

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

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Downstream Power Level: Good

Downstream SNR Level: Good

Upstream Status: Good

Upstream Power Level: Good

Current Time: Sun Nov 26 11:14:24 2023

Startup Procedure

Acquire Downstream Channel: 531000000 Hz Locked
 Connectivity State: OK Operational
 Boot State: OK Operational
 Security: Enabled BPI+
 IP Provisioning Mode: Honor MDD IPv6 only

Downstream Bonded Channels

Channel	LockedStatus	Modulation	ChannelID	Frequency	Power	SNR	Correctables	Uncorrectables
1	Locked	QAM256	20	531000000 Hz	2.2	44.5	0	0
2	Locked	QAM256	13	489000000 Hz	2.3	44.5	0	0
3	Locked	QAM256	14	495000000 Hz	2.3	44.5	0	0
4	Locked	QAM256	15	501000000 Hz	2.3	44.4	0	0
5	Locked	QAM256	16	507000000 Hz	2.3	44.5	0	0
6	Locked	QAM256	17	513000000 Hz	2.2	44.5	0	0
7	Locked	QAM256	18	519000000 Hz	2.3	44.5	0	0
8	Locked	QAM256	19	525000000 Hz	2.3	44.6	0	0
9	Locked	QAM256	21	537000000 Hz	2.2	44.4	0	0
10	Locked	QAM256	22	543000000 Hz	2.2	44.3	0	0
11	Locked	QAM256	23	549000000 Hz	2.2	44.4	0	0
12	Locked	QAM256	24	555000000 Hz	2.1	44.3	0	0
13	Locked	QAM256	25	561000000 Hz	2.4	44.4	0	0
14	Locked	QAM256	26	567000000 Hz	2.6	44.4	0	0
15	Locked	QAM256	27	573000000 Hz	2.6	44.4	0	0
16	Locked	QAM256	28	579000000 Hz	2.8	44.5	0	0
17	Locked	QAM256	29	585000000 Hz	2.9	44.5	0	0
18	Locked	QAM256	30	591000000 Hz	3	44.5	0	0
19	Locked	QAM256	31	597000000 Hz	3.1	44.5	0	0
20	Locked	QAM256	32	603000000 Hz	3.2	44.5	0	0

21	Locked	QAM256	33	609000000 Hz	3.3	44.5	0	0
22	Locked	QAM256	34	615000000 Hz	3.2	44.4	0	0
23	Locked	QAM256	35	621000000 Hz	3.4	44.6	0	0
24	Locked	QAM256	36	627000000 Hz	3.4	44.5	0	0
25	Locked	QAM256	37	633000000 Hz	3.5	44.5	0	0
26	Locked	QAM256	38	639000000 Hz	3.6	44.5	0	0
27	Locked	QAM256	39	645000000 Hz	3.6	44.5	0	0
28	Locked	QAM256	40	651000000 Hz	3.7	44.6	0	0
29	Locked	QAM256	41	657000000 Hz	3.7	44.5	0	0
30	Locked	QAM256	42	663000000 Hz	3.9	44.5	0	0
31	Locked	QAM256	43	669000000 Hz	4	44.5	0	0
32	Locked	QAM256	44	675000000 Hz	4.1	43.5	0	0

Upstream Bonded Channels

Channel	LockedStatus	ChannelType	ChannelID	SymbolRate	Frequency	Power
1	Locked	ATDMA	2	5120 Ksym/sec	22800000 Hz	37.3 dBmV
2	Locked	ATDMA	1	5120 Ksym/sec	16400000 Hz	36.8 dBmV
3	Locked	ATDMA	3	5120 Ksym/sec	29200000 Hz	38.0 dBmV
4	Locked	ATDMA	4	5120 Ksym/sec	35600000 Hz	38.3 dBmV
5	Not Locked	Unknown	0	0	0	0
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	ActiveSubcar	Unerror	Correctable	Uncorrectable
1	Locked	0,1,2,3	193	957000000 Hz	3.18 dBmV	43.3 dB	148 ~ 3947	454085411	89146125	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	Locked	3,4,10,11,12	41	362000000 Hz	33.8 dBmV
2	Not Locked	0	0	0 Hz	0 dBmV

