

Cable Diagnostic

Status: Poor

Action:

[Downstream 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: Bad

Downstream Power Level: Bad

Downstream power is poor (17.2dBmV). The recommended level is between -10dBmV to 10dBmV.

Downstream SNR Level: Good

Upstream Status: Good

Upstream Power Level: Good

Current Time: Mon Nov 21 16:33:34 2022

Startup Procedure

Acquire Downstream Channel: 651000000 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
43.9	0	0	QAM256	30	651000000 Hz	16.8	
43.1	0	0	QAM256	2	483000000 Hz	14.7	
43.2	0	0	QAM256	3	489000000 Hz	14.9	
43.3	0	0	QAM256	4	495000000 Hz	14.9	
43.1	0	0	QAM256	5	501000000 Hz	14.9	

43.2	6	Locked	QAM256	6	507000000 Hz	14.9	
	0	0					
43.4	7	Locked	QAM256	7	513000000 Hz	15.1	
	0	0					
43.4	8	Locked	QAM256	8	519000000 Hz	15.2	
	0	0					
43.3	9	Locked	QAM256	9	525000000 Hz	15.1	
	0	0					
43.3	10	Locked	QAM256	10	531000000 Hz	15.2	
	0	0					
43.3	11	Locked	QAM256	11	537000000 Hz	15.4	
	0	0					
43.4	12	Locked	QAM256	12	543000000 Hz	15.5	
	0	0					
43.4	13	Locked	QAM256	13	555000000 Hz	15.4	
	0	0					
43.6	14	Locked	QAM256	14	561000000 Hz	15.5	
	0	0					
43.6	15	Locked	QAM256	15	567000000 Hz	15.7	
	0	0					
43.6	16	Locked	QAM256	16	573000000 Hz	15.7	
	0	0					
43.6	17	Locked	QAM256	17	579000000 Hz	15.9	
	0	0					
43.8	18	Locked	QAM256	18	585000000 Hz	16.1	
	0	0					
43.8	19	Locked	QAM256	19	591000000 Hz	16.2	
	0	0					
43.9	20	Locked	QAM256	20	597000000 Hz	16.5	
	0	0					
43.8	21	Locked	QAM256	21	603000000 Hz	16.5	
	0	0					
0	22	Locked	QAM256	22	609000000 Hz	16.6	44
	0	0					
43.9	23	Locked	QAM256	23	615000000 Hz	16.6	
	0	0					
44.1	24	Locked	QAM256	24	621000000 Hz	16.8	
	0	0					
43.9	25	Locked	QAM256	26	627000000 Hz	16.7	
	0	0					
0	26	Locked	QAM256	27	633000000 Hz	16.8	44
	0	0					
43.9	27	Locked	QAM256	28	639000000 Hz	16.8	
	0	0					
44.1	28	Locked	QAM256	29	645000000 Hz	17.1	
	0	0					
43.8	29	Locked	QAM256	31	657000000 Hz	16.7	
	0	0					
43.9	30	Locked	QAM256	32	663000000 Hz	16.8	
	0	0					

0	31	Locked	QAM256	33	669000000 Hz	17.2	44
0	0						
0	32	Not Locked	Unknown	0	0 Hz	0.0	0.0
0	0						

Upstream Bonded Channels

Channel	LockedStatus	ChannelType	ChannelID	SymbolRate
Frequency	Power			
1	Locked	ATDMA	1	5120 Ksym/sec
35600000 Hz	36.8 dBmV			
2	Locked	ATDMA	2	5120 Ksym/sec
29200000 Hz	37.0 dBmV			
3	Locked	ATDMA	3	5120 Ksym/sec
22800000 Hz	37.0 dBmV			
4	Locked	ATDMA	4	5120 Ksym/sec
16400000 Hz	37.5 dBmV			
5	Locked	ATDMA	9	1280 Ksym/sec
39600000 Hz	36.5 dBmV			
6	Not Locked	Unknown	0	0 0
0.0				
7	Not Locked	Unknown	0	0 0
0.0				
8	Not Locked	Unknown	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	45	690000000 Hz	18.58
dBmV	44.6 dB	1108 ~ 2987	4164842	1855501	0
2	Not Locked	0	0	0 Hz	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
Mon Nov 21 16:22:43 2022	Notice (6)	DS profile assignment change. DS Chan ID: 32; Previous Profile: ; New Profile: 1 2 3.;CM-MAC=c8:9e:43:e6:7e:b0;CMTS-MAC=00:01:5c:a4:f4:5d;CM-QOS=1.1;CM-VER=3.1;
Mon Nov 21 16:22:36 2022	Notice (6)	TLV-11 - unrecognized
		OID;CM-MAC=c8:9e:43:e6:7e:b0;CMTS-MAC=00:01:5c:a4:f4:5d;CM-QOS=1.1;CM-VER=3.1;
Time Not Established	Notice (6)	Honoring MDD; IP provisioning mode = IPv6

Time Not Established Critical (3) SYNC Timing Synchronization
failure - Failed to acquire QAM/QPSK symbol timing;;CM-
MAC=c8:9e:43:e6:7e:b0;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-
VER=3.1;