From: Murray Shafiroff <murray.shafiroff@boston.gov>
Sent: Wednesday, September 16, 2015 7:02 AM EDT
To: Abhishek Khule <Abhishek Khule <akhule@bphc.org>>; Alexandros Pelekanakis <Alexandros Pelekanakis <apelekanakis@genetec.com>>; Anne Vaillancourt <Anne Vaillancourt <availlancourt@genetec.com>>; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Brian Barcelou <Brian Barcelou <brian.barcelou@pd.boston.gov>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; Daniel Keeler <Daniel Keeler <daniel.keeler@pd.boston.gov>>; Don Burgess <Don Burgess <don.burgess@boston.gov>>; Donna Morris <Donna Morris <donna.morris@boston.gov>>; Jarrod Fullerton <Jarrod Fullerton <jfullerton@genetec.com>>; Jeff Beers <Jeff Beers <jbeers@bphc.org>>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>>; Larry Louis <Larry Louis <larry.louis@boston.gov>>; Michael Kane <Michael Kane <michael.kane@boston.gov>>; Robert Slade <Robert Slade <robert.slade@boston.gov>>; Tom Deloriea <Tom Deloriea <tom.deloriea@isilon.com>>; Vincent Stancato <Vincent Stancato <vincent.stancato@pd.boston.gov>>; William Joyce <William Joyce <william.joyce@boston.gov>>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>>; Zebedeo Pena <Zebedeo Pena <zpena@genetec.com>>; bhenry@mbta.com <bhenry@mbta.com>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Jason Marshall <Jason Marshall <jason.marshall@pd.boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; jwagner@vidsys.com <jwagner@vidsys.com>; jwarchol@bpl.org; Mike Driscoll <Mike Driscoll <mdriscoll@dvtel.com>>; mfrench@lan-tel.com <mfrench@lan-tel.com>; Mike Lynch (DoIT) < Mike Lynch (DoIT) <mike.lynch@boston.gov>>; Nelson Vasconcelos <Nelson Vasconcelos <nelson.vasconcelos@siemens.com>>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; Stephanie Nappi <Stephanie Nappi <stephanie.nappi@siemens.com>>
Subject: Agenda- Camera Meeting 9/16
Attachment(s): "Agenda- Security Camera Strategy 09-16-15.docx"

Guys,

Please find attached the Agenda for today's meeting.

We will be going back to the regular time of 9:00Am and meeting weekly.

Thanks
Murray

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Thursday, August 27, 2015 10:31 AM EDT
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: Fwd: BPD CIMS Upgrade proposal
Attachment(s): "CIMS Boston 2015 Upgrade Proposal.pdf","ATT00001.htm"

Andrew
Here is an updated proposal for the Boston Police Upgrade.

Please call me if you have any questions .

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

Begin forwarded message:

> **From:** "Vickie Balaschi" <VBalaschi@Lan-Tel.com>
> **To:** "Eric Johnson" <ejohnson@Lan-Tel.com>
> **Subject: RE: BPD CIMS Upgrade proposal**
>
> Here is the proposal with the cover page
>
> ---
>
> **From:** Eric Johnson
> **Sent:** Wednesday, August 26, 2015 5:40 PM
> **To:** John Bartolomucci <jbarts@lan-tel.com>; Vickie Balaschi <VBalaschi@Lan-Tel.com>
> **Subject:** BPD CIMS Upgrade proposal
>
> Need to proof read and a cover page > I have to send to Andrew

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Thursday, August 27, 2015 10:48 AM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: BPD CIMS Upgrade proposal

Thanks so much Eric. We'll get back to you ASAP. Have a great day.

_____

Andrew Murphy
Regional Planner

City of Boston
Office of Emergency Management

Sent from my iPhone

On Aug 27, 2015, at 10:31 AM, Eric Johnson <ejohnson@lan-tel.com> wrote:

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>
> <CIMS Boston 2015 Upgrade Proposal.pdf>

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Friday, August 28, 2015 2:30 PM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: BPD CIMS Upgrade proposal

Hi Eric. Would it be possible for you to split this proposal up into 3 phases? We'll be working with 2 different grant years and likely will have to split the work up between now and Dec 31 then the remainder of the project beginning in 2016. 3 phases would allow us to allocate money to this upgrade without fully expending what we have left to cover maintenance for November and December on the system. It's possible we'd be able to pay for 2 of the 3 phases before the next grant is released but it all depends on how much the invoices come in for monthly maintenance through the end of the year.

I don't know if it makes sense to divide it by 3 and then address the areas that have the most outages/service calls or perhaps you could do it by neighborhood/physical location. That's certainly your call, whatever you think is best. I may have made this more confusing than it needs to be. Sorry about that. I'm headed out of the office over to the EOC but can be reached on my cell (617-686-5208) if you have any questions. Thanks so much Eric and have a great weekend.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Thu, Aug 27, 2015 at 10:31 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

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>
> > **From:** "Vickie Balaschi" <VBalaschi@Lan-Tel.com>
> > **To:** "Eric Johnson" <ejohnson@Lan-Tel.com>
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Subject: BPD CIMS Upgrade proposal

Need to proof read and a cover page > I have to send to Andrew

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, September 02, 2015 8:44 AM EDT
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: Vickie Balaschi <Vickie Balaschi <VBalaschi@Lan-Tel.com>>; John Bartolomucci <John Bartolomucci <jbarts@lan-tel.com>>
Subject: BPD Upgrade Proposal
Attachment(s): "BPD 2015 Upgrade Proposal- Phase 1 FINAL.docx","BPD 2015 Upgrade Proposal- Phase 2 FINAL.docx","BPD 2015 Upgrade Proposal- Phase 3 FINAL.docx"

Andrew
Here is the BPD Upgrade broken down into three proposals. The 3 proposals total the original quoted amount.

Thanks

Eric Johnson
Project Manager
1400 Providence Highway, Suite 2000
Norwood, MA 02062
Cell: 617-413-2148
Phone: 781.352.4656
Fax: 781.551.8667
ejohnson@lan-tel.com
www.lan-tel.com

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Wednesday, September 02, 2015 8:48 AM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Vickie Balaschi <Vickie Balaschi <VBalaschi@lan-tel.com>>; John Bartolomucci <John Bartolomucci <jbarts@lan-tel.com>>
Subject: Re: BPD Upgrade Proposal

Thank you very much for the quick turnaround Eric. We will review and get back to you ASAP. Have a great day.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Wed, Sep 2, 2015 at 8:44 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

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> LAN-TEL
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> Eric Johnson
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>
> ejohnson@lan-tel.com
>
> www.lan-tel.com

From: Vickie Balaschi <VBalaschi@Lan-Tel.com>
Sent: Wednesday, September 02, 2015 9:24 AM EDT
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
CC: John Bartolomucci <John Bartolomucci <jbarts@lan-tel.com>>
Subject: RE: BPD Upgrade Proposal
Attachment(s): "CIMS Boston 2015 Upgrade Proposal Phase 1.pdf","CIMS Boston 2015 Upgrade Proposal Phase 2.pdf","CIMS Boston 2015 Upgrade Proposal Phase 3.pdf"

Hi Andrew-

Here are the proposals in PDF format.

From: Andrew Murphy [mailto:andrew.murphy@boston.gov]
Sent: Wednesday, September 02, 2015 8:49 AM
To: Eric Johnson <ejohnson@Lan-Tel.com>
Cc: Vickie Balaschi <VBalaschi@Lan-Tel.com>; John Bartolomucci <jbarts@lan-tel.com>
Subject: Re: BPD Upgrade Proposal

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> ejohnson@lan-tel.com
> www.lan-tel.com

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, September 02, 2015 3:04 PM EDT
To: Michael Kane <Michael Kane <michael.kane@boston.gov>>
Subject: Switches for Quincy fiber

They have been delivered to Joe Ps satisfication

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

From: Chuck Wade <Chuck@Interisle.net>
Sent: Sunday, September 06, 2015 3:48 PM EDT
To: Andrew Murphy <Andrew Murphy <Andrew.Murphy@Boston.gov>>; Scott Wilder <Scott Wilder <SWilder@BrooklineMA.gov>>; Harold Cataldo <Harold Cataldo <Harold.Cataldo@PD.Boston.gov>>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@PD.Boston.gov>>; John Cowhig <John Cowhig <JCowhig@ChelseaMA.gov>>; Kenneth Pitts <Kenneth Pitts <KPitts@Cambridge911.org>>; Gerry Reardon <Gerry Reardon <GReardon@CambridgeFire.Org>>; Joe Pepjonovich <Joe Pepjonovich <JPepjonovich@QuincyMA.gov>>; Michael Kiely <Michael Kiely <MKiely@Police.Somerville.MA.US>>; Patrick Johnston <Patrick Johnston <Patrick.Johnston@Ci.Everett.MA.US>>; Steven Ford <Steven Ford <SFord@ReverePolice.org>>; Terence Delehanty <Terence Delehanty <TDelehanty@Town.Winthrop.MA.US>>; Michael Saltzman <Michael Saltzman <Michael.Saltzman@State.MA.US>>
CC: Brenda Jones <Brenda Jones <Brenda.Jones@Boston.gov>>; Michael Kane <Michael Kane <Michael.Kane@Boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <Deirdre.Habershaw@Boston.gov>>; Stephen Maywalt <Stephen Maywalt <SMaywalt@CambridgePolice.org>>; David Mahoney <David Mahoney <DAMahoney@CambridgeFire.org>>; Glenn Turner <Glenn Turner <GTurner@CambridgeFire.org>>; David Goodridge <David Goodridge <DGoodridge@SomervilleMA.gov>>; James Fitzpatrick <James Fitzpatrick <Jim.Fitzpatrick@PD.Boston.gov>>; Vincent Stancato <Vincent Stancato <Vincent.Stancato@PD.Boston.gov>>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; Michael French <Michael French <MFrench@LAN-TEL.com>>; Mark Savage <Mark Savage <MSavage@LAN-TEL.com>>; David Menzies <David Menzies <David.Menzies@D2Five.com>>; Ellison Patterson <Ellison Patterson <Ellison1@Skywave.org>>; John Condon <John Condon <JCondon@StonewallSolutions.com>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>
Subject: PSnet: Summary of status and activities for June, July, August, 2015
Attachment(s): "smime.p7s"

Andrew, Scott, et al.,

We are summarizing in this memo our PSnet activities and accomplishments over the past three months. The months of June and July were quite busy as we supported the projects that were wrapping up on funding from the prior fiscal year that ended July 31st. August has been a quieter month. This report is broken into three parts: (1) Overview of Status and Areas of Concern, (2) Summary of Activities & Accomplishments, and (3) Plans for Coming Months. We have tried to organize this material so readers can skim to sections of direct interest.

Overview of Status and Areas of Concern

The priorities for PSnet efforts during this period were the same as in our prior report:

1. Fixing operational problems that impact service levels.
2. Monitoring existing and new problems, and determining options for mitigating impact or applying workarounds.
3. Supporting other MBHSR Projects, especially those that needed to meet the July 31st funding cutoff.
4. Deploying and evaluating options for replacing Verizon copper circuits for conventional radio trunking.
5. Support command centers in Boston and Cambridge for the July 4th event.

Overall, PSnet has continued to support all applications with relatively few problems. Problems that have cropped up have been resolved or workarounds were deployed to minimize impact on service. Some of the microwave link problems are being handled by rerouting via alternative paths.

We did experience one significant outage on Saturday, August 15, when the Soldiers' Home site was lost due to a failed UPS, followed later in the same day with a break in Revere's fiber to their Police HQ. Since the alternative path for Revere fiber was via microwave through the Soldiers' Home site, this combined outage disrupted services for Revere and Winthrop, and caused Revere to lose communications to their radios at the Reservoir site. Both problems were repaired, and all services were restored.

One chronic problem area continues to be the behavior of the Motorola MCC7100 Console systems, and their sensitivity to re-routing in the network that causes brief interruptions of communications to the P25 Core lasting more than the couple of seconds, which will then cause alarms to be tripped and fallback to local operations. Some steps have been taken to minimize the occurrence of these routing events, but this problem remains an area of concern. Without changes to the behavior of the Console systems, the best method for resolving this problem involves establishing nailed-up routes to each site via two paths for redundancy. Implementing such static routing will require quite a bit of effort as well as some changes to the communications pathways to Schroeder Plaza where the Core is located. Some dispatch operations have chosen to remain disconnected from the Core due to these problems.

Another area of concern has to do with the health of some microwave links and the poor state of some important backbone sites. The following backbone microwave links are either not working, or performing so poorly as to be only marginally useful.

- JFK <=> Winthrop PD DragonWave Horizon: link is down due to bad power supply, mis-alignment at JFK end, and foliage interference in Winthrop
- JFK <=> Whidden DragonWave AirPair: link is down due to bad power supply and mis-alignment at JFK end
- JFK <=> Somerville PD DragonWave Horizon: link is currently up, but tends to go down every few weeks with intermittent behavior that causes frequent re-routing events
- East Boston HS <=> MITC (EOPSS) DragonWave Horizon: Radio at EBHS has failed for some reason, but a parallel backup pair of Ubiquiti NanoBridges is maintaining connectivity over this path (there are also problems with one-off network switches at both ends)
- Boston PD HQ <=> Northampton Square BridgeWave 80G: link is marginal at best due to very low receive signals; this is backup to the fiber path via BoNet
- Boston PD HQ <=> NE Baptist Hospital BridgeWave 80G: link performs poorly and throws lots of errors; workaround has been to set routing metrics high enough to force traffic to go via longer routes

We also continue to have concerns with the Soldiers' Home and Whidden Hospital sites, both of which need significant work. Some improvements have been made, but structural changes are needed at both sites. The JFK site is a concern simply because it is hard to get access to the radios on the roof, and re-alignment requires a certified tower climber.

One reason for noting the microwave and site issues is that we should deal with some of these problems before we get into the late fall and winter months.

