Firmware Update Error in Cablemodem logs- Article no. 3972

Resolution Steps

Customers may check the logs on their cable modem

- These logs will **normally** read:

  - Sep 30 2014 22:17:16   4-Error   E106.0   SW upgrade Failed before download - TFTP Max Retry Exceeded

  - Sep 30 2014 22:17:16   4-Error   E105.0   SW upgrade Failed before download - File not Present

  - Sep 30 2014 22:17:16   6-Notice E106.0   SW Download INIT - Via Config file R110_15-1-MOTOSB6121

- This is **normal behavior** for **all** cable modems

- **Configuration files on every modem** are set with a flag that will

say, **attempt to download 'current.img.'**

- This is how modems upgrade their **software;** however, normally **- no upgrade will be available**