port forwarding which are required for any Intranet.

Type of CPEs (Modems) supplied by BSNL

1. Type 1: One Ethernet port + one USB port (Models: Huawei MT800, Huawei MT880, Huawei MT882, DareGlobal DB108). MT800 and DB108 do not have USB ports.
2. Type 2: One Ethernet port + One USB port + Wi-Fi (Models: Huawei WA1003A)
3. Type 3: Four Ethernet ports + One USB port. (Models: Huawei MT841)
4. Type 4: Four Ethernet ports + One USB port + Wi-Fi (Models: Huawei MT841 with wi-fi module)

Customer End requirements:
1. BSNL Landline.
2. Computer with -
   i. Operating system: Linux/win2000/winNT/Win 98/WiXP or higher. For exploiting speed of Dataone to maximum, WIN XP will be better.
   ii. Memory: Can work with minimum memory but 64MB or above will give better experience.
   iii. One Ethernet port or USB port.

INSTALLING USB DRIVER

1. For using USP port your PC should have USB port. Connect USB cable to Modem at one end and to PC at other end. Insert the driver CD supplied along with CPE.
2. Open the CD-ROM folder and go to ‘Driver’. Select and click on folder named as your Operating system (i.e. For Windows OS select ‘Windows’).
3. Windows users can simply double click on ‘Setup’ and follow the wizard instructions. Warnings can be ignored if any. The software will install the USB driver and it will create one virtual ‘Local Area Connection’ adapter. The users of Linux and Mac can refer to the installation procedure given on CD.
4. Configure the TCP/IP properties of this newly created virtual LAN adapter instead of that of existing LAN adapter. For Win9.x, go to CONTROL PANEL -> NETWORK and select ‘TCP->’see the Name of the wireless driver’ and click on ‘Properties’. Refer TCP/IP configuration given below in next section.
5. WIN XP/2000 users will get ‘Local Area Network 2’ created under Network connections. Select the connection and right click on Properties to set the TCP Properties. Refer TCP/IP configuration for Win XP given below.

Configuring TCP/IP Properties on Your PC

Connect PC to CPE using LAN /USB cable and power on the CPE and PC both. Ensure that LAN/USB Link LED on CPE is glowing and in stable condition.

TCP/IP settings for Win9X

1. Go to Start-> Settings-> Control Panel-> Network to open the Network Control Panel.
2. Click on Configuration tab and search for the line containing TCP/IP. If more than one adapter is installed, then look for the line TCP/IP -> ( Ethernet/USB adapter name ). Select the line and click on properties.
3. Go to the IP Address tab and Check Specify an IP address and enter the IP address 192.168.1.100 and subnet mask 255.255.255.0

4. Go to Gateway tab and enter the gateway IP address 192.168.1.1

5. Go to the DNS configuration tab and enter Primary DNS as 192.168.1.1 and secondary DNS as 61.1.96.71.

6. Click OK and restart the PC.

TCP/IP settings for Win XP/ 2000

1. Double click on Local Area Connection and select Properties.

2. Select ‘Use following IP address’ and enter IP address 192.168.1.100, subnet mask 255.255.255.0, Default gateway 192.168.1.1, Preferred DNS 192.168.1.1 and Alternate DNS as 61.1.96.71.

3. Click OK.

CPE Configuration

Huawei ‘MT882/MT880’ CPE configuration

(With this configuration, the third party PPPoE software installation is not required on customer PC. Only TCP/IP address setting (As per above procedure) is required).

i. Open the browser and type the url http://192.168.1.1.

ii. Type username admin and password admin in login window.

iii. On left panel, click on Home-> WAN Settings.
iv. Locate the parameter **Wan Type** and select **PPP**.

v. In next line select **Connection Type** as **PPPoE**.

vi. Select the **Default Route** ‘Enabled’.

vii. Scroll down the screen and locate **User Name** and **Password** fields. Enter the username (For ex. **xyz@dataone**) and password provided by BSNL.

viii. Set the Max idle time as desired by you (The Internet session will disconnect if you are not using Internet for duration given here. Keeping less idle time is recommended).

ix. Click on ‘Apply’.

viii. On left panel select **Tools->System Settings**. Click on **Save & Restart**.

