
Subject: Upstream Power Level

Posted by [Altzan](#) on Sat, 13 Feb 2010 05:50:31 GMT

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Yes I have another problem, but this one is internet related and I think it's my ISP's fault, and not us. However, I've seen several people here with high-end tech smarts, and I'm hoping to get an opinion or advice before calling up my ISP (Charter).

Here are the facts:

1) My upstream power level on my modem will randomly alternate between 43 dBmV (normal) to 54 dBmV (NOT normal). When it's at 54, my internet is either dead or severely slow.

2) The modem is not the problem. I replaced my old one with a really nice new one, and the problem persists.

3) When a tech support agent visited, my power level was 43 so it was working fine. He could not find any problem in the logs, and he visually inspected our cable hookup behind the house and the cord itself, and found no flaw. (This was before we got the new modem.)

4) Because the power level in the modem is a key element to the problem, I know the problem exists either on Charter's end, at my house up to the modem and no farther, or somewhere in between.

5) One of my neighbors has Charter and isn't having any notable problems.

I don't hope for a solution of any kind here, but if anyone reading this has an idea as to what's the source of the trouble I'd be glad to hear it.

Last thing - here's a log from my new modem (the first entries are most recent, last few least recent):

```
Toggle Spoiler1970-01-01 00:00:27 4-Error D004.3 ToD request sent- No Response received
1970-01-01 00:00:11 3-Critical R002.0 No Ranging Response received - T3 time-out (US 1)
1970-01-01 00:00:03 6-Notice M571.1 Ethernet link up - ready to pass packets
1970-01-01 00:00:36 6-Notice M573.0 Modem Is Shutting Down and Rebooting...
1970-01-01 00:00:12 3-Critical R002.0 No Ranging Response received - T3 time-out (US 1)
1970-01-01 00:00:03 6-Notice M571.1 Ethernet link up - ready to pass packets
1970-01-01 00:00:02 6-Notice M571.4 Ethernet link dormant - not currently active
2010-02-12 17:22:35 6-Notice M573.0 Modem Is Shutting Down and Rebooting...
1970-01-01 00:00:35 4-Error D004.3 ToD request sent- No Response received
1970-01-01 00:00:15 3-Critical R002.0 No Ranging Response received - T3 time-out (US 1)
1970-01-01 00:00:03 6-Notice M571.1 Ethernet link up - ready to pass packets
1970-01-01 00:00:02 6-Notice M571.4 Ethernet link dormant - not currently active
2010-02-12 17:20:56 6-Notice M573.0 Modem Is Shutting Down and Rebooting...
1970-01-01 00:00:28 4-Error D004.3 ToD request sent- No Response received
1970-01-01 00:00:14 3-Critical R002.0 No Ranging Response received - T3 time-out (US 1)
1970-01-01 00:00:03 6-Notice M571.1 Ethernet link up - ready to pass packets
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1970-01-01 00:00:02 6-Notice M571.4 Ethernet link dormant - not currently active
2010-02-12 15:48:42 6-Notice M573.0 Modem Is Shutting Down and Rebooting...
1970-01-01 00:00:30 4-Error D004.3 ToD request sent- No Response received
1970-01-01 00:00:12 3-Critical R002.0 No Ranging Response received - T3 time-out (US 1)
1970-01-01 00:00:03 6-Notice M571.1 Ethernet link up - ready to pass packets
1970-01-01 00:00:02 6-Notice M571.4 Ethernet link dormant - not currently active
2010-02-12 15:47:37 6-Notice M573.0 Modem Is Shutting Down and Rebooting...
1970-01-01 00:00:29 4-Error D004.3 ToD request sent- No Response received
1970-01-01 00:00:12 3-Critical R002.0 No Ranging Response received - T3 time-out (US 1)
1970-01-01 00:00:03 6-Notice M571.1 Ethernet link up - ready to pass packets
