Service Request #25687

Programming and adding Vicon V942 IP cameras to Qognify

Status:	Closed	Customer:	FBOP MCC New York MS0109 (130104.001)
Priority:	P3 (Next Day)	Contact:	███████████
Type:	Service Contract		
Assigned To:	Jeff Cranor, Jeff McKenzie	Service Location:	Main Location ████████ NEW YORK, NY 10007
Date Created:	Sep 28, 2019	Bill To:	FBOP MCC New York MS0109 (130104.001) ████████ NEW YORK, NY 10007
Next Appt.:		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 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:	Needing assistance in programming the correct ONVIF port number in the camera
Material Required For Request:	N/A
Who Requested the service call :	███████

Detailed Description:

███████ 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.

Schedule

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

Equipment - No Equipment

No Comments

Details - No Detail Items