

Service Request #24975

Raid just crashed

Status:	FBOP Assigned
Priority:	P3 (Next Day)
Type:	Service Contract
Assigned To:	Jeff Cranor, Jeff McKenzie, Justin Houston
Date Created:	Aug 8, 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 [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:

Raid is showing 2 "S"s on the display. Hughwon is going to get new drives from computer services for the raid and replace them in the morning.

Schedule

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When	Assigned To	Comment
Aug 8 - 16, 2019, all-day	Justin Houston, Jeff McKenzie, Jeff Cranor	Jeff Cranor will be working on this. Get a case started with Qognify.

Equipment - No Equipment

Comments

Comment

by Jeff McKenzie on Aug 14, 2019, 8:02 PM

[PRIVATE]

██████████ called us on Thursday August 8th stating that he had 2 bad drives on his raid unit of the NICE Vision Pro Unit NVR. We advised him to get replacement drives. Once they are replaced they should start to initialize to become available for the raid array. Hughwon did not have drives readily available. He checked with his local CSM to see if they had any spare replacement drives. Once he located replacement drives on Friday August 9th, he did not have access to the DVR room to replace them. He called Signet for phone support on Saturday August 10th when he gained access to the DVR room. He attempted to replace the drives and they started to rebuild. During the rebuild process of the drives, the drives were required to be taken out of the raid on DVR 2. Once the drives are removed without proper shutdown of the recorder, the video database becomes corrupted. Typically, any time the raid on a raid 5 configuration loses 2 drives, the raid needs to be rebuilt and all data is wiped from the raid.

Comment

by Jeff McKenzie on Aug 8, 2019, 3:38 PM

[PRIVATE]

Hi Jeff: Unable to locate anything official. The basic steps are as following: 1. Set the raid level to none, and save. It will restarted with all drives being "J." [Replace any faulty drives] 2. Set the raid level to 5 and save. It will restart and being an initialization. The password is 1111 (if I recall correctly). Once the raid is created, you'll need to restart windows and create the proper partitions. I'll keep looking but that should get you going. Best regards, DEREK BARR Senior Support Engineer (T) ██████████ (M) ██████████ Derek.Barr@qognify.com www.qognify.com
 CUSTOMER SUPPORT CONTACTS USA Toll Free ██████████ USA ██████████ UK ██████████ UK Toll Free +44-800-0488305 Israel ██████████ France ██████████ Germany ██████████ Singapore + ██████████
 India +91-117-1279-047 Hong Kong +852-5808-6118 China +86-10-5357-3270 From: Jeffrey McKenzie <██████████>
 Sent: Tuesday, February 26, 2019 14:35 To: Support <██████████> Subject: RE: PRO UNIT RAID REBUILD DOCUMENTATION REQUEST Anything you have on Pro Unit documentation would be appreciated. Jeffrey McKenzie | Senior Customer Support Technician SigNet Technologies | Convergent Federal Solutions 12300 Kiln Ct Suite E, Beltsville, MD 20705 ██████████ | ██████████ | Direct: ██████████

Assignment Created

by Jeff McKenzie on Aug 8, 2019, 3:36 PM

The assignment on Aug 8 - 16, all-day for Justin Houston, Jeff McKenzie and Jeff Cranor has been created.

[PRIVATE]

Jeff Cranor will be working on this. Get a case started with Qognify.

Details - No Detail Items