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r/Comcast_Xfinity



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r/Comcast_Xfinity • 6 mo. ago

lwillnit4getus



Arris S34

X Official Reply

Per the Next-Gen compatibility list, Arris S34 is compatible. However, myself and several redditors have encountered issues installing this device to include download and upload speeds capped at original gen speeds. Several support reps via phone have indicated this device is not next-gen compatible. Can someone at Comcast clarify this information and advise their support reps that it is indeed compatible and train them to provision our new modems correctly? Is Comcast doing anything additional to troubleshoot this issue and remedy it?



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1



31



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It is there. It is the Arris S34. That's what this post is all about.



2



shortyg83 • 6mo ago

What did they say in the MODmail last night? That there is no bootfile for it for the higher speeds? That is what they told me.



2



CCAldrike • 6mo ago

Thank you for your patience [u/lwillnit4getus](#)! I noticed one of the main resources we use for determining which customer owned modems are compatible does not align with the public site's information. I have gone ahead and submitted feedback to address this concern.

At this time, I'd like to provision the modem to see if we can update the boot file to receive the higher upload speeds. If that doesn't work, I'd like to open a ticket with our engineers to make sure the Arris S34 is eligible.

If you could please send me a [Modmail message](#) with your full name and full address.



1



mostlynights • 6mo ago

[Skip to main content](#)[Log In](#)**Diligent_Expert** • 6mo ago

I would also like to know if the revised provisioning and boot file helped with upload speeds. So [u/lwillnit4getus](#) please let us know how things went with the modification.



r/Cogeco • 8 mo. ago

New Arris TG3452

3 upvotes · 4 comments



r/HomeNetworking • 8 mo. ago

ARRIS G34 stuck at 100mbps

4 upvotes · 8 comments



r/Comcast_Xfinity • 7 mo. ago

Issues with connectivity on Arris G34

1 upvote · 6 comments



r/Comcast_Xfinity • 8 mo. ago

Arris S34

3 upvotes · 1 comment



r/Comcast_Xfinity • 10 days ago

Has anyone tried to talk to a live agent at Xfinity recently? It is NUTS.

147 upvotes · 87 comments



r/mintmobile • 24 days ago

Mint Mobile is giving everyone more data for people affected by California fires for free

125 upvotes · 50 comments



r/HomeNetworking • 6 mo. ago

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r/Comcast_Xfinity • 8 mo. ago

Arris G36 Daily Internet Drops

2 upvotes · 3 comments



r/techsupport • 8 mo. ago

help with telenors arris 2853

1 upvote · 1 comment



r/tmobile • 7 days ago

T-Mobile SpaceX LTE Initial Impressions

114 upvotes · 80 comments



r/FISKER_MAINTENANCE • 7 mo. ago

ADAS faults

3 upvotes · 19 comments



r/sysadmin • 8 mo. ago

ZTNA - Lumen Appgate

1 upvote · 8 comments



r/TpLink • 7 mo. ago

M4R and Arris Gateway newbie question.

1 upvote · 1 comment



r/Model3 • 7 mo. ago

UI_a022_ApeFusesEtc Erro Code

2 upvotes · 5 comments



r/workforcemanagement • 7 mo. ago

Verint WFM Cloud

3 upvotes · 4 comments



r/hobbycnc • 7 mo. ago

Vevor S3018 Prover / Candle Issues



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