

Cable Diagnostic

Status: Good

Action: Your setup looks fine. If you are still experience an internet issue, the Netgear Cable Knowledge Base can provide additional troubleshooting info.

Internet Access: Good

Downstream Status: Good

Downstream Power Level: Good

Downstream SNR: Good

Upstream Status: Good

Upstream Power Level: Good

Current time: Sun Jan 09 17:27:35 2022

Startup Procedure

Acquire Downstream Channel: 591 MHz Locked

Connectivity State: OK Operational

Boot State: OK Operational

Security: Enabled BPI+

Downstream Bonded Channels

Channel	Locked	Status	Modulation	ChannelID	Frequency	Power	SNR	Correctables
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Uncorrectables

1	Locked	256 QAM	29	591000000	Hz	1.4 dBmV	42.4 dB	0 0
2	Locked	256 QAM	1	405000000	Hz	1.3 dBmV	42.9 dB	0 0
3	Locked	256 QAM	2	411000000	Hz	1.2 dBmV	42.7 dB	0 0
4	Locked	256 QAM	3	417000000	Hz	1 dBmV	42.7 dB	0 0
5	Locked	256 QAM	4	423000000	Hz	1.1 dBmV	42.8 dB	0 0
6	Locked	256 QAM	5	429000000	Hz	1.2 dBmV	42.7 dB	0 0
7	Locked	256 QAM	6	435000000	Hz	1.4 dBmV	42.6 dB	0 0
8	Locked	256 QAM	7	441000000	Hz	1.6 dBmV	42.8 dB	0 0
9	Locked	256 QAM	8	447000000	Hz	1 dBmV	42.6 dB	0 0
10	Locked	256 QAM	9	453000000	Hz	0.5 dBmV	42.4 dB	0 0
11	Locked	256 QAM	10	459000000	Hz	1.1 dBmV	42.4 dB	0 0

Upstream OFDMA Channels

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

Event Log

Time	Priority	Description
Sun Jan 9 10:35:05 2022	Notice	DS profile assignment change. DS Chan ID: 32; Previous Profile: ; New Profile: 1 2 3.;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:01:5c:ae:ce:51;CM-QOS=1.1;CM-VER=3.1;
Sun Jan 9 10:34:25 2022	Notice	TLV-11 - unrecognized OID;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:01:5c:ae:ce:51;CM-QOS=1.1;CM-VER=3.1;
Thu Jan 1 00:00:53 1970	Notice	Honoring MDD; IP provisioning mode = IPv6
Thu Jan 1 00:00:49 1970	Critical	No Ranging Response received - T3 time-out;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:01:5c:ae:ce:51;CM-QOS=1.1;CM-VER=3.1;
Thu Jan 1 00:00:44 1970	Critical	SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing;;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;
Sun Jan 2 00:00:29 2022	Critical	No Ranging Response received - T3 time-out;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:01:5c:ae:ce:51;CM-QOS=1.1;CM-VER=3.1;
Sun Jan 2 00:00:24 2022	Critical	SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing;;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;
Thu Jan 1 00:00:48 1970	Critical	No Ranging Response received - T3 time-out;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:01:5c:ae:ce:51;CM-QOS=1.1;CM-VER=3.1;
Thu Jan 1 00:01:05 1970	Critical	SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing;;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;
Thu Jan 1 00:00:48 1970	Critical	No Ranging Response received - T3 time-out;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:01:5c:ae:ce:51;CM-QOS=1.1;CM-VER=3.1;
Thu Jan 1 00:00:43 1970	Critical	SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing;;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;
Sat Jan 1 23:25:44 2022	Critical	Resetting the cable modem due to docsDevResetNow

Thu Jan 1 00:00:50 1970 Critical No Ranging Response received - T3
time-out;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:01:5c:ae:ce:51;CM-QOS=1.1;CM-VER=3
.1;

Thu Jan 1 00:00:44 1970 Critical SYNC Timing Synchronization failure - Failed to acquire
QAM/QPSK symbol
timing;;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.
1;

Thu Jan 1 00:01:09 1970 Critical No Ranging Response received - T3
time-out;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:01:5c:ae:ce:51;CM-QOS=1.1;CM-VER=3
.1;