**Dare Global DB108 CPE configuration**

(This configures CPE in PPPoE mode)

i. Open the browser and type the url **http://192.168.1.1**.

ii. Type username **admin** and password **password** in login window.

iii. Click on **WAN** on left panel.

iv. Look for the connection with VPI ‘0’ and VCI ‘35’ (pvc_0_35) and click on **edit** button.
v. Follow the configuration wizard. Select connection type as ‘PPP over Ethernet (PPPoE)’. 

vi. Enter the PPP username (i.e. mkdas@dataone) and password (provided by BSNL). Click on Next and complete the wizard. Leave other settings default. 

vii. Save and reboot the modem by clicking on ‘reboot’ on left panel.
Huawei WA1003A Wi-Fi CPE configuration

(This configures CPE in PPPoE mode)

i. Open the browser and type the url [http://192.168.1.1](http://192.168.1.1).

ii. Type username **admin** and password **admin** in login window.

iii. Click on **Setup** on menu bar and then click on **PVC0** on left panel.

iv. Select the Connection **Type** (in drop down menu) as **PPPoE**.

v. Enter your **user name** (i.e. mkdas @ dataone) and **password** provided by BSNL and click on **Apply**.
Configure Wi-Fi security (Important)

vi. Click on ‘Advanced’ on Menu bar and select ‘Wireless Security’. Select WEP and tick the check box ‘Enable WEP security’. Enter the Encryption Key as you desire (only hexadecimal numbers i.e. 1, 2 ... 9, a, b,c,d,e,f) and click on Apply.
vii. Now click on **Tools** on menu bar, select **System Commands** and click on **Save All**.

**Enabling DHCP server on CPE:**

CPE has got inbuilt DHCP server running. If you wish your PC or Laptop to get auto IP assignment from CPE. You need to just enable the DHCP in CPE. For this click on **Setup** on menu bar and select DHCP Configuration. Select the check box ‘Server On’ and click on Apply. Save the configuration. Now if you enable DHCP in your PC it will automatically get the IP address and DNS server from CPE.

**Huawei MT841 CPE configuration**

(This configures CPE in PPPoE mode)

i. Open the browser and type the url [http://192.168.1.1](http://192.168.1.1).
ii. Type username **admin** and password **admin** in login window.
iii. Click on **Basic ->Connections** on left panel.
iv. if you are configuring the CPE first time, you need to delete the existing PVC0. For this click on edit icon (Icon in the column Note), scroll down the page and click on delete.

v. Now click on New and enter the VPI/VCI value as 0 / 35, enter the username (i.e. mkdas@dataone) and password (provided by BSNL). Click on Apply.

vi. Save the configuration by clicking on Save All on left panel.

**Configure Wi-Fi security (Important)**

Click on ‘WLAN’ on left panel and select ‘WEP’ (tick the check box). Enter the 13 digit WEP Key as you desire (only hexadecimal numbers i.e. 1, 2 … 9, a, b,c,d,e,f) and click on Apply. Save the configuration by clicking on ‘Save All’.
MT800 CPE configuration:
1. Open the browser and type the url http://192.168.1.1.
2. Type username admin and password admin in login window.
3. Select and click on ATM Settings on left pannel.
4. Locate the parameter **Connection type** and select **PPP**
5. In next line select **PPPoE**.
6. Scroll down the screen and locate **User Name** and **Password** fields. Enter the username (For ex. xyz@dataone) and password provided from NIB and click on Submit.
7. Click on **Save and Reboot** on left panel.
8. First select **save** and click and **Submit**. Then select **Reboot** and Click on **Submit** again.

With this configuration, the third party pppoe software installation is not required on customer PC. Only IP address setting (As per above procedure) is required.

**Configuring Outlook Express for Dataone Email:**

Open Outlook Express --> Click on **Tools** --> Click on **Accounts** --> Click on **Mail** --> Click on **Add** --> Click on **Mail** --> Fill - **Display Name**: e.g. A K Sharma --> Click on **Next** --> Fill - **E-mail address**: e.g. aksharma@dataone.in --> Click on **Next** --> Select My Incoming Mail Server is a **POP3 Server** --> Fill - **Incoming Mail (POP3, IMAP or HTTP) Server**: smma.sancharnet.in --> Fill **Outgoing mail (SMTP) Server**: smra.sancharnet.in --> Click on **Next** --> Fill - **Account name**: e.g. aksharma@dataone.in --> Un-tick **Remember password** --> Click on **Next** --> Click on **Finish** --> Select the Account created and Click on **Properties** --> Click on **Servers** --> Tick **My Server requires authentication** --> Click on **Apply** --> Click on **OK** --> Click on **Close**.

