

Reprovisioning Equipment - Article no. 1901

Introduction

This procedure is to reprovision the Data portion of the equipment

Resolution Steps

Reprovision a Cable Modem

Go to the **Customer Equipment Maintenance [BX]** screen

Highlight the modem and click the **Remove Occurrence** button

On the line where you removed the occurrence:

Click in the **CT** column and add a **D**

Click in the **O** column and hit **F4** on the keyboard to select the **correct occurrence** and hit **Enter**

Send a Refresh Hit

Go to the **Balancing [EB]** screen and hit **Enter**

Access provisioning **Transactions [PT]** screen to ensure there are no errors

Access **Merlinto** to make sure the provisioning updated

Adding a Data User

Activate the username to complete the data service reconnect; these steps need to be repeated for **every username** showing on the **Data User[DU]** screen

Highlight the username by clicking on it

Click the **Change** button

Click **Resend Login from** the menu on the left

The username should already exist

If no username is present, check [How to Establish a Data User ID](#)

- If the customer has **TiVo(s)**:
 - [Re-provision the TiVo\(s\)](#)
 - Confirm services are working

Avoid reprovisioning an EMTA wherever possible

- If it is deemed necessary to reprovision an EMTA, it should **only** be done if there is **no phone service** attached

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