

Service Request #25078

2019 Nice Upgrade log

Status:	FBOP Assigned
Priority:	P3 (Next Day)
Type:	Service Contract
Assigned To:	[REDACTED]
Date Created:	Aug 15, 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:	Installation of new Nice Vision system.
Material Required For Request:	PHONE SUPPORT
Who Requested the service call :	[REDACTED]

Detailed Description:

4 SVRs, 1 Decoder (operating as AMS temporarily), and 12 NVE2016 encoders are installed in the new equipment rack. Approximately 110 of 161 cameras are named correctly as of now. Will be returning tomorrow to finish the programming for phase 1 of the installation. Approximately 20 cameras are out.

Will be training Comm Tech [REDACTED] tomorrow on phase 1.

Schedule

When	Assigned To	Comment
Aug 12 - 16, 2019, all-day	[REDACTED]	[REDACTED] is on site installing the system.

Equipment - No Equipment

No Comments

Details - No Detail Items
