VOD Starts, then Freezes- Article no. 5496

Resolution Steps

1. Remove any of the following characters from the account name in ICOMS

   1 2 3 4 5 6 7 8 9 0 < > , " & '

2. Ensure a Sub Account exists on the account

3. Verify the Serial Number / TSN Number

4. Power Cycle the equipment
5. Send a Balance hit

6. If the issue persists, click Create Work Order or Technical Case on the Work Orders Tab in BOLT

   - Click **Create Work Order or Technical Case**, fill out the information as described below and click **Submit**





Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=499