IPTV - Couldn't Download System Update- 9178

Introduction

- Customers might see this when the box is taking an upgrade but fails due to not enough storage space available
- If customers see this, they likely have many apps downloaded and installed (above and beyond what are on the devices from the factory)

Resolution Steps

1. Advise the customer to **delete a few apps** to allow enough space for the update to complete
2. **Reboot the IPTV box through Merlin**
    - If you are unable to reboot through Merlin, follow power cycling steps
3. Once the Box is back up, the customer can re-download the apps
4. This issue may happen again if another update is sent out; we are working on a permanent fix. Always send this issue as an escalation so that the proper parties can see it
    - Click **Create Work Order or Technical Case**, fill out the information as described below and click **Submit**

Trouble Call or Tech Case	IPTV Issue
Service Category	IPTV ONLY
Problem Description	Network Connection Issue -

	IPTV
Select	Click the box next to the affected box(es) **only**
Add	Error Code(s), Contact Phone, Contact name and troubleshooting steps

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