

Cable Connection

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: 

Downstream Status: 

Upstream Status: 

Refresh

Save Cable Diagnostic Info

Advanced Information

Frequency Start Value

This field below allows you to modify the frequency the cable modem start with its scan during initialization and registration. Enter the new start frequency and restart the cable modem for it to take effect.

Starting
Frequency

537000000

Startup Procedure

Procedure	Status	Comment
Acquire Downstream Channel	537 MHz	Locked
Connectivity State	OK	Operational
Boot State	OK	Operational
Security	Enabled	BPI+

Downstream Bonded Channels

Channel	Lock Status	Modulation	Channel ID	Frequency	Power	SNR	Correctables	Uncorrectables
1	Locked	256 QAM	20	537000000 Hz	4.1 dBmV	40.1 dB	0	0
2	Locked	256 QAM	1	417000000 Hz	2.0 dBmV	40.0 dB	0	0
3	Locked	256 QAM	2	423000000 Hz	2.0 dBmV	39.9 dB	0	0
4	Locked	256 QAM	3	429000000 Hz	2.1 dBmV	40.0 dB	0	0
5	Locked	256 QAM	4	435000000 Hz	2.2 dBmV	40.0 dB	0	0
6	Locked	256 QAM	5	441000000 Hz	2.3 dBmV	40.0 dB	0	0
7	Locked	256 QAM	6	447000000 Hz	2.3 dBmV	40.0 dB	0	0
8	Locked	256 QAM	7	453000000 Hz	2.3 dBmV	39.9 dB	0	0
9	Locked	256 QAM	8	459000000 Hz	2.4 dBmV	40.0 dB	0	0
10	Locked	256 QAM	9	465000000 Hz	2.5 dBmV	40.0 dB	0	0
11	Locked	256 QAM	10	471000000 Hz	2.5 dBmV	39.9 dB	0	0

12	Locked	256 QAM	11	477000000 Hz	2.7 dBmV	40.0 dB	0	0
13	Locked	256 QAM	12	483000000 Hz	2.7 dBmV	39.9 dB	0	0
14	Locked	256 QAM	13	489000000 Hz	2.9 dBmV	39.9 dB	0	0
15	Locked	256 QAM	14	495000000 Hz	3.0 dBmV	39.9 dB	0	0
16	Locked	256 QAM	15	507000000 Hz	3.3 dBmV	40.0 dB	0	0
17	Locked	256 QAM	16	513000000 Hz	3.4 dBmV	40.0 dB	0	0
18	Locked	256 QAM	17	519000000 Hz	3.6 dBmV	40.0 dB	0	0
19	Locked	256 QAM	18	525000000 Hz	3.8 dBmV	40.1 dB	0	0
20	Locked	256 QAM	19	531000000 Hz	4.0 dBmV	40.1 dB	0	0
21	Locked	256 QAM	21	543000000 Hz	4.2 dBmV	40.2 dB	0	0
22	Locked	256 QAM	22	549000000 Hz	4.3 dBmV	40.2 dB	0	0
23	Locked	256 QAM	23	555000000 Hz	4.4 dBmV	40.2 dB	0	0
24	Locked	256 QAM	24	561000000 Hz	4.5 dBmV	40.1 dB	0	0

25	Locked	256 QAM	25	567000000 Hz	4.4 dBmV	40.1 dB	0	0
26	Locked	256 QAM	26	573000000 Hz	4.4 dBmV	40.2 dB	0	0
27	Locked	256 QAM	27	579000000 Hz	4.6 dBmV	40.2 dB	0	0
28	Locked	256 QAM	28	585000000 Hz	4.5 dBmV	40.3 dB	0	0
29	Locked	256 QAM	29	591000000 Hz	4.6 dBmV	40.2 dB	0	0
30	Locked	256 QAM	30	597000000 Hz	4.7 dBmV	40.3 dB	0	0
31	Locked	256 QAM	31	603000000 Hz	4.8 dBmV	40.4 dB	0	0
32	Locked	256 QAM	32	609000000 Hz	4.7 dBmV	40.3 dB	0	0