Summary of Activities & Accomplishments

- **Public Safety Voice Radio Systems**
  - Added new VPN connection options for MCC7100 "deployable" consoles to work around some firewall constraints and allow access from more sites. These consoles were used extensively for communications support during the July 4th event without any problems.
  - Developed and tested out an approach for analog radio trunking (i.e., replacement of telco copper circuits) using RAD IPmux-8s to communicate between multiple remote IPmux-1Es and channel banks.
  - Established radio trunking based on the above approach to activate three new radio receiver sites in Cambridge: (1) 50 Churchill, (2) Lesley University at Porter Square, and (3) 675 Mass Ave at Central Square with central distribution at Fire HQ via redundant IPmux-8s and an existing channel bank to connect to comparators. This is intended to be a model for replacing copper circuits throughout the region at modest cost with significant improvements in reliability, manageability, and security. Note that this scheme will also be used to extend communications to new MetroFire radio sites within the Region (i.e., outside of Cambridge).
  - Refined optimization strategies for Ubiquiti 5 GHz microwave radio links to minimize delay, jitter, and packet loss when used to connect to provide packetized voice services to remote radio sites.
  - Discovered additional situations where misconfiguration of Motorola GGM8000s has resulted in duplex mismatch problems. Awaiting input from Skywave and key stakeholders before taking steps to resolve these problems from the PSnet side.
- **CIMS**
  - Provided extensive revisions and updates to deployment guide for 5 GHz microwave radio deployments with detailed instructions for deploying and optimizing Ubiquiti models. While the current focus is on deploying these microwave radios for camera applications, the same approaches have also been used for radio receiver sites in Cambridge and as backup links in other situations. This guide is actively used by the LAN-TEL team.
  - Proposed prioritized list of existing camera backhaul links that should be replaced due to problems. This list has been used to address some of the more urgent problem areas and in planning for additional upgrades.
  - Worked with LAN-TEL to optimize configurations for camera backhaul microwave radios and to resolve interference issues. This work involved tuning and optimizing new clusters of radios (and cameras) in Boston, Brookline, Chelsea, Quincy, Revere, Somerville, and Winthrop.
  - Also dealt with self interference issues between existing 5 GHz microwave radios and newly deployed backhaul radios. In several cases, existing backhaul links have been reconfigured to improve service levels. Also, old equipment is being shut down as new links are introduced to minimize self-interference.
  - Updated firmware on all Ubiquiti radios that have been deployed over the past few months.
  - Continued to audit network for FCC compliance issues, and resolved compliance problems in multiple locations (e.g., Dorchester, Brookline, Everett).
  - Provided a camera backhaul Point-to-MultiPoint design for Chelsea camera upgrades. This design is currently being deployed as a joint exercise with LAN-TEL. Aside, the density of camera deployments within Chelsea requires Point-to-MultiPoint approaches.
  - Revised other deployments in Boston to utilize Point-to-MultiPoint schemes to minimize interference and improve service reliability.
  - Working on resolving network problems caused by use of FluidMesh radios left over from Marathon camera deployments in Boston and Brookline and eliminating these radios entirely from the network. (Aside, FluidMesh radios have not only interfered with other radios and been a source of compliance issues, they have also caused serious problems with backbone operations in PSnet due to nonstandard behavior as they attempt to operate in a self-configured mesh topology. Consequently, these radios will *not* be allowed on PSnet in the future.)
  - Facilitated moves of some existing cameras to take advantage of direct fiber connections or to move new

backhaul links to point at fiber-connected high sites.
    - Continued to assist LAN-TEL with server installations at Police HQs.
    - Worked with City of Boston to prepare plans for a new network structure to support DVTEL servers at Schroeder Plaza that will allow access via both PSnet and BoNet as well as for internal access from Boston Police.
    - Assisted CIMS with improving NTP time synchronization and addressing technical questions arising out of a criminal court case.
- **Support for July 4th Event**
    - Lit MIT fiber to the Cambridge Command Center (CCC) in building E51 and installed a temporary switch to support various users working out of this facility during the July 4th event. Also installed a PSnet switch at the Unified Command Center (UCC) at Fisher College in Boston to support various users operating out of this facility, including Cambridge Fire/Police and Boston Fire.
    - Interconnected the CCC and UCC via a microwave link using PSnet radios, but with the temporary installation costs borne by MIT (USAi.net handled installation and removal). This was a 750 Mbps AirFiber24 link that worked flawlessly throughout the event. It directly connected the switches at both sites, but was fed from the Cambridge side via MIT fiber.
    - Deployed a Juniper SSG5 at each site for secure communications for CJIS applications used by Cambridge Police and dispatchers. These firewalls were configured to provide direct extensions of the Cambridge PD and E911 networks to the CCC and UCC users.
    - Supported deployment of multiple MCC7100 deployable console systems at each Command Center and provided secure communications back to the proxy servers at Cambridge and Boston Fire. Aside, we also enabled Boston Fire to test their MCC7100s from the Fenway Fire Alarm site via direct connections to the PSnet switch at Fenway as a way to work around access problems from BoNet.
    - Set up network monitoring of all PSnet systems and interfaces at both Command Centers, and monitored status and assisted with technical issues throughout the event. Operational data was captured for future planning purposes.
- **PSnet Extensions**
    - Extended PSnet via City of Quincy fiber to four additional sites: (1) Coddington IT network hub, (2) Police Marina, (3) North Quincy High School, (4) Central Middle School; these new sites are in addition to the main High School, Police HQ, Fire Alarm, and EOC that are also reached via City fiber. Each of the four new sites have redundant switches deployed with redundant fiber connections.
    - Extended PSnet to radio room on roof of William James Hall (33 Kirkland) on Harvard campus using City of Cambridge and Harvard fiber. The installation is fully redundant with an ATS PDU and redundant fiber links. This is a strategically important new backbone site.
    - Brought the 50 Churchill site in Cambridge online as a new radio receiver site for Fire and Police. This site is connected via microwave to the roof of 364 Rindge Avenue (another strategic high site) where City fiber provides connectivity back to Fire HQ.
    - Reconnected the Lesley University (former "Sears" tower at Porter Square) and 675 Massachusetts Avenue (Central Square) sites to William James Hall via microwave links and decommissioned the inadequate microwave links that used to go to the Healy Public Safety facility. Both of these sites have been equipped with IPmux-1Es with E&M interfaces to support Police/Fire radio receivers.
    - Worked with City of Quincy to move the PSnet equipment at Police HQ into a new rack. This provides additional space for installation of new Quincy switches that will be collocated with the PSnet switches in the same rack. Also installed redundant Tripp Lite UPSs and an ATS PDU to enhance power reliability.
    - Performed surveys to confirm feasibility of establishing a new microwave link from William James Hall to the Somerville City Hall and High School complex. Plans have been prepared to implement this as a means of reducing reliance on the existing unreliable microwave links to Somerville PD. From the City Hall complex, we should be able to ride the City's RCN fiber to Somerville PD, as well as to Somerville Fire and other key sites.
- **Hosting Centers**
    - Software maintenance is an ongoing, and necessary, activity for supporting the applications environment for services hosted on PSnet. This requires weekly effort, especially dealing with security-related software updates, but also critical bug fixes in the extensive suite of software now supported on PSnet hosting facilities.
    - Worked with BRIC on a plan for CrimeView to export data to a repository that will reside at the PSnet hosting centers.
- **FATPOT**
    - Established network connectivity to Somerville Fire for FATPOT via City's fiber network, and updated firewall configs to support access to both Police and Fire CAD systems in Somerville.
    - Set up FATPOT VM to replace current FATPOT server and we are working with FATPOT team to complete cutover to new VM from old standalone server.
    - Continued to support FATPOT developers in deploying next generation, distributed system. This has involved setting up FATPOT CADfusion beta VMs, user accounts, and re-deploying three database servers.
    - Updated FATPOT configuration documentation to reflect recent changes and new approaches.
    - Configured a Juniper SSG5 for Northeastern University Police to use for FATPOT access. This is awaiting IP assignments from NEU and can be deployed as soon as these are provided. This should serve as a model for similar deployments to other university public safety offices (e.g., Harvard, BU) and even third parties, such as ambulance services.
- **SharePoint**
    - Supported Stonewall team on deploying SharePoint 2013 in PSnet data centers on VMs that had been previously deployed.

    - Refined configuration of Active Directory services for SharePoint use, and added further accounts for use by developers and for testing.
- **Network Management**
    - Continued updating maps to reflect recent network changes and track changes being introduced as part of CIMS camera upgrades and other network extensions, especially in Quincy and Cambridge.
    - Set up additional notifiers based on new and revised maps. Key users are now receiving these notifications directly.
    - Developed new InterMapper probes for key equipment, and enhanced existing probes to better monitor relevant operational information. Ubiquiti AirMAX models and some older Motorola PTP models now provide considerably more information based on new/enhanced probes. A completely new probe has been developed for the Mimosa B5 radios. Significant enhancements have been made to the RAD IPmux-1E probes, and a new probe has been prepared for the IPmux-8s. Another new probe now provides substantially more diagnostics information from the HP 2510-24 switches widely used in the original CIMS deployments.
    - Deployed a new VM for running various management tools, including the Ubiquiti AirControl application that improves our ability to optimize CIMS camera backhaul links.
    - Improved support for real-time traps, and continued to refine device configurations to generate traps that effectively flag actual problems while minimizing frequency of notifications. Specific efforts have focused on DragonWave microwave links.
    - Provided numerous problem reports and enhancement requests to the InterMapper vendor. Note that we are anticipating a new InterMapper release that we've been told will incorporate several bug fixes and enhancements that we've requested.
- **Network and Site Problems**
    - Replaced ice-damaged power injector for Somerville DragonWave radio that shoots to JFK. Unfortunately, the radio itself at Somerville continues to sporadically exhibit poor performance and operational problems lasting for several days every few weeks, a condition we've observed multiple times over the past year.
    - Restored service on DragonWave AirPair link between Soldiers' Home and Revere Broadway Tower sites.
    - Worked with Sprint to resolve problems with IPsec tunnels to Sprint's data center that were apparently the result of system maintenance. This affected Chelsea mobile communications that utilize Sprint services.
    - Resolved a problem with IPsec tunnel to Chelsea PD used for Sprint mobiles (separate from above problem).
    - Dealt with several operational problems at DCJIS (EOPSS) that affected service to PSnet subscribers.
    - Updated routing metrics to better isolate Brookline and Quincy from microwave-related routing events and to stabilize routing across BoNet. This effort was motivated by the need to reduce occurrences of re-routing events that trigger alarms on the MCC7500 Console systems.
    - Dealt with a serious outage on August 15th that was caused by a City-wide power outage in Chelsea, followed by an unrelated break in the Revere fiber path to their Police HQ. The Chelsea power outage took out the Soldiers' Home UPS (we knew this UPS was in poor health), which in turn caused this vital backbone site to remain off line even when power was restored. Consequently, when the Revere fiber break occurred, Revere lost communications to their primary public safety radio transmitters and receivers at the Reservoir site since the backup path via Soldiers' Home was not available (a third path via Winthrop PD to JFK was also out due to other problems). The Soldiers' Home UPS was replaced by a pair of new Tripp Lite UPSs, which brought this site back on line and restored communications to the Revere Reservoir radios. Later that day, Revere was able to patch around the fiber break. LAN-TEL and D2Five also responded to this critical situation, and the joint effort helped minimize the duration of the outages, as well as with mitigating some of the impact.
    - **Ongoing investigations and known problems** (things we're working on fixing or watching closely):
        - Intermittent problems with DragonWave Horizon microwave link between Somerville PD and JFK. This problem is of immediate concern, as this puts Somerville PD at much greater risk of rain-related outages, since their only other path is via a BridgeWave 80G link that suffers from rain fade. The DragonWave radio at Somerville PD is currently up, but experience indicates that we can't rely on this link.
        - "Foliage fade" issue with DragonWave Horizon link between Winthrop PD and JFK; anticipate that tree trimming would resolve problem. There is also a problem with alignment of the radio at JFK that has further exacerbated problems with weak signal levels on this link. Adding to the problems, the power supply at the JFK end has now failed and needs to be replaced. Note that the lack of this link meant that the double failures in Chelsea and Revere on August 15 resulted in a more serious outage that severely impacted Revere's public safety radio systems.
        - Power supply failure for DragonWave AirPair at Whidden Hospital that shoots to JFK. Companion radio at JFK is seriously out of alignment, but power supply needs to be replaced before re-alignment can be performed.
        - Loss of DragonWave Horizon microwave link between East Boston High School and EOPSS/MITC in Chelsea; currently operating on backup Ubiquiti NB5G22 link. There are also problems with equipment on the MITC roof that need to be addressed and we need to terminate BoNet at the EBHS end, which will require upgrading the switch.
        - Cisco switch at Whidden is reporting internal interface memory errors, perhaps due to increased temperature in this radio room. So far, this has not impacted service, but we intend to replace this switch in the near future.
        - Whidden Hospital outdoor rack lacks any form of active cooling (not even fans), and temperature-related failures are expected. Somehow, this equipment has continued to work during the summer, but we're really operating on borrowed time.
        - Winthrop Water Tower site has no UPS installed.

        - Ethernet cabling problems to DragonWave Horizon radios at Burton Faulkner site need to be addressed; we will probably need to run new cable.
        - BridgeWave link between Schroeder Plaza and 35 Northampton has also been performing poorly, primarily because of weak receive levels. Re-alignment might resolve the problem. Although this has historically been one of the most heavily used links in the PSnet backbone, we have changed routing metrics so that this link only operates as backup to the BoNet connections.
        - BridgeWave link between Schroeder Plaza and NE Baptist Hospital continues to be intermittent. We suspect that a primary cause is that this link was not properly engineered initially. It is also likely that one of the radios is out of spec. The urgency for dealing with this has been mitigated by the introduction of the Mimosa microwave link between Brookline Town Hall and MIT Tang Hall.
        - DragonWave power injector and lightening arrestor (single unit) needs to be replaced at Cambridge "Courthouse" due to cracked enclosure (currently being held in place with zip ties). New shielded cable also needs to be run to the DragonWave radio. Note that this microwave link between Courthouse and Schroeder Plaza is one of the most important within PSnet, and is of particular importance to Cambridge for radio applications.
- **Miscellaneous**
    - Continued audit of all access to the public Internet from PSnet. This is another weekly activity that is a necessary security practice. We continue to identify misconfigured systems that inappropriately attempt to direct traffic to the public Internet, but such access is generally blocked by the PSnet firewall. We also correct such misconfigurations where we have control of the offending systems, or work with other players to resolve such misconfigurations.
    - UPS batteries are also being replaced or we have swapped out UPSs to prevent problems or restore services. When UPSs are replaced with the newer Tripp Lite equipment purchased last year, we are reconditioning the older UPSs so they can be used at smaller sites.
    - Worked with City of Chelsea, D2Five, and Motorola in reviewing conditions and issues at the Soldier's Home site and contributed to plans for upgrading this site.

Plans for Coming Months

Listed below in approximate priority order are things we*should* be doing over the coming months to maintain PSnet operations and provide support to key initiatives. Since the current budget will not support all of these activities, some hard decisions will need to be made as to how to set priorities.

1. **Maintenance and repair of radios at JFK site**
   There are multiple issues that need to be dealt with at the major JFK backbone site, but the highest priority is maintenance and repair of the backbone radios before the winter weather sets in. There are two radio links that are currently down (Winthrop PD and Whidden) and all five radios need to have alignment checked, and any maintenance to deal with frayed cables and lightning arrestors performed. We will need to engage microwave experts who in turn will need to be supported by a certified tower climber. There is at least one full day of work required for just the maintenance of the radios on the roof. None of these radios are easy to get to. If we encounter cable issues, additional time may be required to replace these cables--this is a suspected problem. We also need to install a PDU with ATS so that power to individual radios can be remotely controlled (the existing PDU has failed despite having been previously replaced). This work needs to be completed by November 1st, but should be done as soon as we can make arrangements with the various players.
2. **Upgrade Whidden Hospital site**
   To be blunt, this site is a disaster waiting to cause a calamity. The immediate priority is to establish a new cable path to the roof from the radio room just below the roof. PSnet equipment (including UPSs) is installed in the radio room, but all the microwave radio power supplies are located in an outdoor rack with no ventilation (the built-in A/C unit failed several years ago). With a new cable path, we can then move the microwave radio power supplies into the radio room, so they will be on UPS power. Currently, any power outage at Whidden takes out the entire site, since all microwave radios are powered from the outdoor rack and are not on UPS. This is the only site serving Everett. We also remain concerned about the lack of A/C for the radio room, which gets quite hot.
3. **Repair EBHS to MITC link and upgrade EBHS site**
   The DragonWave radio link between EBHS and the Commonwealth's data center at 200 Arlington in Chelsea (Mass IT Center, or MITC) has been down for several months. It is backed up by an Ubiquiti radio link, so service has not been lost. However, last year's snow took out the Ubiquiti radio due to the way it is placed on the roof, and this could happen again this coming winter. We also need to install UPSs and a PDU at this site, since there is no power protection available. The currently deployed network switch connects to BoNet, but is unable to terminate the BoNet connection, which presents operational problems (the BoNet connection is actually terminated on a PSnet switch in the DCJIS data center at MITC). Consequently, we also need to replace this switch with a true Layer 2/3 switch. There are also some issues that need to be addressed on the MITC end of this link.
4. **Upgrade Winthrop Water Tower site**
   This is the last backbone site within PSnet that has not been upgraded with redundant Layer 2/3 switches. This site also lacks any UPS protection, although there is a generator. Without a UPS, the equipment still goes down every time the power goes out since it loses power until the generator kicks in. This is a strategically important site to the overall integrity of the backbone, and it provides one of the two links into Quincy. Most Winthrop cameras are also backhauled via this site.

