

# Service Request #24975

Raid just crashed

Status:	FBOP Assigned
Priority:	P3 (Next Day)
Type:	Service Contract
Assigned To:	Jeff Cranor, Jeff McKenzie, Justin Houston
Date Created:	Aug 8, 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:	recording
Material Required For Request:	PHONE SUPPORT
Who Requested the service call :	[REDACTED]

## Detailed Description:

Raid is showing 2 "S"s on the display. Hughwon is going to get new drives from computer services for the raid and replace them in the morning.

## Schedule

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When	Assigned To	Comment
Aug 8 - 16, 2019, all-day	Jeff Cranor, Justin Houston, Jeff McKenzie	Jeff Cranor will be working on this. Get a case started with Qognify.

**Equipment - No Equipment**

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**No Comments**

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**Details - No Detail Items**

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