

# Modem Offline - Server Message - Troubleshooting - Article no. 5735

## Introduction

Modem Offline **Merlin Errors**.

**S**TARTCONFIGFILEDOWNLOAD

**M**AC address was **not found on**Wave, Grande or RCN **networks**

**D**evice **not registered** on the Network Headend

**P**rovisioning **Does Not Exist**for this MAC

**E**ntered MAC is **not registered**on the network

**M**AC address is **not found**in the **DHCP servers** provisioning system

**M**AC **address does not exist**

**M**AC has**not active lease** info

**T**his MAC address is **not registered** on the **network**

**T**his modem failed to respond, it appears to be offline or unable to respond for some reason

**T**he MAC address received via SNMP query (MAC RETURNED ) **does not match**the MAC address you've queried (MAC ENTERED)

**U**nable to **SNMP Query**Modem

**S**NMP **Query Failed**

(mac address) has **no active leaseinfo**

(mac address) is **not a valid MAC address**

Modem **Offline. Receive Power Good...**

Modem **Offline. Receive Power too Low...**

Modem **Status Deleted**

Modem in **Standby**

## Resolution Steps

1. Check for outages

2. Make sure all cables are securely connected to a modem

Power cycle the Modem

Reprovision modem in ICOMS, then Power cycle the Modem

**If the problem persists:**

Click the **Create Work Order or Technical Case** button on the **Work Orders Tab in BOLT:**

Fill out the information as described below and click **Submit**

**Trouble Call or Tech Case**

Trouble Call

**Service Category**

Data

**Problem Description**

EA - Modem Out

**Select**

All Affected Equipment

**Schedule**

First available time that works for the customer

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=34>