



SERVICE WORKORDER

SYNERGY IT SOLUTIONS INC.
245 Matheson Blvd E #5A,
MISSISSAUGA, ON L4Z 3C9
www.synergyit.ca
service@synergyit.ca
TEL : 905 502 5955
FAX : 905 502 5655

CUSTOMER : Impulse GDS
Att : Kim Swaris

SITE ADDRESS :
180 Traders Blvd, Mississauga
Ontario, Canada L4Z 1W7

Work Order No. 600011298

Work Order Date : 11 Oct, 2017
Tech Assigned : Hiren

SCOPE OF WORK

Upgrade firmware on Dell Rack UPS 1000W to clear Alarm 149 related to degraded battery

Terms and Conditions - Synergy IT will not be responsible for any unexpected error or system crash that may occur during troubleshooting and/or Hardware/Software/ Network upgrade etc. resulting in a permanent loss of programs and data on Customers hard drive. It is Customers responsibility to provide uncorrupted restorable back-up on appropriate electronic media. In no event will Synergy IT be liable for any damages or loss of profits resulting from any downtime. Best efforts will be made to resolve the issues.

WORK PERFORMED

- Shutdown ISDC01 and Rackstation, connected them to APC UPS and turned them on.
- Removed additional power supplies of ISKDS02 and ISESK001 from DELL Rack UPS 1000W. → Reconnected Battery cables in UPS.
- Connected UPS with ISESK0 server using USB cable, installed DELL firmware upgrade tool on server, connected UPS with DELL firmware upgrade tool and started upgrading firmware.
- After upgrading UPS firmware, cleared the UPS Alarms and UPS started working in normal charging mode.

Parts (if used) → Need to check status of UPS after 2 days.
→ Checked load on all UPS.

Date : OCT 11, 2017 **Time in :** 4:40 PM

Time out : 5:40 PM

By signing below Customer agrees that work performed is to his/her satisfaction. There will be minimum one hour service charge billable. Additional time will be billed half-hourly. Travel charges will be applicable.

SIGNED BY (Print Name) : KIM SWARIS

SIGNATURE :

Authorized Business Partner

Microsoft

vmware

CITRIX

IBM

CISCO

hp

xerox

LEXMARK