Service Request #25765

Cameras are lagging when viewed on the workstation running the Control Launch Application

Status:	Closed
Priority:	P3 (Next Day)
Type:	Service Contract
Assigned To:	███████████████

Date Created:	Oct 3, 2019
Next Appt.:	

Customer:	FBOP MCC New York MS0109 (130104.001)
Contact:	████████████
Service Location:	Main Location ████████████ NEW YORK, NY 10007
Bill To:	FBOP MCC New York MS0109 (130104.001) ████████████ 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:	10/03/2019
PO Number:	
Who reported the problem initally:	██████
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:	When viewing multiple IP cameras from the Control Application severe video lagging occurs.
Material Required For Request:	N/A
Who Requested the service call :	████████████

Detailed Description:

██████ called about the cameras lagging when viewing in the Control Application.

Schedule

When	Assigned To	Comment
Oct 3, 2019, 8-11am	████████████	

Equipment - No Equipment

No Comments

Details - No Detail Items