

Re: Cable Modem Problem..

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.basics/2007-08/msg01037.html>

- *From:* JD <JD@xxxxxxxxxxxxxxxxxx>
 - *Date:* Sat, 25 Aug 2007 14:04:43 -0600
-

Vanguard wrote:

"JD" <JD@xxxxxxxxxxxxxxxxxx> wrote in message
<news:u3yg0ap5HHA.5740@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

gls858 wrote:

JD wrote:

Jerry wrote:

What does tech support at
the cable modem
manufacturer's site say?

"JD"
<JD@xxxxxxxxxxxxxxxxxx>
wrote in message
<news:eMF1ajo5HHA.4712@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Unknown
wrote:

What
indication
do
you
have
that
it
is
losing
speed?
Could
your
cable
provider
be

Re: Cable Modem Problem..

busy/slow?

"JD"

<JD@xxxxxxxxxxxxxxxxxx>

wrote

in

message

news:ux7Celn5HHA.1208@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

I'm
having
a
problem
with
my
cable
modem
loosing
speed.
The
only
solution
is
to
reboot
the
computer
and
the
modem.
Rebooting
the
modem
doesn't
work.

Is
this
the
right
newsgroup
for
this
kind
of
problem?

--
JD..

Re: Cable Modem Problem..

I run my
ISP's speed
test so I can
see my
connection
has slowed
down.

Did you
read my
question? I
run the
speed test,
see that my
connection
has slowed
to a crawl,
reboot the
modem and
the
computer
and the
speed is
back to
normal. My
ISP says
they can't
help since
rebooting
solves the
problem.
What
connection
software is
being reset
when I
reboot?

I use the
MSMVP
HOSTS file
which is
rather large
but
rebooting
shouldn't do
anything if
that is
causing the
problem?

--

Re: Cable Modem Problem..

JD..

It says contact your cable provider.

I think the question is pretty simple.

What is changing on my broadband connection when I reboot the computer?
What setting is rebooting clearing or changing since the computer reboot is what returns the connection speed to what it was.

This is usually due to the modem renegotiating it's speed on a degraded line. It's synchs at full speed on reboot and as it experiences transmission error it steps down to a lower speed. It keeps doing this until the transmissions are at an acceptable error rate.
gls858

That appears to be what it's doing and my ISP isn't going to agree with that so my solution is to reboot? Not a big deal really, I was just curious.

Is there anything on my computer that would log this?

So call your ISP and have them check the line. Call them when speed has dropped (because of previous high error rates). Tell them why you want them to check the line quality. The tech at the other end may only be able to measure signal strength which is not sufficient to determine quality, so you may have to schedule a field tech to come out to your house to measure line quality at the entry point to your house (they probably are not responsible for anything inside the house, like cabling to the cable modem, unless you lease their cable modem).

I called my ISP and they had me run the speed test in safemode. Since it ran four times in safemode they said it was my problem and not theirs. I've called before when the line was not working properly and they told me to take my computer back to the manufacturer which is me since I built the computer. A quick call to my neighbor who uses the same ISP revealed that he also had the same problem and then a quick call back to the ISP got the line repaired that time. I have a pretty good ISP but they have pretty bad customer support. The person I talked to didn't really know what a HOSTS file did.

If you're reading along, I have disabled my DNS Client Service to see if that fixes the problem.

--

JD..

.

Re: Cable Modem Problem..