

Service Request #25687

Programming and adding Vicon V942 IP cameras to Qognify

Status:	Closed
Priority:	P3 (Next Day)
Type:	Service Contract
Assigned To:	Jeff Cranor, Jeff McKenzie
Date Created:	Sep 28, 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:	No
Is the system in question under any warranty:	
What is the system in question :	
When was the problem first discovered:	09/27/2019
PO Number:	
Who reported the problem initially:	[REDACTED]
Is this a consistent problem or intermittent:	CONSISTENT
Is this problem effecting all users:	NO
Is there power to the device in question:	YES
Do you have a spare device on site:	YES
Can you send a picture of the device:	N/A
Has any work been done in the area involved:	NO
Can you describe what is or is not happening:	Needing assistance in programming the correct ONVIF port number in the camera
Material Required For Request:	N/A
Who Requested the service call :	[REDACTED]

Detailed Description:

[REDACTED] called needing assistance in programming the correct ONVIF HTTP Port number in the Vicon camera configuration to allow connectivity to program into Sitebuilder with the current IP Plugin available.
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Schedule

When	Assigned To	Comment
Sep 28, 2019, 8-11am	Jeff Cranor, Jeff McKenzie	

Equipment - No Equipment

No Comments

Details - No Detail Items
