

Modem 1 (in California)

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: Wed Oct 25 12:25:06 2023

Startup Procedure

Acquire Downstream Channel: 537000000 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	Correctables	Uncorrectables
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1	Locked	QAM256	20	537000000 Hz	6.8	44.1	0	0
2	Locked	QAM256	1	417000000 Hz	4.9	42.9	0	0
3	Locked	QAM256	2	423000000 Hz	5.1	43.2	0	0

4	Locked	QAM256	3	429000000 Hz	5.1	43.1	0	0
5	Locked	QAM256	4	435000000 Hz	5.4	43.3	0	0
6	Locked	QAM256	5	441000000 Hz	5.4	43.4	0	0
7	Locked	QAM256	6	447000000 Hz	5.5	43.3	0	0
8	Locked	QAM256	7	453000000 Hz	5.6	43.4	0	0
9	Locked	QAM256	8	459000000 Hz	5.8	43.5	0	0
10	Locked	QAM256	9	465000000 Hz	5.7	43.4	0	0
11	Locked	QAM256	10	471000000 Hz	5.9	43.2	0	0
12	Locked	QAM256	11	477000000 Hz	6	43.4	0	0
13	Locked	QAM256	12	483000000 Hz	6	43.5	0	0
14	Locked	QAM256	13	489000000 Hz	6.2	43.5	0	0
15	Locked	QAM256	14	495000000 Hz	6.4	43.6	0	0
16	Locked	QAM256	15	507000000 Hz	6.7	44	0	0
17	Locked	QAM256	16	513000000 Hz	6.9	44.1	0	0
18	Locked	QAM256	17	519000000 Hz	6.9	44.2	0	0
19	Locked	QAM256	18	525000000 Hz	7	44.2	0	0
20	Locked	QAM256	19	531000000 Hz	7	44.2	0	0
21	Locked	QAM256	21	543000000 Hz	6.8	44.1	0	0
22	Locked	QAM256	22	549000000 Hz	6.9	44.1	0	0
23	Locked	QAM256	23	555000000 Hz	6.9	42.3	0	0
24	Locked	QAM256	24	561000000 Hz	7.1	43.7	0	0
25	Locked	QAM256	25	567000000 Hz	7.3	43.5	0	0
26	Locked	QAM256	26	573000000 Hz	7.4	43.4	0	0
27	Locked	QAM256	27	579000000 Hz	7.5	43.5	0	0
28	Locked	QAM256	28	585000000 Hz	7.7	44.1	0	0
29	Locked	QAM256	29	591000000 Hz	7.8	44.1	0	0
30	Locked	QAM256	30	597000000 Hz	8	44.5	0	0
31	Locked	QAM256	31	603000000 Hz	8.2	44.5	0	0
32	Locked	QAM256	32	609000000 Hz	8.3	44.5	0	0