Event Log

Time	Priority	Description
Sun Nov 26 11:04:49 2023	Notice (6)	CM-STATUS message sent. Event Type Code: 4; Chan ID: 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 193; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 11:04:40 2023	Warning (5)	MDD message timeout;CM- MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;

Sun Nov 26 11:04:18 2023	Notice (6)	CM-STATUS message sent. Event Type Code: 4; Chan ID: 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 193; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 11:03:59 2023	Warning (5)	MDD message timeout;CM- MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 10:18:08 2023	Notice (6)	CM-STATUS message sent. Event Type Code: 4; Chan ID: 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 193; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 10:17:41 2023	Warning (5)	MDD message timeout;CM- MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 09:17:59 2023	Notice (6)	CM-STATUS message sent. Event Type Code: 4; Chan ID: 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 193; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 09:17:52 2023	Warning (5)	MDD message timeout;CM- MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 07:18:18 2023	Notice (6)	CM-STATUS message sent. Event Type Code: 4; Chan ID: 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 193; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 07:17:58 2023	Critical (3)	Started Unicast Maintenance Ranging - No Response received - T3 time-out;CM- MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 07:17:57 2023	Warning (5)	MDD message timeout;CM- MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;

Sun Nov 26 07:17:53 2023	Notice (6)	CM-STATUS message sent. Event Type Code: 4; Chan ID: 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 193; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 07:17:47 2023	Warning (5)	MDD message timeout;CM- MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 07:17:28 2023	Notice (6)	CM-STATUS message sent. Event Type Code: 4; Chan ID: 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 193; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 07:17:27 2023	Warning (5)	MDD message timeout;CM- MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 07:17:27 2023	Notice (6)	CM-STATUS message sent. Event Type Code: 4; Chan ID: 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 193; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 07:17:06 2023	Warning (5)	MDD message timeout;CM- MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 05:18:49 2023	Notice (6)	CM-STATUS message sent. Event Type Code: 4; Chan ID: 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 193; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 05:18:29 2023	Warning (5)	MDD message timeout;CM- MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;

Sun Nov 26 05:18:09 2023	Notice (6)	CM-STATUS message sent. Event Type Code: 4; Chan ID: 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 193; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 05:17:57 2023	Warning (5)	MDD message timeout;CM- MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 04:18:42 2023	Notice (6)	CM-STATUS message sent. Event Type Code: 4; Chan ID: 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 193; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 04:18:26 2023	Warning (5)	MDD message timeout;CM- MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 04:18:06 2023	Notice (6)	CM-STATUS message sent. Event Type Code: 4; Chan ID: 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 193; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 04:17:45 2023	Warning (5)	MDD message timeout;CM- MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 04:17:22 2023	Notice (6)	CM-STATUS message sent. Event Type Code: 4; Chan ID: 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 193; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 04:17:15 2023	Warning (5)	MDD message timeout;CM- MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;

Sun Nov 26 03:18:19 2023	Notice (6)	CM-STATUS message sent. Event Type Code: 4; Chan ID: 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 193; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 03:18:11 2023	Warning (5)	MDD message timeout;CM- MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 03:17:47 2023	Notice (6)	CM-STATUS message sent. Event Type Code: 4; Chan ID: 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 193; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 03:17:39 2023	Warning (5)	MDD message timeout;CM- MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 02:18:41 2023	Notice (6)	CM-STATUS message sent. Event Type Code: 4; Chan ID: 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 193; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 02:18:20 2023	Warning (5)	MDD message timeout;CM- MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 01:18:22 2023	Notice (6)	CM-STATUS message sent. Event Type Code: 4; Chan ID: 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 193; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 01:18:06 2023	Critical (3)	Started Unicast Maintenance Ranging - No Response received - T3 time-out;CM- MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 01:18:06 2023	Warning (5)	MDD message timeout;CM- MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;

Sun Nov 26 01:17:41 2023	Notice (6)	CM-STATUS message sent. Event Type Code: 4; Chan ID: 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 193; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 01:17:24 2023	Warning (5)	MDD message timeout;CM- MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 00:18:26 2023	Notice (6)	CM-STATUS message sent. Event Type Code: 4; Chan ID: 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 193; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;
Sun Nov 26 00:18:16 2023	Warning (5)	MDD message timeout;CM- MAC=08:36:c9:b4:6d:60;CMTS- MAC=00:90:f0:1b:09:00;CM-QOS=1.1;CM- VER=3.1;