

Service Request #22855

Raid just crashed

Status:	Closed
Priority:	P3 (Next Day)
Type:	Service Contract
Assigned To:	Jeff Cranor, Jeff McKenzie, Justin Houston
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 Jeff Mckenzie

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

Jeffrey McKenzie | 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	Jeff Cranor, Justin Houston, Jeff McKenzie	Jeff is working on this.

Equipment - No Equipment

No Comments

Details - No Detail Items
