

## Cable Diagnostic

Status: Good

### Action:

Your setup looks fine. If you can't access the internet, make sure you properly activated the modem. If modem has been activated and you still can't access the internet, contact your service provider for troubleshooting help.

If you can access the internet but has other internet issue, the Netgear Cable Knowledge Base can provide additional troubleshooting info.

CM Status: Good

Downstream Status: Good

Downstream Power Level: Good

Downstream SNR Level: Good

Upstream Status: Good

Upstream Power Level: Good

Current Time: Tue Nov 22 10:16:36 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
0	0	Locked	QAM256	30	651000000 Hz	6.1	43.3
0	0	Locked	QAM256	2	483000000 Hz	4.3	42.6
0	0	Locked	QAM256	3	489000000 Hz	4.7	42.8
0	0	Locked	QAM256	4	495000000 Hz	4.9	42.9
0	0	Locked	QAM256	5	501000000 Hz	4.9	42.8
0	0	Locked	QAM256	6	507000000 Hz	5.1	42.9

0	0						
	7	Locked	QAM256	7	513000000 Hz	5.2	43
0	0						
	8	Locked	QAM256	8	519000000 Hz	5.1	43
0	0						
	9	Locked	QAM256	9	525000000 Hz	5	42.8
0	0						
	10	Locked	QAM256	10	531000000 Hz	4.8	42.8
0	0						
	11	Locked	QAM256	11	537000000 Hz	4.8	42.8
0	0						
	12	Locked	QAM256	12	543000000 Hz	4.9	42.8
0	0						
	13	Locked	QAM256	13	555000000 Hz	4.8	42.8
0	0						
	14	Locked	QAM256	14	561000000 Hz	5	43
0	0						
	15	Locked	QAM256	15	567000000 Hz	5.3	43.1
0	0						
	16	Locked	QAM256	16	573000000 Hz	5.6	43.1
0	0						
	17	Locked	QAM256	17	579000000 Hz	6	43.3
0	0						
	18	Locked	QAM256	18	585000000 Hz	6.4	43.5
0	0						
	19	Locked	QAM256	19	591000000 Hz	6.7	43.5
0	0						
	20	Locked	QAM256	20	597000000 Hz	7	43.6
0	0						
	21	Locked	QAM256	21	603000000 Hz	6.9	43.3
0	0						
	22	Locked	QAM256	22	609000000 Hz	6.9	43.4
0	0						
	23	Locked	QAM256	23	615000000 Hz	6.5	43.5
0	0						
	24	Locked	QAM256	24	621000000 Hz	6.5	43.5
0	0						
	25	Locked	QAM256	26	627000000 Hz	6.1	43.3
0	0						
	26	Locked	QAM256	27	633000000 Hz	6	43.3
0	0						
	27	Locked	QAM256	28	639000000 Hz	6	43.3
0	0						
	28	Locked	QAM256	29	645000000 Hz	6.2	43.5
0	0						
	29	Locked	QAM256	31	657000000 Hz	6.1	43.3
0	0						
	30	Locked	QAM256	32	663000000 Hz	6.4	43.3
0	0						
	31	Locked	QAM256	33	669000000 Hz	7	43.6

```

0      0
      32      Not Locked      Unknown      0      0 Hz      0.0      0.0
0      0

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Upstream Bonded Channels

Channel	LockedStatus	ChannelType	ChannelID	SymbolRate
Frequency	Power			
1	Locked	ATDMA	4	5120 Ksym/sec
16400000 Hz	48.3 dBmV			
2	Locked	ATDMA	1	5120 Ksym/sec
35600000 Hz	47.0 dBmV			
3	Locked	ATDMA	2	5120 Ksym/sec
29200000 Hz	47.8 dBmV			
4	Locked	ATDMA	3	5120 Ksym/sec
22800000 Hz	48.3 dBmV			
5	Locked	ATDMA	9	1280 Ksym/sec
39600000 Hz	47.0 dBmV			
6	Not Locked	Unknown	0	0
0.0				
7	Not Locked	Unknown	0	0
0.0				
8	Not Locked	Unknown	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	8.98
dBmV	44.1 dB	1108 ~ 2987	4897387	2254053	0
2	Not Locked	0	0	0 Hz	0 dB
~ 4095	0	0	0		0

Upstream OFDMA Channels

Channel	LockedStatus	ProfileID	ChannelID	Frequency
Power				
1	Not Locked	0	0	0 Hz
2	Not Locked	0	0	0 Hz

Event Log

Time	Priority	Description
Tue Nov 22 09:39:28 2022	Notice (6)	DS profile assignment change. DS Chan ID: 32; Previous Profile: ; New Profile: 1 2 3.; CM-MAC=[REDACTED]; CMTS-MAC=[REDACTED]; CM-QOS=1.1; CM-VER=3.1;
Tue Nov 22 09:39:21 2022	Notice (6)	TLV-11 - unrecognized OID; CM-MAC=[REDACTED]; CMTS-MAC=[REDACTED]; 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=[REDACTED]:b0; CMTS-MAC=[REDACTED]; 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=[REDACTED];CMTS-MAC=[REDACTED];CM-QOS=1.1;CM-VER=3.1;  
Time Not Established      Critical (3)      No Ranging Response received - T3 time-out;CM-MAC=[REDACTED];CMTS-MAC=[REDACTED];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=[REDACTED];CMTS-MAC=[REDACTED]0;CM-QOS=1.1;CM-VER=3.1;