Thu Jan 1 00:01:04 1970 Critical SYNC Timing Synchronization failure - Failed to acquire
QAM/QPSK symbol
timing;;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.
1;

Thu Jan 1 00:01:10 1970 Critical No Ranging Response received - T3
time-out;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:01:5c:ae:ce:51;CM-QOS=1.1;CM-VER=3
.1;

Thu Jan 1 00:01:04 1970 Critical SYNC Timing Synchronization failure - Failed to acquire
QAM/QPSK symbol
timing;;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.
1;

Tue Dec 14 05:04:45 2021 Critical Resetting the cable modem due to docsDevResetNow

Thu Jan 1 00:00:49 1970 Critical No Ranging Response received - T3
time-out;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:01:5c:ae:ce:51;CM-QOS=1.1;CM-VER=3
.1;

Thu Jan 1 00:00:44 1970 Critical SYNC Timing Synchronization failure - Failed to acquire
QAM/QPSK symbol
timing;;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.
1;

Sun Dec 12 07:46:03 2021 Critical Resetting the cable modem due to docsDevResetNow

Thu Jan 1 00:00:50 1970 Critical No Ranging Response received - T3
time-out;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:01:5c:ae:ce:51;CM-QOS=1.1;CM-VER=3
.1;

Thu Jan 1 00:00:44 1970 Critical SYNC Timing Synchronization failure - Failed to acquire
QAM/QPSK symbol
timing;;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.
1;

Thu Jan 1 00:01:10 1970 Critical No Ranging Response received - T3
time-out;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:01:5c:ae:ce:51;CM-QOS=1.1;CM-VER=3
.1;

Thu Jan 1 00:01:04 1970 Critical SYNC Timing Synchronization failure - Failed to acquire
QAM/QPSK symbol
timing;;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.

1;
Thu Jan 1 00:01:11 1970 Critical No Ranging Response received - T3
time-out;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:01:5c:ae:ce:51;CM-QOS=1.1;CM-VER=3
.1;
Thu Jan 1 00:01:04 1970 Critical SYNC Timing Synchronization failure - Failed to acquire
QAM/QPSK symbol
timing;;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.
1;
Thu Dec 9 12:04:42 2021 Critical Resetting the cable modem due to docsDevResetNow
Thu Jan 1 00:00:44 1970 Critical SYNC Timing Synchronization failure - Failed to acquire
QAM/QPSK symbol
timing;;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.
1;
Thu Jan 1 00:00:48 1970 Critical No Ranging Response received - T3
time-out;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:01:5c:ae:ce:51;CM-QOS=1.1;CM-VER=3
.1;
Thu Jan 1 00:00:44 1970 Critical SYNC Timing Synchronization failure - Failed to acquire
QAM/QPSK symbol
timing;;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.
1;
Thu Jan 1 00:00:50 1970 Critical No Ranging Response received - T3
time-out;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:01:5c:ae:ce:51;CM-QOS=1.1;CM-VER=3
.1;
Thu Jan 1 00:00:44 1970 Critical SYNC Timing Synchronization failure - Failed to acquire
QAM/QPSK symbol
timing;;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.
1;
Mon Nov 29 19:20:33 2021 Critical Resetting the cable modem due to docsDevResetNow
Thu Jan 1 00:00:44 1970 Critical SYNC Timing Synchronization failure - Failed to acquire
QAM/QPSK symbol
timing;;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.
1;
Thu Jan 1 00:00:50 1970 Critical No Ranging Response received - T3
time-out;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:01:5c:ae:ce:51;CM-QOS=1.1;CM-VER=3
.1;
Thu Jan 1 00:00:44 1970 Critical SYNC Timing Synchronization failure - Failed to acquire
QAM/QPSK symbol
timing;;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.
1;
Thu Jan 1 00:00:49 1970 Critical No Ranging Response received - T3
time-out;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:01:5c:ae:ce:51;CM-QOS=1.1;CM-VER=3
.1;
Thu Jan 1 00:00:44 1970 Critical SYNC Timing Synchronization failure - Failed to acquire

QAM/QPSK symbol

timing;;CM-MAC=6c:cd:d6:6b:14:24;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.
1;