Hi, similar to the previous article "CM700 dropping internet connection" https://community.netgear.com/t5/Cable-Modems-Routers/CM700-dropping-internet-connection/m-p/1802053#M19599, I keep losing internet connection throughout the day. I bought a new Netgear CM700 and Nighthawk AX12 RAX120v2 router early this year in March. I called Netgear support and after reviewing the modem and router logs, they told me to contact the Comcast internet provider which I did. I then called Comcast internet provider and they removed the splitter so that I have a one direct coax internet connection to my home office where my modem and router are located. They tested the internet signal from my home office coax cable to the outside box and no issues, of course my internet was working at the time.

Today, I checked the coax cable from the outside wall to my home office coax jack to make sure there are no kinks, wear and tear, animals bites, etc damage - nothing obvious. I have been searching online for solutions. I called Netgear support today and was told my 90 days support has expired but they recommended to have my modem and router connected directly to the power outlet well instead of an power surge extension cord (ironic). I am attaching my modem logs and router logs below for any help in finding why my internet keeps dropping connection throughout the day and then it reconnects right away?

 Thank You.

Cable Connection

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

<tabindex=-1>Startup Procedure</tabindex=-1>

Procedure	Status	Comment
Acquire Downstream Channel	423000000 Hz	Locked
Connectivity State	Ok	Operational
Boot State	Ok	Operational
Security	Enabled	BPI+
IP Provisioning Mode	Honor MDD	honorMdd(4)

Downstream Bonded Channels

Channel	Lock Status	Modulation	Channel ID	Frequency	Power	SNR	Correctables	UnCorrectables
1	Locked	QAM 256	1	399000000 Hz	3.2 dBmV	38.9 dB	25	0

2	Locked	QAM 256	2	405000000 Hz	3.5 dBmV	38.6 dB	0	0
3	Locked	QAM 256	3	411000000 Hz	4.0 dBmV	38.9 dB	0	0
4	Locked	QAM 256	4	417000000 Hz	4.1 dBmV	38.9 dB	0	0
5	Locked	QAM 256	5	423000000 Hz	4.4 dBmV	38.9 dB	8	0
6	Locked	QAM 256	6	435000000 Hz	5.0 dBmV	38.9 dB	0	0
7	Locked	QAM 256	7	441000000 Hz	5.1 dBmV	38.6 dB	0	0
8	Locked	QAM 256	8	447000000 Hz	5.5 dBmV	38.6 dB	0	0
9	Locked	QAM 256	9	453000000 Hz	5.5 dBmV	40.3 dB	16	0
10	Locked	QAM 256	10	459000000 Hz	5.5 dBmV	38.9 dB	0	0
11	Locked	QAM 256	11	465000000 Hz	5.5 dBmV	38.9 dB	0	0
12	Locked	QAM 256	12	471000000 Hz	5.5 dBmV	38.9 dB	0	0
13	Locked	QAM 256	13	477000000 Hz	5.5 dBmV	38.9 dB	0	0
14	Locked	QAM 256	14	483000000 Hz	5.5 dBmV	38.9 dB	0	1
15	Locked	QAM 256	15	489000000 Hz	5.9 dBmV	38.9 dB	0	0
16	Locked	QAM 256	16	495000000 Hz	5.9 dBmV	38.9 dB	0	0
17	Locked	QAM 256	17	501000000 Hz	5.6 dBmV	38.9 dB	0	0
18	Locked	QAM 256	18	507000000 Hz	5.5 dBmV	38.9 dB	0	0
19	Locked	QAM 256	19	513000000 Hz	5.3 dBmV	38.9 dB	0	0
20	Locked	QAM 256	20	519000000 Hz	5.1 dBmV	38.9 dB	0	0
21	Locked	QAM 256	21	525000000 Hz	5.4 dBmV	38.9 dB	0	0
22	Locked	QAM 256	22	531000000 Hz	5.4 dBmV	40.3 dB	0	0
23	Locked	QAM 256	23	537000000 Hz	5.4 dBmV	39.8 dB	0	0

24	Locked	QAM 256	24	543000000 Hz	5.3 dBmV	38.9 dB	0	0
25	Locked	QAM 256	25	549000000 Hz	5.0 dBmV	39.2 dB	0	0
26	Locked	QAM 256	26	555000000 Hz	4.8 dBmV	39.5 dB	0	0
27	Locked	QAM 256	27	561000000 Hz	4.8 dBmV	39.2 dB	0	0
28	Locked	QAM 256	28	567000000 Hz	4.9 dBmV	39.5 dB	10	0
29	Locked	QAM 256	29	573000000 Hz	5.1 dBmV	39.5 dB	11	0
30	Locked	QAM 256	30	579000000 Hz	5.4 dBmV	39.5 dB	10	0
31	Locked	QAM 256	31	585000000 Hz	5.6 dBmV	39.5 dB	10	0
32	Locked	QAM 256	32	591000000 Hz	5.4 dBmV	39.5 dB	5	0

