

# Service Request #25380

Needs Serial of temporary Decoder AMS

Status:	Closed
Priority:	P3 (Next Day)
Type:	Service Contract
Assigned To:	Jeff Cranor, Jeff McKenzie, Justin Houston
Date Created:	Sep 9, 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 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:	Moving AMS and SVRs to the computer services server room
Material Required For Request:	PHONE SUPPORT
Who Requested the service call :	[REDACTED]

## Detailed Description:

Hodges called because they are moving the recording equipment to the Computer Services server room for full time access. They needed the serial number to get a new ip address for the new location.

## Schedule

When	Assigned To	Comment
Sep 9, 2019, all-day	Jeff Cranor, Justin Houston, Jeff McKenzie	Jeff Mckenzie is working on this.

**Equipment - No Equipment**

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**No Comments**

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**Details - No Detail Items**

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