

Help Desk > All Work Orders \*

**Tasks**

- Add Work Order
- Edit Work Order
- Copy Work Order
- Find Work Order

**See Also**

- Help Desk
- Help Desk Reports

**Search**

Work Order No.

Lookup Tables:

Drag a column header here to group by that column

Work ...	Date Entered	Summary	Requestor	Technician Assigned	Date Due	Priority	Type	IsParent	Parent W...	Assignme...
6047	6/30/2011 12:00:55 PM	Tolling Zone Controller LP49-501-RCU is down	Saline Creek East Arnold Hill		6/30/2011 4:33:06 PM	6 - Project	Emergency	1	6205	6205
6048	7/8/2011 11:16:07 AM	Tolling Zone Controller CCTR-701-RCU is down	FM3338 Eastbour Arnold Hill		7/8/2011 6:42:34 PM	7 - Mainte	Emergency	1	6206	6206
6049	7/8/2011 11:28:46 AM	Transaction Image Processor CCTR-701-TIP is down	FM3338 Eastbour Arnold Hill		7/11/2011 8:28:46 AM	4 - Medium	Emergency	1	6207	6207
6050	7/8/2011 11:29:56 AM	Tolling Zone Controller CCTR-702-RCU is down	FM3338 Westbou Arnold Hill		7/11/2011 8:29:56 AM	4 - Medium	Duplicate	1	6208	6208
6051	7/8/2011 11:31:12 AM	Tolling Zone Controller CCTR-701-RCU is down	FM3338 Eastbour Arnold Hill		7/11/2011 8:31:13 AM	4 - Medium	Duplicate	1	6209	6209
6052	7/10/2011 9:16:36 PM	VDAC CCTR-702-RVDAC-2 is down	FM3338 Westbou Arnold Hill		7/10/2011 10:05:37 AM	2 - Urgent	Emergency	1	6210	6210
6053	7/11/2011 1:36:36 PM	VDAC CCTR-702-RVDAC-2 is down	FM3338 Westbou Arnold Hill		7/14/2011 5:36:24 PM	1 - Critical	Emergency	1	6211	6211
6054	7/11/2011 2:01:36 PM	VDAC CCTR-702-RVDAC-2 is down	FM3338 Westbou Laredo District		7/14/2011 5:40:08 PM	1 - Critical	Emergency	1	6212	6212
6055	7/11/2011 7:46:38 PM	VDAC CCTR-702-RVDAC-2 is down	FM3338 Westbou Laredo District		7/14/2011 5:44:26 PM	1 - Critical	Duplicate	1	6213	6213
6056	7/14/2011 5:52:46 PM	Generator LP49-505-Generator is down	FM756 Eastboun Arnold Hill		7/15/2011 2:00:46 PM	3 - High	Emergency	1	6214	6214
6057	7/14/2011 6:01:54 PM	VDAC LP49-506-FVDAC-2 is down	FM756 Westboun Arnold Hill		7/15/2011 11:20:47 PM	1 - Critical	Emergency	1	6215	6215
6058	7/14/2011 6:10:13 PM	Tolling Zone Controller LP49-506-RCU is down	FM756 Westboun Arnold Hill		7/15/2011 2:00:14 PM	4 - Medium	Emergency	1	6216	6216
6059	7/14/2011 6:44:08 PM	Transaction Image Processor LP49-506-TIP is down	FM756 Westboun Arnold Hill		7/15/2011 8:48:10 PM	1 - Critical	Emergency	1	6217	6217
6060	7/14/2011 6:46:16 PM	Tolling Zone Controller LP49-505-RCU is down	FM756 Westboun Arnold Hill		7/15/2011 9:39:33 PM	1 - Critical	Emergency	1	6218	6218
6061	7/15/2011 2:07:02 AM	System Queue LP49-505/506 Queues is down	FM756 Westboun Arnold Hill		7/15/2011 9:52:51 PM	1 - Critical	Operational	1	6219	6219
6062	7/15/2011 12:42:09 PM	Tolling Zone Controller LP49-505-RCU is down	FM756 Eastboun Arnold Hill		7/15/2011 10:00:44 PM	1 - Critical	Duplicate	1	6220	6220
6063	7/19/2011 3:16:07 PM	Tolling Zone Controller SH45-606-RCU is down	Turnersville West Arnold Hill		7/20/2011 12:16:07 PM	4 - Medium	Emergency	1	6221	6221
6064	7/19/2011 3:22:14 PM	Tolling Zone Controller SH45-603-RCU is down	FM1625 Eastbour Arnold Hill		7/19/2011 10:21:19 PM	1 - Critical	Emergency	1	6222	6222
6065	7/26/2011 12:08:22 AM	PHS Queues SH45 PHS CSC TR Queue is down	WhatsUp Trevor Agnolin			1 - Critical	Emergency	1	6223	6223
6066	7/26/2011 12:08:31 AM	PHS Queues SH45 PHS Rate Queue is down	WhatsUp Trevor Agnolin			1 - Critical	Emergency	1	6224	6224
6067	7/26/2011 2:08:32 PM	System Queue LP49-505/506 Queues is down	WhatsUp Trevor Agnolin			1 - Critical	Operational	1	6225	6225
6068	7/30/2011 5:04:00 PM	Generator CCTR-701-GENERATOR is down	FM3338 Eastbour Arnold Hill		7/30/2011 9:18:49 PM	1 - Critical	Emergency	1	6226	6226
6069	7/30/2011 6:24:23 PM	Router CCTR-Router is down	FM3338 Westbou Arnold Hill		8/1/2011 2:00:24 PM	4 - Medium	Emergency	1	6227	6227
6070	7/31/2011 1:47:40 PM	System Queue CCTR-701 Queues is down	FM3338 Eastbour Arnold Hill		7/31/2011 5:49:12 PM	6 - Project	Operational	1	6228	6228
6071	7/31/2011 1:52:08 PM	System Queue SH130-361/362 Queues is down	Cameron Southbo Arnold Hill		7/31/2011 10:29:38 PM	6 - Project	Operational	1	6229	6229

