FS&S

CUSTOMER:	Army Reserve Bullville (AR#:CMIMAN)
STREET:	2500 NY Route 17K
CITY:	Bullville, NY 10915-0277

DESCRIPTION:	SERVICE
CALL TYPE:	Small Job
TROUBLE REPORTED:	01 Service Call Generic
WORK PERFORMED:	Conditions found: server off and unplugged from network.

Work done : powered up system and connected to network, was able to ping node 1 in training center. Used cobox to connect and node reported ok, checked all other programming info to verify settings. Called support and went thru system with support and trouble shot communication.

Was advised by support to re install software.

Took back up system and reinstalled software, rewired back up and panel 1 came on line and started un buffering events.

Trouble shot node 2&3 on 485 comes out of node 1, found wires on wrong terminal on node 1, connected too B terminal and panels came on line.

Trouble shot node 4 out in maintenance Bldg, found that panel was talking at panel, tried from fiber converter to panel and we hav communication.

Customer stated that internet is down out in maintenance Bldg.

And their network people will be on site shortly.

Went thru settings on system, created text file on how to add cards, pulled backup and info for system upgrade. Put all info on thumb drive in key box rm102

Network people showed up and was trouble shooting and foun all 12 strand of fiber are broken between bldgs. (Ratta; Kevin W on Dec 1, 2022)

PARTS	
QUANTITY	DESCRIPTION

IS JOB COMPLETE? **--**

Customer	**Employee**
Name:	Name: Kevin Ratta
Date: 12/01/2022 11:58 AM	Date: 12/01/2022 11:58 AM
Comments:	Comments:

Email

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