

Cable Diagnostic

Status: Poor

Action:

[Downstream Power Level]

Try these actions (Click the Refresh button after each step):

- 1) Make sure the coaxial cable is tightly connected.
- 2) Remove any unnecessary splitters.
- 3) Replace any required splitters.
- 4) Contact your service provider for troubleshooting help.

Internet Access: Good

Downstream Status: Poor

Downstream Power Level: Poor

Downstream power is poor (11.0dBmV). The recommended level is between -10dBmV to 10dBmV.

Downstream SNR: Good

Upstream Status: Good

Upstream Power Level: Good

Current time: Sat May 11 19:59:47 2024

Startup Procedure

Acquire Downstream Channel:	651 MHz	Locked
Connectivity State:	OK	Operational
Boot State:	OK	Operational
Security:	Enabled	BPI+

Downstream Bonded Channels

Channel	Locked	Status	Modulation	ChannelID	Frequency	Power	SNR
0	0	1	Locked	256 QAM	44	651000000 Hz	10.5 dBmV 44.5 dB
0	0	2	Locked	256 QAM	13	465000000 Hz	10.8 dBmV 45.8 dB
0	0	3	Locked	256 QAM	14	471000000 Hz	10.8 dBmV 45.8 dB
0	0	4	Locked	256 QAM	15	477000000 Hz	11 dBmV 45.9 dB 0
0	0	5	Locked	256 QAM	16	483000000 Hz	10.9 dBmV 45.8 dB
0	0	6	Locked	256 QAM	17	489000000 Hz	10.7 dBmV 45.7 dB

0	0								
	7	Locked	256 QAM	18	495000000 Hz	10.8 dBmV	45.8 dB		
0	0								
	8	Locked	256 QAM	19	501000000 Hz	10.8 dBmV	45.7 dB		
0	0								
	9	Locked	256 QAM	20	507000000 Hz	10.7 dBmV	45.6 dB		
0	0								
	10	Locked	256 QAM	21	513000000 Hz	10.5 dBmV	45.5 dB		
0	0								
	11	Locked	256 QAM	22	519000000 Hz	10.5 dBmV	45.5 dB		
0	0								
	12	Locked	256 QAM	23	525000000 Hz	10.5 dBmV	45.5 dB		
0	0								
	13	Locked	256 QAM	24	531000000 Hz	10.4 dBmV	45.4 dB		
0	0								
	14	Locked	256 QAM	25	537000000 Hz	10.2 dBmV	45.3 dB		
0	0								
	15	Locked	256 QAM	26	543000000 Hz	10.1 dBmV	45.3 dB		
0	0								
	16	Locked	256 QAM	27	549000000 Hz	10 dBmV	45.2 dB		0
0	0								
	17	Locked	256 QAM	28	555000000 Hz	9.9 dBmV	45.1 dB		
0	0								
	18	Locked	256 QAM	29	561000000 Hz	9.8 dBmV	45 dB		0
0	0								
	19	Locked	256 QAM	30	567000000 Hz	9.9 dBmV	45 dB		0
0	0								
	20	Locked	256 QAM	31	573000000 Hz	9.8 dBmV	44.9 dB		
0	0								
	21	Locked	256 QAM	32	579000000 Hz	9.9 dBmV	45 dB		0
0	0								
	22	Locked	256 QAM	33	585000000 Hz	9.8 dBmV	44.9 dB		
0	0								
	23	Locked	256 QAM	34	591000000 Hz	10 dBmV	45 dB		0
0	0								
	24	Locked	256 QAM	35	597000000 Hz	10 dBmV	45 dB		0
0	0								
	25	Locked	256 QAM	36	603000000 Hz	10 dBmV	45 dB		0
0	0								
	26	Locked	256 QAM	37	609000000 Hz	10.1 dBmV	44.9 dB		
0	0								
	27	Locked	256 QAM	38	615000000 Hz	10.1 dBmV	44.9 dB		
0	0								
	28	Locked	256 QAM	39	621000000 Hz	10.3 dBmV	44.9 dB		
0	0								
	29	Locked	256 QAM	40	627000000 Hz	10.2 dBmV	44.9 dB		
0	0								
	30	Locked	256 QAM	41	633000000 Hz	10.3 dBmV	44.8 dB		
0	0								
	31	Locked	256 QAM	42	639000000 Hz	10.5 dBmV	45 dB		0