Upstream Bonded Channels

Channel	LockedStatus	ChannelType	ChannelID	SymbolRate	Frequency	Power
1	Locked	ATDMA	6	2560 Ksym/sec	10400000 Hz	45.3 dBmV
2	Locked	ATDMA	2	5120 Ksym/sec	22800000 Hz	42.3 dBmV
3	Locked	ATDMA	3	5120 Ksym/sec	29200000 Hz	42.3 dBmV
4	Locked	ATDMA	4	5120 Ksym/sec	35600000 Hz	42.3 dBmV
5	Locked	ATDMA	5	2560 Ksym/sec	40400000 Hz	42.3 dBmV
6	Locked	ATDMA	1	5120 Ksym/sec	16400000 Hz	43.0 dBmV
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	193	850000000 Hz	11.48 dBmV	45.5 dB	1108 ~ 2987
429566564	3092985	0					
2	Not Locked	0	0	0 Hz	0 dBmV	0 dB	0 ~ 4095
							0 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
Wed Oct 25 07:14:45 2023	Notice (6)	CM-STATUS message sent. Event Type Code: 4; Chan ID: 22 23 24 25 26 27 28 29 30 31 32 193; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-MAC=08:36:c9:3a:5b:88;CMTS-MAC=00:90:f0:66:01:00;CM-QOS=1.1;CM-VER=3.1;
Wed Oct 25 07:14:24 2023	Critical (3)	Started Unicast Maintenance Ranging - No Response received - T3 time-out;CM-MAC=08:36:c9:3a:5b:88;CMTS-MAC=00:90:f0:66:01:00;CM-QOS=1.1;CM-VER=3.1;
Wed Oct 25 07:14:23 2023	Warning (5)	MDD message timeout;CM-MAC=08:36:c9:3a:5b:88;CMTS-MAC=00:90:f0:66:01:00;CM-QOS=1.1;CM-VER=3.1;
Wed Oct 25 07:14:23 2023	Notice (6)	CM-STATUS message sent. Event Type Code: 4; Chan ID: 22 23 24 25 26 27 28 29 30 31 32 193; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-MAC=08:36:c9:3a:5b:88;CMTS-MAC=00:90:f0:66:01:00;CM-QOS=1.1;CM-VER=3.1;
Wed Oct 25 07:14:23 2023	Warning (5)	MDD message timeout;CM-MAC=08:36:c9:3a:5b:88;CMTS-MAC=00:90:f0:66:01:00;CM-QOS=1.1;CM-VER=3.1;
Wed Oct 25 06:07:06 2023	Notice (6)	CM-STATUS message sent. Event Type Code: 4; Chan ID: 25 28; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-MAC=08:36:c9:3a:5b:88;CMTS-MAC=00:90:f0:66:01:00;CM-QOS=1.1;CM-VER=3.1;
Wed Oct 25 06:06:50 2023	Warning (5)	MDD message timeout;CM-MAC=08:36:c9:3a:5b:88;CMTS-MAC=00:90:f0:66:01:00;CM-QOS=1.1;CM-VER=3.1;
Wed Oct 25 05:07:40 2023	Notice (6)	CM-STATUS message sent. Event Type Code: 4; Chan ID: 25 28; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-MAC=08:36:c9:3a:5b:88;CMTS-MAC=00:90:f0:66:01:00;CM-QOS=1.1;CM-VER=3.1;
Wed Oct 25 05:07:31 2023	Critical (3)	Started Unicast Maintenance Ranging - No Response received - T3 time-out;CM-MAC=08:36:c9:3a:5b:88;CMTS-MAC=00:90:f0:66:01:00;CM-QOS=1.1;CM-VER=3.1;
Wed Oct 25 05:07:31 2023	Warning (5)	MDD message timeout;CM-MAC=08:36:c9:3a:5b:88;CMTS-MAC=00:90:f0:66:01:00;CM-QOS=1.1;CM-VER=3.1;
Tue Oct 24 20:08:05 2023	Notice (6)	CM-STATUS message sent. Event Type Code: 4; Chan ID: 25 28; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-MAC=08:36:c9:3a:5b:88;CMTS-MAC=00:90:f0:66:01:00;CM-QOS=1.1;CM-VER=3.1;
Tue Oct 24 20:08:01 2023	Warning (5)	MDD message timeout;CM-MAC=08:36:c9:3a:5b:88;CMTS-MAC=00:90:f0:66:01:00;CM-QOS=1.1;CM-VER=3.1;

Tue Oct 24 19:16:16 2023 Notice (6) CM-STATUS message sent. Event Type Code: 4; Chan ID: 25 28; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-MAC=08:36:c9:3a:5b:88;CMTS-MAC=00:90:f0:66:01:00;CM-QOS=1.1;CM-VER=3.1;
Tue Oct 24 19:16:02 2023 Warning (5) MDD message timeout;CM-MAC=08:36:c9:3a:5b:88;CMTS-MAC=00:90:f0:66:01:00;CM-QOS=1.1;CM-VER=3.1;
Tue Oct 24 19:01:58 2023 Notice (6) CM-STATUS message sent. Event Type Code: 4; Chan ID: 28; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-MAC=08:36:c9:3a:5b:88;CMTS-MAC=00:90:f0:66:01:00;CM-QOS=1.1;CM-VER=3.1;
Tue Oct 24 19:01:40 2023 Warning (5) MDD message timeout;CM-MAC=08:36:c9:3a:5b:88;CMTS-MAC=00:90:f0:66:01:00;CM-QOS=1.1;CM-VER=3.1;
Tue Oct 24 15:33:03 2023 Notice (6) DS profile assignment change. DS Chan ID: 32; Previous Profile: ; New Profile: 1 2 3.;CM-MAC=08:36:c9:3a:5b:88;CMTS-MAC=00:90:f0:66:01:00;CM-QOS=1.1;CM-VER=3.1;
Tue Oct 24 15:32:57 2023 Notice (6) TLV-11 - unrecognized OID;CM-MAC=08:36:c9:3a:5b:88;CMTS-MAC=00:90:f0:66:01:00;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=08:36:c9:3a:5b:88;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;
Tue Oct 24 15:31:51 2023 Warning (5) ToD request sent - No Response received;CM-MAC=08:36:c9:3a:5b:88;CMTS-MAC=00:90:f0:66:01:00;CM-QOS=1.1;CM-VER=3.1;

