



Now Offering Island-Wide Coverage!

You can now also make your payments at The Mailbox in the Palapa Center in Simpsonbay!

[Home](#)

[FAQ](#)

[Sign Up](#)

[General Terms and Conditions](#)

[Customer Service](#)

[WiFi Services](#)

[WebMail»](#)

[Contact Us](#)

Sunday, November 6, 2005

Common Error Codes and Resolutions

The following section provides an explanation of the common PPP errors you might encounter as well as steps on how to resolve them on your own before contacting our technical support department.

[Error 31: Incorrect network settings](#)
[Error 602: Modem in use](#)
[Error 619: Disconnected Port](#)
[Error 625: Invalid information in phone book](#)
[Error 629: Remote computer disconnected](#)
[Error 630: No response from modem](#)
[Error 633: Modem improperly installed](#)
[Error 650: Computer not responding](#)
[Error 666: device not ready](#)
[Error 667: Corrupt registry setting](#)
[Error 676: Line busy](#)
[Error 678: Generic PPPOE error](#)
[Error 680: No dial tone](#)
[Error 691: Authentication error](#)
[Error 692: Modem driver corrupt](#)
[Error 718: Weak signal](#)
[Error 720: No PPP control protocols configured](#)
[Error 721: Remote PPP peer is not responding](#)
[Error 738: The server did not assign an address](#)
[Error 745: An essential file is missing](#)
[Error 769: The specified destination is not reachable](#)
[Error 777: mis-configured modem or weak signal](#)
[Error 797: Modem not found](#)

Error 31: This error is caused by an incorrect network setting in the CaribServe.NET connection icon. The solution:

1. Double-click the CaribServe.NET icon on the Desktop.
2. Click on the button Properties.
3. Click on the tab Networking.
4. Change the value of the field called Type of dial-up server I am calling: to PPP: Windows 95/98/NT4/2000, Internet.
5. Click the button OK.
6. Click the button Dial to connect to the Internet.

[TOP ▲](#)

Error 602: The modem is being used by another Dial-Up Networking connection or another program. Disconnect the other connection or close the program, then try to connect again. Otherwise, try restarting the computer.

[TOP ▲](#)

Error 619: The port on your computer is disconnected. Though we do not know exactly what causes this error, it usually occurs only in Windows 98 and ME, which both have relatively unstable network implementations. It is usually a transient error that disappears if you try reconnecting 3-5 times in a row. Otherwise, try restarting the computer.

Error 625: Invalid information found in the phone book. Though we do not know exactly what causes this error, it usually occurs only in Windows 98 and ME, which both have relatively unstable network implementations. It is usually a transient error that disappears once you restart the computer. If not, you will need to delete and re-create the CaribServe.NET dial-up connection icon.

[TOP ▲](#)

Error 629: You have been disconnected from the computer you dialed. Double-click the connection to try again.

[TOP ▲](#)

Error 630: The computer is not receiving a response from the modem. Check that the modem is plugged in. This is usually a transient error that disappears once you restart the computer.

[TOP ▲](#)

Error 633: The modem is not properly installed and/or configured for Dial-Up Networking. This error occurs when Windows does not recognize the Cirronet WaveBolt USB modem. There are several methods to solve this issue:

Method 1

Check that the green power light is burning on the Cirronet WaveBolt USB modem. If it isn't, properly connect the power supply and connect to the Internet.

Method 2

1. Shut down the computer.
2. Unplug all 3 cables to the Cirronet WaveBolt USB modem. Next, plug all three cables back into the Cirronet WaveBolt USB modem.
3. Unplug the Cirronet WaveBolt USB cable from the computer. Next, plug the Cirronet WaveBolt USB cable back into the computer.
4. Restart the computer and connect to the Internet.

Method 3

If methods 1 and 2 do not work, this means there is something wrong with the Cirronet WaveBolt USB drivers and the software will need to be reinstalled. refer to Technical Support.

[TOP ▲](#)

Error 650: The computer you're dialing is not responding to a network request. Check your server type setting in the properties of the connection. This is usually a transient error that occurs in Windows 98 and ME that disappears once you restart the computer.

[TOP ▲](#)

Error 666: Device not ready.

[TOP ▲](#)

Error 667: The Dial-up Networking information in the registry is

corrupt. To restore it shut down the computer and restart.