Records: 25

Help Desk > All Work Orders \* Quick Stats

**Tasks**

- Add Work Order
- Edit Work Order
- Copy Work Order
- Find Work Order

**See Also**

- Help Desk
- Help Desk Reports

**Search**

Work Order No.

Lookup Tables:

Drag a column header here to group by that column

Work ...	Date Entered	Summary	Requestor	Technician Assigned	Date Due	Priority	Type	IsParent	Parent W...	Assignme...
6070	7/31/2011 1:47:40 PM	System Queue CCTR- 701 Queues is down	FM3338 Eastbour Arnold Hill		7/31/2011 5:49:12 PM	6 - Project	Operational	1	6228	6228
6071	7/31/2011 1:52:08 PM	System Queue SH130-361/362 Queues is down	Cameron Southbo Arnold Hill		7/31/2011 10:29:38 PM	6 - Project	Operational	1	6229	6229
6072	8/1/2011 4:00:33 PM	Tolling Zone Controller LP49-503-RCU is down	FM2493 Eastbour Arnold Hill		8/2/2011 1:00:33 PM	3 - High	Emergency	1	6230	6230
6073	8/2/2011 3:27:54 PM	Tolling Zone Controller LP49-503-RCU is down	FM2493 Eastbour Cindy Jeanes		8/3/2011 12:27:54 PM	3 - High	Emergency	1	6231	6231
6074	8/2/2011 8:59:13 PM	Tolling Zone Controller SH45-603-RCU is down	FM1625 Eastbour Arnold Hill		8/3/2011 2:00:13 PM	3 - High	Emergency	1	6232	6232
6075	8/2/2011 9:29:13 PM	Tolling Zone Controller SH45-605-RCU is down	Turnersville Eastb Arnold Hill		8/3/2011 2:00:13 PM	4 - Medium	Emergency	1	6233	6233
6076	8/3/2011 9:07:41 AM	Tolling Zone Controller LP49-503-RCU is down	FM2493 Eastbour Cindy Jeanes		8/3/2011 3:07:41 PM	4 - Medium	Duplicate	1	6234	6234
6077	8/3/2011 3:20:45 PM	Tolling Zone Controller LP49-502-RCU is down	Saline Creek Wes Arnold Hill		8/4/2011 12:20:45 PM	4 - Medium	Emergency	1	6235	6235
6078	8/8/2011 4:59:15 PM	Light Sensor SH45-603-LS is down	FM1625 Eastbour Arnold Hill		8/9/2011 2:33:40 PM	1 - Critical	Emergency	1	6236	6236
6079	8/10/2011 12:19:20 AM	VDAC SH130-361-RVDAC-1 is down	Cameron Northbor Arnold Hill		8/10/2011 2:45:05 PM	1 - Critical	Emergency	1	6237	6237
6080	8/11/2011 7:41:46 AM	Switch SH45-603-SWITCH is down	FM1625 Eastbour Arnold Hill		8/11/2011 2:58:36 PM	1 - Critical	Emergency	1	6238	6238
6081	8/11/2011 11:54:48 AM	Tolling Zone Controller SH45-603-RCU is down	FM1625 Eastbour Arnold Hill		8/11/2011 3:41:03 PM	1 - Critical	Emergency	1	6239	6239
6082	8/13/2011 7:47:00 AM	Generator CCTR-701-GENERATOR is down	FM3338 Eastbour Arnold Hill		8/25/2011 4:23:51 PM	1 - Critical	Emergency	1	6240	6240
6083	8/13/2011 8:52:50 AM	Router CCTR-Router is down	FM3338 Westbou Arnold Hill		8/13/2011 4:44:56 PM	1 - Critical	Duplicate	1	6241	6241
