

VOD Error Problem Tuning, Please Try Again-

Article no. 5474



Resolution Steps

- Wait **2 minutes** and try the VOD again to temporarily correct the issue
 - Even if the VOD plays, **schedule a technician**; the error **will** reoccur
- Click **Create Work Order or Technical Case** on the **Work Orders Tab** in **BOLT**

Fill out the information as described below and click **Submit**



Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=497>