

User Guide to StarHub Network Utilities

Step 1 – Java verification

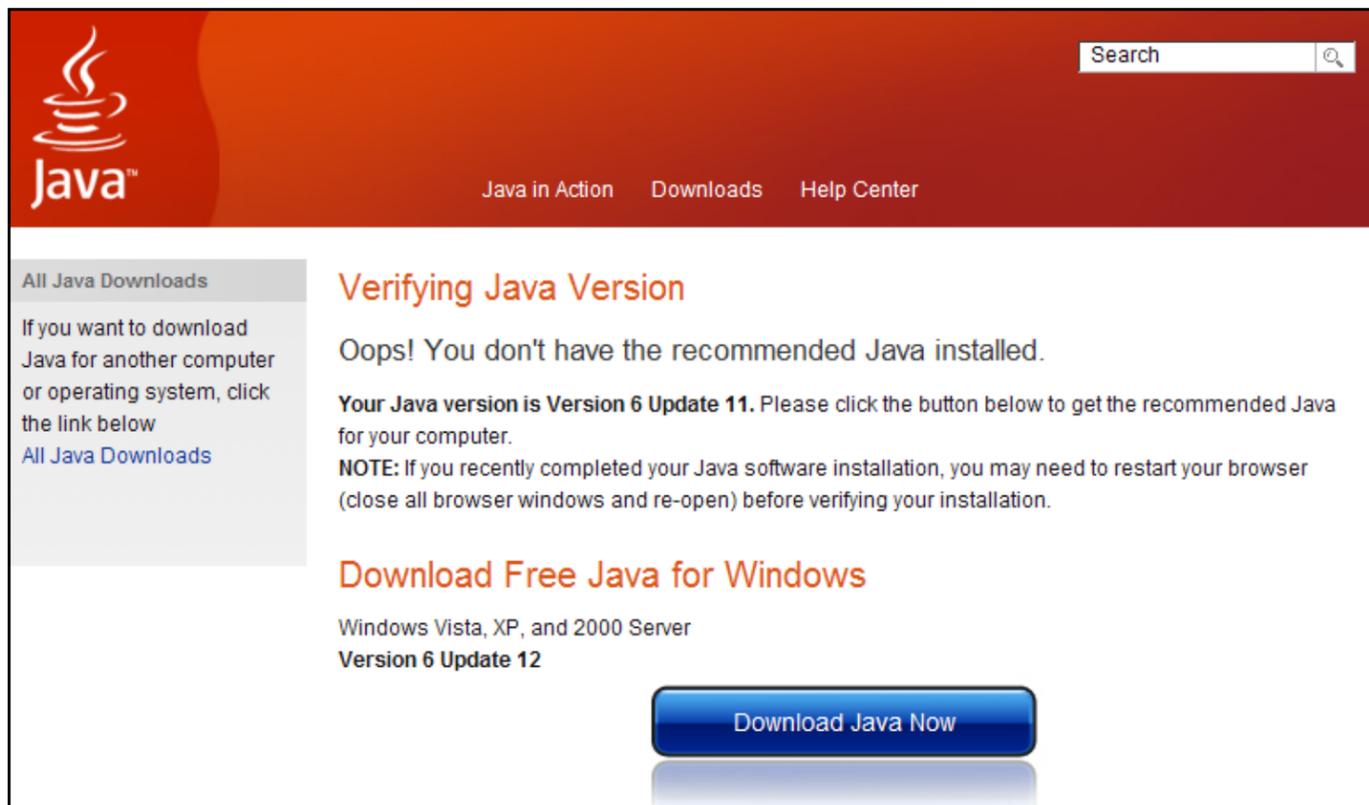
For result accuracy, we need to ensure that you are using the latest version of Java. Please visit the following link to check if your PC requires an update:

