





Your Home Network

I'm looking for... 


Xfinity Community Forum > Internet > Your Home Network > Line noise, plant problems,...

U

user_ssdu4



Visitor • 6 Messages

Friday, May 30th, 2025 

Line noise, plant problems, or a failing node upstream

I'm going to keep this brief, as I am absolutely done with Xfinity's abysmal support system.

Top

I'm experiencing frequent brief outages, high latency, and half my subscribed download speed.

I am using a Netgear CM2000 modem, that I own, purchased in January 2025.

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According to the modem's logs, there are persistent TS timeouts, VCD channel unusable errors, and symbol timing sync failures on my DOCSIS 3.1 modem. These logs show critical issues going back months. This strongly suggests line noise, plant problems, or a failing node upstream of my address.

Xfinity's automated troubleshooting system is pleb-tier trash. It tells me my connection is fine. Yeah, if all you're looking at is "is link up or down?" then it is "working", **but not as advertised.**

Question • Updated 1 month ago

70 8 0 6



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Responses

Oldest First

EG

+66 more

2 months ago

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Please post those error log entries in their entirety (copy and paste them, don't post a screenshot) but redact any CM MAC and the CMTS MAC addresses for your privacy. They are considered to be personal information. The posting of personally identifying information is a violation of their forum guidelines. Top forum bot will not allow your post to be seen publicly.

And what do the modem's signal status values look like ? Please also copy all of the text in its entirety of the *Downstream Power Levels*, the *SNR's* (Signal to



0 0

Reply to this comment here...

U

user_ssdut4

2 months ago

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Hello EG, thank you for the prompt reply.

Here's my Cable Diagnostics:

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

Top

Current Time: Fri May 30 22:21:26 2025

Startup Procedure

Acquire Downstream Channel: 453000000 Hz Locked



Downstream Bonded Channels

Channel LockedStatus Modulation ChannelID Frequency Power SNR Correctables
Uncorrectables

1	Locked	QAM256	12	453000000	Hz	7.7	44.7	23	0
2	Locked	QAM256	1	387000000	Hz	8.1	44.8	18	0
3	Locked	QAM256	2	393000000	Hz	8.1	44.8	16	0
4	Locked	QAM256	3	399000000	Hz	7.9	44.8	15	0
5	Locked	QAM256	4	405000000	Hz	7.7	44.6	29	0
6	Locked	QAM256	5	411000000	Hz	7.6	44.5	40	0
7	Locked	QAM256	6	417000000	Hz	7.7	44.6	37	0
8	Locked	QAM256	7	423000000	Hz	7.8	44.7	26	0
9	Locked	QAM256	8	429000000	Hz	7.6	44.7	24	0
10	Locked	QAM256	9	435000000	Hz	7.5	44.6	32	0
11	Locked	QAM256	10	441000000	Hz	7.4	44.6	30	0
12	Locked	QAM256	11	447000000	Hz	7.5	44.7	28	0
13	Locked	QAM256	13	459000000	Hz	7.7	44.7	15	0
14	Locked	QAM256	14	465000000	Hz	7.7	44.7	7	0
15	Locked	QAM256	15	471000000	Hz	7.8	44.7	6	0
16	Locked	QAM256	16	477000000	Hz	7.8	44.7	6	0
17	Locked	QAM256	17	483000000	Hz	7.8	44.7	6	0
18	Locked	QAM256	18	489000000	Hz	7.8	44.7	5	0
19	Locked	QAM256	19	495000000	Hz	7.9	44.8	7	0
20	Locked	QAM256	20	501000000	Hz	7.8	44.7	8	0
21	Locked	QAM256	21	507000000	Hz	7.7	44.6	19	0
22	Locked	QAM256	22	513000000	Hz	7.6	44.6	19	0
23	Locked	QAM256	23	519000000	Hz	7.6	44.6	15	0
24	Locked	QAM256	24	525000000	Hz	7.4	44.5	9	0
25	Locked	QAM256	25	531000000	Hz	7.2	44.4	2	0
26	Locked	QAM256	26	537000000	Hz	7.3	44.4	2	0
27	Locked	QAM256	27	543000000	Hz	7.4	44.4	2	0
28	Locked	QAM256	28	549000000	Hz	7.1	44.2	5	0
29	Locked	QAM256	29	555000000	Hz	6.8	44.1	7	0
30	Locked	QAM256	30	561000000	Hz	7	44.1	8	0
31	Locked	QAM256	31	567000000	Hz	7.1	44.1	7	0
32	Locked	QAM256	32	573000000	Hz	6.8	44	6	0