1970-01-01 00:00:02 6-Notice M571.4 Ethernet link dormant - not currently active
2010-02-12 15:43:47 6-Notice M573.0 Modem Is Shutting Down and Rebooting...
1970-01-01 00:01:39 4-Error D004.3 ToD request sent- No Response received
1970-01-01 00:01:26 3-Critical R002.0 No Ranging Response received - T3 time-out (US 1)
1970-01-01 00:01:16 3-Critical T001.0 SYNC Timing Synchronization failure - Failed to acquire
QAM/QPSK symbol timing
1970-01-01 00:01:15 3-Critical T002.0 SYNC Timing Synchronization failure - Failed to acquire
FEC framing
1970-01-01 00:01:15 3-Critical T001.0 SYNC Timing Synchronization failure - Failed to acquire
QAM/QPSK symbol timing
1970-01-01 00:01:08 3-Critical T002.0 SYNC Timing Synchronization failure - Failed to acquire
FEC framing
1970-01-01 00:01:08 3-Critical T001.0 SYNC Timing Synchronization failure - Failed to acquire
QAM/QPSK symbol timing
1970-01-01 00:01:05 3-Critical T002.0 SYNC Timing Synchronization failure - Failed to acquire
FEC framing
1970-01-01 00:01:05 3-Critical T001.0 SYNC Timing Synchronization failure - Failed to acquire
QAM/QPSK symbol timing
1970-01-01 00:01:05 3-Critical T002.0 SYNC Timing Synchronization failure - Failed to acquire
FEC framing
1970-01-01 00:01:04 3-Critical T001.0 SYNC Timing Synchronization failure - Failed to acquire
QAM/QPSK symbol timing
1970-01-01 00:01:04 3-Critical T002.0 SYNC Timing Synchronization failure - Failed to acquire
FEC framing
1970-01-01 00:01:03 3-Critical T001.0 SYNC Timing Synchronization failure - Failed to acquire
QAM/QPSK symbol timing
1970-01-01 00:01:03 3-Critical T002.0 SYNC Timing Synchronization failure - Failed to acquire
FEC framing
1970-01-01 00:01:02 3-Critical T001.0 SYNC Timing Synchronization failure - Failed to acquire
QAM/QPSK symbol timing
1970-01-01 00:00:53 3-Critical T002.0 SYNC Timing Synchronization failure - Failed to acquire
FEC framing
1970-01-01 00:00:52 3-Critical T001.0 SYNC Timing Synchronization failure - Failed to acquire
QAM/QPSK symbol timing
1970-01-01 00:00:51 3-Critical R004.0 Received Response to Broadcast Maintenance Request,
But no Unicast Maintenance o
1970-01-01 00:00:19 3-Critical R002.0 No Ranging Response received - T3 time-out (US 1)
1970-01-01 00:00:03 6-Notice M571.1 Ethernet link up - ready to pass packets

1970-01-01 00:00:02 6-Notice M571.4 Ethernet link dormant - not currently active
2010-02-12 15:40:59 6-Notice M573.0 Modem Is Shutting Down and Rebooting...
1970-01-01 00:01:39 4-Error D004.3 ToD request sent- No Response received
1970-01-01 00:01:23 3-Critical R002.0 No Ranging Response received - T3 time-out (US 1)
1970-01-01 00:01:14 3-Critical T001.0 SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing
1970-01-01 00:01:13 3-Critical T002.0 SYNC Timing Synchronization failure - Failed to acquire FEC framing
1970-01-01 00:01:12 3-Critical T001.0 SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing
1970-01-01 00:01:06 3-Critical T002.0 SYNC Timing Synchronization failure - Failed to acquire FEC framing
1970-01-01 00:01:06 3-Critical T001.0 SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing
1970-01-01 00:01:04 3-Critical T002.0 SYNC Timing Synchronization failure - Failed to acquire FEC framing
1970-01-01 00:01:03 3-Critical T001.0 SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing
1970-01-01 00:01:03 3-Critical T002.0 SYNC Timing Synchronization failure - Failed to acquire FEC framing
1970-01-01 00:01:02 3-Critical T001.0 SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing
1970-01-01 00:01:02 3-Critical T002.0 SYNC Timing Synchronization failure - Failed to acquire FEC framing
