Unable to Process Request / Request Failed Article no. 5464

Introduction

The converter is not communicating properly with the VOD equipment at the Headend

Resolution Steps

1. Press any key on the remote to clear the error

2. Verify the Serial Number / TSN Number
3. Send a Balance hit

4. Power Cycle the converter

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

    - Click **Create Work Order or Technical Case**, fill out the information as described below and click **Submit**

Trouble Call or Tech Case	VOD Issue
Service Category	VOD
Problem Description	Unable to Process Request
Select / Enter	All Affected Equipment, Valid Contact Name and Phone Number
Schedule	First Available Time that Works

	for the Customer
Required	Title, Time and Date of Occurrence

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