Upstream Bonded Channels

Channel	Locked	Status	ChannelType	ChannelID	SymbolRate	Frequency	Power
1	Locked	ATDMA	19	5120	Ksym/sec	29200000	Hz 37.0 dBmV
2	Locked	ATDMA	18	5120	Ksym/sec	22800000	Hz 36.8 dBmV
3	Locked	ATDMA	17	5120	Ksym/sec	16400000	Hz 36.5 dBmV
4	Locked	ATDMA	20	5120	Ksym/sec	35600000	Hz 37.3 dBmV

Top



Downstream OFDM Channels

Channel	Locked	Status	ProfileID	ChannelID	Frequency	Power	SNR/MER
ActiveSubcarrier	Unerror	Correctable	Uncorrectable				
1	Locked	0	1	2	3	193 722000000 Hz 7.28 dBmV	43.1 dB 448 ~ 3647 9806261932 6470645498 0
2	Locked	0	1	2	3	194 957000000 Hz 2.38 dBmV	40.9 dB 148 ~ 3947 9983105084 5763581899 1

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

Fri May 30 09:49:11 2025 Critical (3) Started Unicast Maintenance Ranging - No Response received - T3 time-out;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;

Mon May 26 22:26:43 2025 Notice (6) CM-STATUS message sent. Event Type Code: 23; Chan ID: 194; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;

Mon May 26 22:26:42 2025 Notice (6) CM-STATUS message sent. Event Type Code: 22; Chan ID: 194; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;

Mon May 26 22:24:24 2025 Notice (6) CM-STATUS message sent. Event Type Code: 24; Chan ID: 194; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: 0 1 2 3.;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;

Mon May 26 22:23:19 2025 Notice (6) CM-STATUS message sent. Event Type Code: 4; Chan ID: 194; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;

Mon May 26 22:22:59 2025 Notice (6) CM-STATUS message sent. Event Type Code: 16; Chan ID: 194; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: 0 1 2 3.;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;

Mon May 26 22:22:25 2025 Notice (6) CM-STATUS message sent. Event Type Code: 1; Chan ID: 194; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;

Mon May 26 22:22:03 2025 Warning (5) MDD message timeout;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1

Sun May 25 10:52:40 2025 Critical (3) Started Unicast Maintenance Ranging - No Response received - T3 time-out;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;

Thu May 22 17:09:50 2025 Critical (3) UCD invalid or channel unusable;CM-

Top

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Thu May 22 17:09:42 2025 Notice (6) DS profile assignment change. DS Chan ID: 32; Previous Profile: ; New Profile: 1 2 3.;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;

Thu May 22 17:09:36 2025 Notice (6) TLV-11 - unrecognized OID;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;

Thu May 22 17:09:27 2025 Notice (6) Honoring MDD; IP provisioning mode = IPv6

Thu May 22 17:09:23 2025 Critical (3) UCD invalid or channel unusable;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;

Thu May 22 17:09:18 2025 Warning (5) ToD request sent - No Response received;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;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=xx:xx:xx:xx:xx:xx;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;

Fri May 09 16:58:30 2025 Critical (3) UCD invalid or channel unusable;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;

Fri May 09 16:58:04 2025 Critical (3) UCD invalid or channel unusable;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;

Time Not Established Critical (3) SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing;;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;

Sat Mar 29 00:47:52 2025 Critical (3) UCD invalid or channel unusable;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;

Sat Mar 29 00:47:25 2025 Critical (3) UCD invalid or channel unusable;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;

Time Not Established Critical (3) SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing;;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;

Sat Mar 29 00:46:02 2025 Critical (3) Resetting the cable modem due to docsDevResetNow

Mon Mar 24 10:36:31 2025 Critical (3) Started Unicast Maintenance Ranging - No Response received - T3 time-out;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;

Sun Mar 23 18:32:01 2025 Critical (3) Started Unicast Maintenance Ranging - No Response received - T3 time-out;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;

Thu Mar 20 00:40:07 2025 Critical (3) Started Unicast Maintenance Ranging - No Response received - T3 time-out;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;

Thu Mar 20 00:19:05 2025 Critical (3) Started Unicast Maintenance Ranging - No Response received - T3 time-out;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;

Tue Mar 11 18:18:34 2025 Critical (3) Started Unicast Maintenance Ranging - No Response received - T3 time-out;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-