6084	8/13/2011 9:06:57 AM	DSRC Transmitter CCTR-701-DSRC-1 is down	FM3338 Eastbour Arnold Hill		8/14/2011 6:15:05 PM	1 - Critical	Emergency	1	6242	6242
6085	8/20/2011 4:19:18 PM	Tolling Zone Controller LP49-502-RCU is down	Saline Creek Wes Arnold Hill		8/22/2011 2:00:18 PM	4 - Medium	Emergency	1	6243	6243
6086	8/20/2011 7:15:45 PM	Tolling Zone Controller LP49-502-RCU is down	Saline Creek Wes Arnold Hill		8/22/2011 2:00:45 PM	4 - Medium	Duplicate	1	6244	6244
6087	8/20/2011 7:16:45 PM	Tolling Zone Controller LP49-501-RCU is down	Saline Creek East Arnold Hill		8/22/2011 2:00:45 PM	4 - Medium	Emergency	1	6245	6245
6088	8/20/2011 7:36:53 PM	Transaction Image Processor LP49-501-TIP is down	Saline Creek East Arnold Hill		8/22/2011 2:00:54 PM	4 - Medium	Operational	1	6246	6246
6089	8/22/2011 5:40:38 PM	Router LP49-502-ROUTER is down	Saline Creek Wes Arnold Hill		8/24/2011 2:00:38 PM	4 - Medium	Emergency	1	6247	6247
6090	8/23/2011 1:06:31 AM	System Queue LP49-501/502 Queues is down	WhatsUp Technician Queue			1 - Critical	Duplicate	1	6248	6248
6091	8/23/2011 9:11:28 AM	DSRC Transmitter CCTR-701-DSRC-1 is down	FM3338 Eastbour Arnold Hill		8/24/2011 6:05:08 PM	1 - Critical	Emergency	1	6249	6249
6092	8/23/2011 9:11:29 AM	DSRC Transmitter CCTR-702-DSRC-1 is down	FM3338 Westbou Arnold Hill		8/24/2011 6:09:51 PM	1 - Critical	Emergency	1	6250	6250
6093	8/24/2011 4:46:28 PM	Router CCTR-Router is down	FM3338 Westbou SDi		8/25/2011 1:46:28 PM	3 - High	Emergency	1	6251	6251
6094	8/24/2011 6:13:07 PM	Cameron NB (361) Camera RCAM1	Cameron Northbor Siemens		8/25/2011 10:05:07 AM	2 - Urgent	Emergency	1	6252	6252
6095	8/25/2011 12:07:33 AM	System Queue CCTR- 701 Queues is down	WhatsUp Arnold Hill		8/25/2011 7:30:05 PM	6 - Project	Emergency	1	6253	6253
6096	8/26/2011 4:13:41 PM	Tolling Zone Controller LP49-501-RCU is down	Saline Creek East Arnold Hill		8/29/2011 1:13:41 PM	4 - Medium	Emergency	1	6254	6254
6097	8/26/2011 4:13:41 PM	Tolling Zone Controller LP49-502-RCU is down	Saline Creek Wes Arnold Hill		8/29/2011 1:13:41 PM	4 - Medium	Duplicate	1	6255	6255
6098	8/26/2011 4:24:13 PM	Transaction Image Processor LP49-501-TIP is down	Saline Creek East			1 - Critical	Emergency	1	6256	6256

[[Date Entered < 09/01/2011]] AND [[Date Entered > 07/31/2011]]

Records: 29

**Tasks**

- Add Work Order
- Edit Work Order
- Copy Work Order
- Find Work Order

**See Also**

- Help Desk
- Help Desk Reports

**Search**

Work Order No.

