Mac OS 10.5-10.10

Q. What does the "Cannot find PPPoE server" error in Mac OS versions 10.5 onwards?

A. This error appears when there is no connection to our PPPoE server available. This is commonly caused by either a disabled account with NTT or a faulty line or NTT device. Please contact NTT if you are receiving this error message to confirm the status of the account with them.

If the account is active and working with NTT, this error can occur when the computer is not connected directly to the NTT device and is connected to a router instead. If this is the case, please connect the cable to the NTT device directly and try connecting again.

If you continue to have receive this error message when trying to connect, please contact us

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