Bin Files

In order for any cable modem (regular, WiFi, telephony, etc.) to work properly it has to know 4 things:

1. Who is the Internet Service Provider (ISP)?
2. How many IP addresses are to be assigned?
3. What is the speed of the connection?
4. Is there Digital Phone Service?

The Bin File (sometimes called Boot File) answers these questions and tells the modem what it should be provisioned for.

How do I read a Bin File?

The Bin File is broken up into sections, similar to the format that answers the 4 questions listed above:

1: "Who is the ISP?" is denoted by **isXX** where the XX is a two-digit designation for the ISP that the customer subscribes to.

Customer subscribes to...	The Bin File will say...
TWC Residential Internet	isrr
Earthlink	Isel
TWC Business Class	isrc

2: "How many IPs?" is denoted by **IPX** where X is the number of public IP addresses the customer is paying for. These IP addresses will be used for their computers, routers, gaming consoles, and other customer owned devices to allow them to access the internet. For examples if we have a customer that is paying for 1 line of internet service, they would get one IP address. So the Bin File would start with:

isrrIP1

3: “What is the speed?” is denoted by **BWX** where the X is a code number that represents a certain bandwidth tier.

Customer subscribes to…	The Bin File will say…
Everyday Low Price 2x1 Internet	BW71
Everyday Low Price 3x1 Internet (Max area)	BW71
Basic 3x1 Internet	BW18
Basic 10x1 Internet (Max area)	BW18
Standard 15x1 Internet	BW153
Turbo 20x2 Internet	BW87
Extreme 30x5 Internet	BW96(non max area)
Ultimate 50x5 Internet (Standard in Max areas)	BW91(non max area), BW153(max area)
Ultimate 100x10 Internet (Turbo in Max areas)	BW96(non max area), BW154(max area)
Extreme 200x20 Internet (Max areas only)	BW155
Ultimate 300x20 Internet (Max areas only)	BW156

Using the same example as before, a Residential Standard Internet subscriber’s Bin File would look like this:

isrrIP1BW153

4: “Is there phone service?” is denoted by the presence of VIP1 at the end of Bin File. If the customer does not subscribe to Phone service then this last piece will not be there.

For example, a customer with just standard internet and no phone would have:

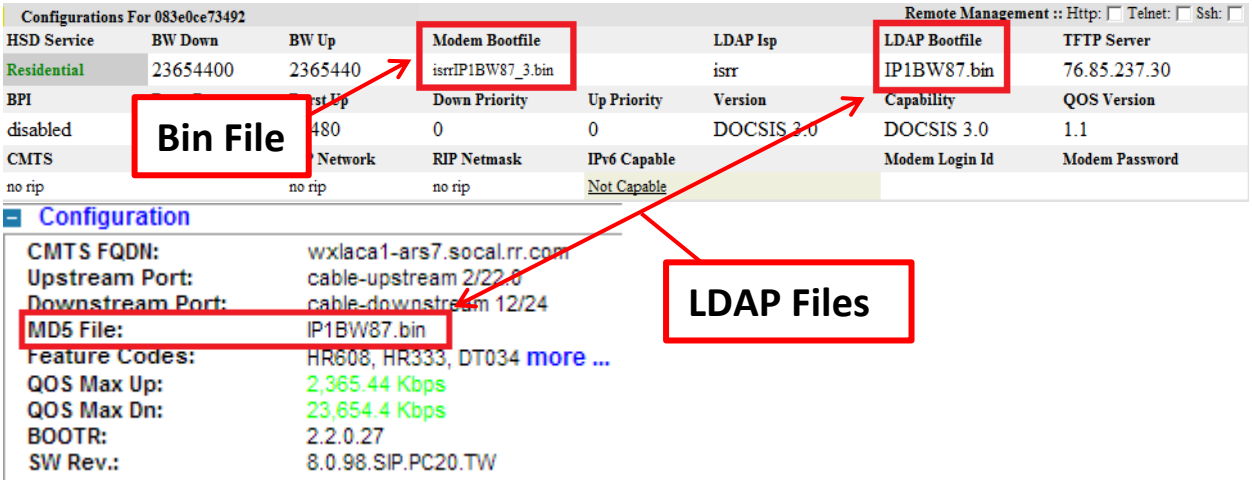
isrrIP153BW1.bin

A customer with both Residential Internet and Phone service would have:

isrrIP153BW1VIP1.bin

Where can I see what the Bin File attached to the modem/gateway is?

