Modem Stuck in Online(d)- Article no. 1818

Introduction

To reactivate modem service, customer must be current

Resolution Steps

1. Go to the **ICOMS Customer Equipment** [BX] screen, **highlight** the **modem** and click **Port Occ Asgn**
2. **Highlight** the **modem again** and click **Modem Prov**
3. Verify the **Local and Server status** are **active**
    - If the status is **inactive,** reprovision the Cable Modem
4. Confirm there are no errors on the Provisioning Transactions [PT] screen
5. Go to the **Customer Balancing** [EB] screen to Balance the account
6. Verify the modem is **Active** in **Merlin**

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=456