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**

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=467