

# VOD Error CL-517- Article no. 5453

## Introduction

CL-517 errors **cannot** be resolved over the phone; a technician visit **is required**

## Resolution Steps

- Click **Create Work Order or Technical Case** on the **Work Orders Tab in BOLT**
- 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>	CL-517
<b>Select / Enter:</b>	All Affected Equipment, Valid Contact Name and Phone Number
<b>Required:</b>	Title, Date and Time of Occurrence

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=495>