TOP ▲

Error 676: The line is busy. Try again later. This is usually a transient error that disappears once you restart the computer.

TOP ▲

Error 678: This is a is a generic, catch-all error that Windows displays whenever the connection procedure can not get to or past the PPPoE authentication step. Windows displays this generic error when it cannot determine the exact cause of the failure. Therefore, to resolve this issue you need to eliminate all possible causes one-by-one until the connection succeeds.

Is your CaribServe.NET Wireless ADSL connection connected directly to your computer or does it first connect to a router? If the answer to your question is direct to your computer, then please proceed with the steps below. If your answer was router, then please make sure that your router is configured correctly by following the steps on this page

1. **Please confirm that all cables required for your CaribServe.NET Wireless ADSL connection are properly connected.** Follow the cable coming into your premises from the antenna on the outside and make sure that it is firmly plugged into the data port of the Motorola power injector and that the small black data cable of the power injector is plugged into the Ethernet port of your PC. Next, please follow the thin power cable of the power supply and make sure that the power brick is firmly plugged into the power source (electrical outlet). You can verify this by checking for the small green light on the power supply. Reset power to the Canopy radio by unplugging the power brick from the power source (green light will go off) for 10 seconds and plugging it back in. Please wait 30 seconds and try connecting again by clicking on the CaribServe.NET Wireless ADSL icon. If the connection still fails, please proceed to the next step
2. **Verify that the Local Area Connection has not been disabled.** If so, please re-enable it by placing the cursor of the mouse over the local area connection and using the right button on your mouse to display the hidden menu. Once displayed, please select Enable from the menu to re-enable the connection. The Local Area Connection is the Ethernet port on the back of your computer where the Canopy power supply or network cable is plugged in. If the port is disabled, it is in fact turned off by the computer and thus no network traffic can pass through the network port to the radio and/or router. You can access the Local Area Connection by clicking on START -> All Programs -> Accessories -> Communications -> Network Connections. Select the icon with the right mouse button and select properties from the hidden menu. Once completed, please try connecting again by clicking on the CaribServe.NET Wireless ADSL icon. If the connection still fails, please proceed to the next step.
3. **Check the properties of the CaribServe.NET Wireless ADSL connection icon to ensure that a service name was not placed in the connection.** Some service providers require a service name when running PPPOE. CaribServe.NET does not and thus if there are any characters in the service name, the connection will fail and result in an error 678 (the Service Name field must be blank.) You can access the properties of your

CaribServe.NET Wireless ADSL icon by clicking on START -> All Programs -> Accessories -> Communications -> Network Connections. Select the icon with the right mouse button and select properties from the hidden menu. Once completed, please try connecting again by clicking on the CaribServe.NET Wireless ADSL icon. If the connection still fails, please proceed to the next step.

4. **Repair the Local Area Connection or, if this displays an error message, disable and re-enable it.** You can access the properties of your CaribServe.NET Wireless ADSL icon by clicking on START -> All Programs -> Accessories -> Communications -> Network Connections. Select the icon with the right mouse button and select repair from the hidden menu. Once completed, please try connecting again by clicking on the CaribServe.NET Wireless ADSL icon. If the connection still fails, please proceed to the next step.
5. **Delete the CaribServe.NET Wireless ADSL icon by right clicking on the icon and selecting delete from the hidden menu.** You can access the properties of your CaribServe.NET Wireless ADSL icon by clicking on START -> All Programs -> Accessories -> Communications -> Network Connections. Re-create the CaribServe.NET Wireless ADSL icon by following the step-by-step instructions on this page to complete this task. Once completed, please try connecting again by clicking on the CaribServe.NET Wireless ADSL icon. If the connection still fails, please proceed to the next step.
6. If you are running an operating system other than WindowsXP (Windows98, WindowsME, Windows2000) you will need to make sure that the phone number in the connection properties is set to 0 or the connection will fail.
7. If none of the steps above assist you in overcoming error 678, please contact our technical support department to schedule an on-site support visit for further trouble-shooting.

[TOP ▲](#)

Error 680: There is no dial-tone. This happens when Windows does not recognize the Cirronet WaveBolt USB modem. This can have two causes, so there are two solutions:

Method 1

1. Double-click the CaribServe.NET icon on the desktop.
2. Click the button Properties.
3. In the list called Connect using ensure that the WaveBolt modem has a checkmark, and that it is the only modem with a checkmark. If this is already the case click the button Cancel and proceed to Method 2.
4. Click the button OK.
5. Connect to the Internet.