Top

Thu Mar 06 23:43:23 2025 Critical (3) Started Unicast Maintenance Ranging - No Response received - T3 time-out;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;
Wed Feb 26 14:04:43 2025 Critical (3) UCD invalid or channel unusable;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;
Wed Feb 26 14:04:15 2025 Critical (3) UCD invalid or channel unusable;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;
Time Not Established Critical (3) SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing;;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;
Fri Feb 21 12:52:38 2025 Critical (3) No Ranging Response received - T3 time-out;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;
Fri Feb 21 12:52:38 2025 Critical (3) UCD invalid or channel unusable;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;
Tue Feb 18 00:29:35 2025 Critical (3) UCD invalid or channel unusable;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;
Tue Feb 18 00:29:16 2025 Critical (3) UCD invalid or channel unusable;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;
Tue Feb 18 00:28:51 2025 Critical (3) SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing;;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;



0 0

Reply to this comment here...

train_wreck +7 more 2 months ago
Contributor • 62 Messages

Line noise can absolutely be coming from the lines in your own house/apartment, as well as from the pole to the premises. I would recommend them take a look. One of the mods will likely ask you to message them dir soon.

Top

0 0

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2 months ago

The signal status values at that snapshot in time were OK but the error log entries indicate that something is going on. Perhaps there is noise ingress into the line(s) / an upstream channel / return path impairment somewhere.

There are other signal stat values that can't be read by the modem. They are the "Upstream Rx Power" (Upstream Receive Power Level), the "Upstream SNR Ch." (Upstream Signal To Noise Ratio), and the "Upstream ICFR" (In Channel Frequency Response). These are as equally important in diagnosing connectivity issues as are the modem's stats.

I'm going to escalate your issue to the Comcast corporate employees (The Digital Care Team) who are available to these boards. They will be able to poll the CMTS (Cable Modem Termination System) to check for any real-time degradation and / or error reports, see your node / cable plant, and modem health, and see whether or not everything is in the green zone. They can also see a history plot for the modem and those upstream receive signal stats.

You should get a reply here in your topic. Good luck !

3 0

user_ssdu4
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Many thanks, EG and train_wreck. I sincerely appreciate the help!

I'll report back with any amazing and/or mundane discoveries, and hopefully a resolution!

Top

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2

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I am not a Comcast Employee.
I am a [Customer Expert](#) volunteering my time to help other customers here in the Forums.
We ask that you post publicly so people with similar questions may benefit from the conversation.

Was your question answered? Please mark an Accepted Answer!

Like Reply 2 months ago

0

XfinityBenjaminM

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[user_ssdu4](#) Hello! Thank you for reaching out to us. We'll be happy to assist you further. Please send a Direct Message with your full name and address. Here are instructions on how to send a DM in case you need them:

Click "Sign In" if necessary

- Click the "Direct Message" icon (upper right corner of this page)
- Click the "New message" (pencil and paper) icon
- Type "Xfinity Support" in the to line and select "Xfinity Support" from the drop-down list
- Type your message in the text area near the bottom of the window
- Press Enter to send your message

I am an Official Xfinity Employee.

Official Employees are from multiple teams within Xfinity: CARE, Product, Leadership.

We ask that you post publicly so people with similar questions may benefit from the conversation.

Was your question answered? Please, mark a reply as the Accepted Answer.

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THED, I haven't heard back from Xfinity support yet, no phone call or email.

As an aside, I spoke to my nearest neighbor and they are having similar problems with their service. If you suggest we need their logs as well, I'll help them get those added to the thread.

Thanks

3 0

XfinityThomasA +23 more
Official Employee • 2.6K Messages



Hello, [user_ssdut4](#)! Our team would be happy to help troubleshoot in every way we can. Can you elaborate on what you are experiencing and any steps you've taken already?

I am an Official Xfinity Employee.
Official Employees are from multiple teams within Xfinity: CARE, Product, Leadership.
We ask that you post publicly so people with similar questions may benefit from the conversation.
Was your question answered? Please, mark a reply as the Accepted Answer.

Like Reply 2 months ago

0

U user_ssdut4
Visitor • 6 Messages



Hello, please see my OP for symptoms I've experienced, that persist today.
Here are the latest logs:

Top

Cable Diagnostic
Status: Good

Action:



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: Mon Jun 16 09:31:57 2025

Startup Procedure

Acquire Downstream Channel: 453000000 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	12	453000000	Hz	7.5	44.6	10	0
2	Locked	QAM256	1	387000000	Hz	8.1	44.8	16	0
3	Locked	QAM256	2	393000000	Hz	8.1	44.8	13	0
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8	Locked	QAM256	7	423000000	Hz	7.6	44.7	10	0
9	Locked	QAM256	8	429000000	Hz	7.6	44.6	7	0
10	Locked	QAM256	9	435000000	Hz	7.4	44.6	22	0
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12	Locked	QAM256	11	447000000	Hz	7.4	44.6	25	0
13	Locked	QAM256	13	459000000	Hz	7.5	44.6	11	0
14	Locked	QAM256	14	465000000	Hz	7.6	44.6	13	0
15	Locked	QAM256	15	471000000	Hz	7.6	44.6	13	0
16	Locked	QAM256	16	477000000	Hz	7.6	44.6	10	0