Upstream Bonded Channels

Channel	Lock Status	US Channel Type	Channel ID	Symbol Rate	Frequency	Power
1	Locked	ATDMA	1	2560 Ksym/sec	10400000 Hz	38.8 dBmV
2	Locked	ATDMA	2	5120 Ksym/sec	16400000 Hz	37.3 dBmV
3	Locked	ATDMA	3	5120 Ksym/sec	22800000 Hz	35.8 dBmV
4	Locked	ATDMA	4	5120 Ksym/sec	29200000 Hz	35.8 dBmV
5	Locked	ATDMA	5	5120 Ksym/sec	35600000 Hz	35.8 dBmV
6	Locked	ATDMA	6	2560 Ksym/sec	40400000 Hz	35.8 dBmV
7	Not Locked	N/A	Unknown	0 Ksym/sec	0 Hz	0.0 dBmV
8	Not Locked	N/A	Unknown	0 Ksym/sec	0 Hz	0.0 dBmV

Event Logs

Current System Time: Tue Jul 5 16:16:22 2022

Clear Log   Refresh

Time	Priority	Description
May 12 2022 01:53:54	Warning (5)	Lost MDD Timeout
May 12 2022 01:53:54	Warning (5)	Lost MDD Timeout
May 12 2022 01:53:54	Warning (5)	Lost MDD Timeout
May 12 2022 01:53:54	Warning (5)	Lost MDD Timeout
May 12 2022 01:53:54	Warning (5)	Lost MDD Timeout
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May 12 2022 01:53:54	Warning (5)	Lost MDD Timeout
May 12 2022 01:53:54	Warning (5)	Lost MDD Timeout
May 12 2022 01:53:54	Warning (5)	Lost MDD Timeout
May 12 2022 01:53:54	Warning (5)	Lost MDD Timeout
May 12 2022 01:53:54	Warning (5)	Lost MDD Timeout
May 12 2022 01:53:54	Warning (5)	Lost MDD Timeout
May 12 2022 01:55:22	Error (4)	Service Change Response rejected - Invalid transaction ID
May 12 2022 01:55:47	Warning (5)	Lost MDD Timeout
May 12 2022 01:57:42	Error (4)	Service Change Response rejected - Invalid transaction ID
May 12 2022 01:57:51	Warning (5)	Lost MDD Timeout
May 12 2022 01:58:14	Error (4)	Service Change Response rejected - Invalid transaction ID
May 12 2022 01:59:09	Warning (5)	Lost MDD Timeout
May 12 2022 02:28:28	Error (4)	Service Change Response rejected - Invalid transaction ID
May 12 2022 02:28:29	Warning (5)	Lost MDD Timeout
May 12 2022 02:28:53	Error (4)	Service Change Response rejected - Invalid transaction ID
May 12 2022 02:28:54	Warning (5)	Lost MDD Timeout
May 12 2022 02:33:17	Error (4)	Service Add Ack rejected - Invalid transaction ID
May 12 2022 02:33:50	Error (4)	Service Change Response rejected - Invalid transaction ID
May 12 2022 02:36:12	Warning (5)	Lost MDD Timeout
May 12 2022 02:36:41	Error (4)	Service Change Response rejected - Invalid transaction ID
May 12 2022 02:37:01	Warning (5)	Lost MDD Timeout
May 12 2022 02:38:31	Error (4)	Service Change Response rejected - Invalid transaction ID
May 12 2022 02:38:48	Warning (5)	Lost MDD Timeout
May 12 2022 02:39:04	Error (4)	Service Change Response rejected - Invalid transaction ID
May 12 2022 02:39:38	Warning (5)	Lost MDD Timeout
May 12 2022 02:41:15	Error (4)	Service Change Response rejected - Invalid transaction ID
May 12 2022 02:43:26	Warning (5)	Lost MDD Timeout
May 12 2022 21:32:28	Critical (3)	No Ranging Response received - T3 time-out
May 18 2022 18:45:31	Warning (5)	Lost MDD Timeout
May 23 2022 06:24:13	Critical (3)	No Ranging Response received - T3 time-out
Jun 26 2022 19:49:47	Warning (5)	MIMO Event MIMO: Stored MIMO=-1 post cfg file MIMO=-1
Jun 28 2022 03:17:16	Critical (3)	No Ranging Response received - T3 time-out
Jul 05 2022 14:45:11	Critical (3)	SYNC Timing Synchronization failure - Loss of Sync
Jul 05 2022 14:45:15	Warning (5)	Lost MDD Timeout

Jul 05 2022 14:46:22	Critical (3)	Received Response to Broadcast Maintenance Request, But no Unicast Maintenance opportunities received - T4 time out
Jul 05 2022 14:53:26	Critical (3)	SYNC Timing Synchronization failure - Loss of Sync
Jul 05 2022 14:53:30	Warning (5)	Lost MDD Timeout
Jul 05 2022 14:53:40	Critical (3)	SYNC Timing Synchronization failure - Loss of Sync
Jul 05 2022 14:53:55	Warning (5)	Lost MDD Timeout
Jul 05 2022 14:54:04	Critical (3)	SYNC Timing Synchronization failure - Loss of Sync
Jul 05 2022 14:54:18	Warning (5)	MIMO Event MIMO: Stored MIMO=-1 post cfg file MIMO=-1
Jul 05 2022 14:54:20	Critical (3)	SYNC Timing Synchronization failure - Loss of Sync
Jul 05 2022 14:54:31	Error (4)	T6 Timeout and retries exceeded
Jul 05 2022 14:54:31	Critical (3)	REG RSP not received
Jul 05 2022 14:55:13	Warning (5)	MIMO Event MIMO: Stored MIMO=-1 post cfg file MIMO=-1