<http://www.java.com/en/download/installed.jsp>

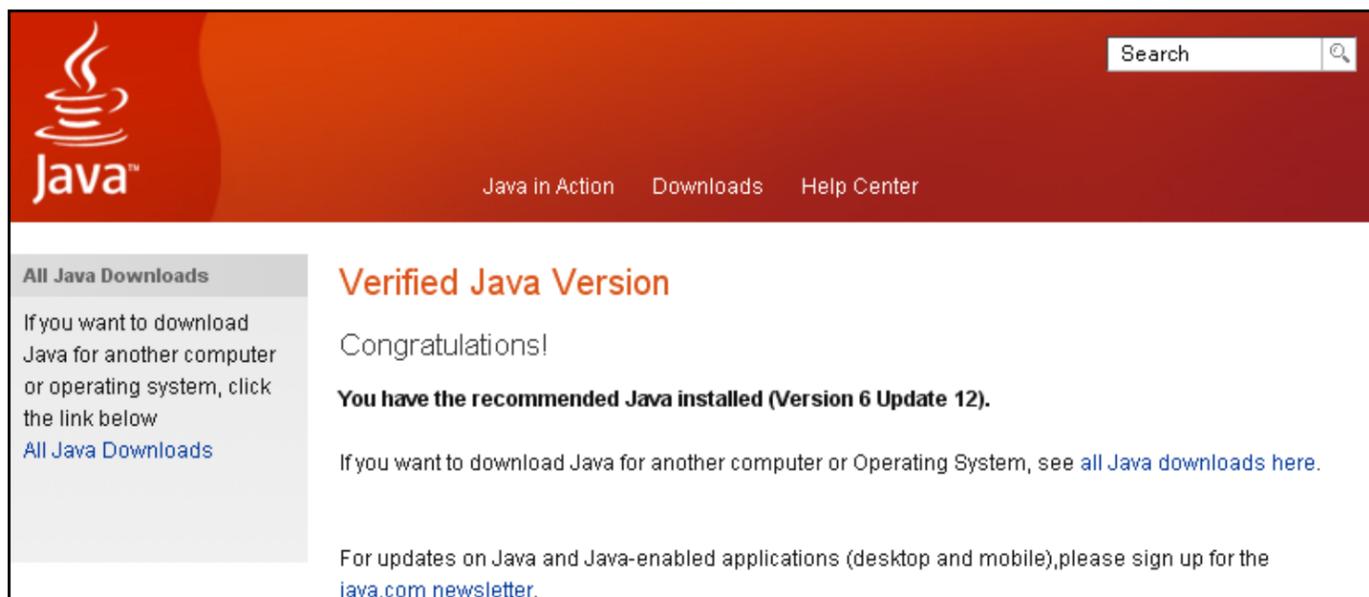
Click on “Verify Java version”



If you are using an outdated version of Java, you will see a similar screen below:



If you see the following, your Java is up to date. You may proceed to the next step.



Step 2 – Performing the required tests

You will need to bypass your router (If any) and connect directly from your PC to the Cable Modem. We regret that results from tests performed through a router may not be accurate enough to allow us to troubleshoot.

Please visit <http://utilities.starhub.com> to perform the following required tests.

You should be having a page similar to the following.

Please acknowledge the disclaimer and click on "Continue" as indicated by [1].

The screenshot shows the StarHub website's Network Utilities page. The page title is "MaxOnline" and the breadcrumb is "Customer Care : : Network Utilities :". The main content area contains a welcome message, a disclaimer, and a "CONTINUE" button. A red box labeled "1" highlights the checkbox and the "CONTINUE" button.

My Cable Modem HFC Mac ID: 88:88:88:88:88:88
My Bundle Description: MaxOnline Express

Disclaimer:
 The above tests are provided on an "as is" and "as available" basis and you use them at your own risk. StarHub makes no warranty that the tests will be uninterrupted, timely, secure and error-free. StarHub or its affiliates will not be liable for any losses, damages or liabilities arising out of the use or reliance on any test. Without prejudice to the foregoing, neither StarHub nor its affiliates will be liable for any losses, damages or liabilities arising out of any configuration change to your hardware, system or applications (including any change to the TCP windows configuration) in connection with any test. If you are dissatisfied with any test, your sole and exclusive remedy is to discontinue using the same. Your bandwidth speed may also be affected if you perform other downloads and any test simultaneously, or execute programs which use your bandwidth to monitor other resources. StarHub reserves the right to discontinue or terminate any test at any time and without prior notice.

I have read and understood the above disclaimer.

CONTINUE

Tests that need to be performed:

- 1) Bandwidth Meter (3 tests)
- 2) Traceroute (3 tests to each site)
- 3) Ipconfig

You may wish to refer to the following screenshot to see how each test can be accessed after clicking "Continue" from the above step.

