

Service Request #22855

Raid just crashed

| | |
|---------------|------------------|
| Status: | Closed |
| Priority: | P3 (Next Day) |
| Type: | Service Contract |
| Assigned To: | [REDACTED] |
| Date Created: | Feb 28, 2019 |
| Next Appt.: | |

| | |
|-------------------|---|
| Customer: | FBOP MCC New York MS0109 (130104.001) |
| Contact: | [REDACTED] |
| Service Location: | Main Location [REDACTED] NEW YORK, NY 10007 |
| Bill To: | FBOP MCC New York MS0109 (130104.001) [REDACTED] 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:

Serial Number 43144901
Customer Name Federal Bureau of Prisons
Site Name MCC New York
Product Type VISION
Contact Name [REDACTED]

Contact Phone [REDACTED]
Email Address [REDACTED]

Problem Description Raid needs rebuilt. I need any documentation that you may have pertaining to rebuilding the raid from the front LCD.

Qognify Support Contract #: 32765

[REDACTED] Senior Customer Support Technician
SigNet Technologies | Convergent Federal Solutions
[REDACTED] Beltsville, MD 20705
[REDACTED]

Schedule

| When | Assigned To | Comment |
|----------------------------------|-------------|--------------------------------|
| Feb 28 - Mar 8, 2019, all-day | [REDACTED] | [REDACTED] is working on this. |

Equipment - No Equipment

No Comments

Details - No Detail Items