5. **Support CIMS backhaul upgrades and extensions**
   New camera backhaul links are being added in Boston, and existing links are being replaced with new radios. Since these systems are integrated into PSnet backbone nodes, it is essential that the PSnet team work with the CIMS team to facilitate integration of these microwave backhaul links. PSnet is also in a position to provide new fiber-connected high sites that can be used to resolve problems with line-of-sight to camera locations. There is also on-going work to refine recent camera backhaul deployments and improve reliability and capacity for some of the links. An essential aspect of this work is managing spectrum assignments to minimize interference problems, including interference from new backhaul links that can affect existing PSnet/CIMS microwave links. There is a lot that needs to be juggled here to achieve the desired results in a compliant manner.
6. **Support overhaul of network connections to CIMS servers at Schroeder Plaza**
   The CIMS (DVTEL) servers at Schroeder Plaza are going to be moved to a new subnet based on a Cisco 3850 switch that has just been ordered. This will rationalize connections between the servers and PSnet, BoNet, and Boston Police networks. PSnet will need to support integration with the 3850 switch and delivery of camera traffic to these servers, as well as regional access to central video services, such as the HarborView system.
7. **Resolve rain fade issues with BridgeWave radios from Schroeder Plaza and NE Baptist Hospital**
   The two BridgeWave 80 GHz radios that connect Schroeder Plaza to NE Baptist Hospital and 35 Northampton have been performing poorly for quite some time. Both of these links are extremely susceptible to rain fade, and even light showers have degraded performance to unacceptable levels Routing metrics for these links have been increased to deflect traffic toward other paths. One reason for the poor performance is that these models do not include the Adaptive Rate option that helps overcome rain fade problems. Past efforts to resolve these problems have not been effective, and so new options need to be considered. Probably the least expensive option would be to deploy parallel radio links using 5 GHz or 3.65 GHz radios to provide rain fade immunity, albeit at lower data rates. Another possibility would be to use new technology such as the Mimosa B5 radios that have been deployed for the Brookline to MIT link. In addition, we also need to provide a similar backup capability for the BridgeWave 60 GHz radio link from NE Baptist to Brookline Town Hall. These changes are precursors to a separate initiative to try out alternative routing approaches to resolve the MCC7500 console issues for Brookline (see below).
8. **Support RECC implementation in Revere/Winthrop**
   As the new RECC is being built out at Revere Police HQ, structural changes are being made that require moving PSnet and CIMS equipment, which will also require changes to network connectivity within this building. Furthermore, we need to rework some of the fiber connections to other sites to implement path redundancy to the Reservoir and Fire HQ sites utilizing City fiber. We have already freed up fiber pairs, so this mostly involves re-patching fiber connections. These changes cannot be avoided, and are also essential to successful activation of the new RECC.
9. **Continue to deploy and evaluate radio trunking solutions**
   In addition to the deployment of radio trunking solutions in Revere and Cambridge that are now in production use, effort has already been expended to also deploy radio trunking solutions in Everett and Chelsea. All that is really needed is coordination with public safety radio users and radio technology experts to turn on these trials and begin gathering operational experience. This should be a modest background effort, but one that will equip the region with worked examples and live operational experience. Note that tools have been developed that will allow rapid fallback to legacy copper circuits should problems be encountered so that risks can be managed. We will also continue to work the the City of Cambridge as they add other radio sites to the system already deployed. In addition, we plan to support a new MetroFire radio deployment to Soldiers' Home leveraging the same Cambridge system running over PSnet.
10. **Develop workarounds to Motorola MCC7500 Console connectivity issues**
    Resolving the MCC7500 connectivity problems for all console sites requires a substantial effort. However, we first need to try out at least one alternative approach for nailing up paths to avoid the impact of rerouting events. We recommend trying this out for one Console site, and Brookline is probably the easiest to work with, especially since we've already implemented an alternative path from Cambridge via the Mimosa link. A complicating factor is that we have been unsuccessful in arranging for the type of service we need from BoNet to implement this sort of solution. Consequently, we need to establish reliable microwave connections out of Schroeder Plaza (see related effort described above). Assuming this approach achieves the desired improvement in stability of the Console systems when connected to the Core, then we can prepare plans to extend this approach to the other Console sites.
11. **Support FATPOT initiatives**
    Modest efforts will be required to provide support to the FATPOT developers and support staff as they move the existing FATPOT server to a new VM and introduce the next generation system for trial use. We will also have a role in extending FATPOT services to Northeastern University Police. Given our excellent working relationship with FATPOT technical staff, this should be a background activity over the next few months, and is not expected to consume lots of PSnet effort. However, it is likely that more PSnet effort will be necessary to work with the various municipalities as we transition them to the next generation CADfusion system.
12. **InterMapper support**
    Working to keep InterMapper maps up to date as changes are introduced in the network is a constant, on-going activity. In addition, we anticipate receiving a new InterMapper release that will have to be staged, tested, and then put into production. This new release should address several problems we have documented and worked with the vendor to characterize and resolve.
13. **Establish new connection into Everett from Revere Reservoir site**
    PSnet services into Everett are inadequate due to the many problems/issues associated with the Whidden site, since that this is the only site serving all of Everett. Consequently, another path into Everett is a high priority to resolving their connectivity problems, in addition to upgrading the Whidden site (see above). We have done the survey work to establish a new microwave link from another Everett high site to the Reservoir site in Revere. Since the Reservoir site is well-connected via redundant fiber paths, and it is a high-quality new site, this should result in substantial

improvements to service reliability for Everett.

14. **Establish new connection into North Quincy High School**
    Quincy is also served by a single PSnet backbone site at Quincy High School on Coddington Street. Any problems at this site will take all of Quincy off PSnet. We have now leveraged City fiber to extend PSnet to North Quincy High School on Hancock Street. This site is much closer to Boston, which makes it feasible to use shorter microwave links to a fiber connected site in Boston. Note that the two microwave links to Quincy High School are also the two longest microwave links in the PSnet backbone. One concern is that if we shoot from NQHS to a BoNet site in Boston, we will need to make arrangements for a more robust BoNet service than we have been constrained to using so far, especially if we are going to resolve the MCC7500 connectivity issues.
15. **Establish new connection into Somerville City Hall from William James Hall site**
    Although Somerville has two PSnet backbone sites at the Police HQ and the Burton Faulkner apartment tower, the microwave links into the Police site have operational problems. Furthermore, nearly all of Somerville's CIMS cameras are backhauled through the Burton Faulkner site. Since Somerville does have RCN fiber to most of their municipal sites, we need to interconnect PSnet with Somerville's fiber, which is hubbed out of City Hall. By leveraging the excellent line of sight we have from the City Hall complex to the William James Hall site in Cambridge, we can directly interconnect Somerville fiber with PSnet/Cambridge fiber. We could also implement a very short microwave link from the City Hall complex to the adjacent Burton Faulkner site. This would greatly reduce reliance on the microwave connections into the Police HQ, and will set the stage for eventually getting off the private Burton Faulkner apartment building.
16. **Support BRIC deployment of CrimeView database on PSnet servers**
    The BRIC has indicated a desire to move the database collected from FATPOT CAD feeds out of their isolated environment onto PSnet servers at Schroeder Plaza. This would entail standing up a new VM and working with BRIC staff and FATPOT to redirect feeds to the new PSnet VM. The existing database would also need to be exported to the new VM. This should not be a large effort based on our current understanding of what needs to be done.
17. **HP 3PAR training**
    When the Region acquired the HP 3PAR storage systems as part of the server platforms deployed last year, we were given training course credits. We are coming up on the point where if we don't use these credits, we will lose them. It is not clear who within the Region should take these courses. The Interisle consultants provide the operational support for the server platforms, so it perhaps makes sense for one of us to take advantage of these courses before the opportunity is lost. Other suggestions would be welcome. We can also inquire into the feasibility of delaying use of these credits until the start of the next fiscal year funding.

If you have any questions, or would like for us to expand on any of the topics listed above, please let us know. We welcome any feedback.

...Chuck
--

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

From: Michael Kane <michael.kane@boston.gov>
Sent: Tuesday, September 08, 2015 11:47 AM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: Fwd: Camera upgrade for Boston

Fyi

Michael Kane
Regional Planner
City of Boston
Office of Emergency Management
617-635-1400
617-895-7215

Begin forwarded message:

> **From:** Shawn Romanoski <shawn.romanoski@pd.boston.gov>
> **Date:** September 8, 2015 at 11:39:00 AM EDT
> **To:** Andrew Murphy <andrew.murphy@boston.gov>, Michael Kane <michael.kane@boston.gov>
> **Cc:** Vincent Stancato <vincent.stancato@pd.boston.gov>
> **Subject: Camera upgrade for Boston**
>
> Andrew,
>
> As per our conversation today, all camera upgrades for BPD should be directed to me.
> I have not see the proposals or the timeframes for the implementation.
>
> I have heard third hand that this will be in three parts but again please include any documentation directly to me. I will also schedule a meeting so I can get up to speed.
>
> Regards
> Shawn
>
> Shawn Romanoski
> Director of Telecommunications
> Boston Police Department
> 617-594-2994
> Sent from my iPad

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, September 08, 2015 12:42 PM EDT
To: Michael Kane <Michael Kane <michael.kane@boston.gov>>
CC: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: Re: Camera upgrade for Boston

Thank you . I was under the impression that Vinny shared with him .

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Sep 8, 2015, at 11:48 AM, Michael Kane <michael.kane@boston.gov> wrote:

> Fyi
>
> Michael Kane
> Regional Planner
> City of Boston
> Office of Emergency Management
> 617-635-1400
> 617-895-7215
>
> Begin forwarded message:
>
> **From:** Shawn Romanoski <shawn.romanoski@pd.boston.gov>
> **Date:** September 8, 2015 at 11:39:00 AM EDT
> **To:** Andrew Murphy <andrew.murphy@boston.gov>, Michael Kane <michael.kane@boston.gov>
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> Director of Telecommunications
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> Sent from my iPad

From: Michael Kane <michael.kane@boston.gov>
Sent: Tuesday, September 08, 2015 12:43 PM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Camera upgrade for Boston

No worries my man

On Tue, Sep 8, 2015 at 12:42 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:

> Thank you . I was under the impression that Vinny shared with him .
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> Respectfully ,
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> Project Manager
> Lan-Tel Communications
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> > 617-895-7215
> >
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> > **From:** Shawn Romanoski <shawn.romanoski@pd.boston.gov>
> > **Date:** September 8, 2015 at 11:39:00 AM EDT
> > **To:** Andrew Murphy <andrew.murphy@boston.gov>, Michael Kane <michael.kane@boston.gov>
> > **Cc:** Vincent Stancato <vincent.stancato@pd.boston.gov>
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> > 617-594-2994
> > Sent from my iPad

--
Michael Kane
Logistics Section Coordinator
Office of Emergency Management (OEM)
85 Bragdon Street | Boston, MA 02201
Phone: 617-343-2413| Cell: 617-895-7215
michael.kane@boston.gov

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Tuesday, September 08, 2015 1:54 PM EDT
To: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: JFK radio alignment

Hi Eric. I know this is more of an Interisle job but because of budget constraints and their lack of a certified tower climber I'm coming to you for advice. I believe you know a bit about the issues associated with the microwave radios at the JFK site (some may have fraying cables, others are simply mis-aligned). I'm wondering if Lan-Tel has a tower climber on staff? If so, do you think you may be able to assist Chuck with these fixes? Hope you're inside and staying cool today. Thanks.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, September 08, 2015 2:09 PM EDT
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: Re: JFK radio alignment

Andrew
Not being "that guy" and I have been looking at this from the sidelines . I have also been servicing these antennas since 2007 . We never had a tower climber perform any work up there on these antennas .
It was easier to turn this work over to Interisle then recieve the constant emails. would think that the vendor that Chuck uses USAII ? Would have some one schooled on this work .

I can certainly take care of and make this go all go away.

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
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Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

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> **Andrew Murphy**
> **Regional Planner**
>
> **Office of Emergency Management (OEM)**
> Boston City Hall, Room 204 | Boston, MA 02201
> Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Tuesday, September 08, 2015 2:13 PM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: JFK radio alignment

Ha, I promise you're never seen as that guy and I completely understand what you're saying. I think Chuck's hesitance to take the lead is because he has a strict monthly budget and this one project likely would eat it all up in a couple days. I will wait a few days and see if Chuck can get his act together and make something work. I will keep you posted. Thanks Eric.

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Tue, Sep 8, 2015 at 2:09 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:

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> >
> > **Office of Emergency Management (OEM)**
> > Boston City Hall, Room 204 | Boston, MA 02201
> > Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Wednesday, September 09, 2015 9:53 AM EDT
To: Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>
CC: Vincent Stancato <Vincent Stancato <vincent.stancato@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: Re: Camera upgrade for Boston
Attachment(s): "PO 659721 BPD CIMS Phase 1.pdf"

Hi Shawn. We have a dispatched PO for the work for Boston's Phase 1 CIMS upgrade (see attached). Eric, Shawn will give you the go-ahead once he's reviewed and approved, unless he has questions or concerns. Thanks.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, September 09, 2015 9:54 AM EDT
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; Vincent Stancato <Vincent Stancato <vincent.stancato@pd.boston.gov>>
Subject: Re: Camera upgrade for Boston

Received thank you

Respectfully ,

Eric Johnson
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Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Sep 9, 2015, at 9:53 AM, Andrew Murphy <andrew.murphy@boston.gov> wrote:

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>
> ---
>
> **Andrew Murphy**
> **Regional Planner**
>
> **Office of Emergency Management (OEM)**
> Boston City Hall, Room 204 | Boston, MA 02201
> Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov
>
>
>
> <PO 659721 BPD CIMS Phase 1.pdf>

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, September 09, 2015 9:59 AM EDT
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: Winthrop

I'm here I'm trying to get tree cut down

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Wednesday, September 09, 2015 10:02 AM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Winthrop

Well then saw harder... Ha! Thanks Eric.

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Wed, Sep 9, 2015 at 9:59 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

> I'm here I'm trying to get tree cut down
>
> Respectfully ,
>
> Eric Johnson
> Project Manager
> Lan-Tel Communications
> 1400 Providence Highway, Suite 2000
> Norwood, MA 02062
>
> Cell: 617-413-2148
> Phone: 781-352-4656
> Fax: 781-551-8667
>
> ejohnson@lan-tel.com
> www.lan-tel.com

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, September 09, 2015 10:04 AM EDT
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: Re: Winthrop

I will let you know how we make out

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Sep 9, 2015, at 10:03 AM, Andrew Murphy <andrew.murphy@boston.gov> wrote:

> Well then saw harder... Ha! Thanks Eric.
>
> ---
>
> **Andrew Murphy**
> **Regional Planner**
>
> **Office of Emergency Management (OEM)**
> Boston City Hall, Room 204 | Boston, MA 02201
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> > Phone: 781-352-4656
> > Fax: 781-551-8667
> >
> > ejohnson@lan-tel.com
> > www.lan-tel.com

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Thursday, September 10, 2015 11:18 AM EDT
To: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: Give me a call?

Hi Eric. When you have a free minute can you give me a quick call? I have a question about some work you're doing with Interisle. 617-635-1796. Thanks.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, September 15, 2015 10:51 AM EDT
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>
Subject: Update Work stations

Andrew :
Work stations have been installed at :
Quincy
Winthrop
Revere
Chelsea

We are working at Everett this coming Thursday.

Brookline
Somerville
Boston
Will be scheduled within the next two weeks .

We have also been upgrading to software 6.4 while we perform this .

I will send you an update when we complete.

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Tuesday, September 15, 2015 11:07 AM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>
Subject: Re: Update Work stations

If possible can you provide the serial numbers and their locations? Thanks Eric.

_____

Andrew Murphy
Regional Planner

City of Boston
Office of Emergency Management

Sent from my iPhone

On Sep 15, 2015, at 10:51 AM, Eric Johnson <ejohnson@lan-tel.com> wrote:

> Andrew :
> Work stations have been installed at :
> Quincy
> Winthrop
> Revere
> Chelsea
>
> We are working at Everett this coming Thursday.
>
> Brookline
> Somerville
> Boston
> Will be scheduled within the next two weeks .
>
> We have also been upgrading to software 6.4 while we perform this .
>
> I will send you an update when we complete.
>
> Respectfully ,
>
> Eric Johnson
> Project Manager
> Lan-Tel Communications
> 1400 Providence Highway, Suite 2000
> Norwood, MA 02062
>
> Cell: 617-413-2148
> Phone: 781-352-4656
> Fax: 781-551-8667
>
> ejohnson@lan-tel.com
> www.lan-tel.com

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, September 15, 2015 11:15 AM EDT
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>
Subject: Re: Update Work stations

Yes I will give full documentation

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Sep 15, 2015, at 11:08 AM, Andrew Murphy <andrew.murphy@boston.gov> wrote:

> If possible can you provide the serial numbers and their locations? Thanks Eric.
>
> _____
>
> Andrew Murphy
> Regional Planner
>
> City of Boston
> Office of Emergency Management
>
> Sent from my iPhone
>
> On Sep 15, 2015, at 10:51 AM, Eric Johnson <ejohnson@lan-tel.com> wrote:
>
> > Andrew :
> > Work stations have been installed at :
> > Quincy
> > Winthrop
> > Revere
> > Chelsea
> >
> > We are working at Everett this coming Thursday.
> >
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> > Somerville
> > Boston
> > Will be scheduled within the next two weeks .
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> > Respectfully ,
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> > Eric Johnson
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> >
> > Cell: 617-413-2148
> > Phone: 781-352-4656

Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

From: Shawn Romanoski <shawn.romanoski@pd.boston.gov>
Sent: Friday, September 18, 2015 10:48 AM EDT
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: John Daley <John Daley <john.daley@pd.boston.gov>>; Vincent Stancato <Vincent Stancato <vincent.stancato@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Camera Upgrade for BPD

Andrew,

Based upon our review of the Camera upgrade, we approve of the three phases and request that Lan-Tel proceed with implementation as per the Lantel Proposal.

