IPTV Error V638- Article no. 9234

Introduction

V638 – "Socket Open Error while fetching the Video Segment"

- The player is trying to download a video segment but cannot open a socket connection to the server
- If this error happens during the initial stream start, it will display an Error Overlay with V638 in the corner
- If this error occurs mid-stream, the video player will try to recover by retrying the download

- This error is usually temporary. When it occurs it generally means that the IPTV box has lost the connection to the router or modem, or the internet signal removed from the modem

IPTV is a **Data** product; always troubleshoot the **modem** and **its connection** to the IPTV device ***before*** troubleshooting the IPTV device

- Just like a laptop, gaming system, or other device, IPTV needs a **good** connection to the modem to work properly
- Never create an IPTV case without completing all data troubleshooting steps, first
- Remember, if there is an issue with the data service, create a Work Order for the data issue

Resolution Steps

Start with Data Troubleshooting Steps for IPTV

1. Ensure the account is active and in good standing
2. Send a balance hit
3. Check the data equipment in **Merlin**; ensure the modem is online without signal issues or packet loss
4. Make sure the box is connected to your network
    - Verify the IPTV equipment is connected to using the IPTV tab in Merlin
    - If hardwired to the eero / router, check the connection

- If wireless, check the wireless network health and RSSI signal (signal to the equipment) in Merlin

5. For any issue with the data service, click **Create Work Order or Technical Case**

Trouble Call or Tech Case	Trouble Call
Service Category	Data
Problem Description	Select the applicable Data Issue based on above steps
Select	Only the affected equipment
Schedule	First available time that works for the customer
Notes	Include all pertinent information

If Troubleshooting Data Hasn't Resolved the IPTV Issue:

1. Press **Clear**, then **Live TV**, change the channel and then return to the channel in question
2. **Power cycle** the IPTV box

   Important: follow power cycling steps carefully; each box is power cycled differently

3. If the issue persists, click **Create Work Order or Technical Case** on the **Work Orders Tab** in **BOLT**

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), Channel(s) affected, Contact Phone, Contact name and troubleshooting steps

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