

Reprovisioning Equipment- Article number 1901

Introduction

This procedure is to reprovision the Data portion of 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 **Occ** 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 the **Provisioning Transactions [PT]** screen to ensure there are [no errors](#)
- Access **Merlin** 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 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

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=452>