I will like to take this opportunity to thank OEM, LANTEL and Vin Stancato for your efforts in upgrading the BPD camera system.

Thank you
Shawn

Shawn Romanoski
Director of Telecommunications
Boston Police Department
617-594-2994
Sent from my iPad

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Friday, September 18, 2015 10:50 AM EDT
To: Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>
CC: John Daley <John Daley <john.daley@pd.boston.gov>>; Vincent Stancato <Vincent Stancato <vincent.stancato@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Camera Upgrade for BPD

Thank you very much Shawn. Eric, you're all set to go with phase 1. As we near completion of that phase we will be in a better position to assess when phase 2 can begin (based on the release of upcoming FY15 funds). Thanks.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

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>
> Thank you
> Shawn
>
> Shawn Romanoski
> Director of Telecommunications
> Boston Police Department
> 617-594-2994
> Sent from my iPad

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Friday, September 18, 2015 11:03 AM EDT
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; John Daley <John Daley <john.daley@pd.boston.gov>>; Vincent Stancato <Vincent Stancato <vincent.stancato@pd.boston.gov>>
Subject: Re: Camera Upgrade for BPD

Andrew
Understood . I am ordering equipment and will have schedule for all when staged

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Sep 18, 2015, at 10:50 AM, Andrew Murphy <andrew.murphy@boston.gov> wrote:

> Thank you very much Shawn. Eric, you're all set to go with phase 1. As we near completion of that phase we will be in a better position to assess when phase 2 can begin (based on the release of upcoming FY15 funds). Thanks.
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> Andrew
>
> ---
>
> **Andrew Murphy**
> **Regional Planner**
>
> **Office of Emergency Management (OEM)**
> Boston City Hall, Room 204 | Boston, MA 02201
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> > Thank you
> > Shawn
> >
> > Shawn Romanoski
> > Director of Telecommunications
> > Boston Police Department
> > 617-594-2994
> > Sent from my iPad

From: Vincent Stancato <vincent.stancato@pd.boston.gov>
Sent: Friday, September 18, 2015 12:23 PM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; John Daley <John Daley <john.daley@pd.boston.gov>>
Subject: Re: Camera Upgrade for BPD

Outstanding.

PO Vincent P Stancato
Boston Police
ITD / Communications

On Sep 18, 2015, at 11:03 AM, Eric Johnson <ejohnson@lan-tel.com> wrote:

> Andrew
> Understood . I am ordering equipment and will have schedule for all when staged
>
> Respectfully ,
>
> Eric Johnson
> Project Manager
> Lan-Tel Communications
> 1400 Providence Highway, Suite 2000
> Norwood, MA 02062
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> Phone: 781-352-4656
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>
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> On Sep 18, 2015, at 10:50 AM, Andrew Murphy <andrew.murphy@boston.gov> wrote:
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> > Andrew
> >
> > ---
> >
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> >
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Thank you
Shawn

Shawn Romanoski
Director of Telecommunications
Boston Police Department
617-594-2994
Sent from my iPad

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Monday, September 21, 2015 12:27 PM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Camera Upgrade for BPD

Hi Eric. We may have some updates on this. Continue with ordering hardware but hold off on installation if you can. We just want to make sure we're not double covering an area that already has BTD cameras for example. If that's the case we'll find a location for those cameras. I will keep you posted. Thanks.

_____

Andrew Murphy
Regional Planner

City of Boston
Office of Emergency Management

Sent from my iPhone

On Sep 18, 2015, at 11:03 AM, Eric Johnson <ejohnson@lan-tel.com> wrote:

> Andrew
> Understood . I am ordering equipment and will have schedule for all when staged
>
> Respectfully ,
>
> Eric Johnson
> Project Manager
> Lan-Tel Communications
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> Phone: 781-352-4656
> Fax: 781-551-8667
>
> ejohnson@lan-tel.com
> www.lan-tel.com
>
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> > Andrew
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> >
> > **Andrew Murphy**
> > **Regional Planner**
> >
> > **Office of Emergency Management (OEM)**
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> >
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I will like to take this opportunity to thank OEM, LANTEL and Vin Stancato for your efforts in upgrading the BPD camera system.

Thank you
Shawn

Shawn Romanoski
Director of Telecommunications
Boston Police Department
617-594-2994
Sent from my iPad

From: Vincent Stancato <vincent.stancato@pd.boston.gov>
Sent: Monday, September 21, 2015 1:44 PM EDT
To: John Daley <John Daley <john.daley@pd.boston.gov>>
CC: deirdre.habershaw@boston.gov; ejohnson@lan-tel.com; Kelly Nee <Kelly Nee <kelly.nee@pd.boston.gov>>; andrew.murphy@boston.gov; Shawn.Romanoski@pd.boston.gov; paul.mclaughlin@pd.boston.gov
Subject: Re: Video System Logistics Meeting

Sir,
At this time I scheduled to be up on top of Walnut Park at 11am on
Thursday with a networking crew so that we can build out the
connection to BHA. I am meeting with Maurice Stavenson tomorrow
morning to finalize that.
I will give you a firm answer in to the morning about attending this meeting.

Respectfully
PO Vincent P Stancato
Boston Police
ITD / Communications

> On Sep 21, 2015, at 12:58 PM, John Daley <john.daley@pd.boston.gov> wrote:
>
> You have been invited to the following event.
>
> Title: Video System Logistics Meeting
> The purpose of this meeting is to discuss the best way to track service
> requests and work done on the video system. Please extend this invitation
> as required.
> When: Thu Sep 24, 2015 10am - 11am Eastern Time
> Calendar: vincent.stancato@pd.boston.gov
> Who:
> * John Daley - organizer
> * deirdre.habershaw@boston.gov
> * ejohnson@lan-tel.com
> * Kelly Nee
> * andrew.murphy@boston.gov
> * Shawn.Romanoski@pd.boston.gov
> * Vincent Stancato
> * paul.mclaughlin@pd.boston.gov
>
> Event details:
> https://www.google.com/calendar/event?
action=VIEW&eid=dGhwaTlrMGkyMWFoaDcwbWU5bXBxaTlsZ2MgdmluY2VudC5zdGFuY2F0b0BwZC5ib3N0b24uZ292&tok=MjQjam9obi5kYWxleUBwZC5ib3N0b24uZ292NTRlMThmNWM0ZDRkOThjMzJlNWI0ZTQ2MGYzMzk2MzRiOTM5N2Q0
>
> Invitation from Google Calendar: https://www.google.com/calendar/
>
> You are receiving this email at the account vincent.stancato@pd.boston.gov
> because you are subscribed for invitations on calendar
> vincent.stancato@pd.boston.gov.
>
> To stop receiving these emails, please log in to
> https://www.google.com/calendar/ and change your notification settings for
> this calendar.
>
> Forwarding this invitation could allow any recipient to modify your RSVP
> response. Learn more at
> https://support.google.com/calendar/answer/37135#forwarding
> <meeting.ics>

From: Kelly Nee <kelly.nee@pd.boston.gov>
Sent: Monday, September 21, 2015 3:23 PM EDT
To: Vincent Stancato <Vincent Stancato <vincent.stancato@pd.boston.gov>>
CC: John Daley <John Daley <john.daley@pd.boston.gov>>; deirdre.habershaw@boston.gov; ejohnson@lan-tel.com; andrew.murphy@boston.gov; Shawn.Romanoski@pd.boston.gov; paul.mclaughlin@pd.boston.gov
Subject: Re: Video System Logistics Meeting

awesome...thanks Vinnie

On Mon, Sep 21, 2015 at 1:44 PM, Vincent Stancato<vincent.stancato@pd.boston.gov> wrote:

> Sir,
> At this time I scheduled to be up on top of Walnut Park at 11am on
> Thursday with a networking crew so that we can build out the
> connection to BHA. I am meeting with Maurice Stavenson tomorrow
> morning to finalize that.
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> Respectfully
> PO Vincent P Stancato
> Boston Police
> ITD / Communications
>
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> > Calendar: vincent.stancato@pd.boston.gov
> > Who:
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> > * deirdre.habershaw@boston.gov
> > * ejohnson@lan-tel.com
> > * Kelly Nee
> > * andrew.murphy@boston.gov
> > * Shawn.Romanoski@pd.boston.gov
> > * Vincent Stancato
> > * paul.mclaughlin@pd.boston.gov
> >
> > Event details:
> > https://www.google.com/calendar/event?
> action=VIEW&eid=dGhwaTlrMGkyMWFoaDcwbWU5bXBxaTlsZ2MgdmluY2VudC5zdGFuY2F0b0BwZC5ib3N0b24uZ292&tok=MjQjam9obi5kYWxleUBwZC5ib3N0b24uZ292NTRlMThmNWM0ZDRkO
> >
> > Invitation from Google Calendar: https://www.google.com/calendar/
> >
> > You are receiving this email at the account vincent.stancato@pd.boston.gov
> > because you are subscribed for invitations on calendar
> > vincent.stancato@pd.boston.gov.
> >
> > To stop receiving these emails, please log in to
> > https://www.google.com/calendar/ and change your notification settings for
> > this calendar.
> >
> > Forwarding this invitation could allow any recipient to modify your RSVP
> > response. Learn more at
> > https://support.google.com/calendar/answer/37135#forwarding
> > <meeting.ics>

--
Deputy Superintendent Kelly A. Nee
Boston Police Department
Bureau of Intelligence and Analysis
One Schroeder Plaza
Boston, MA 02120
617-343-4328

From: Murray Shafiroff <murray.shafiroff@boston.gov>
Sent: Tuesday, September 22, 2015 11:38 AM EDT
To: Abhishek Khule <Abhishek Khule <akhule@bphc.org>>; Alexandros Pelekanakis <Alexandros Pelekanakis <apelekanakis@genetec.com>>; Anne Vaillancourt <Anne Vaillancourt <availlancourt@genetec.com>>; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Brian Barcelou <Brian Barcelou <brian.barcelou@pd.boston.gov>>; Brian Henry <Brian Henry <bhenry@mbta.com>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; Daniel Keeler <Daniel Keeler <daniel.keeler@pd.boston.gov>>; Don Burgess <Don Burgess <don.burgess@boston.gov>>; Donna Morris <Donna Morris <donna.morris@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Jarrod Fullerton <Jarrod Fullerton <jfullerton@genetec.com>>; Jason Marshall <Jason Marshall <jason.marshall@pd.boston.gov>>; Jeff Beers <Jeff Beers <jbeers@bphc.org>>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Larry Louis <Larry Louis <larry.louis@boston.gov>>; Michael Driscoll <Michael Driscoll <mdriscoll@dvtel.com>>; Michael Kane <Michael Kane <michael.kane@boston.gov>>; Mike Lynch (DoIT) < Mike Lynch (DoIT) <mike.lynch@boston.gov>>; Nelson Vasconcelos <Nelson Vasconcelos <nelson.vasconcelos@siemens.com>>; Robert Slade <Robert Slade <robert.slade@boston.gov>>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; Stephanie Nappi <Stephanie Nappi <stephanie.nappi@siemens.com>>; Tom Deloriea <Tom Deloriea <tom.deloriea@isilon.com>>; Vincent Stancato <Vincent Stancato <vincent.stancato@pd.boston.gov>>; William Joyce <William Joyce <william.joyce@boston.gov>>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>>; Zebedeo Pena <Zebedeo Pena <zpena@genetec.com>>; jwagner@vidsys.com <jwagner@vidsys.com>; jwarchol@bpl.org; mfrench@lan-tel.com <mfrench@lan-tel.com>
Subject: Agenda- City Wide Camera Meeting
Attachment(s): "Agenda- Security Camera Strategy 09-23-15.docx"

Guys,

Please find attached the agenda for the meeting Wednesday, 9/23.
Please note that the meeting will begin at 9:00Am and that Vinnie Stancato will be running the meeting today.

Thanks
Murray

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, September 22, 2015 2:26 PM EDT
To: kelly.nee@pd.boston.gov
CC: Shawn.Romanoski@pd.boston.gov; paul.mclaughlin@pd.boston.gov; andrew.murphy@boston.gov; deirdre.habershaw@boston.gov; vincent.stancato@pd.boston.gov; John.Daley@pd.boston.gov
Subject: Re: [Update] Video System Logistics Meeting

Ok with me as well

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Sep 22, 2015, at 2:00 PM, "kelly.nee@pd.boston.gov" <kelly.nee@pd.boston.gov> wrote:

> Can we move this meeting to 11?
>
> **Video System Logistics Meeting**
>
> The purpose of this meeting is to discuss the best way to track service requests and work done on the video system. Please extend this invitation as required.
>
> When Thu Sep 24, 2015 10am – 11am Eastern Time
>
> Who
> - John Daley - organizer
> - Vincent Stancato
> - Shawn.Romanoski@pd.boston.gov
> - paul.mclaughlin@pd.boston.gov
> - ejohnson@lan-tel.com
> - andrew.murphy@boston.gov
> - Kelly Nee
> - deirdre.habershaw@boston.gov

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Tuesday, September 22, 2015 2:27 PM EDT
To: John Daley <John Daley <john.daley@pd.boston.gov>>
CC: Kelly Nee <Kelly Nee <kelly.nee@pd.boston.gov>>; ejohnson@lan-tel.com; Shawn.Romanoski@pd.boston.gov; paul.mclaughlin@pd.boston.gov; deirdre.habershaw@boston.gov; vincent.stancato@pd.boston.gov
Subject: Re: [Update] Video System Logistics Meeting

This works for Deirdre and I as well. Thank you.

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Tue, Sep 22, 2015 at 2:23 PM, John Daley<john.daley@pd.boston.gov> wrote:

> Ok for me
>
> sheoladh ó mo iphone
>
> On Sep 22, 2015, at 2:00 PM, "kelly.nee@pd.boston.gov" <kelly.nee@pd.boston.gov> wrote:
>
> Can we move this meeting to 11?
>
> **Video System Logistics Meeting**
> The purpose of this meeting is to discuss the best way to track service requests and work done on the video system. Please extend this invitation as required.
>
> When Thu Sep 24, 2015 10am – 11am Eastern Time
>
> Who
> - John Daley - organizer
> - Vincent Stancato
> - Shawn.Romanoski@pd.boston.gov
> - paul.mclaughlin@pd.boston.gov
> - ejohnson@lan-tel.com
> - andrew.murphy@boston.gov
> - Kelly Nee
> - deirdre.habershaw@boston.gov

From: Shawn Romanoski <shawn.romanoski@pd.boston.gov>
Sent: Tuesday, September 22, 2015 2:44 PM EDT
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: John Daley <John Daley <john.daley@pd.boston.gov>>; Kelly Nee <Kelly Nee <kelly.nee@pd.boston.gov>>; ejohnson@lan-tel.com; paul.mclaughlin@pd.boston.gov; deirdre.habershaw@boston.gov; vincent.stancato@pd.boston.gov
Subject: Re: [Update] Video System Logistics Meeting

That time works for me.