Lookup Tables:

Help Desk > All Work Orders \* Quick Stats

Drag a column header here to group by that column

Work ...	Date Entered	Summary	Requestor	Technician Assigned	Date Due	Priority	Type	IsParent	Parent W...	Assignme...
6099	9/2/2011 8:08:46 PM	PHS Queues Tyler PHS CSC TR Queue is down	WhatsUp	Arnold Hill	9/6/2011 7:43:14 PM	6 - Project	Operational	1	6257	6257
6100	9/3/2011 12:05:50 PM	System Queue LP49-501/502 Queues is down	WhatsUp	Arnold Hill		6 - Project	Operational	1	6258	6258
6101	9/3/2011 1:05:48 PM	System Queue LP49-505/506 Queues is down	WhatsUp	Arnold Hill	9/6/2011 7:37:12 PM	6 - Project	Operational	1	6259	6259
6102	9/4/2011 11:05:49 AM	System Queue LP49-505/506 Queues is down	WhatsUp	Arnold Hill	9/5/2011 7:51:54 PM	6 - Project	Operational	1	6260	6260
6103	9/4/2011 2:05:50 PM	System Queue LP49-503/504 Queues is down	WhatsUp	Arnold Hill	9/6/2011 7:29:17 PM	6 - Project	Operational	1	6261	6261
6104	9/4/2011 10:05:50 PM	System Queue LP49-505/506 Queues is down	WhatsUp	Arnold Hill	9/6/2011 7:24:13 PM	6 - Project	Operational	1	6262	6262
6105	9/5/2011 6:05:51 PM	System Queue LP49-503/504 Queues is down	WhatsUp	Arnold Hill	10/8/2011 7:14:39 PM	6 - Project	Operational	1	6263	6263
6106	9/6/2011 2:05:52 AM	System Queue LP49-501/502 Queues is down	WhatsUp	Arnold Hill	9/8/2011 7:06:00 PM	6 - Project	Operational	1	6264	6264
6107	9/7/2011 9:05:26 PM	Tolling Zone Controller SH45-603-RCU is down	FM1625 Eastbour	Arnold Hill	9/8/2011 2:00:26 PM	3 - High	Emergency	1	6265	6265
6108	9/8/2011 12:20:27 AM	Tolling Zone Controller SH45-603-RCU is down	FM1625 Eastbour	Arnold Hill	9/8/2011 2:00:27 PM	3 - High	Emergency	1	6266	6266
6109	9/8/2011 8:29:11 AM	Router LP49-506-ROUTER is down	FM756 Westboun	Arnold Hill	9/8/2011 2:29:12 PM	3 - High	Emergency	1	6267	6267
6110	9/9/2011 11:31:24 AM	Generator LP49-501-GENERATOR is down	Saline Creek East	Arnold Hill	9/12/2011 8:31:24 AM	4 - Medium	Emergency	1	6268	6268
6111	9/10/2011 4:45:35 PM	IRU SH130-362-IRU is down	Cameron Southbo	Technician Queue		1 - Critical	Emergency	1	6269	6269
6112	9/15/2011 3:20:32 PM	Tolling Zone Controller SH45-606-RCU is down	Turnersville West	Arnold Hill	9/16/2011 12:20:32 PM	3 - High	Emergency	1	6270	6270
6113	9/15/2011 6:23:17 PM	Router CCTR-Router is down	FM3338 Westbou	Arnold Hill	9/16/2011 2:00:18 PM	3 - High	Emergency	1	6271	6271
6114	9/16/2011 2:20:39 PM	Tolling Zone Controller SH45-606-RCU is down	Turnersville West	Arnold Hill	9/19/2011 11:20:40 AM	3 - High	Emergency	1	6272	6272
6115	9/16/2011 2:20:39 PM	Tolling Zone Controller SH45-601-RCU is down	Mainline Eastbour	Technician Queue	9/19/2011 11:20:40 AM	3 - High	Emergency	1	6273	6273
6116	9/19/2011 12:30:15 AM	Router LP49-506-ROUTER is down	FM756 Westboun	Arnold Hill	9/19/2011 2:00:15 PM	3 - High	Emergency	1	6274	6274
6117	9/23/2011 8:35:39 AM	Light Sensor SH45-603-LS is down	FM1625 Eastbour	Arnold Hill	9/23/2011 5:46:22 PM	1 - Critical	Emergency	1	6275	6275
6118	9/28/2011 2:49:04 PM	Tolling Zone Controller LP49-505-RCU is down	FM756 Eastboun	Arnold Hill	9/28/2011 7:12:17 PM	1 - Critical	Emergency	1	6276	6276
6119	9/29/2011 1:17:18 PM	Tolling Zone Controller LP49-505-RCU is down	FM756 Eastboun	Arnold Hill	9/29/2011 6:07:47 PM	1 - Critical	Emergency	1	6277	6277