Upstream Bonded Channels

Channel	Lock Status	US Channel Type	Channel ID	Symbol Rate	Frequency	Power
1	Locked	ATDMA	2	5120 Ksym/sec	22800000 Hz	36.5 dBmV
2	Locked	ATDMA	1	5120 Ksym/sec	16400000 Hz	36.5 dBmV
3	Locked	ATDMA	3	5120 Ksym/sec	29200000 Hz	36.5 dBmV
4	Locked	ATDMA	4	5120 Ksym/sec	35600000 Hz	36.8 dBmV
5	Locked	ATDMA	5	2560 Ksym/sec	40400000 Hz	42.5 dBmV
6	Locked	ATDMA	6	2560 Ksym/sec	10400000 Hz	36.8 dBmV
7	Not Locked	Unknown	0	0	0	0.0 dBmV
8	Not Locked	Unknown	0	0	0	0.0 dBmV

Downstream OFDM Channels

Channel	Lock Status	Modulation / Profile ID	Channel ID	Frequency	Power	SNR / MER	Active Subcarrier Number Range	Unerrored Codewords	Correctable Codewords	Uncorrectable Codewords
1	Locked	0,1,2,3	193	805000000 Hz	4.78 dBmV	39.6 dB	1108 ~ 2987	114972981	49158522	0
2	Not Locked	0	0	0 Hz	0 dBmV	0 dB	0 ~ 4095	0	0	0

Upstream OFDMA Channels

Channel	Lock Status	Modulation / Profile ID	Channel ID	Frequency	Power
1	Not Locked	0	0	0 Hz	0 dBmV
2	Not Locked	0	0	0 Hz	0 dBmV

Extended Upstream Transmit Power

Enable Extended Upstream Transmit Power

Current System Time: Tue Aug 22 10:14:29 2023

System Up Time: 03:45:48

Event Log

[Clear Log](#)[Refresh](#)

Time	Priority	Description
Tue Aug 22 06:31:09 2023	Critical (3)	Started Unicast Maintenance Ranging - No Response received - T3 time-out;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:90:f0:74:00:00;CM-QOS=1.1;CM-VER=3.1;
Tue Aug 22 06:30:09 2023	Critical (3)	No Ranging Response received - T3 time-out;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:90:f0:74:00:00;CM-QOS=1.1;CM-VER=3.1;
Tue Aug 22 06:30:04 2023	Notice (6)	DS profile assignment change. DS Chan ID: 32; Previous Profile: ; New Profile: 1 2 3.;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:90:f0:74:00:00;CM-QOS=1.1;CM-VER=3.1;
Tue Aug 22 06:29:40 2023	Notice (6)	TLV-11 - unrecognized OID;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:90:f0:74:00:00;CM-QOS=1.1;CM-VER=3.1;
Thu Jan 1 00:00:51 1970	Notice (6)	Honoring MDD; IP provisioning mode = IPv6
Thu Jan 1 00:00:43 1970	Critical (3)	SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing;;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;
Mon Aug 21 17:16:06 2023	Critical (3)	No Ranging Response received - T3 time-out;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:90:f0:74:00:00;CM-QOS=1.1;CM-VER=3.1;
Thu Jan 1 00:00:44 1970	Critical (3)	SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing;;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;
Sun Aug 20 18:04:39 2023	Critical (3)	No Ranging Response received - T3 time-out;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:90:f0:74:00:00;CM-QOS=1.1;CM-VER=3.1;
Thu Jan 1 00:00:44 1970	Critical (3)	SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing;;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;

Sat Aug 19 07:35:20 2023	Critical (3)	No Ranging Response received - T3 time-out;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:90:f0:74:00:00;CM-QOS=1.1;CM-VER=3.1;
Thu Jan 1 00:00:43 1970	Critical (3)	SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing;;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;
Fri Aug 18 18:19:45 2023	Critical (3)	No Ranging Response received - T3 time-out;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:90:f0:74:00:00;CM-QOS=1.1;CM-VER=3.1;
Fri Aug 18 18:19:41 2023	Critical (3)	Started Unicast Maintenance Ranging - No Response received - T3 time-out;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:90:f0:74:00:00;CM-QOS=1.1;CM-VER=3.1;
Fri Aug 18 18:19:37 2023	Critical (3)	No Ranging Response received - T3 time-out;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:90:f0:74:00:00;CM-QOS=1.1;CM-VER=3.1;
Thu Jan 1 00:00:43 1970	Critical (3)	SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing;;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;
Fri Aug 18 08:43:34 2023	Critical (3)	No Ranging Response received - T3 time-out;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:90:f0:74:00:00;CM-QOS=1.1;CM-VER=3.1;
Thu Jan 1 00:00:43 1970	Critical (3)	SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing;;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;
Wed Aug 16 14:26:49 2023	Critical (3)	No Ranging Response received - T3 time-out;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:90:f0:74:00:00;CM-QOS=1.1;CM-VER=3.1;
Thu Jan 1 00:00:43 1970	Critical (3)	SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing;;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;

