

# VOD Previews Missing- Article no. 5497



## Resolution Steps

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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. Send a Balance hit
5. 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**



Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=500>