Service Invoice

FS&S **Fire, Security & Sound Systems Inc.**

(518) 250-4364

4 AVIS DRIVE   SUITE 110

LATHAM, NY 12110

License: NYS# 12000286670

NY Contract: PT68795

Accounting@FireSecuritySound.com

Invoice Date:	7/12/2022
Invoice ID:	14191

Billed to:

CMI Management

5285 Shawnee Road, Suite 510

Alexandria, VA 22312

liz.tran@cmimgmt.com

Service at:

Army Reserve Bullville

2500 NY Route 17K

Bullville, NY10915-0277

James.m.johnson1145.ctr@mail.mil

Work Order: 23929

Terms:

PO Number:

Item	Description	Quantity	Unit Price	Amount
Labor				
	On Site Labor	-2.50	160.00	-400.00
			Labor Subtotal	**-400.00**

A service charge of 3% monthly or 36% per annum will be charged on all amounts overdue on regular statement dates.

Questions or concerns? please email to: accounting@firesecuritysound.com

Thank you for your prompt payment!

Subtotal:	-400.00
Sales Tax:	0.00
Total Due:	**-400.00**

Notes :

6/23/2022
6/22/22. Arrived on site met with James.

Connected to the Amag symmetry server. James provided a timeline of when the system stopped working due to a power outage.

Try connecting to the nodes and used debug to verify if any activity between the server and the nodes.   With no activity found I tried pinging both nodes and could reach them.

Contacted Amag tech-support. Walked through a bunch of steps to try to get the nodes to talk but was unsuccessful. Support advised that I should disconnect the second note and just try to talk to the one. Was also informed that I should remove 485 communication.

Hung up from support and started working on just communicating to one node. Used co-box utility, and was still able to discover both nodes Ethernet ports independently. Remove 485 loop to see if the node would come back online and restarted node as advised by support.

With the note restarted, it still did not reconnect to the server. Contacted Support again and reviewed other settings. Use telnet utility to check the settings of the NIC card. NIC card was reporting properly and all settings including transfer rate, were correct.

Support advised that their conclusion is that the power spike had damaged the boards. They suggested we get one new board, and try to get the board talking to the server. When this is completed we can download to the new node and devices should become operational.

Contacted James and informed him of my findings with Tech Support. James advise he wants us to go ahead and get the new board for the training area that also controls the 485 communication, to the guard shack controller.