

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: Sun Nov 05 07:31:35 2023

Startup Procedure

Acquire Downstream Channel: 435000000 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	4	435000000 Hz	5.9	44.9	0	0
2	Locked		QAM256	1	417000000 Hz	5.6	44.8	0	0
3	Locked		QAM256	2	423000000 Hz	5.7	44.8	0	0
4	Locked		QAM256	3	429000000 Hz	5.7	44.8	0	0
5	Locked		QAM256	5	441000000 Hz	5.7	44.8	0	0
6	Locked		QAM256	6	447000000 Hz	5.8	44.8	0	0
7	Locked		QAM256	7	453000000 Hz	5.8	44.8	0	0
8	Locked		QAM256	8	459000000 Hz	6	44.9	0	0
9	Locked		QAM256	9	465000000 Hz	5.9	44.8	0	0
10	Locked		QAM256	10	471000000 Hz	5.9	44.3	0	0
11	Locked		QAM256	11	477000000 Hz	5.9	44.7	0	0
12	Locked		QAM256	12	483000000 Hz	5.9	44.7	0	0
13	Locked		QAM256	13	489000000 Hz	5.9	44.6	0	0
14	Locked		QAM256	14	495000000 Hz	5.9	44.5	0	0
15	Locked		QAM256	15	507000000 Hz	5.9	44.7	0	0
16	Locked		QAM256	16	513000000 Hz	6	44.8	0	0
17	Locked		QAM256	17	519000000 Hz	6	44.9	0	0
18	Locked		QAM256	18	525000000 Hz	6	44.8	0	0

19	Locked	QAM256	19	531000000 Hz	6	44.8	0	0
20	Locked	QAM256	20	537000000 Hz	5.8	44.7	0	0
21	Locked	QAM256	21	543000000 Hz	5.8	44.7	0	0
22	Locked	QAM256	22	549000000 Hz	5.8	44.6	0	0
23	Locked	QAM256	23	555000000 Hz	5.8	42.2	0	0
24	Locked	QAM256	24	561000000 Hz	5.9	43.5	0	0
25	Locked	QAM256	25	567000000 Hz	6.1	43.8	0	0
26	Locked	QAM256	26	573000000 Hz	6.1	44	0	0
27	Locked	QAM256	27	579000000 Hz	5.9	43.6	0	0
28	Locked	QAM256	28	585000000 Hz	6.1	44.4	0	0
29	Locked	QAM256	29	591000000 Hz	6.2	44.5	0	0
30	Locked	QAM256	30	597000000 Hz	6.3	44.7	0	0
31	Locked	QAM256	31	603000000 Hz	6.4	44.8	0	0
32	Locked	QAM256	32	609000000 Hz	6.5	44.8	0	0

Upstream Bonded Channels

Channel	LockedStatus	ChannelType	ChannelID	SymbolRate	Frequency	Power
1	Locked	ATDMA	1	5120 Ksym/sec	16400000 Hz	43.5 dBmV
2	Locked	ATDMA	2	5120 Ksym/sec	22800000 Hz	44.0 dBmV
3	Locked	ATDMA	3	5120 Ksym/sec	29200000 Hz	44.5 dBmV
4	Locked	ATDMA	4	5120 Ksym/sec	35600000 Hz	44.5 dBmV
5	Locked	ATDMA	5	2560 Ksym/sec	40400000 Hz	45.0 dBmV
6	Locked	ATDMA	6	2560 Ksym/sec	10400000 Hz	42.8 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	7.88 dBmV	44.9
dB 1108 ~ 2987		725768	15997	0		
2	Not Locked	0	0	0 Hz	0 dBmV	0 dB
0	0					0 ~ 4095

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
Sun Nov 05 07:29:00 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;
Sun Nov 05 07:28:54 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;  
Sun Nov 05 07:25:46 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;  
Sun Nov 05 07:25:42 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;  
Sun Nov 05 07:25:33 2023 Notice (6) Honoring MDD; IP provisioning mode =  
IPv6  
Sun Nov 05 07:22:22 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;  
Sun Nov 05 07:21:13 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;  
Sun Nov 05 07:21:08 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;  
Sun Nov 05 07:21:00 2023 Notice (6) Honoring MDD; IP provisioning mode =  
IPv6  
Sun Nov 05 07:17:39 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;  
Sun Nov 05 07:16:43 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;  
Sun Nov 05 07:16:38 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;  
Sun Nov 05 07:16:30 2023 Notice (6) Honoring MDD; IP provisioning mode =  
IPv6  
Sun Nov 05 07:13:25 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;  
Sun Nov 05 07:12:16 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;  
Sun Nov 05 07:12:11 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;  
Sun Nov 05 07:12:02 2023 Notice (6) Honoring MDD; IP provisioning mode =  
IPv6  
Sun Nov 05 07:08:41 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;  
Sun Nov 05 07:07:45 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;  
Sun Nov 05 07:07:41 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;  
Sun Nov 05 07:07:33 2023 Notice (6) Honoring MDD; IP provisioning mode =  
IPv6  
Sun Nov 05 07:04:23 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;  
Sun Nov 05 07:03:19 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;  
Sun Nov 05 07:03:15 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;  
Sun Nov 05 07:03:06 2023 Notice (6) Honoring MDD; IP provisioning mode =  
IPv6  
Sun Nov 05 07:00:02 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;  
Sun Nov 05 06:58:53 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;  
Sun Nov 05 06:58:49 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;  
Sun Nov 05 06:58:41 2023 Notice (6) Honoring MDD; IP provisioning mode =  
IPv6  
Sun Nov 05 06:55:20 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;  
Sun Nov 05 06:54:25 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;  
Sun Nov 05 06:54:20 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;  
Sun Nov 05 06:54:11 2023 Notice (6) Honoring MDD; IP provisioning mode =  
IPv6  
Sun Nov 05 06:50:53 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;  
Sun Nov 05 06:49:57 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;  
Sun Nov 05 06:49:53 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;  
Sun Nov 05 06:49:45 2023 Notice (6) Honoring MDD; IP provisioning mode =  
IPv6  
Sun Nov 05 06:46:26 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;  
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