Shawn Romanoski
Director of Telecommunications
Boston Police Department
617-594-2994
Sent from my iPad

On Sep 22, 2015, at 2:27 PM, Andrew Murphy <andrew.murphy@boston.gov> wrote:

> This works for Deirdre and I as well. Thank you.
>
> ---
>
> **Andrew Murphy**
> **Regional Planner**
>
> **Office of Emergency Management (OEM)**
> Boston City Hall, Room 204 | Boston, MA 02201
> Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov
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> On Tue, Sep 22, 2015 at 2:23 PM, John Daley<john.daley@pd.boston.gov> wrote:
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> > > - John Daley - organizer
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> > > - Shawn.Romanoski@pd.boston.gov
> > > - paul.mclaughlin@pd.boston.gov
> > > - ejohnson@lan-tel.com
> > > - andrew.murphy@boston.gov
> > > - Kelly Nee
> > > - deirdre.habershaw@boston.gov

From: Vickie Balaschi <VBalaschi@Lan-Tel.com>
Sent: Friday, September 25, 2015 10:33 AM EDT
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: RE: August CIMS Billing
Attachment(s): "image001.jpg"

Hi Andrew,

I am working on it now and will try to get it to you at the end of the day today. If not, then Monday morning. Will that work? Sorry for the delay.

Thanks,
Vickie

From: Andrew Murphy [mailto:andrew.murphy@boston.gov]
Sent: Friday, September 25, 2015 10:01 AM
To: Vickie Balaschi <VBalaschi@Lan-Tel.com>
Subject: August CIMS Billing

Hi Vickie. Just checking in to see when we might expect the invoice for CIMS work in August. I'm out for 2 weeks beginning Tuesday of next week and would love to process the payment before I go. Thanks so much.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

Image removed by sender.

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Friday, September 25, 2015 10:35 AM EDT
To: Vickie Balaschi <Vickie Balaschi <VBalaschi@lan-tel.com>>
CC: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: August CIMS Billing

No worries. Monday will work if necessary. Thanks Vickie.

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Fri, Sep 25, 2015 at 10:33 AM, Vickie Balaschi<VBalaschi@lan-tel.com> wrote:

> Hi Andrew,
>
> I am working on it now and will try to get it to you at the end of the day today. If not, then Monday morning. Will that work? Sorry for the delay.
>
> Thanks,
>
> Vickie
>
> **From:** Andrew Murphy [mailto:andrew.murphy@boston.gov]
> **Sent:** Friday, September 25, 2015 10:01 AM
> **To:** Vickie Balaschi <VBalaschi@Lan-Tel.com>
> **Subject:** August CIMS Billing
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> Andrew
>
>
> **Andrew Murphy**
> **Regional Planner**
>
> **Office of Emergency Management (OEM)**
> Boston City Hall, Room 204 | Boston, MA 02201
> Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov
>
>
> Image removed by sender.

From: Vickie Balaschi <VBalaschi@Lan-Tel.com>
Sent: Monday, September 28, 2015 1:21 PM EDT
To: Andrew Murphy (andrew.murphy@boston.gov) < Andrew Murphy (andrew.murphy@boston.gov) <andrew.murphy@boston.gov>>
CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>
Subject: August 2015 CIMS Billing
Attachment(s): "Invoice 9914069 CIMS Aug. 2015.pdf","Copy of August 2015 Billing.xls"

Hi Andrew,

Please see the attached invoice and backup for August CIMS work. Feel free to reach out with any questions and have a great vacation!

Thanks,
Vickie

LAN-TEL
COMMUNICATIONS, INC.

Vickie Balaschi
1400 Providence Highway, Suite 2000
Norwood, MA 02062
Phone: 781.352.4637
Fax: 781.551.8667
Cell: 774.766.8616
vbalaschi@lan-tel.com
www.lan-tel.com

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Monday, September 28, 2015 1:22 PM EDT
To: Vickie Balaschi <Vickie Balaschi <VBalaschi@lan-tel.com>>
CC: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>
Subject: Re: August 2015 CIMS Billing

Thanks so much Vickie!

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Mon, Sep 28, 2015 at 1:21 PM, Vickie Balaschi<VBalaschi@lan-tel.com> wrote:

> Hi Andrew,
>
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>
> Thanks,
>
> Vickie
>
> LAN-TEL COMMUNICATIONS, INC.
>
> Vickie Balaschi
>
> 1400 Providence Highway, Suite 2000
>
> Norwood, MA 02062
>
> Phone: 781.352.4637
>
> Fax: 781.551.8667
>
> Cell: 774.766.8616
>
> vbalaschi@lan-tel.com
>
> www.lan-tel.com

From: John Bartolomucci <jbarts@lan-tel.com>
Sent: Tuesday, September 29, 2015 12:04 PM EDT
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: Boston CIMS service contract 2015 -2016 option one
Attachment(s): "Boston CIMS service contract 2015 -2016 option one.pdf"

Hi Andrew,

Attached you will find the updated DVTel annual SSA agreement / quote. If you have any questions please contact me.

Hope all is well

Thank you

John Bartolomucci
Director – Security Division
1400 Providence Highway, Suite 2000
Norwood, MA 02062
Phone: 781.352.4056
Fax: 781.551.8667
Cell: 617.413.7488
jbarts@lan-tel.com
www.lan-tel.com

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Tuesday, September 29, 2015 1:54 PM EDT
To: John Bartolomucci <John Bartolomucci <jbarts@lan-tel.com>>
CC: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Boston CIMS service contract 2015 -2016 option one

Thanks so much John. You can invoice us based on the existing monthly maintenance PO (don't know what that number is off the top of my head).

_____

Andrew Murphy
Regional Planner

City of Boston
Office of Emergency Management

Sent from my iPhone

On Sep 29, 2015, at 12:04 PM, John Bartolomucci <jbarts@lan-tel.com> wrote:

> Hi Andrew,
>
> Attached you will find the updated DVTel annual SSA agreement / quote. If you have any questions please contact me.
>
> Hope all is well
>
> Thank you

John Bartolomucci
Director – Security Division
1400 Providence Highway, Suite 2000
Norwood, MA 02062
Phone: 781.352.4056
Fax: 781.551.8667
Cell: 617.413.7488
jbarts@lan-tel.com
www.lan-tel.com

<Boston CIMS service contract 2015 -2016 option one.pdf>

From: Murray Shafiroff <murray.shafiroff@boston.gov>
Sent: Wednesday, September 30, 2015 6:54 AM EDT
To: Abhishek Khule <Abhishek Khule <akhule@bphc.org>>; Alexandros Pelekanakis <Alexandros Pelekanakis <apelekanakis@genetec.com>>; Anne Vaillancourt <Anne Vaillancourt <availlancourt@genetec.com>>; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Brian Barcelou <Brian Barcelou <brian.barcelou@pd.boston.gov>>; Brian Henry <Brian Henry <bhenry@mbta.com>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; Daniel Keeler <Daniel Keeler <daniel.keeler@pd.boston.gov>>; Don Burgess <Don Burgess <don.burgess@boston.gov>>; Donna Morris <Donna Morris <donna.morris@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Jarrod Fullerton <Jarrod Fullerton <jfullerton@genetec.com>>; Jason Marshall <Jason Marshall <jason.marshall@pd.boston.gov>>; Jeff Beers <Jeff Beers <jbeers@bphc.org>>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Larry Louis <Larry Louis <larry.louis@boston.gov>>; Michael Driscoll <Michael Driscoll <mdriscoll@dvtel.com>>; Michael Kane <Michael Kane <michael.kane@boston.gov>>; Mike Lynch (DoIT) < Mike Lynch (DoIT) <mike.lynch@boston.gov>>; Nelson Vasconcelos <Nelson Vasconcelos <nelson.vasconcelos@siemens.com>>; Robert Slade <Robert Slade <robert.slade@boston.gov>>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; Stephanie Nappi <Stephanie Nappi <stephanie.nappi@siemens.com>>; Tom Deloriea <Tom Deloriea <tom.deloriea@isilon.com>>; Vincent Stancato <Vincent Stancato <vincent.stancato@pd.boston.gov>>; William Joyce <William Joyce <william.joyce@boston.gov>>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>>; Zebedeo Pena <Zebedeo Pena <zpena@genetec.com>>; jwagner@vidsys.com <jwagner@vidsys.com>; jwarchol@bpl.org; mfrench@lan-tel.com <mfrench@lan-tel.com>
Subject: Agenda - City Wide Camera Meeting
Attachment(s): "Agenda- Security Camera Strategy 09-30-15.docx"

Guys,

Please find attached the Agenda for today's meeting at **9:00AM**.

Thanks
Murray

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Sunday, October 04, 2015 5:27 PM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Eric Nisbet <Eric Nisbet <enisbet@lan-tel.com>>
Subject: Fwd: ShotSpotter (Chelsea, MA) - Camera integration

Hi Eric and Eric. I was under the impression the Shotspotter/DVTel integration was completed for Chelsea. Can you possibly confirm? If it wasn't I need to reach out to Shotspotter immediately. Thanks.

Andrew

_____

Andrew Murphy
Regional Planner

City of Boston
Office of Emergency Management

Sent from my iPhone

Begin forwarded message:

> **From:** "Griffin, Robert" <RGriffin@chelseama.gov>
> **Date:** October 4, 2015 at 1:34:21 PM EDT
> **To:** Andrew Murphy <andrew.murphy@boston.gov>
> **Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration**
>
> Our camera system was NEVER integrated with ShotSpotter.
>
> The chief is upset because cities that had theirs installed after us have had them working for a while. According to the Chief, we supposedly have more gunshots going off in our city than any of the other UASO city and more than most other Shot Spotted customers. We also want to get the alert to pop-up in our cruisers.
>
> I am going to be the PIC for getting this project completed.
>
> Regards,
> Rob
> 617-438-7331 (mobile)
> 617-466-4805 (office)
>
> Sent from my T-Mobile 4G LTE Device
>
> -------- Original message --------
> From: Andrew Murphy <andrew.murphy@boston.gov>
> Date: 10/1/2015 17:23 (GMT-05:00)
> To: Ronald Cayabyab <RCayabyab@shotspotter.com>
> Cc: "Griffin, Robert" <RGriffin@chelseama.gov>, Support <Support@shotspotter.com>, "Batchelor, David" <DBatchelor@chelseama.gov>, "Monzione, Pam" <PMonzione@chelseama.gov>
> Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration
>
> Hi Lt. Griffin. I was under the impression all was working properly with your camera/Shotspotter integration. Please let me know if there are any issues. Thanks.
>
> Andrew
>
> _____
>
> Andrew Murphy
> Regional Planner
>
> City of Boston
> Office of Emergency Management
>
> Sent from my iPhone
>
> On Oct 1, 2015, at 12:52 PM, Ronald Cayabyab <RCayabyab@shotspotter.com> wrote:

Hi Lt. Griffin,

It was a pleasure speaking with you. As discussed, we have completed camera integration with Chelsea, MA. Our contact was Andrew Murphy (617)635-1400. The integrator used was DVTel and the video management server endpoint that we currently send ShotSpotter data to has an IP of 10.20.61.84 on port 1111.

Please look into this on your end and let me know how you would like to proceed.

Best regards,

<image001.png>

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

From: Griffin, Robert [mailto:RGriffin@chelseama.gov]
Sent: Thursday, October 01, 2015 6:27 AM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration

Sounds good. Thanks.

LT. ROBERT E. GRIFFIN
Chelsea Police Department
19 Park Street
Chelsea, Massachusetts 02150
617-466-4805
rgriffin@chelseama.gov

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Thursday, October 01, 2015 9:24 AM
To: Griffin, Robert; Batchelor, David
Cc: Support
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration

Hi Robert,

Thanks for the follow up. If it's ok, I will call you around 12:30 pm edt to discuss camera integration.

Best regards,

Ron
SET Support

Sent from my Verizon Wireless 4G LTE smartphone

-------- Original message --------
From: "Griffin, Robert" <RGriffin@chelseama.gov>
Date: 10/1/2015 4:14 AM (GMT-08:00)
To: Ronald Cayabyab <RCayabyab@shotspotter.com>, "Batchelor, David" <DBatchelor@chelseama.gov>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration

Ron,

Yes. Our Citywide cameras are all on DVTel equipment. You may call me anytime today til 2:30pm to discuss this further or next week. I'll be out of the office tomorrow. I look forward to getting this up and running.

Regards,

LT. ROBERT E. GRIFFIN
Chelsea Police Department
19 Park Street
Chelsea, Massachusetts 02150
617-466-4805
rgriffin@chelseama.gov

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Wednesday, September 30, 2015 6:12 PM
To: Batchelor, David
Cc: Griffin, Robert
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration

Sure, Capt. By the way, I noticed that Chelsea already has camera integration-- using DVTel as your integrator. Is this correct?

<image001.png>

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

From: Batchelor, David [mailto:DBatchelor@chelseama.gov]
Sent: Wednesday, September 30, 2015 3:09 PM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>
Cc: Griffin, Robert <RGriffin@chelseama.gov>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration

Hi Ronald,

LT. Griffin will be handling this with Shotspptter, I have included him in this email, please coordinate with him.

Thank You
Capt. Batchelor

Sent from my iPhone

On Sep 30, 2015, at 3:09 PM, "Ronald Cayabyab" <RCayabyab@shotspotter.com> wrote:

> Hello Cpt. Batchelor,
>
> I was informed that you will be pursuing camera integration soon and wanted to give you information regarding that. We have an API called Notification Engine (NE). The document attached will help explain in detail, how to successfully integrate with ShotSpotter.
>
> Additionally, the public IP for our NE is 107.0.144.107. When we have decided to move forward, you can provision this src IP on your firewall leading to your vms endpoint. Also, ICMP is disabled on our end so ping won't work. Also, once we have decided connection type (*Socket, HTTP GET, HTTP POST(XML))* and packet type, I will be able to set up your instance of NE on our api server. I will also need the IP and port or url of your vms endpoint.
>
> Below is an xml payload sample of our recommended packet type (ialrt04). You can decide how much information you receive based on different packet formats shown in the document attached.
>
> <image001.png>
> <!-- NOTE: the Checksum Indicator, Checksum, and Message Ending fields are not included in the XML form, because we are relying on TCP/IP to do that level of error correction. -->
>
> Please let me know when you would like to discuss how we move forward.
>
> Best regards,
>
> <image002.png>

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

Corporate Headquarters
7979 Gateway Boulevard
Newark, CA 94560

<image003.png>The Fight to Stop Gun Violence Starts with ShotSpotter

ref:_00D60Jm9t._50032tMq25:ref

<Notification API Reference^ShotSpotter Notification API Version 2 6.pdf>

<IALRT04_sample.xml>

<IALRT04.xsd>

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Sunday, October 04, 2015 5:44 PM EDT
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration

No Andrew it has been . I spoke with Pam on this Friday afternoon . My understanding is that a new LT. Is taking over on Monday . He was inquiring about "signals" received from Shotspotter to Dvtel software . I will say we did have to re enter some data and presets into cameras since this project coincided with the overall upgrade .

Since myself or Pam couldn't definitely understand what criteria or information that the Lt was looking for during our phone conversation, I told Pam and the LT that we will do a full test with Shotspotter , and the Lt on Wed and go over the whole system as needed and answer any questions that he might have . It will be beneficial to us as well since I do not know how they display at Chelsea for SS .

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

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> Andrew
>
> _____
>
> Andrew Murphy
> Regional Planner
>
> City of Boston
> Office of Emergency Management
>
> Sent from my iPhone
>
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> > Regards,
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> > 617-466-4805 (office)

Sent from my T-Mobile 4G LTE Device

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Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration

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Andrew

_____

Andrew Murphy
Regional Planner

City of Boston
Office of Emergency Management

Sent from my iPhone

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>
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>
> <image001.png>
>
> **Ron Cayabyab**
> **Technical Support Engineer III**
> Tel.510.794.3114 / Fax.650.887.2106
> rcayabyab@sst-inc.com
>
> ---
>
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>
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>
> **LT. ROBERT E. GRIFFIN**
> **Chelsea Police Department**
> **19 Park Street**
> **Chelsea, Massachusetts 02150**
> **617-466-4805**
> **rgriffin@chelseama.gov**
>
> ---
>
> **From:** Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
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> **Cc:** Support
> **Subject:** RE: ShotSpotter (Chelsea, MA) - Camera integration

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Best regards,

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Sent from my Verizon Wireless 4G LTE smartphone

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Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration

Ron,

Yes. Our Citywide cameras are all on DVTel equipment. You may call me anytime today til 2:30pm to discuss this further or next week. I'll be out of the office tomorrow. I look forward to getting this up and running.

