

Miscellaneous Questions About uBR900 Series Cable Modems

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Questions

Introduction

What do the lights on the front display of the uBR900 cable modem mean?

If I need to contact the Cisco Technical Assistance Center (TAC) about my uBR900 cable modem what information might they need?

Where can I get more information about my uBR900 cable modem?

Where can I get more information about cable modems in general?

Related Information

Introduction

This document addresses common questions and issues that new owners of uBR900 series cable modems may encounter in configuring the modem and upgrading Cisco IOS® Software. For information about other aspects of configuring and using uBR900 series cable modems, refer to these documents:

- [Beginners FAQ for uBR900 Series Cable Modem End Users](#)
- [Configuring the uBR900 Modem and Upgrading the Cisco IOS Software](#)
- [Connectivity Problems for uBR900 Cable Modems](#)
- [uBR900 Cable Modem Performance Issues](#)
- [uBR900 Cable Modem Error Messages](#)
- [Upgrading Cisco IOS Software on a uBR900 Series Cable Modem](#)

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Q. What do the lights on the front display of the uBR900 cable modem mean?

A. For more details for a uBR904, refer to [Cisco uBR904 Cable Modem Subscriber Setup Quick Reference Card](#).

For more details for a uBR924, refer to [Cisco uBR924 Cable Access Router Subscriber Setup Quick Start](#).

For more details for a uBR905, refer to [Cisco uBR905 Cable Access Router Subscriber Setup Quick Start](#).

For more details for a uBR925, refer to [Cisco uBR925 Cable Access Router Subscriber Setup Quick Start](#).

Q. If I need to contact the Cisco Technical Assistance Center (TAC) about my uBR900 cable modem what information might they need?

A. In order to get the information that the Cisco TAC may require, you will first have to log into the uBR900 cable modem and enter enable mode. Refer to [How do I log into my uBR900 cable modem in order to change the configuration or to perform troubleshooting?](#).

You need to capture the output of these commands as run on the uBR900 cable modem:

- ◆ **show version**
- ◆ **show run**
- ◆ **show stack**
- ◆ **show controller cable-modem 0 Mac log**
- ◆ **show controller cable-modem 0 Mac state**
- ◆ **show log**

In addition, you need to capture any log messages that appear on the console and provide a description and history of the problem. The TAC may also ask for extra information, depending on what the nature of the problem is.

You can contact TAC at [Contact Technical Support](#).

Q. Where can I get more information about my uBR900 cable modem?

A. The best sources for information about your uBR900 cable modem are:

- ◆ [Cisco uBR900 Series Cable Access Routers Documentation Root](#)
- ◆ [Cisco uBR900 Series Software Release Notes and Features](#)
- ◆ [Cisco uBR900 Series Product Support Page](#)

In addition, the Search dialog on [www.cisco.com](#) may be used to find specific information. For example, you might try searching with this search string:

```
ubr924 AND Voice Configuration
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Such a search yields a number of documents that can assist you in configuring your uBR924 for Voice over IP (VoIP).

Q. Where can I get more information about cable modems in general?

A. There are a number of sources on the Internet that discuss how cable modems work. The best way to find these resources is to use an Internet search engine such as Google and enter search strings such as **cable modem tutorial** or **cable modem information**.

Because the URLs of external web pages on this topic are subject to change, and because Cisco cannot endorse any content on external web pages, no specific links are listed here.

Related Information

- [Broadband and Cable Solutions](#)
 - [Cisco uBR900 Series Software Release Notes and Features](#)
 - [Cable Solutions](#)
 - [Technical Support & Documentation – Cisco Systems](#)
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