

Browser tabs: PID 2-7-17,ab - G... | Calendar - Mon... | SCAPT Conferenc... | Employee Service | MaintenanceDirect | Closed Tickets | [Profile]

URL: <https://svcdeskuihand2.org/user/reporting?id=3d2f14cb-4a4f-43fd-bca2-cb0e1a66756d&tutorialIdentifier=0>

**SACRAMENTO TWO**

Search in Menu [x] [v]

- Existing Tickets [v]
- Open Tickets [v]
- Closed Tickets [v]**
- Create New Ticket [v]
- Hardware [v]
- Software [v]
- Network [v]
- Telephone [v]
- Unlisted/Other [v]

Buttons: Save | Update | Change History Settings | Print [x]

Category: Network Connectivity Incidents | Number: HQA9336AAA | Opened: 2/10/2017 8:22:59 AM

Related Items: Incidents: 24 | Status: Closed | Customer: Jessica McElroy

Details | History | Attachments

History:

#2 [v] [0] [0] [2]

Created on 2/10/2017 10:00 AM | Type is Audit History | Added by Jonnita Smalls  
- Incident closed.

Created on 2/10/2017 8:22 AM | Type is Audit History | Added by System  
- New incident created.

- Search in Menu
- Existing Tickets
- Open Tickets
- Closed Tickets**
- Create New Ticket
- Hardware
- Software
- Network
- Telephone
- Unlisted/Other

**Save** **Update** **Change History Settings** **Print**

**Category:** Network Connectivity  
**Number:** H2A9336AAA  
**Opened:** 2/10/2017 8:22:59 AM  
**Related Items:** Incidents: 24  
**Status:** Closed  
**Customer:** Jessica McElroy

**Details** **History** **Attachments**

**Description:**

**B I U**

The internet is not working at RNE Transportation hub. It was just reported that that the white boxes (Wifi) that are in the ceiling and walls are red. It was stated that it has been down since last week.

**Custom Fields**

**Campus Location:** Richland Northeast High

**Room Location:** RNE Transportation Portables

**Resolution:**

**B I U**

Turned off the power strip the switch was connected to. Once everything came back up the WiFi was connecting and the telephones were working.