[(Date Entered < 10/01/2011) AND (Date Entered > 09/31/2011)] Records: 21

System	Type	ID	Description	Resolution	Open	Arrive	Clear
LP49-505 (FM756 EB)	Generator	6056	Generator LP49-505- Generator is down	AC Power to the site is failing and generator has start to support the site. Raytheon will monitor to ensure that the power is returned.	7/14/11 10:52 PM	7/14/11 10:55 PM	7/14/11 11:15 PM
LP49-506 (FM756 WB)	VDAC	6057	VDAC LP49-506-FVDAC-2 is down	FVDAC2 is not responding to reset commands. Raytheon shall continue to try and command the unit back to life but if necessary shall have the District replace the unit tomorrow. Raytheon assisted the district with the replacement of the unit to clear the issue. Unit is being return to vendor with a motor control failure.	7/14/11 11:01 PM	7/14/11 11:01 PM	7/14/11 11:20 PM



System	Type	ID	Description	Resolution	Open	Arrive	Clear
SH45SE-606 (TURNERSVILLE WB)	Tolling Zone Controller	6063	Tolling Zone Controller SH45-606-RCU is down	This failure was a false alarm	7/19/11 8:16 PM	7/19/11 8:31 PM	7/19/11 8:31 PM
SH45SE-603 (FM1625 EB)	Tolling Zone Controller	6064	Tolling Zone Controller SH45-603-RCU is down	This failure was a false alarm	7/19/11 8:22 PM	7/19/11 8:22 PM	7/19/11 9:00 PM

System	Type	ID	Description	Resolution	Open	Arrive	Clear
--------	------	----	-------------	------------	------	--------	-------

System	Type	ID	Description	Resolution	Open	Arrive	Clear
CCTR-701 (FM3338 EB)	Tolling Zone Controller	6048	Tolling Zone Controller CCTR-701-RCU is down	Raytheon is on site work on the HVAC. The door of the cabinet are open and this is causing the high temperature alarm because of the high outside temperatures. Raytheon does expect the TIP to be commanded to Shut Down before the repairs can be completed. District was unable to assist due to manpower not available.	7/8/11 4:16 PM	7/8/11 4:42 PM	7/8/11 7:42 PM
CCTR-701 (FM3338 EB)	Transaction Image Processor	6049	Transaction Image Processor CCTR-701-TIP is down	TIP shutdown due to high outside temperature while HVAC is being replaced by Raytheon. Unit has been returned to operational status and all transaction sent to the PHS.	7/8/11 4:28 PM	7/8/11 4:45 PM	7/8/11 6:19 PM

