

Cable Diagnostic

Status: Poor

Action:

[Upstream Power Level]

Try these actions (Click the Refresh button after each step):

- 1) Make sure the coaxial cable is tightly connected.
- 2) Remove any unnecessary splitters.
- 3) Replace any required splitters.
- 4) Contact your service provider for troubleshooting help.

CM Status: Good

Downstream Status: Good

Downstream Power Level: Good

Downstream SNR Level: Good

Upstream Status: Poor

Upstream Power Level: Poor

Upstream power is poor (55.3dBmV). The recommended level is from 30 to 55dBmV.

Current Time: Fri Mar 10 09:26:58 2023

Startup Procedure

Acquire Downstream Channel: 507000000 Hz Locked
Connectivity State: OK Operational
Boot State: OK Operational
Security: Enabled BPI+
IP Provisioning Mode: Honor MDD IPv6 only

Downstream Bonded Channels

Channel	Locked	Status	Modulation	ChannelID	Frequency	Power	SNR
0	1	Locked	QAM256	5	507000000 Hz	2.6	43.1
0	2	Locked	QAM256	1	477000000 Hz	3	43.1
0	3	Locked	QAM256	2	483000000 Hz	2.5	42.9
0	4	Locked	QAM256	3	489000000 Hz	2	42.7
0	5	Locked	QAM256	4	495000000 Hz	1.8	42.4
0	6	Locked	QAM256	6	513000000 Hz	2.2	42.9
0	7	Locked	QAM256	7	519000000 Hz	2.2	42.8

0	8	Locked	QAM256	8	525000000 Hz	2.9	43	
0	9	Locked	QAM256	9	531000000 Hz	3.3	43	
0	10	Locked	QAM256	10	537000000 Hz	2.8	42.8	
0	11	Locked	QAM256	11	543000000 Hz	1.9	42.4	
0	12	Locked	QAM256	12	549000000 Hz	1.8	42.4	
0	13	Locked	QAM256	13	555000000 Hz	2.7	42.7	
0	14	Locked	QAM256	14	561000000 Hz	3.3	42.8	
0	15	Locked	QAM256	15	567000000 Hz	2.8	42.6	
0	16	Locked	QAM256	16	573000000 Hz	2	42.3	
0	17	Locked	QAM256	17	579000000 Hz	2	42.2	
0	18	Locked	QAM256	18	585000000 Hz	2.8	42.4	
0	19	Locked	QAM256	19	591000000 Hz	3.3	42.5	
0	20	Locked	QAM256	33	453000000 Hz	3.4	43.3	
0	21	Locked	QAM256	34	459000000 Hz	3.1	43.2	
0	22	Locked	QAM256	35	465000000 Hz	2.9	43.1	
0	23	Locked	QAM256	36	471000000 Hz	3	43.1	
0	24	Locked	QAM256	38	429000000 Hz	3.3	43.5	
0	25	Locked	QAM256	39	435000000 Hz	2.8	43.3	
0	26	Locked	QAM256	40	441000000 Hz	2.7	43.1	
0	27	Locked	QAM256	41	447000000 Hz	3.2	43.2	
0	28	Locked	QAM256	42	405000000 Hz	2.5	43	
0	29	Locked	QAM256	43	411000000 Hz	2.6	43	
0	30	Locked	QAM256	44	417000000 Hz	3.3	43.3	
0	31	Locked	QAM256	45	423000000 Hz	3.5	43.4	
0	32	Not Locked	Unknown	0	0 Hz	0.0	0.0	0

Upstream Bonded Channels

Channel	Locked	Status	ChannelType	ChannelID	SymbolRate
Frequency		Power			

1	Locked	ATDMA	9	1280 Ksym/sec				
39600000 Hz	52.3 dBmV							
2	Locked	ATDMA	1	5120 Ksym/sec				
35600000 Hz	52.5 dBmV							
3	Locked	ATDMA	4	5120 Ksym/sec				
16400000 Hz	55.3 dBmV							
4	Locked	ATDMA	2	5120 Ksym/sec				
29200000 Hz	53.8 dBmV							
5	Locked	ATDMA	3	5120 Ksym/sec				
22800000 Hz	54.8 dBmV							
6	Not Locked	Unknown	0	0	0	0	0.0	
7	Not Locked	Unknown	0	0	0	0	0.0	
8	Not Locked	Unknown	0	0	0	0	0.0	

Downstream OFDM Channels

Channel	LockedStatus	ProfileID	ChannelID	Frequency	Power
SNR/MER	ActiveSubcarrier	Unerror	Correctable	Uncorrectable	
1	Locked	0 ,1 ,2 ,3	37	690000000 Hz	3.78 dBmV
42.3 dB	1108 ~ 2987	5434032	4946117	0	
2	Not Locked	0 0	0 Hz	0 dBmV	0 dB 0 ~
4095	0 0 0				

Upstream OFDMA Channels

Channel	LockedStatus	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
Fri Mar 10 09:12:13 2023	Notice (6)	DS profile assignment change. DS Chan ID: 32; Previous Profile: ; New Profile: 1 2 3.;CM-MAC=6c:cd:d6:65:c3:a4;CMTS-MAC=00:01:5c:8d:dc:65;CM-QOS=1.1;CM-VER=3.1;
Fri Mar 10 09:12:07 2023	Notice (6)	TLV-11 - unrecognized OID;CM-MAC=6c:cd:d6:65:c3:a4;CMTS-MAC=00:01:5c:8d:dc:65;CM-QOS=1.1;CM-VER=3.1;
Time Not Established	Notice (6)	Honoring MDD; IP provisioning mode = IPv6
Time Not Established	Critical (3)	No Ranging Response received - T3 time-out;CM-MAC=6c:cd:d6:65:c3:a4;CMTS-MAC=00:01:5c:8d:dc:65;CM-QOS=1.1;CM-VER=3.1;
Time Not Established	Critical (3)	SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing;;CM-MAC=6c:cd:d6:65:c3:a4;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;