Method 2

1. Click the Start-button. Click Control Panel.
2. If there is an icon called Phone and Modem Options, double-click it. Otherwise, first click the icon Printers and Other Hardware and in the next window click the icon called Phone and Modem Options.
3. Click the tab called Modems.
4. If there is not a modem in the list called WaveBolt then go to

the next step. Otherwise, select the WaveBolt and click the button Remove. Click Yes to confirm the removal of the WaveBolt modem.

5. Click the button Add.
6. In the next window, select the option called Don't detect my modem... and click the button Next.
7. The next window can take 5 - 30 seconds to appear. When it does, select Cirronet in the list on the left. Next, select WaveBolt in the list on the right. Click the button Next.
8. In the next window select the COM-port with the highest number. For example, if the list contains COM 1, COM 3 and COM 4 then select COM 4. Click the button Next.
9. Windows will show a warning. Ignore the warning by clicking the button Continue anyway.
10. After several seconds the last window will appear. Click the button Finish. Click the button OK to close the Phone and Modem Options window.
11. Connect to the Internet.

[TOP ▲](#)

Error 691: Access denied because username and/or password is invalid on the domain. This error occurs mostly when your username and/or password are not recognized by our network authentication servers. This could be due to one of the following several reasons:

- The username and/or password used in the dial-up connection is incorrect and needs to be retyped (The password is case-sensitive!)
- Your account is disabled due to lack of payment.

[TOP ▲](#)

Error 692: Hardware failure in port or attached device. The Cirronet WaveBolt modem driver has been corrupted and needs to be re-installed:

1. Click the Start-button. Click Control Panel.
2. If there is an icon called Phone and Modem Options, double-click it. Otherwise, first click the icon Printers and Other Hardware and in the next window click the icon called Phone and Modem Options.
3. Click the tab called Modems. Select the WaveBolt modem in the list and click the button Remove. Click Yes to confirm the removal of the WaveBolt modem.
4. Click the button Add.
5. In the next window, select the option called Don't detect my modem... and click the button Next.
6. The next window can take 5 - 30 seconds to appear. When it does, select Cirronet in the list on the left. Next, select WaveBolt in the list on the right. Click the button Next.
7. In the next window select the COM-port with the highest number. For example, if the list contains COM 1, COM 3 and COM 4 then select COM 4. Click the button Next.
8. Windows will show a warning. Ignore the warning by clicking the button Continue anyway.
9. After several seconds the last window will appear. Click the button Finish. Click the button OK to close the Phone and Modem Options window.
10. Connect to the Internet

[TOP ▲](#)

Error 718: PPP Timeout. This error indicates that you might have a poor signal. This error should always be referred to Technical Support.

TOP ▲

Error 720: No PPP control protocols configured. This error means that the client's network settings in Windows XP or Windows 2000 are corrupted. The solution is technically complex, so this error should always be referred to Technical Support.

TOP ▲

Error 721: Remote PPP peer is not responding. We do not know exactly what causes this error, but if restarting the computer does not work it usually requires re-creating the CaribServe.NET icon or re-installing the software: refer to Technical Support.

TOP ▲

Error 738: The server did not assign an address. The client does not have a phone-number in the CaribServe.NET connection icon. The solution:

1. Double-click the CaribServe.NET connection icon on the Desktop.
2. Enter the number 0 in the field called Dial.
3. Click the button Dial to connect to the Internet.

TOP ▲

Error 745: An essential file is missing. Re-install Dial-Up Networking.

TOP ▲

Error 769: (Windows XP). This error often occurs if:

- the Local Area Connection is disabled.
- the Network Card (Ethernet card) in the PC is not properly installed (drivers) or is not working well.

TOP ▲

Error 777: The connection attempt failed because the modem on the remote computer is out of order. This error indicates that the client has a poor signal. This error should always be referred to Technical Support.

TOP ▲

Error 797: A connection to the remote computer could not be established because the modem was not found or was busy. This error means that Windows can not find the Cirronet WaveBolt USB modem. Check that the Cirronet WaveBolt USB modem has a green power light burning and that the USB cable is connected to the computer, otherwise please restart the computer.

TOP ▲