System	Type	ID	Description	Resolution	Open	Arrive	Clear
CCTR-702 (FM3338 WB)	Duplicate	6050	Tolling Zone Controller CCTR-702-RCU is down	Duplicate of WO 6048	7/8/11 4:29 PM	7/8/11 4:33 PM	7/8/11 6:33 PM
CCTR-701 (FM3338 EB)	Duplicate	6051	Tolling Zone Controller CCTR-701-RCU is down	Duplicate of WO 6048	7/8/11 4:31 PM	7/8/11 4:34 PM	7/8/11 6:23 PM
CCTR-702 (FM3338 WB)	VDAC	6052	VDAC CCTR-702-RVDAC-2 is down	Unit has failed to respond to polling from the TZC and has been reset automatically.	7/11/11 2:16 AM	7/11/11 3:36 AM	7/11/11 4:36 AM
CCTR-702 (FM3338 WB)	VDAC	6053	VDAC CCTR-702-RVDAC-2 is down	Raytheon is monitoring this unit because of continuing failures. If failures continue a replacement will be installed.	7/11/11 6:36 PM	7/11/11 6:45 PM	7/11/11 7:00 PM



System	Type	ID	Description	Resolution	Open	Arrive	Clear
SH45SE-603 (FM1625 EB)	Tolling Zone Controller	6074	Tolling Zone Controller SH45-603-RCU is down	Raytheon is monitoring	8/3/11 1:59 AM	8/3/11 2:00 AM	8/3/11 3:23 AM
SH45SE-605 (TURNERSVILLE EB)	Tolling Zone Controller	6075	Tolling Zone Controller SH45-605-RCU is down	Raytheon is monitoring	8/3/11 2:29 AM	8/3/11 3:30 AM	8/3/11 4:30 AM
SH45SE-603 (FM1625 EB)	Light Sensor	6078	Light Sensor SH45-603-LS is down	Timeout occurred for a camera and a power supply reset was required. Light Sensor require additional time. Unit is operational.	8/8/11 9:59 PM	8/8/11 10:15 PM	8/8/11 10:33 PM
SH45SE-603 (FM1625 EB)	Switch	6080	Switch SH45-603-SWITCH is down	Raytheon was unable to communicate to the site through the switch and has sent the Level 1 to investigate. Level 1 found the AC power to the unit off. Power was restored.	8/11/11 12:41 PM	8/11/11 1:58 PM	8/11/11 3:58 PM

System	Type	ID	Description	Resolution	Open	Arrive	Clear
SH45SE-603 (FM1625 EB)	Tolling Zone Controller	6081	Tolling Zone Controller SH45-603-RCU is down	This ticket was caused by the lost of communication to the switch. the problem was resolved when the power was restored.	8/11/11 4:54 PM	8/11/11 5:41 PM	8/11/11 7:41 PM
LP49-503 (FM2493 EB)	Tolling Zone Controller	6072	Tolling Zone Controller LP49-503-RCU is down	Raytheon is monitoring the condition of this unit. the temp is at 31 C and holding	8/1/11 9:00 PM	8/1/11 9:30 PM	8/1/11 10:11 PM
LP49-503 (FM2493 EB)	Tolling Zone Controller	6073	Tolling Zone Controller LP49-503-RCU is down	Duplicated of WO 6072 Raytheon has arranged for the District to meet at 8 AM on 8/3 to replace the unit.	8/2/11 8:27 PM	8/2/11 9:13 PM	8/2/11 10:13 PM
LP49-503 (FM2493 EB)	Duplicate	6076	Tolling Zone Controller LP49-503-RCU is down	Duplicated of WO 6072 Raytheon has arranged for the District to meet at 8 AM on 8/3 to replace the unit.	8/3/11 2:07 PM	8/3/11 2:35 PM	8/3/11 3:35 PM

System	Type	ID	Description	Resolution	Open	Arrive	Clear
LP49-502 (Saline WB)	Tolling Zone Controller	6077	Tolling Zone Controller LP49-502-RCU is down	Raytheon is monitoring	8/3/11 8:20 PM	8/3/11 8:40 PM	8/3/11 9:40 PM
LP49-502 (Saline WB)	Tolling Zone Controller	6085	Tolling Zone Controller LP49-502-RCU is down	Raytheon is monitoring and expect the temperature to recover after sunset.	8/20/11 9:19 PM	8/20/11 9:24 PM	8/20/11 10:00 PM
LP49-502 (Saline WB)	Duplicate	6086	Tolling Zone Controller LP49-502-RCU is down	Duplicate of WO 6085.	8/21/11 12:15 AM	8/21/11 12:28 AM	8/21/11 12:45 AM
LP49-501 (Saline EB)	Tolling Zone Controller	6087	Tolling Zone Controller LP49-501-RCU is down	Raytheon is monitoring this site. The temperature inside the cabinet has return to normal and should be able to continue to support the site.	8/21/11 12:16 AM	8/21/11 12:37 AM	8/21/11 12:45 AM