1970-01-01 00:01:01 3-Critical T001.0 SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing
1970-01-01 00:01:01 3-Critical T002.0 SYNC Timing Synchronization failure - Failed to acquire FEC framing
1970-01-01 00:01:00 3-Critical T001.0 SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing
1970-01-01 00:00:51 3-Critical T002.0 SYNC Timing Synchronization failure - Failed to acquire FEC framing
1970-01-01 00:00:50 3-Critical T001.0 SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing
1970-01-01 00:00:49 3-Critical R004.0 Received Response to Broadcast Maintenance Request, But no Unicast Maintenance o
1970-01-01 00:00:17 3-Critical R002.0 No Ranging Response received - T3 time-out (US 1)
1970-01-01 00:00:04 6-Notice M571.1 Ethernet link up - ready to pass packets
1970-01-01 00:00:03 6-Notice M571.4 Ethernet link dormant - not currently active
2010-02-12 12:02:03 6-Notice M573.0 Modem Is Shutting Down and Rebooting...
1970-01-01 00:00:02 6-Notice M571.1 Ethernet link up - ready to pass packets
1970-01-01 00:00:23 4-Error D004.3 ToD request sent- No Response received
1970-01-01 00:01:27 3-Critical T001.0 SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing
1970-01-01 00:01:26 3-Critical T002.0 SYNC Timing Synchronization failure - Failed to acquire FEC framing
1970-01-01 00:01:25 3-Critical T001.0 SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing

1970-01-01 00:01:19 3-Critical T002.0 SYNC Timing Synchronization failure - Failed to acquire FEC framing
1970-01-01 00:01:19 3-Critical T001.0 SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing
1970-01-01 00:01:16 3-Critical T002.0 SYNC Timing Synchronization failure - Failed to acquire FEC framing
1970-01-01 00:01:16 3-Critical T001.0 SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing
1970-01-01 00:01:15 3-Critical T002.0 SYNC Timing Synchronization failure - Failed to acquire FEC framing
1970-01-01 00:01:15 3-Critical T001.0 SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing
1970-01-01 00:01:14 3-Critical T002.0 SYNC Timing Synchronization failure - Failed to acquire FEC framing
1970-01-01 00:01:13 3-Critical T001.0 SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing
1970-01-01 00:01:03 3-Critical T002.0 SYNC Timing Synchronization failure - Failed to acquire FEC framing
1970-01-01 00:01:03 3-Critical T001.0 SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing
1970-01-01 00:01:02 3-Critical R004.0 Received Response to Broadcast Maintenance Request, But no Unicast Maintenance o
1970-01-01 00:00:30 3-Critical R005.0 Started Unicast Maintenance Ranging - No Response received - T3 time-out
1970-01-01 00:00:13 3-Critical R002.0 No Ranging Response received - T3 time-out (US 1)
1970-01-01 00:00:03 6-Notice M571.1 Ethernet link up - ready to pass packets
1970-01-01 00:00:02 6-Notice M571.4 Ethernet link dormant - not currently active
2010-02-08 22:01:38 6-Notice M573.0 Modem Is Shutting Down and Rebooting...
2010-02-07 17:52:01 3-Critical R005.0 Started Unicast Maintenance Ranging - No Response received - T3 time-out
1970-01-01 00:00:27 4-Error D004.3 ToD request sent- No Response received
1970-01-01 00:00:03 6-Notice M571.1 Ethernet link up - ready to pass packets
1970-01-01 00:00:02 6-Notice M571.4 Ethernet link dormant - not currently active
2010-02-07 16:22:22 6-Notice M573.0 Modem Is Shutting Down and Rebooting...
2010-02-07 15:47:29 3-Critical R005.0 Started Unicast Maintenance Ranging - No Response received - T3 time-out
1970-01-01 00:00:20 4-Error D004.3 ToD request sent- No Response received
