Modem Offline - Server Message - Troubleshooting- Article no 5735

Introduction

Modem Offline **Merlin Errors**:

- STARTCONFIGFILEDOWNLOAD
- MAC address was **not found on** Wave, Grande or RCN **networks**
- Device **not registered** on the Network Headend
- Provisioning **Does Not Exist** for this MAC
- Entered MAC is **not registered** on the network
- MAC address is **not found** in the **DHCP servers** provisioning system
- MAC **address does not exist**
- MAC has **not active lease** info
- This MAC address is **not registered** on the **network**
- This modem failed to respond, it appears to be offline or unable to respond for some reason
- The MAC address received via SNMP query (MAC RETURNED) **does not**

match the MAC address you've queried (MAC ENTERED)

- Unable to **SNMP Query** Modem
- SNMP **Query Failed**
- (mac address) has **no active lease** info
- (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 modem
3. Power cycle the Modem
4. **Reprovision modem in ICOMS,** then power cycle the modem

If the problem persists:

Click **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

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