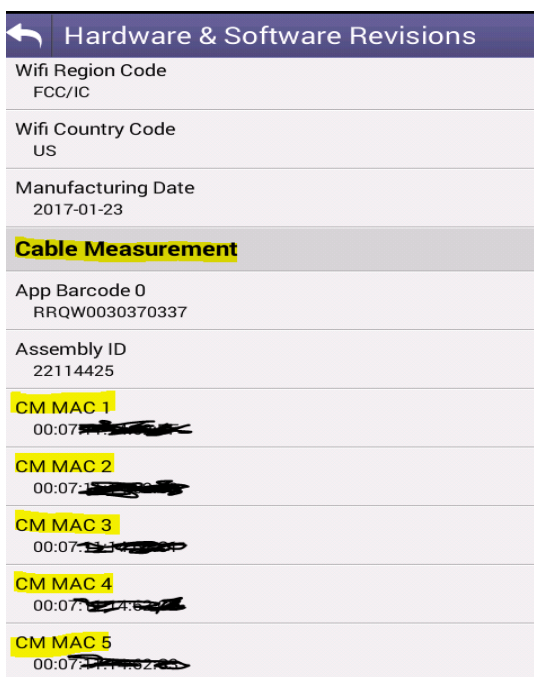


# RF Syncing to StrataSync using an ONX-620/630

## RF Synchronization Steps

- Make sure your meter's CM MAC Address/Addresses has/have been provisioned with your CMTS correctly. **Note:** Most people choose to provision only CM MAC 1 as that is the default CM MAC address auto-selected by the meter. You can locate your CM MAC addresses information under System Settings -> Hardware and Software Revisions -> under Cable Measurement -> CM MAC 1, 2, 3, 4 & 5



- Make sure you are selecting the correct CM Mac address that you provisioned for the region you are testing in this region's/network area CMTS/Billing System (OneCheck/DOCSIS Check -> Configure -> DOCSIS Service Plan)



- Go to the Connection application -> wait until you get an IP address -> once you get an IP address -> select "Sync" -> this will take you to the **StrataSync** application.
- Once in the StrataSync menu -> verify that your settings such as *account ID, tech ID, server address (StrataSync.ViaviSolutions.com or jdsu.viavisolutions.com)*, are all correct and the *server port is listed as 443*.
- Hit "Start" -> wait for successful sync message.

#### Troubleshooting RF Sync issues:

- Make sure you are selecting the correct CM Mac address that you provisioned to your CMTS (DOCSIS Service Plan). Please see steps above.
- Make sure your meter has been provisioned with your CMTS correctly. What happens when you go to CATV -> Connection -> do you get an IP Address?
  - ***If you do not get an IP***, this could indicate that your meter is not provisioned to your CMTS correctly. Please ensure your selected CM MAC has been provisioned correctly.
  - ***If you get an IP address***, then press the "Home" key, and then go to System -> Web Browser -> update the URL to a website address e.g. "google.com". If you are **unable to navigate to the website**, get a "**Welcome to an Activation Page**" message, or you get an error message, then this means your CM MAC address is not provisioned correctly. You need to get your selected CM MAC address re-provisioned/added into your billing system/CMTS correctly.
- There could be a connectivity issue in your network. Try RF Syncing your test at a different location.
- Check to make sure the RF connectors are well-tightened or try with new RF barrel connectors. Also make sure that the **Coax cable is well connected to RF port 1**.
- Check StrataSync Settings. While in the StrataSync application, *press the "sys-tray" key (button to the right of the home key) -> select StrataSync Settings -> Make sure that the "Use Proxy Server" settings box is NOT checked; please uncheck it if so, and then try syncing again.*

**If further questions or issues, please contact us at [CATVSupport@viavisolutions.com](mailto:CATVSupport@viavisolutions.com) or at +1-844-468-4284 Options 3-1-2.**