

# SNACC Work Orders and Service Requests

CASE ID	Create Date	Status	Case Type 1	Site Id	Site Name	Impact	Case Description
25755034	11/7/2017 15:41	Closed Bus Apprvd	Technical Request	A04612D2	FAO - SOUTHERN NEVADA AREA COMM COUNCIL C/O CLARK COUNTY	Severity 2	Pos #15 (training room) configuration is not the same as radios in office. Missing jacks.
25777175	11/18/2017 17:24	Closed Bus Apprvd	Incident	A0461226	POTOSI - SOUTHERN NEVADA AREA COMM COUNCIL C/O CLARK COUNTY	Severity 2	NMO:SITE 26 AT ZONE2:TRUNKED SITE CHANNEL 2:OUT OF WIDE SERVICE, SITE IS NOT WIDE - .1.3.6.1.4.1.161.3.4.15.2.28
25742710	11/1/2017 13:29	Closed Bus Apprvd	Incident	A0461228	SPIRIT MOUNTAIN - SOUTHERN NEVADA AREA COMM COUNCIL C/O CLARK COUNTY	Severity 2	NMO:SPIRIT MTN:CHANNEL 1:MALFUNCTIONED, CHANNEL HW FAILURE
25757188	11/8/2017 12:44	Closed Bus Apprvd	Incident	A0461228	SPIRIT MOUNTAIN - SOUTHERN NEVADA AREA COMM COUNCIL C/O CLARK COUNTY	Severity 2	NMO:SPIRIT MTN:CHANNEL 2:MALFUNCTIONED, CHANNEL HW FAILURE
25770394	11/15/2017 10:16	Closed Bus Apprvd	Incident	A0461228	SPIRIT MOUNTAIN - SOUTHERN NEVADA AREA COMM COUNCIL C/O CLARK COUNTY	Severity 2	NMO:SPIRIT MTN:CHANNEL 4:MALFUNCTIONED, CHANNEL HW FAILURE

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25757187	11/8/2017 12:41	Closed Bus Apprvd	Incident	A0461228	SPIRIT MOUNTAIN - SOUTHERN NEVADA AREA COMM COUNCIL C/O CLARK COUNTY	Severity 2	NMO:SPIRIT MTN:CHANNEL 1:MALFUNCTIONED, CHANNEL HW FAILURE
25742723	11/1/2017 13:49	Closed Bus Apprvd	Incident	A046123307	ARDEN - SOUTHERN NEVADA AREA COMM COUNCIL C/O CLARK COUNTY	Severity 2	NMO:Z002S03307ICHAN04.IPS S7.SITE33.ZONE2:COMMUNICATION:FAULT MANAGER LOST COMMUNICATION TO THE DEVICE. REASON: TIMEOUT ON DEVICE RESPONSE.
25764222	11/13/2017 5:46	Closed Bus Apprvd	Incident	A04612D3	LV Detention Cen - SOUTHERN NEVADA AREA COMM COUNCIL C/O CLARK COUNTY	Severity 2	NMO:CONVENTIONAL SITE 2056 AT NMD3.ZONE2:CONVENTIONAL CHANNEL 4:DOWN, USER DISABLE CHANNEL - CONV CHANNEL 4 DISABLED - PORT(S): 8D 9D FROM SITE:2056
25768752	11/14/2017 14:07	Closed Bus Apprvd	Incident	A04612D3	LV Detention Cen - SOUTHERN NEVADA AREA COMM COUNCIL C/O CLARK COUNTY	Severity 1	NMO:MOTOROLA CALL PROCESSING SUBSYSTEM 2 AT ZONE2:ZC CONSOLE SITE LINK 1003.1:DOWN, NO ACTIVITY RECEIVED - .1.3.6.1.4.1.161.3.4.15.2.11
25764221	11/13/2017 5:34	Closed Bus Apprvd	Incident	A04612D3	LV Detention Cen - SOUTHERN NEVADA AREA COMM COUNCIL C/O CLARK COUNTY	Severity 1	NMO:Z02NMD003C01.NMD3.ZONE2:CCGW:MAJOR MALFUNCTION, LESS THAN 50% AVAILABLE - LIMITED CHANNELS ARE UP : UP:1 ,PARTIAL:0 ,DN:4 FROM SITE 2056

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25782772	11/22/2017 4:26	Closed Bus Apprvd	Incident	A0461228	SPIRIT MOUNTAIN - SOUTHERN NEVADA AREA COMM COUNCIL C/O CLARK COUNTY	Severity 2	NMO:CHAN3.SITE28.ZONE2:RECEIVER:CRITICAL FAILED, RX HARDWARE FAILURE
25756336	11/8/2017 3:07	Closed Bus Apprvd	Incident	A04612	Zone 2 Master Site-SOUTHERN NEVADA AREA COMM COUNCIL C/O CLARK COUNTY	Severity 1	NMO:111.221.233.20::Node down
25779213	11/20/2017 17:28	Closed Bus Apprvd	Incident	A0461229	OATMAN - SOUTHERN NEVADA AREA COMM COUNCIL C/O CLARK COUNTY	Severity 1	NMO:SITE 29 AT ZONE2:TRUNKED SITE:NOT WIDE TRUNKING, NO VOICE CHANNEL - .1.3.6.1.4.1.161.3.4.15.2.29
25761087	11/10/2017 3:21	Closed Bus Apprvd	Incident	A0461230	BC WATER TANK - SOUTHERN NEVADA AREA COMM COUNCIL C/O CLARK COUNTY	Severity 2	NMO:BC WATER TANK:CHANNEL 5:MALFUNCTIONED, CHANNEL HW FAILURE
25788182	11/27/2017 12:36	Closed Bus Apprvd	Incident	A0461223	ANGEL PEAK - SOUTHERN NEVADA AREA COMM COUNCIL C/O CLARK COUNTY	Severity 2	NMO:CHAN5.SITE23.ZONE2:SYNCHRONIZATION:FAULT INFORMATION FOR THIS DEVICE MAY BE OUT OF DATE. REASON: THERE MAY BE MISSING EVENT INFORMATION, A LOSS OF COMMUNICATION, OR A FAILURE TO SYNCHRONIZE WITH THE DEVICE.

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25777501	11/19/2017 6:59	Closed Bus Apprvd	Incident	A046123301	BROOKS - SOUTHERN NEVADA AREA COMM COUNCIL C/O CLARK COUNTY	Severity 2	NMO:Z002S03301ICHAN02.IPS S1.SITE33.ZONE2:RECEIVER:M AJOR FAILED, RX ILLEGAL CARRIER
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