

Service Request #25576

Adding Vicon V942D up cameras to NICE

Status:	FBOP Assigned
Priority:	P3 (Next Day)
Type:	Service Contract
Assigned To:	Jeff Cranor, Jeff McKenzie, Justin Houston
Date Created:	Sep 20, 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:	Installation of new Nice Vision system.
Material Required For Request:	PHONE SUPPORT
Who Requested the service call :	[REDACTED]

Detailed Description:

Assisting in network troubleshooting and up programming of the up cameras to add them into NICE.

Serial Number 43144901

Customer Name Federal Bureau of Prisons

Site Name MCC New York
Product Type VISION NET 3.1 UP1
Contact Name Jeff Mckenzie
Contact Phone 240-454-1777
Email Address [REDACTED]

Problem Description Trying to add the V942D-W312MIR to NICE Vision through Sitebuilder with the ONVIF option. We can ping the cameras, but says "Failed to Retrieve Device Data". Customer wants to work on this Monday.

Schedule

When	Assigned To	Comment
Sep 20, 2019, 8-11am	Jeff Cranor, Justin Houston, Jeff McKenzie	

Equipment - No Equipment

No Comments

Details - No Detail Items
