VOD Not Authorized- Article no. 5596

Resolution Steps

1. Verify the Serial Number / TSN Number
2. Send a Balance hit
3. Power Cycle the equipment
4. 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=504