System	Type	ID	Description	Resolution	Open	Arrive	Clear
LP49-501 (Saline EB)	Transaction Image Processor	6088	Transaction Image Processor LP49-501-TIP is down	The IRU temperature has risen above the acceptable level that Raytheon allow the TIP to operate in. The TIP is shut down until the temperature return to a level below 30 degree C. Raytheon has check and verify that all function have return to the TIP and all transactions have been moved to the PHS.	8/21/11 12:36 AM	8/21/11 12:42 AM	8/21/11 12:50 AM

System	Type	ID	Description	Resolution	Open	Arrive	Clear
LP49-502 (Saline WB)	Router	6089	Router LP49-502-ROUTER is down	The service provider is working the issue and has created a ticket. This problem was on running for over a day and required the assistance of Raytheon to restart the services after the service had been return. The router OS will shut down after the signal to the unit is absent for an extended period. A complete reset of the router was required to restart the unit.	8/22/11 10:40 PM	8/22/11 11:26 PM	8/23/11 12:26 AM
LP49-501 (Saline EB)	Tolling Zone Controller	6096	Tolling Zone Controller LP49-501-RCU is down	Raytheon is monitoring the issue. After 2 hour the temperature has return to normal range.	8/26/11 9:13 PM	8/26/11 10:34 PM	8/26/11 11:34 PM

System	Type	ID	Description	Resolution	Open	Arrive	Clear
LP49-502 (Saline WB)	Duplicate	6097	Tolling Zone Controller LP49-502-RCU is down	This is a repeat of WO 6096	8/26/11 9:13 PM	8/26/11 9:47 PM	8/26/11 10:47 PM
LP49-501 (Saline EB)	Transaction Image Processor	6098	Transaction Image Processor LP49-501-TIP is down	TIP shutdown during over temp condition. All services have been restarted.	8/26/11 9:24 PM	8/26/11 9:50 PM	8/26/11 10:50 PM

System	Type	ID	Description	Resolution	Open	Arrive	Clear
CCTR-701 (FM3338 EB)	Generator	6082	Generator CCTR-701-GENERATOR is down	Utility power is down in the tolling site area. When the site is running on generator it also means that the router located at plaza is on backup power. The plaza has a generator but it is disabled. This may need to be addressed by TxDOT because the UPS will not hold the power up beyond 1 hour.	8/13/11 12:47 PM	8/13/11 1:23 PM	8/13/11 2:23 PM

System	Type	ID	Description	Resolution	Open	Arrive	Clear
CCTR-702 (FM3338 WB)	Router	6083	Router CCTR-Router is down	The service provider network is down. SDi has started a ticket with the local service provider. Service has been restarted.	8/13/11 1:52 PM	8/13/11 2:44 PM	8/13/11 3:44 PM
CCTR-701 (FM3338 EB)	DSRC Transmitter	6084	DSRC Transmitter CCTR-701-DSRC-1 is down	There is a 48 VDC power supply failure. The District has been informed of the problem but they do not have anyone available today to repair the problem. The District has arrived at the site and found the both 48 VDC module had failed. A replacement has been installed.	8/13/11 2:06 PM	8/13/11 2:49 PM	8/13/11 3:49 PM

System	Type	ID	Description	Resolution	Open	Arrive	Clear
CCTR-701 (FM3338 EB)	DSRC Transmitter	6091	DSRC Transmitter CCTR-701-DSRC-1 is down	Unit failed respond to power resets. Raytheon discovered that the 48VDC power for the RF part of the DSRC was not functioning. The District was informed to replace the failed unit as soon as possible. August 24th 10 AM the tech from the District has replaced the 48VDC supply and the DSRC for the EB and WB RF unit are functional.	8/23/11 2:11 PM	8/23/11 3:05 PM	8/23/11 5:05 PM
CCTR-702 (FM3338 WB)	DSRC Transmitter	6092	DSRC Transmitter CCTR-702-DSRC-1 is down	Unit failed respond to power resets. Raytheon discovered that the 48VDC power for the RF part of the DSRC was not functioning. The District was informed to replace the failed unit as soon as possible. August 24th 10 AM the tech from the District has replaced the 48VDC supply and the DSRC for the EB and WB RF unit are functional.	8/23/11 2:11 PM	8/23/11 3:08 PM	8/23/11 5:08 PM