Wed Aug 16 14:22:54 2023	Critical (3)	No Ranging Response received - T3 time-out;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:90:f0:74:00:00;CM-QOS=1.1;CM-VER=3.1;
Thu Jan 1 00:00:43 1970	Critical (3)	SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing;;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;
Tue Aug 15 17:08:23 2023	Critical (3)	No Ranging Response received - T3 time-out;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:90:f0:74:00:00;CM-QOS=1.1;CM-VER=3.1;
Thu Jan 1 00:00:43 1970	Critical (3)	SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing;;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;
Tue Aug 15 01:47:59 2023	Critical (3)	No Ranging Response received - T3 time-out;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:90:f0:74:00:00;CM-QOS=1.1;CM-VER=3.1;
Tue Aug 15 01:47:30 2023	Critical (3)	No Ranging Response received - T3 time-out;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:90:f0:74:00:00;CM-QOS=1.1;CM-VER=3.1;
Tue Aug 15 01:44:50 2023	Critical (3)	SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing;;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;
Tue Aug 15 01:44:45 2023	Critical (3)	Received Response to Broadcast Maintenance Request, But no Unicast Maintenance opportunities received - T4 time out;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:90:f0:74:00:00;CM-QOS=1.1;CM-VER=3.1;
Tue Aug 15 01:44:43 2023	Critical (3)	SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing;;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:90:f0:74:00:00;CM-QOS=1.1;CM-VER=3.1;
Tue Aug 15 01:44:42 2023	Critical (3)	Received Response to Broadcast Maintenance Request, But no Unicast Maintenance opportunities received - T4 time out;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:90:f0:74:00:00;CM-QOS=1.1;CM-VER=3.1;

Tue Aug 15 01:44:40 2023	Critical (3)	Received Response to Broadcast Maintenance Request, But no Unicast Maintenance opportunities received - T4 time out;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:90:f0:74:00:00;CM-QOS=1.1;CM-VER=3.1;
Tue Aug 15 01:44:40 2023	Critical (3)	SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing;;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:90:f0:74:00:00;CM-QOS=1.1;CM-VER=3.1;
Tue Aug 15 01:44:40 2023	Critical (3)	Received Response to Broadcast Maintenance Request, But no Unicast Maintenance opportunities received - T4 time out;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:90:f0:74:00:00;CM-QOS=1.1;CM-VER=3.1;
Tue Aug 15 01:44:38 2023	Critical (3)	SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing;;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:90:f0:74:00:00;CM-QOS=1.1;CM-VER=3.1;
Tue Aug 15 01:44:37 2023	Critical (3)	Received Response to Broadcast Maintenance Request, But no Unicast Maintenance opportunities received - T4 time out;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:90:f0:74:00:00;CM-QOS=1.1;CM-VER=3.1;
Tue Aug 15 01:43:52 2023	Critical (3)	SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing;;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:90:f0:74:00:00;CM-QOS=1.1;CM-VER=3.1;
Tue Aug 15 01:43:48 2023	Critical (3)	SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing;;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:90:f0:74:00:00;CM-QOS=1.1;CM-VER=3.1;
Mon Aug 14 19:45:56 2023	Critical (3)	Started Unicast Maintenance Ranging - No Response received - T3 time-out;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:90:f0:74:00:00;CM-QOS=1.1;CM-VER=3.1;
Mon Aug 14 19:29:01 2023	Critical (3)	No Ranging Response received - T3 time-out;CM-MAC=34:98:b5:cc:fa:a1;CMTS-MAC=00:90:f0:74:00:00;CM-QOS=1.1;CM-VER=3.1;