Top

SUPPORT

OFFERS



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21	Locked	QAM256	21	507000000	Hz	7.4	44.5	12	0
22	Locked	QAM256	22	513000000	Hz	7.4	44.5	14	0
23	Locked	QAM256	23	519000000	Hz	7.3	44.5	11	0
24	Locked	QAM256	24	525000000	Hz	7.1	44.4	17	0
25	Locked	QAM256	25	531000000	Hz	6.9	44.3	10	0
26	Locked	QAM256	26	537000000	Hz	7	44.3	11	0
27	Locked	QAM256	27	543000000	Hz	7	44.3	12	0
28	Locked	QAM256	28	549000000	Hz	6.8	44.1	14	0
29	Locked	QAM256	29	555000000	Hz	6.5	43.9	13	0
30	Locked	QAM256	30	561000000	Hz	6.7	44	14	0
31	Locked	QAM256	31	567000000	Hz	6.8	44	20	0
32	Locked	QAM256	32	573000000	Hz	6.4	43.9	12	0

Upstream Bonded Channels

Channel	Locked	Status	ChannelType	ChannelID	SymbolRate	Frequency	Power
1	Locked	ATDMA	19	5120	Ksym/sec	29200000 Hz	38.3 dBmV
2	Locked	ATDMA	18	5120	Ksym/sec	22800000 Hz	37.3 dBmV
3	Locked	ATDMA	17	5120	Ksym/sec	16400000 Hz	37.0 dBmV
4	Locked	ATDMA	20	5120	Ksym/sec	35600000 Hz	37.8 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	Locked	Status	ProfileID	ChannelID	Frequency	Power	SNR/MER
ActiveSubcarrier Unerror Correctable Uncorrectable							
1	Locked	0	1, 2, 3	193	722000000	Hz 6.58 dBmV 42.7 dB	448 ~ 3647 10522920221 7671373811 0
2	Locked	0	1, 2, 3	194	957000000	Hz 1.28 dBmV 40.1 dB	148 ~ 3947 10692163156 6558198109 61

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	Top
Sun Jun 15 00:24:31 2025	Critical (3)	Started Unicast Maintenance Ranging - no Response received - T3 time-out;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;	
Tue Jun 10 01:17:54 2025	Notice (6)	CM-STATUS message sent. Event Type Code:	

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MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;
Tue Jun 10 01:15:51 2025 Notice (6) CM-STATUS message sent. Event Type Code:
24; Chan ID: 194; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: 0 1 2
3.;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-
VER=3.1;
Tue Jun 10 01:13:32 2025 Notice (6) CM-STATUS message sent. Event Type Code:
4; Chan ID: 194; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-
MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;
Tue Jun 10 01:13:16 2025 Notice (6) CM-STATUS message sent. Event Type Code:
16; Chan ID: 194; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: 3.;CM-
MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;
Tue Jun 10 01:13:11 2025 Critical (3) Started Unicast Maintenance Ranging - No
Response received - T3 time-out;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-
MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;
Tue Jun 10 01:12:19 2025 Notice (6) CM-STATUS message sent. Event Type Code:
1; Chan ID: 194; DSID: N/A; MAC Addr: N/A; OFDM/OFDMA Profile ID: N/A.;CM-
MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;
Tue Jun 10 01:12:15 2025 Warning (5) MDD message timeout;CM-
MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;
Mon Jun 09 08:38:29 2025 Critical (3) Started Unicast Maintenance Ranging - No
Response received - T3 time-out;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-
MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;
Sat Jun 07 14:45:07 2025 Critical (3) UCD invalid or channel unusable;CM-
MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;
Sat Jun 07 14:45:00 2025 Notice (6) DS profile assignment change. DS Chan ID: 33;
Previous Profile: ; New Profile: 1 2 3.;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-
MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;
Sat Jun 07 14:44:59 2025 Notice (6) DS profile assignment change. DS Chan ID: 32;
Previous Profile: ; New Profile: 1 2 3.;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-
MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;
Sat Jun 07 14:44:53 2025 Notice (6) TLV-11 - unrecognized OID;CM-
MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;
Sat Jun 07 14:44:44 2025 Notice (6) Honoring MDD; IP provisioning mode = IPv6
Sat Jun 07 14:44:40 2025 Critical (3) UCD invalid or channel unusable;CM-
MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;
Sat Jun 07 14:44:35 2025 Warning (5) ToD request sent - No Response
received;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-
VER=3.1;
Time Not Established Notice (6) Honoring MDD; IP provisioning mode = IPv6 **Top**
Time Not Established Critical (3) SYNC Timing Synchronization failure - Failed to
acquire QAM/QPSK symbol timing;;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-
MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;
Sat Jun 07 14:21:15 2025 Critical (3) UCD invalid or channel unusable;CM-
MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;