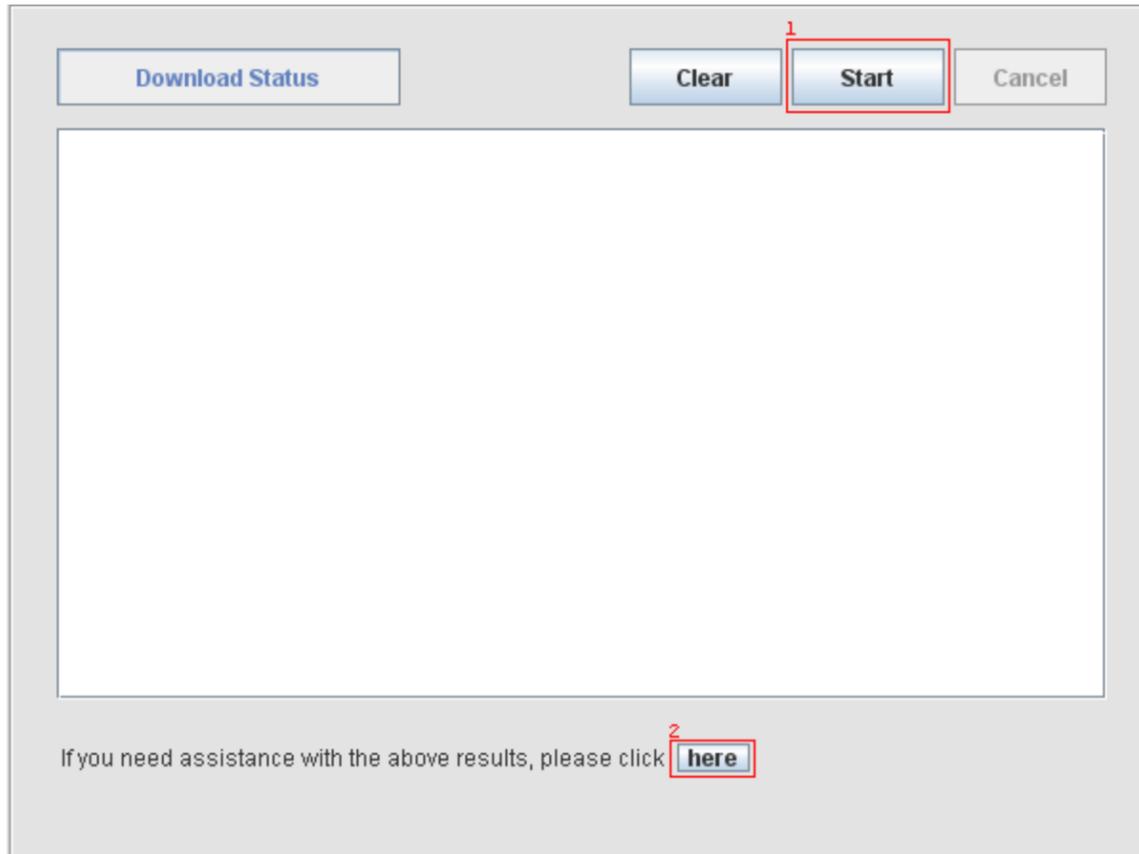
The screenshot shows the StarHub website's Network Utilities page after clicking "Continue". The page title is "MaxOnline" and the breadcrumb is "Customer Care : : Network Utilities :". The main content area contains a welcome message, a disclaimer, and a list of test links. Red boxes labeled "1", "2", and "3" highlight the "Bandwidth meter", "Traceroute", and "Ipconfig" links respectively.

My Cable Modem HFC Mac IDs: 00:08:0E:66:D5:12
My Cable Modem is on : MaxOnline Express

1 [Bandwidth meter](#) | [Ping](#) | [Pathping](#) | **2** [Traceroute](#) | **3** [Ipconfig](#) | [Netstat](#) | [FAQ](#)

Bandwidth Meter

- Click on **Bandwidth Meter**
- Scroll down until you see the following screen. You may be prompted to allow this Java application to run.
- Click on "Start" [1]
- Wait until test completes
- Repeat the last 2 steps for another 2 times
- Click on the word "here" as noted in [2] below. This will bring you to a web form to submit the 3 tests that you have just performed

