

# Unable to Process Request / Request Failed

## Article no. 5464

### Introduction

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

### Resolution Steps

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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**

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

**Required**

for the Customer  
Title, Time and Date of  
Occurrence

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=417>