

Merlin Red Error Messages- 5701

Introduction

Merlin red error messages are *usually* signal issues:

- A power cycle may only resolve the issue temporarily
- These often happen prior to an outage if one has not already been declared

Resolution Steps

- **Upstream is in alarm for outage**
 - This means TAC has been alerted to a signal issue that could lead to an outage
- **Upstream channel width is downgraded because of an SNR problem**
 - A member of TAC manually downgraded one of our ports to help temporarily fix a signal issue
- **Modem in Standby**
 - [Take the modem out of Standby Mode](#)

- **AC Disconnected**

- The modem may be unplugged or not connected properly; check all the connections to the modem

- **All Other Merlin Red Error Messages**

- Check for outages in BOLT and Simon
- [Power cycle the modem](#) to temporarily fix the issue
- Click **Create Work Order or Technical Case** button on the **Work Orders Tab in BOLT**:
 - Fill out the information as described below and click **Submit**

Trouble Call or Tech Case	Trouble Call
Service Category	Data
Problem Description	EA - Modem Out
Select	All Affected Equipment
Schedule	First available time that customer

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=71>