**Connecting More than one Phones/Fax parallel to Dataone Connection**
As shown below, the multiple phones can be connected using splitters. No phone/Fax should be connected before splitter.

(1) Phone Socket  (2) Phone  (3) Phone  (4) RJ-11 Tel Cable  (5) Splitter  (6) RJ-11 Tel Cable  (7) RJ-11 Tel Cable  (8) Phone Jack  (9) MT800

**Wi-Fi Configuration in PC/Laptop**

The above CPE configuration makes wi-fi secured network so no body else should be able to access Internet thorough your connection. Hence you need to configure same WEP key in your PC/Laptop which you have entered in CPE wi-fi security configuration. For this go to the properties of Wi-Fi connection, select the tab **Wireless Networks**. Then select the wi-fi network name (more than one networks may be present in your area, identify your network by SSID name which is configured in modem. Normally the CPE model name (i.e. WA1003A) is factory default SSID setting) and click on **Properties**. Look for field Data Encryption and network ID, select WEP as Data Encryption and enter the network ID which you have entered in CPE configuration as Encryption Key.

These steps may be different for different client Wi-Fi hardware/software. The screen shots of a typical example are given below.
Dataone Account administration

1. How to change the login ID password?

2) Open the browser and log on to http://www.dataone.in and click on ‘Dataone Account Administration’ link and go to the option for changing the password.
After this you need to change the password in your CPE also and for that log on to CPE configuration page http://192.168.1.1 (Through Web Browser).
3) Go to the PPPoE configuration page (see the CPE configuration guide for your modem) and modify the password (the same as given in step 1).
4) Save and reboot the CPE.

IMPORTANT: Please do not change any other settings in CPE other than that mentioned above.

1. How to access Dataone e-mail and change the e-mail password?

Web Mail
Go to website: http://dataone.in. You can send and receive emails or change your email password (Your e-mail id will be same as login id i.e if your dataone login id is XYZ@dataone, your mail id will be XYZ@dataone.in).

2. Server details for configuring Outlook express:

   POP Server: smma.sancharnet.in
   SMTP Server: smra.sancharnet.in (For configuration help refer the outlook configuration procedure given)

3. How to monitor the Usage: Go the website www.dataone.in and click on “Check your Usage”. Login to the website and look for service records.

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Troubleshooting Steps:

A. Broadband not working at all.

1. Verify that all the physical connections (phone line to CPE, PC to modem) are in place.

2. Check for Physical line.
   a. Whether ADSL link stable?
   Verify that LED for ADSL Link on CPE is glowing in stable condition. (For details on CPE LED indications refer the CD documentation) (In Huwaei 882 the ADSL link may blink in orange color at fast rate, which indicates authentication failure. In case of line fault the LED colour will be green blinking)
   (If LED status is not OK inform to BSNL with specific remark ‘ADSL LINK not available’).
3. Check for Connectivity between PC and Modem.

In case the page does not open then verify that -

a) USB or LAN LED (ask customer whether LAN or USB port is utilized) is glowing on modem.

b) Check that the corresponding LAN connection on PC is not disabled. (Go to control panel or click on LAN icon to know the status).

c) Open DOS prompt and type “Ping 192.168.1.1”
If it responds to the ping command (ask customer to read the screen output) then –
Check that proxy is not configured in Internet explorer. If still the page does not open, reboot the CPE once but if after doing that also if page does not open, then get your service engineer to check the computer.

d) If ping to 192.168.1.1 fails –
Go to DOS prompt and
i. Check IP address configuration of the LAN/USB port by giving command.
   C:\ipconfig –all (For winxp & 2000)
   C:\winipcfg (for Win98/95 PCs)

   ii. If IP address and gateway are correctly configured then check the LAN port working by giving
       C:\arp –a (it should display information similar to as given below)

       C:\Documents and Settings\dgmns>arp -a
       Interface: 192.168.1.100- 0x10004
       Internet Address      Physical Address      Type
       192.168.1.1            00-02-44-0f-e6-ab     dynamic
       (if it does not show this kind of information that means either modem is faulty or LAN or USB port is faulty. Check the LAN card working by
       a. Ping 127.0.0.1 and b. Ping 192.168.1.XX (IP configured on PC) )