Regards,

LT. ROBERT E. GRIFFIN
Chelsea Police Department
19 Park Street
Chelsea, Massachusetts 02150
617-466-4805
rgriffin@chelseama.gov

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Wednesday, September 30, 2015 6:12 PM
To: Batchelor, David
Cc: Griffin, Robert
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration

Sure, Capt. By the way, I noticed that Chelsea already has camera integration-- using DVTel as your integrator. Is this correct?

<image001.png>

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

From: Batchelor, David [mailto:DBatchelor@chelseama.gov]
Sent: Wednesday, September 30, 2015 3:09 PM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>
Cc: Griffin, Robert <RGriffin@chelseama.gov>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration

Hi Ronald,

LT. Griffin will be handling this with Shotspptter, I have included him in this email, please coordinate with him.

Thank You
Capt. Batchelor

Sent from my iPhone

On Sep 30, 2015, at 3:09 PM, "Ronald Cayabyab" <RCayabyab@shotspotter.com> wrote:

Hello Cpt. Batchelor,

I was informed that you will be pursuing camera integration soon and wanted to give you information regarding that. We have an API called Notification Engine (NE). The document attached will help explain in detail, how to successfully integrate with ShotSpotter.

Additionally, the public IP for our NE is 107.0.144.107. When we have decided to move forward, you can provision this src IP on your firewall leading to your vms endpoint. Also, ICMP is disabled on our end so ping won't work. Also, once we have decided connection type (*Socket, HTTP GET, HTTP POST(XML))* and packet type, I will be able to set up your instance of NE on our api server. I will also need the IP and port or url of your vms endpoint.

Below is an xml payload sample of our recommended packet type (ialrt04). You can decide how much information you receive based on different packet formats shown in the document attached.

<image001.png>
<!-- NOTE: the Checksum Indicator, Checksum, and Message Ending fields are not included in the XML form, because we are relying on TCP/IP to do that level of error correction. -->

Please let me know when you would like to discuss how we move forward.

Best regards,

<image002.png>

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

Corporate Headquarters
7979 Gateway Boulevard
Newark, CA 94560

<image003.png>The Fight to Stop Gun Violence Starts with ShotSpotter

ref:_00D60Jm9t._50032tMq25:ref

<Notification API Reference^ShotSpotter Notification API Version 2 6.pdf>

<IALRT04_sample.xml>

<IALRT04.xsd>

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Sunday, October 04, 2015 6:04 PM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration

This is perfect. The new Lt. is Bob Griffin. Thanks so much Eric.

_____

Andrew Murphy
Regional Planner

City of Boston
Office of Emergency Management

Sent from my iPhone

On Oct 4, 2015, at 5:44 PM, Eric Johnson <ejohnson@lan-tel.com> wrote:

> No Andrew it has been . I spoke with Pam on this Friday afternoon . My understanding is that a new LT. Is taking over on Monday . He was inquiring about "signals" received from Shotspotter to Dvtel software . I will say we did have to re enter some data and presets into cameras since this project coincided with the overall upgrade .
>
> Since myself or Pam couldn't definitely understand what criteria or information that the Lt was looking for during our phone conversation, I told Pam and the LT that we will do a full test with Shotspotter , and the Lt on Wed and go over the whole system as needed and answer any questions that he might have . It will be beneficial to us as well since I do not know how they display at Chelsea for SS .
>
> Respectfully ,
>
> Eric Johnson
> Project Manager
> Lan-Tel Communications
> 1400 Providence Highway, Suite 2000
> Norwood, MA 02062
>
> Cell: 617-413-2148
> Phone: 781-352-4656
> Fax: 781-551-8667
>
> ejohnson@lan-tel.com
> www.lan-tel.com
>
> On Oct 4, 2015, at 5:27 PM, Andrew Murphy <andrew.murphy@boston.gov> wrote:
>
>> Hi Eric and Eric. I was under the impression the Shotspotter/DVTel integration was completed for Chelsea. Can you possibly confirm? If it wasn't I need to reach out to Shotspotter immediately. Thanks.
>>
>> Andrew
>>
>> _____
>>
>> Andrew Murphy
>> Regional Planner
>>
>> City of Boston
>> Office of Emergency Management
>>
>> Sent from my iPhone
>>
>> Begin forwarded message:
>>
>>> **From:** "Griffin, Robert" <RGriffin@chelseama.gov>
>>> **Date:** October 4, 2015 at 1:34:21 PM EDT
>>> **To:** Andrew Murphy <andrew.murphy@boston.gov>

Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration

Our camera system was NEVER integrated with ShotSpotter.

The chief is upset because cities that had theirs installed after us have had them working for a while. According to the Chief, we supposedly have more gunshots going off in our city than any of the other UASO city and more than most other Shot Spotted customers. We also want to get the alert to pop-up in our cruisers.

I am going to be the PIC for getting this project completed.

Regards,
Rob
617-438-7331 (mobile)
617-466-4805 (office)

Sent from my T-Mobile 4G LTE Device

-------- Original message --------
From: Andrew Murphy <andrew.murphy@boston.gov>
Date: 10/1/2015 17:23 (GMT-05:00)
To: Ronald Cayabyab <RCayabyab@shotspotter.com>
Cc: "Griffin, Robert" <RGriffin@chelseama.gov>, Support <Support@shotspotter.com>, "Batchelor, David" <DBatchelor@chelseama.gov>, "Monzione, Pam" <PMonzione@chelseama.gov>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration

Hi Lt. Griffin. I was under the impression all was working properly with your camera/Shotspotter integration. Please let me know if there are any issues. Thanks.

Andrew

_____

Andrew Murphy
Regional Planner

City of Boston
Office of Emergency Management

Sent from my iPhone

On Oct 1, 2015, at 12:52 PM, Ronald Cayabyab <RCayabyab@shotspotter.com> wrote:

> Hi Lt. Griffin,
>
> It was a pleasure speaking with you. As discussed, we have completed camera integration with Chelsea, MA. Our contact was Andrew Murphy (617)635-1400. The integrator used was DVTel and the video management server endpoint that we currently send ShotSpotter data to has an IP of 10.20.61.84 on port 1111.
>
> Please look into this on your end and let me know how you would like to proceed.
>
> Best regards,
>
> <image001.png>
>
> **Ron Cayabyab**
> **Technical Support Engineer III**
> Tel.510.794.3114 / Fax.650.887.2106
> rcayabyab@sst-inc.com
>
> ---
>
> **From:** Griffin, Robert [mailto:RGriffin@chelseama.gov]
> **Sent:** Thursday, October 01, 2015 6:27 AM
> **To:** Ronald Cayabyab <RCayabyab@shotspotter.com>

Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration

Sounds good. Thanks.

LT. ROBERT E. GRIFFIN
Chelsea Police Department
19 Park Street
Chelsea, Massachusetts 02150
617-466-4805
rgriffin@chelseama.gov

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Thursday, October 01, 2015 9:24 AM
To: Griffin, Robert; Batchelor, David
Cc: Support
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration

Hi Robert,

Thanks for the follow up. If it's ok, I will call you around 12:30 pm edt to discuss camera integration.

Best regards,

Ron
SET Support

Sent from my Verizon Wireless 4G LTE smartphone

-------- Original message --------
From: "Griffin, Robert" <RGriffin@chelseama.gov>
Date: 10/1/2015 4:14 AM (GMT-08:00)
To: Ronald Cayabyab <RCayabyab@shotspotter.com>, "Batchelor, David" <DBatchelor@chelseama.gov>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration

Ron,

Yes. Our Citywide cameras are all on DVTel equipment. You may call me anytime today til 2:30pm to discuss this further or next week. I'll be out of the office tomorrow. I look forward to getting this up and running.

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LT. ROBERT E. GRIFFIN
Chelsea Police Department
19 Park Street
Chelsea, Massachusetts 02150
617-466-4805
rgriffin@chelseama.gov

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Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration

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<image001.png>

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

From: Batchelor, David [mailto:DBatchelor@chelseama.gov]
Sent: Wednesday, September 30, 2015 3:09 PM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>
Cc: Griffin, Robert <RGriffin@chelseama.gov>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration

Hi Ronald,

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Thank You
Capt. Batchelor

Sent from my iPhone

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>
> I was informed that you will be pursuing camera integration soon and wanted to give you information regarding that. We have an API called Notification Engine (NE). The document attached will help explain in detail, how to successfully integrate with ShotSpotter.
>
> Additionally, the public IP for our NE is 107.0.144.107. When we have decided to move forward, you can provision this src IP on your firewall leading to your vms endpoint. Also, ICMP is disabled on our end so ping won't work. Also, once we have decided connection type (*Socket, HTTP GET, HTTP POST(XML))* and packet type, I will be able to set up your instance of NE on our api server. I will also need the IP and port or url of your vms endpoint.
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> Below is an xml payload sample of our recommended packet type (ialrt04). You can decide how much information you receive based on different packet formats shown in the document attached.
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>
> Please let me know when you would like to discuss how we move forward.
>
> Best regards,
>
> <image002.png>
>
> **Ron Cayabyab**
> **Technical Support Engineer III**
> Tel.510.794.3114 / Fax.650.887.2106
> rcayabyab@sst-inc.com
>
> **Corporate Headquarters**
> 7979 Gateway Boulevard
> Newark, CA 94560
>
> <image003.png>The Fight to Stop Gun Violence Starts with ShotSpotter
>
> ref:_00D60Jm9t._50032tMq25:ref
>
> <Notification API Reference^ShotSpotter Notification API Version 2 6.pdf>
> <IALRT04_sample.xml>
> <IALRT04.xsd>

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Sunday, October 04, 2015 6:12 PM EDT
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: Part 2

Andrew
I didn't scroll down . This LT in particular has been very critical of during our upgrade of Chelsea . Even though he worked from 11 pm to 7 AM I offered to come in and sit down and go over the whole system , hear any concerns and listen to input . This did not happen . His only conduit to us so far has been mass emails to Chief Kyes. . I believe a side bar with Pam would give you more insight into what we have been dealing with .

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Sunday, October 04, 2015 6:39 PM EDT
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: Fw: Shotspotter at Chelsea - Case 60423

Andrew here is some email correspondence when we were working in server . All parties were on this.

From: Eric W. Nisbet
Sent: Monday, March 9, 2015 11:54 AM
To: Keith Cottrell
Cc: Mike Driscoll; DVTEL AIC; DVTEL Support; Eric Johnson
Subject: RE: Shotspotter at Chelsea - Case 60423

I have shut down the Application Server in SafRun and am currently running the substitute App Server on the server. Shot Spotter said that they were sending a test every 30 minutes. I will let it run and check back in. The other troubleshooting steps were followed before I reached out.

Eric

From: Keith Cottrell [mailto:kcottrell@dvtel.com]
Sent: Monday, March 09, 2015 11:41 AM
To: Eric W. Nisbet
Cc: Mike Driscoll; DVTEL AIC; DVTEL Support
Subject: FW: Shotspotter at Chelsea - Case 60423

Hi Eric,

I have created a case 60423 for this. All my guys are tied up at the moment but I will have someone call you soon. In the interim, see the email below from AIC that provides some helpful tips. If you're still having an issue after following these recommendations, let me know.

Kind regards,

Keith S. Cottrell, PMP
Director, Global Support Operations | DVTEL, INC.
Tel: +1 (201) 708-9821

From: DVTEL AIC
Sent: Monday, March 09, 2015 11:06 AM
To: Mike Driscoll; DVTEL Support
Cc: DVTEL AIC
Subject: RE: Shotspotter

Thanks Mike. AIC recommends a very simple test (no logs, etc.):

We act as a TCP server in ShotSpotter.

Please close the App Server and instead, run the attached **on the App Server** machine and ensure that we get notifications from the configured shot spotter Notification Engine. Other helpful troubleshooting steps are noted in the manual's Troubleshooting section.

Thanks,
Edan Kemelman
Principal Software Engineer
Applications and Integration Center (AIC) | DVTEL, INC.
Tel: +1 (201) 708-9817

From: Mike Driscoll
Sent: Monday, March 09, 2015 10:57 AM
To: DVTEL Support; DVTEL AIC
Subject: FW: Shotspotter

Guys,

See email trail below. Other cities outside Boston are now installing our integration to Shotspotter. They are experiencing difficulties…. They believe its been network related until now….. but looks like they will be reaching out to us to assist.

Support and AIC please assist.

Thanks

MD

From: Eric W. Nisbet [mailto:enisbet@lan-tel.com]
Sent: Monday, March 09, 2015 10:53 AM
To: Chuck Wade; Christian Lahti; Nikhil Mehta; Andrew Murphy
Cc: Eric Johnson; Fred Goldstein; Colin Strutt; Mike Driscoll
Subject: RE: Shotspotter

I have been monitoring the Chelsea server and even did a reboot to make sure that I don't have any events reaching the DVTel software. I am going to engage DVTel support at this time to see if they can see anything in the logs and find out if I am getting any signals. In Boston, I just log into Control Center and the messages flood onto my screen. In Chelsea I am not getting anything.

I will update as this progresses.

Eric

From: Chuck Wade [mailto:Chuck@Interisle.net]
Sent: Friday, March 06, 2015 3:23 PM
To: Eric W. Nisbet; Christian Lahti; Nikhil Mehta; Andrew Murphy
Cc: Eric Johnson; Fred Goldstein; Colin Strutt; Mike Driscoll
Subject: Re: Shotspotter

Eric, et al.,

I can confirm that traffic is flowing in both directions between the ShotSpotter service and the Chelsea DVTEL server. I can provide a packet trace if any one needs it. However, please note that I am heading out for an appointment, and will not be back in my office until tomorrow.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 3/6/15 12:57 PM, Eric W. Nisbet wrote:

> Just logged back in to the Chelsea server and still nothing showing up on the screen regarding Shot Spotter.
>
> Eric
>
> ---
>
> **From:** Christian Lahti [mailto:clahti@shotspotter.com]
> **Sent:** Friday, March 06, 2015 12:55 PM
> **To:** Chuck Wade; Eric W. Nisbet; Nikhil Mehta; Andrew Murphy
> **Cc:** Eric Johnson; Fred Goldstein; Colin Strutt; Mike Driscoll
> **Subject:** RE: Shotspotter
>
> Outbound traffic is NAT'd from our side to 10.112.0.250, this is the only IP address you guys will see as a source from us.
>
> /Christian
>
> ---
>
> **From:** Chuck Wade [mailto:Chuck@Interisle.net]
> **Sent:** Friday, March 06, 2015 9:41 AM
> **To:** Eric W. Nisbet; Nikhil Mehta; Andrew Murphy
> **Cc:** Eric Johnson; Christian Lahti; Fred Goldstein; Colin Strutt; Mike Driscoll
> **Subject:** Re: Shotspotter
>
> Eric, Nikhil,
>
> For what it's worth, I am seeing traffic from <10.112.0.250> to <10.20.61.77> with dest. port of 1111. This traffic is now being delivered to <10.0.77.200>.
>
> I assume the source address is the ShotSpotter notification server. If not, we should investigate. It would help to have a list of IP addresses on the ShotSpotter side that we expect traffic from, with some indication as to what the roles are of the associated hosts.
>
> ...Chuck
>
> Chuck Wade, Principal

Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 3/6/15 12:32 PM, Eric W. Nisbet wrote:

> Yes. Those are all correct.
>
> ---
>
> **From:** Chuck Wade [mailto:Chuck@Interisle.net]
> **Sent:** Friday, March 06, 2015 12:29 PM
> **To:** Eric W. Nisbet; Nikhil Mehta; Andrew Murphy
> **Cc:** Eric Johnson; Christian Lahti; Fred Goldstein; Colin Strutt; Mike Driscoll
> **Subject:** Re: Shotspotter
>
> Eric, et al.,
>
> I'm glad we checked. I just now updated the NAT rule on the firewall, so the traffic should now get to the correct server. Nothing needs to be done on the ShotSpotter end.
>
> Here is the table of server addresses I previously sent out. Could you please review this, and let me know if there are any other corrections required?
>
> | DVTEL Server Location | Actual DVTEL IP | NAT'ed DVTEL IP |
> |---|---|---|
> | Everett PD | 10.0.73.205 | 10.20.61.73 |
> | Revere PD | 10.0.76.200 | 10.20.61.76 |
> | Chelsea PD | 10.0.77.200 | 10.20.61.77 |
> | Somerville PD | 10.0.84.201 | 10.20.61.84 |
>
> Note, I've changed the Chelsea address above to reflect the updated info.
>
> ...Chuck
>
> Chuck Wade, Principal
> Interisle Consulting Group
> +1 508 435-3050 Office
> +1 508 277-6439 Mobile
> www.interisle.net
>
> On 3/6/15 12:07 PM, Eric W. Nisbet wrote:
>
> > The server in Chelsea is 200 not 202. 202 is one of the archivers. 200 is the directory and application server. The messages need to be going to 200.
> >
> > Eric
> >
> > ---
> >
> > **From:** Chuck Wade [mailto:Chuck@Interisle.net]
> > **Sent:** Friday, March 06, 2015 12:01 PM
> > **To:** Eric W. Nisbet; Nikhil Mehta; Andrew Murphy
> > **Cc:** Eric Johnson; Christian Lahti; Fred Goldstein; Colin Strutt; Mike Driscoll
> > **Subject:** Re: Shotspotter
> >
> > Eric, Nikhil,
> >
> > I have checked the IPsec tunnel status, and everything continues to look good. I am seeing packets incrementing the packet counters associated with the NAT rule for Chelsea, so it appears that traffic is being sent.
> >
> > Let me confirm that the Chelsea DVTEL server is at <10.0.77.202>. It would also help to confirm that a ping from the ShotSpotter notification server to the NAT address <10.20.61.77> gets a response from the Chelsea DVTEL server.
> >
> > I have started a packet capture that will hopefully pick up the next notification event. I will see if that tells us anything useful.
> >
> > ...Chuck
> >
> > Chuck Wade, Principal
> > Interisle Consulting Group
> > +1 508 435-3050 Office

+1 508 277-6439 Mobile
www.interisle.net

On 3/6/15 10:51 AM, Eric W. Nisbet wrote:

> I have logged into the Chelsea System and checked the events and alarms pane and see no Shot Spotter activity. Pretty sure I have it configured correctly because I checked the configuration against Boston.
>
> Eric
>
> ---
>
> **From:** Nikhil Mehta [mailto:nmehta@shotspotter.com]
> **Sent:** Wednesday, March 04, 2015 8:12 PM
> **To:** Eric W. Nisbet; Andrew Murphy
> **Cc:** Eric Johnson; Chuck Wade; Christian Lahti; Fred Goldstein; Colin Strutt; Mike Driscoll
> **Subject:** RE: Shotspotter
>
> I've setup Notification Engine to our test environment, this will simulate incidents every 30 minutes and will be sent to Chelsea server at 10.20.61.77:1111 and packet type as INCIUPD. But getting delivery failure.
> Can you guys check on your end if the server is provisioned to receive the packets . Let m eknow if I need to use different packet type of port number.
>
> Nikhil
>
> ---
>
> **From:** Eric W. Nisbet [mailto:enisbet@lan-tel.com]
> **Sent:** Wednesday, March 04, 2015 10:49 AM
> **To:** Nikhil Mehta; Andrew Murphy
> **Cc:** Eric Johnson; Chuck Wade; Christian Lahti; Fred Goldstein; Colin Strutt; Mike Driscoll
> **Subject:** RE: Shotspotter
>
> All set up and ready for the test. Are we still on?
>
> Eric
>
> ---
>
> **From:** Nikhil Mehta [mailto:nmehta@shotspotter.com]
> **Sent:** Monday, March 02, 2015 2:08 PM
> **To:** Eric W. Nisbet; Andrew Murphy
> **Cc:** Eric Johnson; Chuck Wade; Christian Lahti; Fred Goldstein; Colin Strutt; Mike Driscoll
> **Subject:** RE: Shotspotter
>
> Work for me.
>
> Nikhil
>
> ---
>
> **From:** Eric W. Nisbet [mailto:enisbet@lan-tel.com]
> **Sent:** Monday, March 02, 2015 11:06 AM
> **To:** Andrew Murphy; Nikhil Mehta
> **Cc:** Eric Johnson; Chuck Wade; Christian Lahti; Fred Goldstein; Colin Strutt; Mike Driscoll
> **Subject:** RE: Shotspotter
>
> I think we are ready to go with a test of the systems in Chelsea and Somerville. Would Wednesday at 1:00 eastern work for all? I am currently working on Everett and Revere so that we may have more ready by then, but we are a definite go for Chelsea and Somerville for Wednesday. If this time doesn't work, please let me know and we can reschedule.
>
> Thanks,
>
> Eric
>
> **From:** Andrew Murphy [mailto:andrew.murphy@boston.gov]
> **Sent:** Monday, March 02, 2015 2:03 PM
> **To:** Nikhil Mehta
> **Cc:** Eric Johnson; Eric W. Nisbet; Chuck Wade; Christian Lahti; Fred Goldstein; Colin Strutt; Mike Driscoll
> **Subject:** Fwd: Shotspotter

Good afternoon all. Please see below Revere PD's approval to release their Shotspotter coverage area. Somerville PD has been less than responsive. I will keep prodding them. Thanks.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1400 | Fax: 617-635-2974 | andrew.murphy@boston.gov

---------- Forwarded message ----------
From: **Goodwin Lt Det John** <jgoodwin@reverepolice.org>
Date: Mon, Mar 2, 2015 at 2:00 PM
Subject: Shotspotter
To: andrew.murphy@boston.gov
Andrew I forwarded your email to detective Bruker who was out of State on training last week I apologize. If this email is not enough to authorize the request to share the needed information I will forward whatever you need in the morning thanks Andrew

Sent from my Verizon Wireless 4G LTE smartphone

This message is for the sole use of the intended recipient/s and may contain confidential information. Any unauthorized review, use or disclosure is prohibited. If you have received this message in error, please reply to the sender and delete the original message and all copies from your computer.

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Sunday, October 04, 2015 6:42 PM EDT
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>
Subject: Fw: Deleting Shot Spotter Cameras

From: Eric W. Nisbet
Sent: Friday, May 8, 2015 3:50 PM
To: DVTEL Support
Cc: Eric Johnson; Peter Kostopoulos; Mark Savage
Subject: RE: Deleting Shot Spotter Cameras

The activation code for this server is 1-0406-936D-B8D4-E4E7. CIMS Chelsea Police. This is the same case that will be in 5 different communities so I am looking to get a work around on the alarm que so I can land new cameras after deleting the old camera that is being replaced.

From: DVTEL Support [mailto:support@dvtel.com]
Sent: Friday, May 08, 2015 12:18 PM
To: Eric W. Nisbet; DVTEL Support
Cc: Eric Johnson; Peter Kostopoulos; Mark Savage
Subject: RE: Deleting Shot Spotter Cameras

Hi Eric,

Could you please provide us with the site/customer name.

Thank You!

Sucheet Kumar
Engineer - Technical Support
1-888-DVTel-77 (1-888-388-3577)
support@dvtel.com

From: Eric W. Nisbet [mailto:enisbet@lan-tel.com]
Sent: Friday, May 08, 2015 9:33 PM
To: DVTEL Support
Cc: Eric Johnson; Peter Kostopoulos; Mark Savage
Subject: Deleting Shot Spotter Cameras

We are currently involved in an upgrade of many of the older cameras in the entire CIMS area in the Boston area. Many of the old cameras that are being replaced by the new DVTel cameras are included in the Shot Spotter system. I have attempted to delete the old camera so I can add the new one but I have been stopped by Admin Center because it says that Shot Spotter has that camera:

The Broadway (Upper) cannot be removed because:
ShotSpotter system: Broadway (Upper) AlarmType using it in the Alarm scenes field

If I log into Control Center and attempt to clear the alarms, I can only clear 150 at a time and then I have to close and reopen Control Center to get the next 150. During testing, Shot Spotter sent alarms almost constantly for months. There are far too many alarms to clear. Is there a way to clear out the backlogged alarms all at once? We have cameras down until I can resolve this.

Thanks,

Eric

LAN-TEL
COMMUNICATIONS, INC.
WWW.LAN-TEL.COM

Eric Nisbet

1400 Providence Highway, Suite 2000
Norwood, MA 02062
Phone: 781.551.8599
Fax: 781.551.8667
Cell: 781.760.8505

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REDUCE, RECYCLE, REUSE AND RESTORE

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This message is for the sole use of the intended recipient/s and may contain confidential information. Any unauthorized review, use or disclosure is prohibited. If you have received this message in error, please reply to the sender and delete the original message and all copies from your computer.

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Sunday, October 04, 2015 9:56 PM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Part 2

Thanks Eric. I've had interactions with him in the past and he tends to rub many people the wrong way. I'll get to the bottom of this. Have a great night.

_____

Andrew Murphy
Regional Planner

City of Boston
Office of Emergency Management

Sent from my iPhone

On Oct 4, 2015, at 6:12 PM, Eric Johnson <ejohnson@lan-tel.com> wrote:

> Andrew
> I didn't scroll down . This LT in particular has been very critical of during our upgrade of Chelsea . Even though he worked from 11 pm to 7 AM I offered to come in and sit down and go over the whole system , hear any concerns and listen to input . This did not happen . His only conduit to us so far has been mass emails to Chief Kyes. . I believe a side bar with Pam would give you more insight into what we have been dealing with .
>
> Respectfully ,
>
> Eric Johnson
> Project Manager
> Lan-Tel Communications
> 1400 Providence Highway, Suite 2000
> Norwood, MA 02062
>
> Cell: 617-413-2148
> Phone: 781-352-4656
> Fax: 781-551-8667
>
> ejohnson@lan-tel.com
> www.lan-tel.com

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Monday, October 05, 2015 1:04 PM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Eric Nisbet <Eric Nisbet <enisbet@lan-tel.com>>
Subject: Fwd: ShotSpotter (Chelsea, MA) - Camera integration inquiry

Hi Eric. I received the response below from Shotspotter. Thoughts? Thanks.

Andrew Murphy
Regional Planner

City of Boston
Office of Emergency Management

Sent from my iPhone

Begin forwarded message:

> **From:** Ronald Cayabyab <RCayabyab@shotspotter.com>
> **Date:** October 5, 2015 at 1:02:56 PM EDT
> **To:** "andrew.murphy@cityofboston.gov" <andrew.murphy@cityofboston.gov>
> **Cc:** Support <Support@shotspotter.com>
> **Subject: ShotSpotter (Chelsea, MA) - Camera integration inquiry**
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> SST™
>
> **Ron Cayabyab**
> **Technical Support Engineer III**
> Tel.510.794.3114 / Fax.650.887.2106
> rcayabyab@sst-inc.com
>
> **Corporate Headquarters**
> 7979 Gateway Boulevard
> Newark, CA 94560
>
> ShotSpotter® The Fight to Stop Gun Violence Starts with ShotSpotter
>
> ref:_00D60Jm9t._50032tNsB9:ref

From: Eric W. Nisbet <enisbet@lan-tel.com>
Sent: Monday, October 05, 2015 1:31 PM EDT
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration inquiry
Attachment(s): "image001.png","image002.png"

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The Fight to Stop Gun Violence Starts with ShotSpotter

ref:_00D60Jm9t._50032tNsB9:ref

<image001.png>

<image002.png>

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, October 06, 2015 7:54 AM EDT
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration inquiry

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Eric is still looking into this. Overall Looki g at this it seems there is not an indicator or trigger to notify if this has failed. Myself and Eric discussed that we will perform a Shotspotter test on the 15th or middle of the month across all towns who have Shotspotter .

Respectfully ,

Eric Johnson
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The Fight to Stop Gun Violence Starts with ShotSpotter

ref:_00D60Jm9t._50032tNsB9:ref

<image001.png>

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> > > **From:** Ronald Cayabyab <RCayabyab@shotspotter.com>
> > > **Date:** October 5, 2015 at 1:02:56 PM EDT

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Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration inquiry

I have been looking into the Shot Spotter integration for the Chelsea PD and it is online according to the Admin Center application. This is the only indication that I would have of it not working and it is telling me that everything is fine. Even the cloud notification would not have alerted us because according to the DVTel system, everything is fine.

We are going to have to work in some kind of a monthly test with Shot Spotter to confirm operation if this can be the case.

Eric

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Sent: Tuesday, October 06, 2015 8:02 AM
To: Eric Johnson <ejohnson@Lan-Tel.com>
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> Eric Johnson
> Project Manager
> Lan-Tel Communications
> 1400 Providence Highway, Suite 2000
> Norwood, MA 02062
>
> Cell: 617-413-2148
> Phone: 781-352-4656
> Fax: 781-551-8667
>
> ejohnson@lan-tel.com
> www.lan-tel.com
>
> On Oct 6, 2015, at 7:57 AM, Andrew Murphy <andrew.murphy@boston.gov> wrote:
>
>> Thanks for the heads up Eric. We're getting pressure from Chief Kyes in Chelsea to get this back up and running (several instances of reported gunfire over the last couple days) so if there's anything that can be done prior to the 15th that would be extremely appreciated. Have a great day.
>>
>> _____
>>
>> Andrew Murphy
>> Regional Planner
>>
>> City of Boston
>> Office of Emergency Management
>>
>> Sent from my iPhone
>>
>> On Oct 6, 2015, at 7:54 AM, Eric Johnson <ejohnson@lan-tel.com> wrote:

Andrew
Eric is still looking into this. Overall Looki g at this it seems there is not an indicator or trigger to notify if this has failed. Myself and Eric discussed that we will perform a Shotspotter test on the 15th or middle of the month across all towns who have Shotspotter .

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Oct 5, 2015, at 1:32 PM, Andrew Murphy <andrew.murphy@boston.gov> wrote:

> Awesome. Thanks for the speedy work on this.
>
> _____
>
> Andrew Murphy
> Regional Planner
>
> City of Boston
> Office of Emergency Management
>
> Sent from my iPhone
>
> On Oct 5, 2015, at 1:31 PM, Eric W. Nisbet <enisbet@lan-tel.com> wrote:
>
> > Andrew,
> >
> > Thanks for letting us know. This is the first we are hearing of an issue with the integration. It was installed and tested successfully during the initial integration.
> >
> > I will look at the server this evening and respond as soon as I have some information.
> >
> > Eric
> >
> > -------- Original message --------
> > From: Andrew Murphy <andrew.murphy@boston.gov>
> > Date: 10/05/2015 1:04 PM (GMT-05:00)
> > To: Eric Johnson <ejohnson@Lan-Tel.com>, "Eric W. Nisbet" <enisbet@lan-tel.com>
> > Subject: Fwd: ShotSpotter (Chelsea, MA) - Camera integration inquiry
> >
> > Hi Eric. I received the response below from Shotspotter. Thoughts? Thanks.
> >
> > _____
> >
> > Andrew Murphy
> > Regional Planner
> >
> > City of Boston
> > Office of Emergency Management
> >
> > Sent from my iPhone
> >
> > Begin forwarded message:
> >
> > > **From:** Ronald Cayabyab <RCayabyab@shotspotter.com>
> > > **Date:** October 5, 2015 at 1:02:56 PM EDT

To: "andrew.murphy@cityofboston.gov" <andrew.murphy@cityofboston.gov>
Cc: Support <Support@shotspotter.com>
Subject: ShotSpotter (Chelsea, MA) - Camera integration inquiry

Hello Andrew,

I have checked our API logs and see that the last gunshot incident (Flex ID# 8038) was published on October 1st by our Incident Review Center. A Notification Engine alert was sent to DVTel's VMS endpoint at 10.20.61.77 on port 1111. According to our logs, we are getting "connection refused." Is the VMS server endpoint still up? I tried to telnet into this IP and port and cannot connect.

Please let us know what you find or if you require our assistance.

