

# VOD Error Requested Application not Available- Article no. 5475

## Resolution Steps

1. Press **any key** on the remote to clear the error
2. Try to order the VOD again; customers are **not** charged more than once for a VOD ordered more than once within the same time frame
3. Verify the Serial Number / TSN Number
4. Send a Balance hit
5. Power Cycle the converter
6. 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>	SRM-20 or SRM-317
<b>Select</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=498>