

# TiVo Error on Pace: ASTB Needs to Download New Software Article no. 5600

## Introduction

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**This error is only on a Pace 6 Tuner (MG1)**

A blue screen comes up and reads:

This error means that the box lost its software partition and can't boot into the TiVo Software.

**This issue needs to be resolved by a technician.**

## Resolution Steps

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Click **Create Work Order or Technical Case** button on the **Work Orders Tab** in **BOLT**:

- Fill out the information as described below and click **Submit**

<b>Trouble Call or Tech Case</b>	Trouble Call
<b>Service Category</b>	Cable
<b>Problem Description</b>	<ul style="list-style-type: none"> <li>• AA - No Picture</li> <li>• AC - No Picture</li> </ul>
<b>Select</b>	All Affected Equipment
<b>Schedule</b>	First available time that v
<b>Notes</b>	Note the error and that th

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=402>