

Re: Cable Modem Issue

Source:

<http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.networking/2005-12/msg00010.html>

- *From:* "David Langschied" <DavidLangschied@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 30 Nov 2005 08:12:05 -0800
-

It is my understanding that both of these tests have been done. Can the signal strength be fine at one time and reduce significantly later on? I have DSL and I do occasional lose my internet, but is not very often, maybe 4-5 times a year. And, even then, usually due to weather conditions. I know three people with Comcast and all have had connection issues at one time or another.

"Jay Somerset" wrote:

> As a former Comcast customer, the symptoms sound very much like a problem I
> had with a marginal signal from Comcast. The cable modem might be at fault,
> but the symptoms point to the modem "losing" the signal intermittently.
>
> When the tech came out, did he do a complete signal strength check? Outside
> at the box, and inside at the modem?
>
>

> On Tue, 29 Nov 2005 17:23:06 -0800, "David Langschied"
> <DavidLangschied@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

>
>>
>>
>> "Kenneth" wrote:

>>> On Mon, 28 Nov 2005 22:14:50 -0500, "Lanwench [MVP -
>>> Exchange]"
>>> <lanwench@xx>
>>> wrote:

>>>>
>>>>
>>>>
>>>> > In <news:0136D10D-4A58-4BA0-AD37-02B118CE06B2@xxxxxxxxxxxxxx>,
>>>> > David Langschied <DavidLangschied@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> typed:
>>>> >> I have a friend who has a cable modem for internet access. He loses
>>>> >> the connection once every 1-2 weeks. He has to power cycle his modem
>>>> >> every time this happens. The cable company (COMCAST) has told him

Re: Cable Modem Issue

>>>> that is his router, so last week I changed routers for him and, six
>>>> days later, he loses his connection again. The cable company seems
>>>> to be leading him around. I thought maybe somebody out on this board
>>>> might be familiar with the problem. It has become a real sore spot
>>>> with this guy. Any ideas?
>>>>
>>>> Does power-cycling the modem itself (and not the router) fix this? When this
>>>> happens (Internet outage) can he still ping the router's LAN IP/work
>>>> normally on his own network?
>>>> If this is happening with two routers, it really sounds like they're just
>>>> passing the buck. See if you can escalate the call. your friend should
>>>> buy you a nice bottle of wine for this, btw. ;-)
>>>>
>>>
>>> Howdy,
>>>
>>> I had similar problems with my Comcast supplied cable modem.
>>>
>>> I called, insisted that it was a modem problem, and they
>>> sent a gentleman out with a new modem within a day.
>>>
>>> All the best,
>>> --
>>> Kenneth
>>>
>>> If you email... Please remove the "SPAMLESS."
>>>
>> I am pretty sure has said that he had the LAN still. Every time that he
>> called them the process included turning everything off modem and router.
>> Then booting modem and then router. I have been assuring him that the modem
>> was probably the problem.
>>
>> He had a Comcast tech to his house and the guy replaced the modem, but for
>> some reason he indicated that the modem was not the problem and switched them
>> back. I was not there so I cannot vouch for anything that actually happened.
>>
>>
>> They called him yesterday and told him that for \$150 plus a \$10 a month
>> increase they would supply him with a modem/router.
>>
>> I have one more nugget of info that does seem strange. He lost his
>> connection again tonight. He started up the PC and immediately got onto the
>> internet and went to his e-mail. After a couple of minutes, no internet. He
>> repaired his connection on the desktop no problem. Tried to get on, no
>> internet. Rebooted his PC, the internet works. I do not know where this
>> could possibly fit into the existing situation, but I want to get it out
>> there in case it has any bearing on the issue.
>>
>> Thanks!
>
> --

Re: Cable Modem Issue

Re: Cable Modem Issue

> Jay.
> (remove dashes for legal email address)
>
.

-
- Prev by Date: [*Re: Cable Modem Issue*](#)
 - Next by Date: [*Re: How to determine network speed?*](#)
 - Previous by thread: [*Re: Cable Modem Issue*](#)
 - Next by thread: [*Re: Cable Modem Issue*](#)
 - Index(es):
 - ◆ [*Date*](#)
 - ◆ [*Thread*](#)