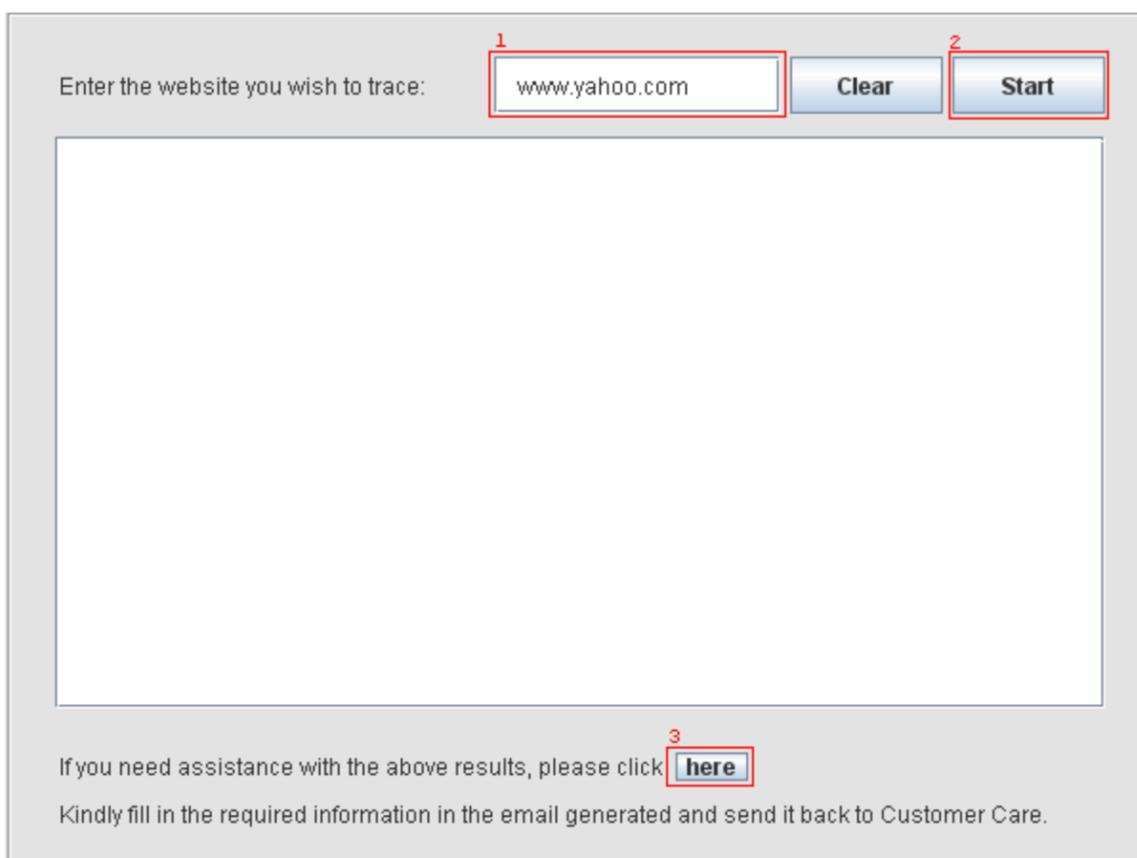


The screenshot shows a Java application window titled "Download Status". At the top, there are three buttons: "Clear", "Start", and "Cancel". The "Start" button is highlighted with a red box and a red number "1" above it. Below the buttons is a large empty rectangular area. At the bottom of the window, there is a text prompt: "If you need assistance with the above results, please click [here](#)". The word "here" is highlighted with a red box and a red number "2" above it.

Traceroute

To perform a traceroute, you will need to know the host or IP address of the destination server. This will usually be the site where you wish to report for slow access.

- Change the default "starhub.com" to the host or IP address at [1]
- Click on "Start" at [2]
- Wait until test completes
- Repeat the last 2 steps for another 2 times
- Click on the word "here" as noted in [3] below. This will bring you to a web form to submit the 3 tests that you have just performed



The screenshot shows a Java application window for a traceroute test. At the top, there is a text label "Enter the website you wish to trace:" followed by a text input field containing "www.yahoo.com". The input field is highlighted with a red box and a red number "1" above it. To the right of the input field are two buttons: "Clear" and "Start". The "Start" button is highlighted with a red box and a red number "2" above it. Below the buttons is a large empty rectangular area. At the bottom of the window, there is a text prompt: "If you need assistance with the above results, please click [here](#)". The word "here" is highlighted with a red box and a red number "3" above it. Below this prompt, there is a line of text: "Kindly fill in the required information in the email generated and send it back to Customer Care."

Ipconfig

Please click on "Start" [1] once at the following screen and submit the results to us via the same link as noted at [3]. Please do not click "Release & Renew IP" at [2] as this will cause your connection to be disconnected temporarily.

Please select an Option:

If you need assistance with the above results, please click [here](#)

Kindly fill in the required information in the email generated and send it back to Customer Care.