

Service Request #25160

Needs a quote

Status:	FBOP Assigned
Priority:	P3 (Next Day)
Type:	Service Contract
Assigned To:	Jeff Cranor, Jeff McKenzie, Justin Houston
Date Created:	Aug 22, 2019
Next Appt.:	

Customer:	FBOP MCC New York MS0109 (130104.001)
Contact:	[REDACTED]
Service Location:	Main Location 150 PARK ROW NEW YORK, NY 10007
Bill To:	FBOP MCC New York MS0109 (130104.001) 150 PARK ROW NEW YORK, NY 10007
PO #:	

Additional Information & Custom Fields:

Is this a emergency request:	Yes. You must call [REDACTED]
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:

Justin,

Please send [REDACTED] a quote for:

20 – Decoders (that is 20 not 2)

8 – Spare storage drives for recorders
Product ID: ST8000NM0185
Part Number: TH0M40THSGT0086P007DA00
4 – Spare OS drives for Recorders.
Product ID: ST600MP0036
Part Number: TH0FPW68SGT0088E00UHA01
1 – Spare OS drive for AMS.

You have the AMS there, so can you look at the drive info and order a spare for him?

Also, just to revisit the cameras on the quote. He told me that the business office did not want to change the part number on the quote, but that part is not on the NICE/Qognify Plugin and I think that he want to stick with Axis on everything.

Schedule

When	Assigned To	Comment
Aug 22, 2019, all-day	Jeff Cranor, Justin Houston, Jeff McKenzie	Justin will provide quote to customer.

Equipment - No Equipment

No Comments

Details - No Detail Items