Many times the Interface gets hanged after soft restart. Switch off and switch on modem first and then PC and try again. Still if it does not work then try Factory reset of modem and still if does not show the arp table ask BSNL to replace the modem and then check again. If after changing the modem also it is not showing the arp table then check LAN/USB port and driver (Call computer service engineer)

If it is showing the arp table but still not pinging or pinging with packet loss. Then most probably the PC is infected with virus. For this first isolate the PC if more PCs are connected and see if it improves. Check the LAN statistics, if the sent and receive bytes are increasing at very fast rate even if you are not browsing. For doing this
In Win XP: Click on LAN or USB (as Applicable) connection icon and see the display of send and receive bytes.

In Win98/95: Go to DOS prompt and give
  `C:\netstat -e` (Repeat the command again and again and see if number of sent bytes in increasing too fast even if customer is not using Internet)

In contrast -
If sent bytes are not increasing at all that means PC is not sending the data.
If receive bytes are not increasing at all, that means response is not coming from modem.

4. If you have changed the password in Dataone account administration site, if so modify and put the same password in PPPoE configuration of the modem.

5. If modem configuration page(http://192.168.1.1) opens then –
   a. Check the **WAN connection status** in modem. See that the PVC configured as PPPoE is up and the public IP is allotted.
   b. Check the **SNR margin** (for upstream and downstream both) and CRC/FEC errors. **The SNR margins should be more than 12**.

If Physical line (ADSL link) is not OK the case may be made over to BSNL with specific remarks: Link Blinking or SNR low (With Values)

6. If the WAN (PPPoE ) is not in connected state then verify for PPPoE server connectivity or Authentication issue.
   i. In MT800/MT882 use Diagnostic tool.
   ii. In MT880/MT841/WA1003A use System Log.

**MT800/MT882 Diagnostic output and interpretation:** (Go to Status -> Diagnostics. Select the PVC which is configured as PPPoE)

<table>
<thead>
<tr>
<th>Test Case</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Testing Ethernet connection</td>
<td>PASS</td>
</tr>
<tr>
<td>Testing ADSL line for sync</td>
<td>PASS</td>
</tr>
<tr>
<td>Testing Ethernet connection to ATM</td>
<td>PASS</td>
</tr>
<tr>
<td><strong>ATM Connection Test</strong></td>
<td></td>
</tr>
<tr>
<td>Testing ATM OAM segment ping</td>
<td>FAIL</td>
</tr>
<tr>
<td>Testing ATM OAM end to end ping</td>
<td>FAIL</td>
</tr>
<tr>
<td><strong>ISP Connection Test</strong></td>
<td></td>
</tr>
<tr>
<td>Testing PPP server connectivity ( fail indicates problem between DSLAM &amp; BRAS or DSALM port faulty)</td>
<td>PASS</td>
</tr>
</tbody>
</table>
Some times all the (ISP connections tests) fail even if there is no problem, in that case the modem should be switched off and switched on and retested before reaching the conclusion.

Syslog out put of MT880 (Go to Status -> Log)

Jan 01 00:00:05  syslog: im:Changed iplan IP address to 192.168.2.1
Jan 01 00:00:22  syslog: ADSL Training
Jan 01 00:00:44  syslog: ADSL Link Up Dn/Up 2048/256Kbps (G.DMT) (ADSL Line sync PASS)
Jan 01 00:00:47  ppp: PPP triggered start
Jan 01 00:00:50  ppp: PPP LCP reaches open state (PPPoE server connectivity PASS)
Jan 01 00:00:50  ppp: PPP Stop
Jan 01 00:00:50  ‘If authentication is passed following additional lines will appear’
Jan 01 00:00:50  syslog: im_backend:Changed rfc1483-0 IP address to 59.92.155.235
Jan 01 00:00:50  ppp: PPP IPCP reaches open state

System log of MT841 (Go to Status -> System log)

Jun 02 06:47:21  syslog: im_backend:Changed ppp-0 IP address to 0.0.0.0
Jun 02 06:47:32  ppp: PPP manually start
Jun 02 06:47:41  ppp: PPP LCP reaches open state (PPPoE server connectivity is passed)
Jun 02 06:47:41  ppp: PPP Start CHAP authentication
Jun 02 06:47:42  ppp: PPP authentication fail (User id or password wrong)
Jun 02 06:47:42  ppp: PPP Stop
System Log of WA1003A (Go to Status->System log)