You can see what bin file is attached to a modem in Docsis. You can also see the LDAP file (sometimes called the MD5 File) in Docsis and AAD (under the tech support tab, by click on the Data Mac). (Screen shot below)



Note: Sometimes you will see a _2 or _3 at the end of the Bin File, like in the Docsis screenshot above. This number is stating whether the customer has a DOCSIS 2.0 or DOCSIS 3.0 compliant cable modem/gateway.

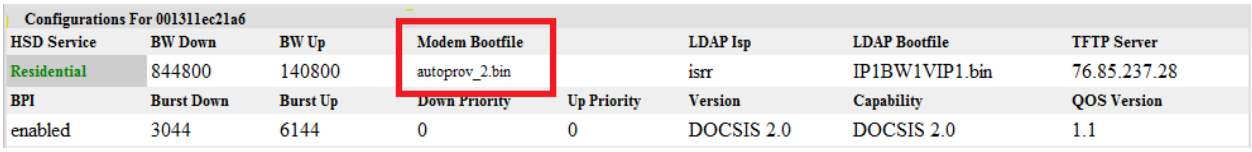
What is the Difference between the Bin File and the LDAP File?

The LDAP File is based on the information in our provisioning system as assigned in CSG (Coding). The Bin File is what is currently assigned to the modem/gateway. The Bin File should match the LDAP.

Are there any other types of Bin Files?

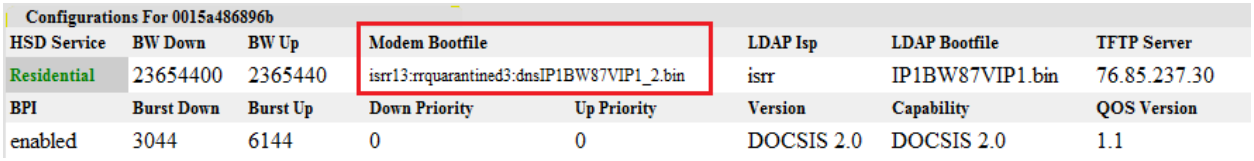
There are other types of Bin Files you may run into that would keep the customer from going online.

Auto Prov Bin: Usually caused by a disconnect order, coding, or balancing issues. This should be resolved after basic troubleshooting including a power cycle and RHT.



Quarantined Bin: This Bin usually appears in the 4 following scenarios (if you can't find why the account was placed in quarantine a sup can check the status in DOCSIS).

1. **Registration:** This is a new customer and needs to register his new Internet service account online.
    a. Resolved by having the customer complete the online registration. They should automatically be routed to the registration page when they try to go online (can also go to registration.rr.com).
2. **Billing:** The customer's equipment has been placed in a billing related quarantine (if they were non-pay disconnected).
    a. Resolved by taking a payment for the past due amount, removing any open non-pay disconnect orders, clearing the quarantine manually in RIO (or have a Supervisor clear in DOCSIS).
3. **Abuse:** The customer was placed into a quarantine status by the abuse department (usually noted on the account).
    a. Resolved by having the customer contact the abuse department at 1-866-681-6040.
4. **Compliance-MAXXLA:** The Customer is in a Maxx area but has an older modem, gateway, or eMTA that can't handle the newer speeds.
    a. We can clear this out by setting up a modem swap or mail out a compatible modem, gateway, or eMTA.



Configurations For 0015a486896b

HSD Service	BW Down	BW Up	Modem Bootfile		LDAP Isp	LDAP Bootfile	TFTP Server
Residential	23654400	2365440	isrr13:rrquarantined3:dnsIP1BW87VIP1_2.bin		isrr	IP1BW87VIP1.bin	76.85.237.30
BPI	**Burst Down**	**Burst Up**	**Down Priority**	**Up Priority**	**Version**	**Capability**	**QOS Version**
enabled	3044	6144	0	0	DOCSIS 2.0	DOCSIS 2.0	1.1

Note: in some cases you may have resolved the customer's issue and they can go online, but the bin will still look like it is quarantined. This happens for the registration issues, and can take time to update to the normal Bin File.

Additional note: Sometimes in DOCSIS you will be able pull up a cable modem but you will notice the account information is missing. This means the modem is not linking to the account correctly. To resolve this you can push an LDAP update; this is done in CSG by adding an extra character to the customer's name, push the UPDATE button, then remove the extra character and UPDATE one more time. After doing this power cycle or reset the modem/gateway and send a RHT. Although a Bin File issue may still exists you should now be able to see the customer's account info attached to the equipment, and you can proceed to resolving any leftover Bin File issues.