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MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;
Sat Jun 07 13:45:56 2025 Critical (3) UCD invalid or channel unusable;CM-
MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;
Sat Jun 07 13:45:29 2025 Critical (3) UCD invalid or channel unusable;CM-
MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;
Time Not Established Critical (3) SYNC Timing Synchronization failure - Failed to
acquire QAM/QPSK symbol timing;;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-
MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;
Sat Jun 07 12:10:39 2025 Critical (3) UCD invalid or channel unusable;CM-
MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;
Sat Jun 07 12:10:10 2025 Critical (3) UCD invalid or channel unusable;CM-
MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;
Time Not Established Critical (3) SYNC Timing Synchronization failure - Failed to
acquire QAM/QPSK symbol timing;;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-
MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;
Thu May 22 17:09:50 2025 Critical (3) UCD invalid or channel unusable;CM-
MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;
Thu May 22 17:09:23 2025 Critical (3) UCD invalid or channel unusable;CM-
MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;
Time Not Established Critical (3) SYNC Timing Synchronization failure - Failed to
acquire QAM/QPSK symbol timing;;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-
MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;
Fri May 09 16:58:30 2025 Critical (3) UCD invalid or channel unusable;CM-
MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;
Fri May 09 16:58:04 2025 Critical (3) UCD invalid or channel unusable;CM-
MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;
Time Not Established Critical (3) SYNC Timing Synchronization failure - Failed to
acquire QAM/QPSK symbol timing;;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-
MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;
Sat Mar 29 00:47:52 2025 Critical (3) UCD invalid or channel unusable;CM-
MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;
Sat Mar 29 00:47:25 2025 Critical (3) UCD invalid or channel unusable;CM-
MAC=xx:xx:xx:xx:xx:xx;CMTS-MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;
Time Not Established Critical (3) SYNC Timing Synchronization failure - Failed to
acquire QAM/QPSK symbol timing;;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-
MAC=00:00:00:00:00:00;CM-QOS=1.1;CM-VER=3.1;
Sat Mar 29 00:46:02 2025 Critical (3) Resetting the cable modem due to
docsDevResetNow
Mon Mar 24 10:36:31 2025 Critical (3) Started Unicast Maintenance Ranging
Response received - T3 time-out;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-
MAC=yy:yy:yy:yy:yy:yy;CM-QOS=1.1;CM-VER=3.1;
Sun Mar 23 18:32:01 2025 Critical (3) Started Unicast Maintenance Ranging - No
Response received - T3 time-out;CM-MAC=xx:xx:xx:xx:xx:xx;CMTS-

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[user_ssdt4](#) Thank you for posting these results. Looks like this is still ongoing and we would like to take a closer look like [@EG](#) had previously mentioned. May we please ask that you send us a direct message. Can you please include your full name and service address?


To send a direct message:

- Make sure you are signed in here in the Xfinity Forum. Click "Sign In" if necessary
- Click the "Direct Message" icon (square chat icon in the upper right corner of your screen next to the bell icon)
- Click the "New message" (pencil and paper) icon
- Type "Xfinity Support" in the "To:" line and select "Xfinity Support" from the drop-down list which appears. The "Xfinity Support" graphic replaces the "To:" line
- Type your message in the text area near the bottom of the window
- Press Enter to send it

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1 month ago

Hi [@EG](#), here's the story as of today:

Xfinity technician came to my residence and tested my hardware and coax out to the exterior. He was not able to find anything wrong with my hardware or cabling. He called in an Xfinity utility crew to check the cabling between my house and the street. I didn't get to talk to anyone after that.

As of today, there's significantly less critical errors logged to my modem. I'm not aware of what constitutes normal in this realm, but from a simple "number of occurrences" perspective it has indeed improved.

As for individual experience, we have seen no obvious interruptions, high latency, or outages since the work was completed. I will take it as a win and move on with life!

Thanks again for your help in getting this escalated. Much respect for what you do here!

0 1

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It's my pleasure ! Thanks for your kind recognition ! Hope things hold up for you !
Best of luck !

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