

# 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 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 844-802-0188
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 240-454-1777  
Email Address Jeffrey.mckenzie@signetinc.com

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  
12300 Kiln Ct Suite E, Beltsville, MD 20705  
Office:240-264-3295 | Mobile:240-454-1777 | Direct:  
Jeffrey.McKenzie@signetinc.com

#### Schedule

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

Equipment - No Equipment

#### Comments

##### Assignment Completed

by [REDACTED] on Mar 20, 2019, 2:45 PM

The assignment on Feb 28 - Mar 8, all-day for [REDACTED], [REDACTED] and [REDACTED] has been marked complete.

[PRIVATE]

back up and running after rebuilding the raid

#### Comment

by [REDACTED] on Feb 28, 2019, 2:06 PM

[PRIVATE]

Derek, Are you available to work on this if I get the customer on the line? Jeffrey McKenzie | Senior Customer Support Technician SigNet Technologies | Convergent Federal Solutions 12300 Kiln Ct Suite E, Beltsville, MD 20705 Office:240-264-3295 | Mobile:240-454-1777 | Direct: Jeffrey.McKenzie@signetinc.com This e-mail and any attachments to it are intended only for the identified recipients. It may contain proprietary or otherwise legally protected information of SigNet Technologies, Inc. Any unauthorized use or disclosure of this communication is strictly prohibited. If you have received this communication in error, please notify the sender and delete or otherwise destroy the e-mail and all attachments immediately. From: Jeffrey McKenzie Sent: Tuesday, February 26, 2019 4:36 PM To: 'Support' <Support@qognify.com> Subject: RE: PRO UNIT RAID REBUILD DOCUMENTATION REQUEST Thanks Derek. From: Support [mailto:Support@qognify.com] Sent: Tuesday, February 26, 2019 3:34 PM To: Jeffrey McKenzie <Jeffrey.McKenzie@signetinc.com>; Support <Support@qognify.com> Subject: RE: PRO UNIT RAID REBUILD DOCUMENTATION REQUEST 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) +1-845-201-5568 (M) +1-201-407-7471 Derek.Barr@qognify.com www.qognify.com CUSTOMER SUPPORT CONTACTS USA Toll Free +1-866-8954607 USA +1-201-377-3408 UK +44-203-1501-393 UK Toll Free +44-800-0488305 Israel +972-73-394-7900 France +33-170-70-0066 support@Qognify.com Germany +49-3419-288-035 Singapore +65-3163-3144 India +91-117-1279-047 Hong Kong +852-5808-6118 China +86-10-5357-3270 From: Jeffrey McKenzie <Jeffrey.McKenzie@signetinc.com> Sent: Tuesday, February 26, 2019 14:35 To: Support <Support@qognify.com> 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 Office:240-264-3295 | Mobile:240-454-1777 | Direct: Jeffrey.McKenzie@signetinc.com This e-mail and any attachments to it are intended only for the identified recipients. It may contain proprietary or otherwise legally protected information of SigNet Technologies, Inc. Any unauthorized use or disclosure of this communication is strictly prohibited. If you have received this communication in error, please notify the sender and delete or otherwise destroy the e-mail and all attachments immediately. From: Support [mailto:Support@qognify.com] Sent: Tuesday, February 26, 2019 2:28 PM To: Jeffrey McKenzie <Jeffrey.McKenzie@signetinc.com>; Support <Support@qognify.com> Subject: RE: PRO UNIT RAID REBUILD DOCUMENTATION

REQUEST Hi Jeff: I am searching but so far I am not finding anything specific – you want to do a foreground init of the RAID?

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**Assignment Created**

by [REDACTED] on Feb 28, 2019, 2:05 PM

The assignment on Feb 28 - Mar 8, all-day for [REDACTED], [REDACTED] and [REDACTED] has been created.

[PRIVATE]

Jeff is working on this.

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Details - No Detail Items

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