

Service Request #25078

2019 Nice Upgrade log

Status:	FBOP Assigned	Customer:	FBOP MCC New York MS0109 (130104.001)
Priority:	P3 (Next Day)	Contact:	[REDACTED]
Type:	Service Contract	Service Location:	Main Location 150 PARK ROW NEW YORK, NY 10007
Assigned To:	Jeff Cranor, Jeff McKenzie, Justin Houston	Bill To:	FBOP MCC New York MS0109 (130104.001) 150 PARK ROW NEW YORK, NY 10007
Date Created:	Aug 15, 2019	PO #:	
Next Appt.:			

Additional Information & Custom Fields:

Is this a emergency request:	Yes. You must call 844-802-0188
Is the system in question under any warranty:	
What is the system in question :	
When was the problem first discovered:	Today
PO Number:	
Who reported the problem initially:	[REDACTED]
Is this a consistent problem or intermittent:	CONSISTENT
Is this problem effecting all users:	YES
Is there power to the device in question:	YES
Do you have a spare device on site:	Unknown
Can you send a picture of the device:	NO
Has any work been done in the area involved:	NO
Can you describe what is or is not happening:	Installation of new Nice Vision system.
Material Required For Request:	PHONE SUPPORT
Who Requested the service call :	[REDACTED]

Detailed Description:

4 SVRs, 1 Decoder (operating as AMS temporarily), and 12 NVE2016 encoders are installed in the new equipment rack. Approximately 110 of 161 cameras are named correctly as of now. Will be returning tomorrow to finish the programming for phase 1 of the installation.
Approximately 20 cameras are out.

Will be training Comm Tech [REDACTED] tomorrow on phase 1.

Schedule

When	Assigned To	Comment
Aug 12 - 16, 2019, all-day	Justin Houston, Jeff McKenzie, Jeff Cranor	Jeff Mckenzie is on site installing the system.

Equipment - No Equipment

Comments

Assignment Created

by Jeff McKenzie on Aug 15, 2019, 12:23 PM

The assignment on Aug 12 - 16, all-day for Justin Houston, Jeff McKenzie and Jeff Cranor has been created.

[PRIVATE]

Jeff Mckenzie is on site installing the system.

Details - No Detail Items