DataVox

PO # 163858   R # 451299

Bill To:

FORT BEND COUNTY JUSTICE CENTER
301 JACKSON ST
RICHMOND, TX 77469

Ship To:

FORT BEND COUNTY JUSTICE CENTER
1422 EUGENE HEIMANN CIRCLE
RICHMOND, TX 77469

Quantity	Item #	Item Description	Rate	Amount
1.67 STD ENGR-LABOR		Standard Engineer Labor	$220.00	$367.40
1.00 AV-STD-LABOR		Audio Visual Standard Labor	$125.00	$125.00
1.00 TRAVEL-LABOR		Travel Labor	$87.50	$87.50

Notes:

Problem Notes: Wed Apr 18 2018 16:10:16 GMT-0500 (Central Daylight Time) KAYLAB
Per emails -
Chad -
Yes it is on the old ticket as well I have to get our customer service to reopen it.
Customer service please make copy of 332267 with same PO on that ticket.
-Need to troubleshoot phones not registering on new network consistently.

Charles -
Chad,
This should be under our PO 163858.
We had thought that the issues were worked out, but they continue.
Someone from my team will be in touch tomorrow.

Charles King
I.T. Infrastructure Manager
(281) 341-4584
500 Liberty St.
Richmond, Texas 77469

Chad -
CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.
Direct call back 713-881-7113.

Chad -
Hello Charles,
Can you provide me with the details of the issues you are having with the phones and the new switches? I would like to do some research on the issues, meet with our resources, and come up with a plan of attack for these problems you are experiencing.

Problem Notes:
FBC has rolled out new switches in the Justice Center and the VLAN's may not be set up correctly for th voice. They are having problems supporting the Avaya IP telephones. They are sure that this is a network issue, because there are no other issues with the IP Phones in other locations.
Please have an engineer reach out to Charles King for details.

Solution Notes: Thu Apr 19 2018 10:11:01 GMT-0500 (Central Daylight Time) CHADH
analyzed Cisco switch configuration and DHCP scopes. I checked them and they look to be correct. The Cisco switch configuration looks correct as well.

Printed By: Accounting

We tried changing one of the DHCP scopes to use a different call server but that still did not work. I have engaged Tracy Moore to dispatch and look at the Avaya side.

4/20/2018 11:00 CST TRACYM
Went out onsite and found an issue with scope option 242 ASCI string. Had customer copy and paste good known string from the voice vlan scope to the data vlan scope to get working.

Subtotal		$579.90
Sales Tax		$0.00
Invoice Total		**$579.90**

Due Upon Receipt.
Past Due invoices will be assessed a finance charge of 1.5% per month.