

PacketController Offline Subscriber

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PacketController Network

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Overview

Offline subscriber report is the utility for helpdesk people to find out subscribers who have been inactive for some period.

For instance, it will be help to find out whether there are some problems on subscriber connectivity like CPE is off or fails

How it works

By default, PacketController stores all the subscriber every 15 minutes, if there are no packets from subscriber (inactive), no stats will be stored.

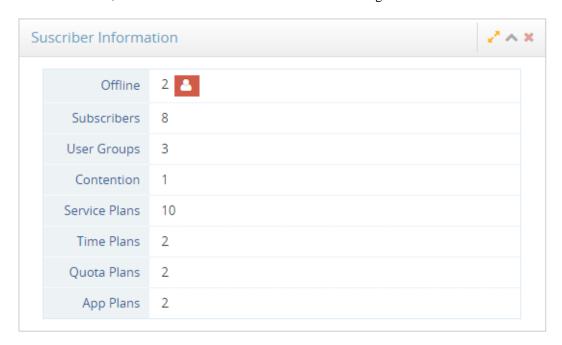
PacketController tracks the last time subscriber stats stored and hence it can track whether subscriber is idle for some period.

The inactive period can be customized as below:

- 15 minutes
- 30 minutes
- 1-24 hours

Total Offline Subscribers

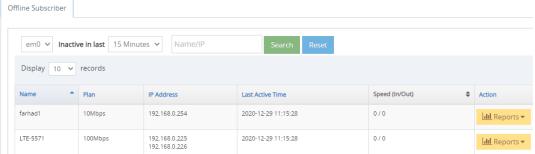
In the dashboard, there is Offline in Subscriber Information widget.



Offline shows the total of subscribers who are inactive in last 15 minutes. And click oses to Offline reports in Log & Report -> Offline

Offline Reports

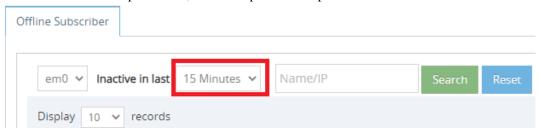
Click Log & Report->Offline



• It will show all the subscribers who are inactive in last 15 minutes. And the **Last Active Time** column shows the last time each inactive subscriber is active. Please note that it is the last time PacketController stores the stats for this subscriber.



• In **Inactive in last** dropdown list, select the pre-defined period



Notes

- When the PacketController unit is restarting or booting, the subscriber stats index table
 needs to be rebuilt. And the next stats cycle is 15 minutes after PacketController unit
 started. This implies that offline subscriber will NOT be counted within 15 minutes after
 PacketController unit started.
- When one subscriber with one individual IP is updated, its stats index will be rebuilt, you need to wait for next stats cycle, that is: 15 minutes after this subscriber is updated.