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0
 32 Locked 256 QAM 43 645000000 Hz 10.4 dBmV 44.9 dB
0 0

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Upstream Bonded Channels

Channel	LockedStatus	ChannelType	ChannelID	SymbolRate	Frequency	Power
1	Locked	ATDMA	18	5120 Ksym/sec	22800000 Hz	32.8 dBmV
2	Locked	ATDMA	17	5120 Ksym/sec	16400000 Hz	33.0 dBmV
3	Locked	ATDMA	19	5120 Ksym/sec	29200000 Hz	32.5 dBmV
4	Locked	ATDMA	20	5120 Ksym/sec	35600000 Hz	32.5 dBmV
5	Not Locked	Unknown	0	0	0	0.0
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
ActiveSubcarrier	Unerror	Correctable	Uncorrectable			
1	Locked	0 ,1 ,2 ,3	193	690000000 Hz	11.08 dBmV	44.6
508 ~ 3587		3296693	1102796	0		
2	Locked	0 ,1 ,2 ,3	194	957000000 Hz	5.88 dBmV	42.9 dB
148 ~ 3947		3321854	1238847	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
Sat May 11 19:53:02 2024	Critical	UCD invalid or channel unusable;CM-MAC=94:18:65:a6:1f:63;CMTS-MAC=00:90:f0:63:04:00;CM-QOS=1.1;CM-VER=3.1;
Sat May 11 19:53:00 2024	Notice	DS profile assignment change. DS Chan ID: 33; Previous Profile: ; New Profile: 1 2 3.;CM-MAC=94:18:65:a6:1f:63;CMTS-MAC=00:90:f0:63:04:00;CM-QOS=1.1;CM-VER=3.1;
Sat May 11 19:52:59 2024	Notice	DS profile assignment change. DS Chan ID: 32; Previous Profile: ; New Profile: 1 2 3.;CM-MAC=94:18:65:a6:1f:63;CMTS-MAC=00:90:f0:63:04:00;CM-QOS=1.1;CM-VER=3.1;
Sat May 11 19:52:34 2024	Notice	TLV-11 - unrecognized OID;CM-MAC=94:18:65:a6:1f:63;CMTS-MAC=00:90:f0:63:04:00;CM-QOS=1.1;CM-VER=3.1;
Thu Jan 1 00:00:51 1970	Notice	Honoring MDD; IP provisioning mode = IPv6

Thu Jan 1 00:00:45 1970 Critical UCD invalid or channel unusable;CM-MAC=94:18:65:a6:1f:63;CMTS-MAC=00:90:f0:63:04:00;CM-QOS=1.1;CM-VER=3.1;
Thu Jan 1 00:00:43 1970 Critical SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing;;CM-MAC=94:18:65:a6:1f:63;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;
Sat May 11 16:26:17 2024 Critical Started Unicast Maintenance Ranging - No Response received - T3 time-out;CM-MAC=94:18:65:a6:1f:63;CMTS-MAC=00:90:f0:63:04:00;CM-QOS=1.1;CM-VER=3.1;
Sat May 11 15:14:12 2024 Critical UCD invalid or channel unusable;CM-MAC=94:18:65:a6:1f:63;CMTS-MAC=00:90:f0:63:04:00;CM-QOS=1.1;CM-VER=3.1;
Thu Jan 1 00:00:46 1970 Critical UCD invalid or channel unusable;CM-MAC=94:18:65:a6:1f:63;CMTS-MAC=00:90:f0:63:04:00;CM-QOS=1.1;CM-VER=3.1;
Thu Jan 1 00:00:43 1970 Critical SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing;;CM-MAC=94:18:65:a6:1f:63;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;