DSL in Sync
DSL Carrier is up
pppd 2.4.1 started by root, uid 0
Got connection: 8922
Saved Session ID: 0
Connecting PPPoE socket: 00:e0:fc:39:92:46 8922 nas0 0x1000d378
Default Asymmetric MTU for ppp0 1500
Connect: ppp0 {--> nas0 (Connect will fail
ppp0
WAN IP address 59.92.163.229
WAN gateway 59.92.160.1
primary DNS address 218.248.255.145
secondary DNS address 61.1.96.69
PPPoE Connect with IP Address 59.92.163.229
PPPoE Connection Successfully Established
PPPoE Connect with Gateway IP Address: 59.92.160.1

If PPPoE server connectivity fails then inform BSNL.
If authentication fails then-
   i. Verify the password by login to dataone administration page then reconfigure the modem.
   ii. Still if it does not work inform BSNL.

7. Line is OK, user is authenticated and public IP assigned in Modem but still not able to browse.
   1. Verify the DNS configuration in TCP/IP properties. For all the CPEs except MT800, DNS can be given as 192.168.1.1 (The gateway itself). This has advantage that Client will get the DNS automatically whatever assigned from BRAS. Verify that the default gateway is configured on PC. For verifying the IP Address/DNS/Gateway details use ipconfig or winipcfg in DOS prompt, instead of looking the TCP/IP properties of the connection.
   2. Verify that the default gateway is enabled in Modem (PPPoE configuration).
   3. Verify that proxy is not enabled in Browser.
   4. Check if you configured some firewall. Temporary disable the firewall and see if it works.

B. Slow speed:
   1. Verify the line (SNR) parameters. If SNR is lower than 12, then inform BSNL.
   2. See if the computer is infected with virus (refer PC-Modem connectivity step).
3. Refer the topic “optimize your Dataone speed” to know more about factors which affect speed.

C. Outlook Express configuration and mail issues.

1. If you are not able to send and receive mails at all.
   1. Verify whether you are able to open mail in www.dataone.in site. If not then inform BSNL with error details.
   2. If you are able to open your mail box in www.dataone.in, then verify that outlook express configuration is done properly ( exactly as given in this document).

2. If you are able to receive the mails but not able to send the mails.

   Many times customer configure multiple email ids in the outlook express and then complain that out going mail is not working. This happens because the default account set in the outlook is of his previous ISP (VSNL/Touchtel etc.) and since he is accessing Internet from Dataone, those ISPs block their SMTP access. In this case you need to set Dataone account as default in outlook express properties.

3. In Some complaints especially from users of net4india mail, it is found that outgoing mail does not work because of some issues in MT800 modem. In this case ask BSNL to change the modem.

D. Checking PPPoE connection status and LINE quality (SNR parameters):

Open modem configuration page [Http://192.168.1.1](http://192.168.1.1)

1. In WA1003A: Go to Status -> Connection status and verify that PVC configured for PPPoE shows connected and IP address is displayed.

<table>
<thead>
<tr>
<th>Description</th>
<th>PVC0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>pppoe</td>
</tr>
<tr>
<td>IP</td>
<td>59.92.163.22</td>
</tr>
<tr>
<td>State</td>
<td>Connected</td>
</tr>
<tr>
<td>Online</td>
<td>1hr 47min 48sec</td>
</tr>
<tr>
<td>Disconnect</td>
<td>N/A</td>
</tr>
</tbody>
</table>

For verifying the SNR parameters go to Status->Modem Status. See the values of US Margin and DS Margin

2. In MT800/880/MT882: The connection status and SNR values for upstream and downstream are displayed on home page itself ([http://192.168.1.1](http://192.168.1.1)). For connection status see the IP address allotted against the PVC configured as PPPoE.

3. In MT 841: Go to Basic -> Service information and verify the PVC configured for PPPoE shows connected and public IP and gateway information is shown.
For verifying the SNR parameters go to **Basic->System Information** and see the SNR up/down and CRC up/down.