Modem 2 (in Massachusetts)

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: Wed Oct 25 15:23:07 2023

Startup Procedure

Acquire Downstream Channel: 675000000 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 Correctables
Uncorrectables

1	Locked	QAM256	41	675000000 Hz	-0.7	40.2	0	0
2	Locked	QAM256	13	507000000 Hz	-0.3	41.8	0	0
3	Locked	QAM256	14	513000000 Hz	-0.4	41.6	0	0
4	Locked	QAM256	15	519000000 Hz	-0.6	41.6	0	0
5	Locked	QAM256	16	525000000 Hz	-0.4	41.7	0	0
6	Locked	QAM256	17	531000000 Hz	-0.6	41.5	0	0
7	Locked	QAM256	18	537000000 Hz	-1	41.4	0	0
8	Locked	QAM256	19	543000000 Hz	-0.9	41.3	0	0
9	Locked	QAM256	20	549000000 Hz	-0.7	41.3	0	0
10	Locked	QAM256	21	555000000 Hz	-0.9	41.2	0	0
11	Locked	QAM256	22	561000000 Hz	-1.2	41	0	0
12	Locked	QAM256	23	567000000 Hz	-1	41.1	0	0
13	Locked	QAM256	24	573000000 Hz	-1.1	41.1	0	0
14	Locked	QAM256	25	579000000 Hz	-1.2	41.1	0	0
15	Locked	QAM256	26	585000000 Hz	-1.4	41	0	0
16	Locked	QAM256	27	591000000 Hz	-1.4	40.9	0	0
17	Locked	QAM256	28	597000000 Hz	-1.4	40.9	0	0
18	Locked	QAM256	29	603000000 Hz	-1.3	40.9	0	0
19	Locked	QAM256	30	609000000 Hz	-1.1	40.9	0	0
20	Locked	QAM256	31	615000000 Hz	-1.3	40.8	0	0
21	Locked	QAM256	32	621000000 Hz	-1.1	40.9	0	0
22	Locked	QAM256	33	627000000 Hz	-1	40.9	0	0
23	Locked	QAM256	34	633000000 Hz	-1.1	40.8	0	0

24	Locked	QAM256	35	639000000 Hz	-1.1	40.8	0	0
25	Locked	QAM256	36	645000000 Hz	-1.1	40.7	0	0
26	Locked	QAM256	37	651000000 Hz	-0.8	40.7	0	0
27	Locked	QAM256	38	657000000 Hz	-1.1	40.6	0	0
28	Locked	QAM256	39	663000000 Hz	-1	40.5	0	0
29	Locked	QAM256	40	669000000 Hz	-1.1	40.4	0	0
30	Locked	QAM256	42	681000000 Hz	-0.3	40.6	0	0
31	Locked	QAM256	43	687000000 Hz	-0.3	40.5	0	0
32	Locked	QAM256	44	693000000 Hz	-0.3	40.5	0	0

Upstream Bonded Channels

Channel	LockedStatus	ChannelType	ChannelID	SymbolRate	Frequency	Power
1	Locked	ATDMA	5	5120 Ksym/sec	35600000 Hz	43.0 dBmV
2	Locked	ATDMA	2	5120 Ksym/sec	16400000 Hz	44.5 dBmV
3	Locked	ATDMA	3	5120 Ksym/sec	22800000 Hz	44.0 dBmV
4	Locked	ATDMA	4	5120 Ksym/sec	29200000 Hz	43.5 dBmV
5	Locked	ATDMA	6	2560 Ksym/sec	40400000 Hz	43.0 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
1	Locked	0,1,2,3	159	702000000 Hz	1.18 dBmV	40.8 dB 1126 ~ 2969
		1750768419 30342283	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
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