



PacketController Offline Subscriber

Version: 7.0.7

Updated: Dec. 2020

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.

Subscriber Information

Offline	2	
Subscribers	8	
User Groups	3	
Contention	1	
Service Plans	10	
Time Plans	2	
Quota Plans	2	
App Plans	2	

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

Offline Reports

- Click Log & Report->Offline
-

Offline Subscriber

em0

Inactive in last

15 Minutes

Name/IP

Search

Reset

Display 10 records

Name	Plan	IP Address	Last Active Time	Speed (In/Out)	Action
farhad1	10Mbps	192.168.0.254	2020-12-29 11:15:28	0 / 0	Reports
LTE-5571	100Mbps	192.168.0.225 192.168.0.226	2020-12-29 11:15:28	0 / 0	Reports

- 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.

Name	Plan	IP Address	Last Active Time
farhad1	10Mbps	192.168.0.254	2020-12-29 11:15:28
LTE-5571	100Mbps	192.168.0.225 192.168.0.226	2020-12-29 11:15:28

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

Offline Subscriber

em0

Inactive in last

15 Minutes

Name/IP

Search

Reset

Display 10 records

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.