System	Type	ID	Description	Resolution	Open	Arrive	Clear
CCTR-702 (FM3338 WB)	Router	6093	Router CCTR-Router is down	The service provider network is down. SDi has started a ticket with the local service provider. Service has been restarted.	8/24/11 9:46 PM	8/24/11 10:10 PM	8/24/11 11:10 PM
SH45SE-603 (FM1625 EB)	Tolling Zone Controller	6107	Tolling Zone Controller SH45-603-RCU is down	HVAC temperature alert. The failure lasted one hour and Raytheon shall continue to monitor the issue	9/8/11 2:05 AM	9/8/11 2:30 AM	9/8/11 3:30 AM
SH45SE-603 (FM1625 EB)	Tolling Zone Controller	6108	Tolling Zone Controller SH45-603-RCU is down	The unit has repeated the same failure as earlier today and again for one hour.	9/8/11 5:20 AM	9/8/11 5:30 AM	9/8/11 6:00 AM
SH130-362 (Cameron SB)	Tolling Zone Controller	6111	IRU SH130-362-IRU is down	The HVAC had a fifteen minutes failure. Raytheon will monitor.	9/10/11 9:45 PM	9/10/11 9:45 PM	9/10/11 10:00 PM
SH45SE-606 (TURNERSVILLE WB)	Tolling Zone Controller	6112	Tolling Zone Controller SH45-606-RCU is down	The HVAC had a fifteen minute failure. Raytheon will continue to monitor.	9/15/11 8:20 PM	9/15/11 8:33 PM	9/15/11 8:40 PM
SH45SE-606 (TURNERSVILLE WB)	Tolling Zone Controller	6114	Tolling Zone Controller SH45-606-RCU is down	Short temperature alert. System has return to normal.	9/16/11 7:20 PM	9/16/11 7:20 PM	9/16/11 7:25 PM

System	Type	ID	Description	Resolution	Open	Arrive	Clear
SH45SE-601 (MAINLINE EB)	Tolling Zone Controller	6115	Tolling Zone Controller SH45-601-RCU is down	Short temperature alert. Raytheon is monitoring.	9/16/11 7:20 PM	9/16/11 7:23 PM	9/16/11 7:25 PM
SH45SE-603 (FM1625 EB)	Light Sensor	6117	Light Sensor SH45-603-LS is down	Light Sensor delayed restart after camera required restart.	9/23/11 1:35 PM	9/23/11 1:40 PM	9/23/11 1:40 PM
CCTR-702 (FM3338 WB)	Router	6113	Router CCTR-Router is down	Network failure during the night. Raytheon will notify the service provider tomorrow if the service has not return. Service return at 1:46AM on the 16th.	9/15/11 11:23 PM	9/15/11 11:59 PM	9/16/11 12:15 AM
LP49-506 (FM756 WB)	Router	6109	Router LP49-506- ROUTER is down	Short network failure in the FM756 ramp area. The failure was short and no ticket with the service provider was necessary	9/8/11 1:29 PM	9/8/11 2:06 PM	9/8/11 3:00 PM
LP49-501 (Saline EB)	Generator	6110	Generator LP49-501- GENERATOR is down	NULL	9/9/11 4:31 PM	9/9/11 5:14 PM	9/9/11 9:14 PM
LP49-506 (FM756 WB)	Router	6116	Router LP49-506- ROUTER is down	Network outage that only lasted about an hour.	9/19/11 5:30 AM	9/19/11 5:41 AM	9/19/11 6:00 AM

System	Type	ID	Description	Resolution	Open	Arrive	Clear
LP49-505 (FM756 EB)	Tolling Zone Controller	6118	Tolling Zone Controller LP49-505-RCU is down	Cabinet over heat but return to normal	9/28/11 7:49 PM	9/28/11 7:50 PM	9/28/11 8:12 PM
LP49-505 (FM756 EB)	Tolling Zone Controller	6119	Tolling Zone Controller LP49-505-RCU is down	Raytheon is monitoring he issue. The cabinet reached 35 C but return to normal. Will continue to monitor the site.	9/29/11 6:17 PM	9/29/11 7:07 PM	9/29/11 9:07 PM