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 **Merlin**to 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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