

Cable Diagnostic

Status: Bad

Action:

[Internet Access]

Make sure you properly activated the modem. If you activated the modem properly, contact your service provider for troubleshooting help.

Internet Access: Bad

Not able to access the internet. Issue might be due to incomplete activation.

Downstream Status: Good

Downstream Power Level: Good

Downstream SNR: Good

Upstream Status: Good

Upstream Power Level: Good

Current time: Sat Feb 11 12:05:29 2023

Startup Procedure

Acquire Downstream Channel: 483000000 Hz Locked

Connectivity State: Ok Operational

Boot State: Ok Operational

Security: Enabled BPI+

IP Provisioning Mode: Honor MDD honorMdd(4)

Downstream Bonded Channels

Channel	Locked	Status	Modulation	ChannelID	Frequency	Power	SNR	Correctables	Uncorrectables
1	Locked	QAM 256	1	435000000 Hz	0.2	40.9	25862	139210	
2	Locked	QAM 256	2	441000000 Hz	0.2	40.3	13111	46779	
3	Locked	QAM 256	3	447000000 Hz	0.0	38.9	12905	36088	
4	Locked	QAM 256	4	453000000 Hz	-0.4	40.3	12956	45567	
5	Locked	QAM 256	5	459000000 Hz	-0.2	38.9	13002	52376	
6	Locked	QAM 256	6	465000000 Hz	-0.7	38.6	11986	39349	
7	Locked	QAM 256	7	471000000 Hz	-1.5	38.6	10492	30251	
8	Locked	QAM 256	8	477000000 Hz	-1.0	38.9	16737	76043	
9	Locked	QAM 256	9	483000000 Hz	-0.7	38.9	11126	34200	
10	Locked	QAM 256	10	489000000 Hz	-0.7	38.9	10508	32024	
11	Locked	QAM 256	11	495000000 Hz	-0.7	38.9	10015	24312	
12	Locked	QAM 256	12	501000000 Hz	-0.7	38.6	12325	43646	
13	Locked	QAM 256	13	507000000 Hz	-1.0	38.9	12211	47800	
14	Locked	QAM 256	14	513000000 Hz	-1.0	38.6	9703	28773	
15	Locked	QAM 256	15	519000000 Hz	-1.0	38.9	9952	30555	
16	Locked	QAM 256	16	525000000 Hz	-1.0	38.9	9688	26733	
17	Locked	QAM 256	17	531000000 Hz	-0.9	38.9	8558	23231	
18	Locked	QAM 256	18	537000000 Hz	-0.7	38.6	11105	33353	
19	Locked	QAM 256	19	543000000 Hz	-0.7	38.9	10315	35263	
20	Locked	QAM 256	20	549000000 Hz	-0.9	38.6	9049	20153	
21	Locked	QAM 256	21	555000000 Hz	-0.7	38.9	8929	15072	
22	Locked	QAM 256	22	561000000 Hz	-0.9	38.6	19874	88984	
23	Locked	QAM 256	23	567000000 Hz	-0.5	38.9	11311	41054	
24	Locked	QAM 256	24	573000000 Hz	-0.5	38.9	10113	32197	
25	Locked	QAM 256	25	579000000 Hz	-0.5	38.6	10130	31439	
26	Locked	QAM 256	26	585000000 Hz	-0.5	38.6	10052	34150	
27	Locked	QAM 256	27	591000000 Hz	-0.4	38.9	11358	42893	
28	Locked	QAM 256	28	597000000 Hz	-0.4	38.6	10246	36637	
29	Locked	QAM 256	29	603000000 Hz	0.0	38.6	11114	39759	
30	Locked	QAM 256	30	609000000 Hz	0.0	37.6	9682	27482	
31	Locked	QAM 256	31	615000000 Hz	0.0	37.6	9345	24459	
32	Locked	QAM 256	32	621000000 Hz	-0.4	37.6	9994	24182	

Upstream Bonded Channels

Channel	Locked	Status	ChannelType	ChannelID	SymbolRate	Frequency	Power
1	Locked	ATDMA	2	5120	16400000 Hz	40.5	
2	Locked	ATDMA	3	5120	22800000 Hz	41.0	
3	Locked	ATDMA	4	5120	29200000 Hz	41.5	
4	Locked	ATDMA	5	5120	35600000 Hz	42.0	
5	Locked	ATDMA	6	2560	40400000 Hz	41.5	
6	Not Locked	N/A	0	0	0 Hz	0.0	
7	Not Locked	N/A	0	0	0 Hz	0.0	
8	Not Locked	N/A	0	0	0 Hz	0.0	

Downstream OFDM Channels

Channel	Locked	Status	ProfileID	ChannelID	Frequency	Power	SNR/MER	ActiveSubcarrier	Unerror	Correctable	Uncorrectable
1	Locked	3	159	702000000 Hz	-1.0 dBmV	38.7 dB	1126~2969	0	0	0	
2	Not Locked	0	0	0 Hz	0.0 dBmV	0.0 dB	0~4095	0	0	0	

Upstream OFDMA Channels

Channel	Locked	Status	ProfileID	ChannelID	Frequency	Power
1	Not Locked	0	0	0 Hz	0.0 dBmV	
2	Not Locked	0	0	0 Hz	0.0 dBmV	



ICED

Event Log

Clear Log

Refresh

Time	Priority	Description
Feb 11 2023 10:24:11	Critical (3)	SYNC Timing Synchronization failure - Loss of Sync
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Feb 11 2023 10:24:12	Notice (6)	CM-STATUS message sent. Event Type Code: 24
Feb 11 2023 10:24:12	Warning (5)	RNG-RSP CCAP Commanded Power in Excess of 6 dB Below the Value Corresponding to the Top of the DRW
Feb 11 2023 10:24:14	Notice (6)	CM-STATUS message sent. Event Type Code: 5
Feb 11 2023 10:24:16	Critical (3)	SYNC Timing Synchronization failure - Loss of Sync
Feb 11 2023 10:24:23	Notice (6)	CM-STATUS message sent. Event Type Code: 24
Feb 11 2023 10:24:30	Critical (3)	SYNC Timing Synchronization failure - Loss of Sync
Feb 11 2023 10:24:33	Warning (5)	RNG-RSP CCAP Commanded Power in Excess of 6 dB Below the Value Corresponding to the Top of the DRW
Feb 11 2023 10:24:34	Notice (6)	CM-STATUS message sent. Event Type Code: 5
Feb 11 2023 10:25:06	Critical (3)	SYNC Timing Synchronization failure - Loss of Sync
Feb 11 2023 10:25:07	Notice (6)	CM-STATUS message sent. Event Type Code: 24
Feb 11 2023 10:25:08	Warning (5)	RNG-RSP CCAP Commanded Power in Excess of 6 dB Below the Value Corresponding to the Top of the DRW
Feb 11 2023 10:25:10	Notice (6)	CM-STATUS message sent. Event Type Code: 5
Feb 11 2023 10:25:14	Critical (3)	SYNC Timing Synchronization failure - Loss of Sync
Feb 11 2023 10:25:14	Notice (6)	CM-STATUS message sent. Event Type Code: 2
Feb 11 2023 10:25:15	Critical (3)	SYNC Timing Synchronization failure - Loss of Sync
Feb 11 2023 10:25:17	Warning (5)	RNG-RSP CCAP Commanded Power in Excess of 6 dB Below the Value Corresponding to the Top of the DRW
Feb 11 2023 10:25:18	Notice (6)	CM-STATUS message sent. Event Type Code: 24