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**Configuring and using Static IP**

The BSNL broadband works on PPPoE authentication and the IP address, Gateway & DNS is allocated and assigned from BRAS server. If you subscribe the static IP address, the allocated IP is associated with login name and therefore every time you log in to broadband, same IP will get assigned to your modem (CPE). Therefore you do not try to configure the given static IP address on Ethernet interface of your Server or WAN port of Gateway router or CPE(modem).

If you wish that the given static IP be assigned to your Server Ethernet Interface or WAN port of your router/firewall/VPN server, you need to configure CPE in bridge mode (reset to factory default setting). But in this case you need to have PPPoE client software on your server/ router/firewall/VPN server as the case may be and configure the PPPoE user name and password.

You can use the CPE in PPPoE router mode and still you can make your servers/applications which are in private LAN from public Internet. For enabling this you can use the Port Forwarding (DNAT) feature available in the CPE. With this feature the incoming TCP/IP or UDP requests can be uniquely mapped to private IP address of server on which the application is running.

**Application Scenario using static IP:**

1. CPE in Bridge mode:

   * PPPoE client is inbuilt in WIN XP (you can create a dialup-like connection). For other operating systems third party client software is required to be installed.
2. CPE in PPPoE router mode:

It is recommended to use the CPE in PPPoE router mode. This makes internal network secured as the servers are not directly exposed on public IP. The CPE has got all the advanced features like firewall, IP access lists, VPN pass through, NAT, Virtual server which are required for any Intranet.

**Configuring Port forwarding in MT 882**

Go to Advanced -> Virtual Server. The virtual server is same as port forwarding. You can modify the existing virtual server entries or create new entries.
Configuring Port forwarding in WA1003A

Go to Advanced->Port forwarding. Select the applications which you want to be accessible from outside. Select the private IP address on which your server is connected for those applications. Add the rules and save the configuration.
Configuring Port Forwarding in MT841

Go to Advanced -> NAT -> NAT Entries. The popular applications are already listed. Click on Note icon and edit the status (scroll down the page to edit). You can create your own entries by clicking on New icon.

* Port forwarding is not available in MT800 /DB108

FAQs.
1. In outlook express I am able to receive the mails but not able to send the mails.
   a) Probably you have not configured dataone email in your Outlook Express.
   b) You have configured multiple Email accounts (e.g. VSNL mail account) in your Outlook Express and default account for outgoing mail is other than Dataone Mail account. Some ISPs do not allow their SMTP access from network of other ISPs. Therefore you should make Dataone Mail as default account for all outgoing mails so that the outgoing mail should go using dataone email id.
   c) Our SMTP server needs authentication. Make sure you have ticked the ‘My server needs authentication’ in account properties while configuring the Outlook Express.
2. I changed the login password in Dataone administration site (www.dataone.in) and after that my Broadband is not working.

   Please see the procedure for changing the login password at first page. You need to modify the login password in your modem also.

3. I am a Business customer having our own POP server or mails with own domain but want SMTP service for relaying mails.

   BSNL does not provide SMTP relay service for mail IDs of other than Dataone.in or Sancharnet.in domain.

4. Whether browsing is counted as download?

   Any data transfer whether it is browsing, mail, chat, voice etc, is counted as download and similarly upload also. Kindly refer the tariff details for free data transfer limit and incremental usage charges for your dataone plan. It is advised to keep your PC secured and free from virus and spywares to avoid unwanted data transfer.

5. I want static public IP.

   One static IP will be given if you subscribe business5000 or Business 9000 plan.

6. I am not getting desired speed.

   Apart from bad ADSL line there are several factors which affect Internet speed badly especially while accessing International sites. Even though PC may is latest but Win98/2000/NT have technical limitation to support speeds above 200 Kbps. The virus/spyware infected computers are most common reasons to frustrate you. For more details log on to www.banagloretelecom.com and refer our document on ‘optimise your dataone speed’.

7. How to connect multiple computers?

   If you want to share the connection among more than one computer. You just need to connect the output of CPE (LAN cable) to a HUB/LAN switch instead of PC. Only thing is that if LAN switch/ HUB does not have uplink port you have to replace the LAN cable with a cross LAN cable. Configure TCP/IP settings in all the PCs with IP address in the range (192.168.1.2 – 192.168.1.255) and default gateway as 192.168.1.1. You may use DHCP feature if you wish automatic IP assignment. Refer CD documentation provided along with CPE for more details.