Reprovisioning Equipment- Article number 1901

Introduction

This procedure is to reprovision the Data portion of equipment

Resolution Steps

Reprovision a Cable Modem

- Go to the **Customer Equipment Maintenance** [**BX**] screen
- **Highlight** the modem and click the **Remove Occurrence** button
- On the line where you removed the occurrence:
    - Click in the **CT** column and add a **D**
    - Click in the **Occ** column and hit **F4** on the keyboard to select the **correct occurrence** and hit **Enter**
- Send a Refresh Hit
- Go to the **Balancing [EB]** screen and hit **Enter**
- Access the **Provisioning Transactions [PT]** screen to ensure there are no errors
- Access **Merlin** to make sure the provisioning updated

Adding a Data User

- Activate the username to complete the data service reconnect; these steps need to be repeated for **every username** showing on the **Data User** [**DU**] screen
    - Highlight the username by clicking on it
    - Click the **Change** button
    - Click **Resend Login** from the menu on the left
    - The username should already exist
        - If no username present, check **How to Establish a Data User ID**
- If the customer has **TiVo(s)**:
    - **Re-provision the TiVo(s)**
    - Confirm services are working

Avoid reprovisioning an EMTA wherever possible

- If it is deemed necessary to reprovision an EMTA, it should **only** be done if there is **no phone service** attached

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