Thanks and regards,

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

Corporate Headquarters
7979 Gateway Boulevard
Newark, CA 94560

The Fight to Stop Gun Violence Starts with ShotSpotter

ref:_00D60Jm9t._50032tNsB9:ref

<image001.png>

<image002.png>

From: Eric W. Nisbet <enisbet@lan-tel.com>
Sent: Tuesday, October 06, 2015 10:33 AM EDT
To: RCayabyab@shotspotter.com
CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Chuck Wade (Chuck@interisle.net) < Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>>
Subject: Test Tomorrow?

Good Morning Ron,

Can we please schedule a test of the Chelsea PD Shot Spotter system for tomorrow afternoon? We will provide an address for targeting.

Thanks,

Eric

LAN-TEL
COMMUNICATIONS, INC.
WWW.LAN-TEL.COM

Eric Nisbet

1400 Providence Highway, Suite 2000
Norwood, MA 02062
Phone: 781.551.8599
Fax: 781.551.8667
Cell: 781.760.8505

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REDUCE, RECYCLE, REUSE AND RESTORE

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From: Ronald Cayabyab <RCayabyab@shotspotter.com>
Sent: Tuesday, October 06, 2015 11:06 AM EDT
To: Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>
CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Chuck Wade (Chuck@interisle.net) < Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>>
Subject: RE: Test Tomorrow?

Hi Eric,

Sure, I am available tomorrow afternoon. Please send me an invite and send me the GPS coordinates you would like to use.

Thanks,

Ron
SST Support

Sent from my Verizon Wireless 4G LTE smartphone

-------- Original message --------
From: "Eric W. Nisbet" <enisbet@lan-tel.com>
Date: 10/6/2015 7:34 AM (GMT-08:00)
To: Ronald Cayabyab <RCayabyab@shotspotter.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>, Andrew Murphy <andrew.murphy@boston.gov>, "Chuck Wade (Chuck@interisle.net)" <Chuck@interisle.net>
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From: Eric W. Nisbet <enisbet@lan-tel.com>
Sent: Tuesday, October 06, 2015 11:08 AM EDT
To: Ronald Cayabyab <Ronald Cayabyab <RCayabyab@shotspotter.com>>
CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Chuck Wade (Chuck@interisle.net) < Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>>
Subject: RE: Test Tomorrow?

Thank you Sir. Will do.

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Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>
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From: Ronald Cayabyab <RCayabyab@shotspotter.com>
Sent: Tuesday, October 06, 2015 3:43 PM EDT
To: Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>
CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Chuck Wade (Chuck@interisle.net) < Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>>; Support <Support <Support@shotspotter.com>>; Griffin, Robert
Subject: ShotSpotter (Chelsea, MA) - Camera integration testing

Eric,

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Thanks,

SST™

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

ref:_00D60Jm9t._50032tNsB9:ref

From: Eric W. Nisbet [mailto:enisbet@lan-tel.com]
Sent: Tuesday, October 06, 2015 8:08 AM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>
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From: Eric W. Nisbet <enisbet@lan-tel.com>
Sent: Tuesday, October 06, 2015 3:45 PM EDT
To: Ronald Cayabyab <Ronald Cayabyab <RCayabyab@shotspotter.com>>
CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Chuck Wade (Chuck@interisle.net) < Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>>; Support <Support <Support@shotspotter.com>>; Griffin, Robert
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

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Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

ref:_00D60Jm9t._50032tNsB9:ref

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To: Ronald Cayabyab <RCayabyab@shotspotter.com>
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Eric

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Eric Nisbet

1400 Providence Highway, Suite 2000
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Phone: 781.551.8599
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From: Ronald Cayabyab <RCayabyab@shotspotter.com>
Sent: Tuesday, October 06, 2015 3:48 PM EDT
To: Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>
CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Chuck Wade (Chuck@interisle.net) < Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>>; Support <Support <Support@shotspotter.com>>; Griffin, Robert
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Great! Please let me know what you find or if my assistance is required.

Thanks,

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

From: Eric W. Nisbet [mailto:enisbet@lan-tel.com]
Sent: Tuesday, October 06, 2015 12:46 PM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

I will be sending it shortly. I'm hoping that Chuck is online and able to look at this.

Thanks,

Eric

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Tuesday, October 06, 2015 3:43 PM
To: Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>
Subject: ShotSpotter (Chelsea, MA) - Camera integration testing

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Thanks,

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

ref:_00D60Jm9t._50032tNsB9:ref

From: Eric W. Nisbet [mailto:enisbet@lan-tel.com]
Sent: Tuesday, October 06, 2015 8:08 AM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>
Subject: RE: Test Tomorrow?

Thank you Sir. Will do.

Eric

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Tuesday, October 06, 2015 11:06 AM

To: Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>
Subject: RE: Test Tomorrow?

Hi Eric,

Sure, I am available tomorrow afternoon. Please send me an invite and send me the GPS coordinates you would like to use.

Thanks,

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SST Support

Sent from my Verizon Wireless 4G LTE smartphone

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From: "Eric W. Nisbet" <enisbet@lan-tel.com>
Date: 10/6/2015 7:34 AM (GMT-08:00)
To: Ronald Cayabyab <RCayabyab@shotspotter.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>, Andrew Murphy <andrew.murphy@boston.gov>, "Chuck Wade (Chuck@interisle.net)" <Chuck@interisle.net>
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WWW.LAN-TEL.COM

Eric Nisbet

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Phone: 781.551.8599
Fax: 781.551.8667
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From: Chuck Wade <Chuck@Interisle.net>
Sent: Tuesday, October 06, 2015 3:50 PM EDT
To: Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>; Ronald Cayabyab <Ronald Cayabyab <RCayabyab@shotspotter.com>>
CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Support <Support <Support@shotspotter.com>>; Griffin, Robert
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing
Attachment(s): "smime.p7s"

Eric, Ronald,

I'm looking at this now. I'll report shortly.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 10/6/15 3:45 PM, Eric W. Nisbet wrote:

> I will be sending it shortly. I'm hoping that Chuck is online and able to look at this.
>
> Thanks,
>
> Eric
>
> ---
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>
> SST™
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> **Ron Cayabyab**
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>
> ref:_00D60Jm9t._50032tNsB9:ref
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Sent: Tuesday, October 06, 2015 3:51 PM EDT
To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>
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Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thanks

SST™

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

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To: Eric W. Nisbet <enisbet@lan-tel.com>; Ronald Cayabyab <RCayabyab@shotspotter.com>
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> **To:** Eric W. Nisbet <enisbet@lan-tel.com>
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> **Subject:** ShotSpotter (Chelsea, MA) - Camera integration testing
>
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> Currently, I am unable to reach the vms endpoint at [redacted] port 1111 with a src ip of [redacted]. Can you check your logs to see why we are getting refused and provision this ip in your firewall if you haven't already done so? Also, I haven't received an invite for our meeting tomorrow. Will you be sending that today?
>
> Thanks,
>
> SST™
>
> **Ron Cayabyab**
> **Technical Support Engineer III**
> Tel.510.794.3114 / Fax.650.887.2106
> rcayabyab@sst-inc.com
>
> ref:_00D60Jm9t._50032tNsB9:ref
>
> ---
>
> **From:** Eric W. Nisbet [mailto:enisbet@lan-tel.com]
> **Sent:** Tuesday, October 06, 2015 8:08 AM

To: Ronald Cayabyab <RCayabyab@shotspotter.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>
Subject: RE: Test Tomorrow?

Thank you Sir. Will do.

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From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Tuesday, October 06, 2015 11:06 AM
To: Eric W. Nisbet <enisbet@lan-tel.com>
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Hi Eric,

Sure, I am available tomorrow afternoon. Please send me an invite and send me the GPS coordinates you would like to use.

Thanks,

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SST Support

Sent from my Verizon Wireless 4G LTE smartphone

-------- Original message --------
From: "Eric W. Nisbet" <enisbet@lan-tel.com>
Date: 10/6/2015 7:34 AM (GMT-08:00)
To: Ronald Cayabyab <RCayabyab@shotspotter.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>, Andrew Murphy <andrew.murphy@boston.gov>, "Chuck Wade (Chuck@interisle.net)" <Chuck@interisle.net>
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Good Morning Ron,

Can we please schedule a test of the Chelsea PD Shot Spotter system for tomorrow afternoon? We will provide an address for targeting.

Thanks,

Eric

LAN-TEL COMMUNICATIONS, INC.
WWW.LAN-TEL.COM

Eric Nisbet

1400 Providence Highway, Suite 2000
Norwood, MA 02062
Phone: 781.551.8599
Fax: 781.551.8667
Cell: 781.760.8505

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REDUCE, RECYCLE, REUSE AND RESTORE

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From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, October 06, 2015 3:57 PM EDT
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: SS Update

Andrew
Eric N , Chuck and SS all engaged . Doing test tomorrow . Lt Griffin will be there for that and for any questions he might have .

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Tuesday, October 06, 2015 3:57 PM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: SS Update

Awesome. Thanks Eric.

_____

Andrew Murphy
Regional Planner

City of Boston
Office of Emergency Management

Sent from my iPhone

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Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing
Attachment(s): "smime.p7s"

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Feel free to call me if you want to discuss this further or conduct some real-time tests. I'm in my office.

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Chuck Wade, Principal
Interisle Consulting Group
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On 10/6/15 3:43 PM, Ronald Cayabyab wrote:

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To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>; Christian Lahti <Christian Lahti <clahti@shotspotter.com>>
CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Support <Support <Support@shotspotter.com>>; Griffin, Robert
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thanks for the update. I wasn't aware of our IPsec tunnel. I turn you over to our IT Director, Christian Lahti.

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Chuck Wade, Principal
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> rcayabyab@sst-inc.com
>
> [redacted]
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Eric Nisbet
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From: Chuck Wade <Chuck@Interisle.net>
Sent: Tuesday, October 06, 2015 4:46 PM EDT
To: Christian Lahti <Christian Lahti <clahti@shotspotter.com>>; Ronald Cayabyab <Ronald Cayabyab <RCayabyab@shotspotter.com>>; Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>
CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Support <Support <Support@shotspotter.com>>; Griffin, Robert; itsupport <itsupport <itsupport@shotspotter.com>>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing
Attachment(s): "smime.p7s"

Christian,

Thanks for stepping in. As I think you've just demonstrated, there is no longer a problem. For the record, there had been an IP address change on the remote endpoint, which was the cause of the earlier problem. However, that's been resolved, and your ping test shows that the correct host is reachable.

As an aside, is there any way that your service could perform periodic tests of the connections to the Metro Boston endpoints? In other words, can you run a periodic ping against [redacted] and its ilk? As a reminder, we run a ping watchdog against your test host, [redacted]. If there's a better address for us to monitor, please let me know.

Regarding the "strange" traceroute results, this is due to the bi-directional NAT we have set up plus a portion of the internal connection goes through an MPLS network (BoNet). Step 14 in your traceroute is where you're inside the MPLS network, and several of the traceroute steps are entry and exit addresses for this MPLS network.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 10/6/15 4:30 PM, Christian Lahti wrote:

> From our perspective the tunnel appears to be up:
>
> ```
> {primary:node1}
> admin@fwqtsrm04> show security ike sa | match 75.144.154.34
> 13491347 UP    69f4cdc94e938e4d  a0b53034b5fbc600  Main         75.144.154.34
>
> {primary:node1}
> admin@fwqtsrm04> show security ipsec sa | match 75.144.154.34
>   <131074 ESP:aes-cbc-256/sha1 6687135a 2381/ unlim - root 500 75.144.154.34
>   >131074 ESP:aes-cbc-256/sha1 18f89c 2381/ unlim - root 500  75.144.154.34
> ```
>
> And I am able to ping the NAT target from a host on our network, traceroute looks a bit strange:
>
> ```
> [clahti@lnclahti ~]$ ping 10.20.61.77
> PING 10.20.61.77 (10.20.61.77) 56(84) bytes of data.
> 64 bytes from 10.20.61.77: icmp_seq=1 ttl=109 time=101 ms
> 64 bytes from 10.20.61.77: icmp_seq=2 ttl=109 time=101 ms
> 64 bytes from 10.20.61.77: icmp_seq=3 ttl=109 time=100 ms
> ^C
> --- 10.20.61.77 ping statistics ---
> 3 packets transmitted, 3 received, 0% packet loss, time 2209ms
> rtt min/avg/max/mdev = 100.830/101.307/101.955/0.474 ms
> [clahti@lnclahti ~]$ traceroute 10.20.61.77
> traceroute to 10.20.61.77 (10.20.61.77), 30 hops max, 60 byte packets
> 1  10.10.102.1 (10.10.102.1)  5.199 ms  5.403 ms  5.590 ms
> 2  10.10.191.2 (10.10.191.2)  0.379 ms 10.10.192.2 (10.10.192.2)  0.387 ms 10.10.191.2 (10.10.191.2)  0.411 ms
> 3  10.11.194.253 (10.11.194.253)  2.092 ms 10.11.193.253 (10.11.193.253)  1.251 ms  1.317 ms
> 4  10.11.191.254 (10.11.191.254)  2.809 ms  2.929 ms  2.918 ms
> 5  10.12.194.254 (10.12.194.254)  74.698 ms  74.690 ms  74.675 ms
> 6  fwqtsrm04.shotspotter.com (10.12.101.233)  74.199 ms  74.017 ms  73.976 ms
> 7  10.20.61.77 (10.20.61.77)  100.462 ms  100.162 ms  100.018 ms
> 8  10.20.61.77 (10.20.61.77)  99.385 ms  103.919 ms  103.881 ms
> 9  10.20.61.77 (10.20.61.77)  103.880 ms  98.975 ms  100.028 ms
> 10  10.20.61.77 (10.20.61.77)  99.510 ms  97.592 ms  97.586 ms
> 11  10.20.61.77 (10.20.61.77)  101.715 ms  101.712 ms  101.691 ms
> 12  10.20.61.77 (10.20.61.77)  100.168 ms  99.597 ms  99.538 ms
> 13  10.20.61.77 (10.20.61.77)  103.522 ms  103.517 ms  103.506 ms
> 14  * * *
> ```

15 10.20.61.77 (10.20.61.77) 100.106 ms 99.411 ms 100.075 ms
16 10.20.61.77 (10.20.61.77) 100.059 ms 97.505 ms 97.148 ms
17 10.20.61.77 (10.20.61.77) 105.226 ms 105.186 ms 103.741 ms
18 10.20.61.77 (10.20.61.77) 104.683 ms 105.482 ms 105.468 ms
19 10.20.61.77 (10.20.61.77) 105.457 ms 103.762 ms 103.748 ms
20 10.20.61.77 (10.20.61.77) 103.809 ms * *

I am also able to reach this host via ssi-eastern-04 which is where we have the Notification Engine instance running for this coverage area. What exactly is the issue?

/Christian

From: Ronald Cayabyab
Sent: Tuesday, October 06, 2015 1:24 PM
To: Chuck Wade; Eric W. Nisbet; Christian Lahti
Cc: Eric Johnson; Andrew Murphy; Support; Griffin, Robert
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

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SST™

Ron Cayabyab
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Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thanks, All. I can now reach the endpoint from our NE server. I will be sending some system tests and will check for errors on our end.

Ron Cayabyab
Technical Support Engineer III
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+1 508 277-6439 Mobile
www.interisle.net

On 10/6/15 4:30 PM, Christian Lahti wrote:

> From our perspective the tunnel appears to be up:
>
> ```
> {primary:node1}
> admin@fwqtsrm04> show security ike sa | match 75.144.154.34
> 13491347 UP    69f4cdc94c938e4d  a0b53034b5fbc600  Main          75.144.154.34
>
> {primary:node1}
> admin@fwqtsrm04> show security ipsec sa | match 75.144.154.34
>   <131074 ESP:aes-cbc-256/sha1 6687135a 2381/ unlim - root 500 75.144.154.34
>   >131074 ESP:aes-cbc-256/sha1 18f89e 2381/ unlim - root 500  75.144.154.34
> ```
>
> And I am able to ping the NAT target from a host on our network, traceroute looks a bit strange:
>
> ```
> [clahti@lnclahti ~]$ ping 10.20.61.77
> PING 10.20.61.77 (10.20.61.77) 56(84) bytes of data.
> 64 bytes from 10.20.61.77: icmp_seq=1 ttl=109 time=101 ms
> 64 bytes from 10.20.61.77: icmp_seq=2 ttl=109 time=101 ms
> 64 bytes from 10.20.61.77: icmp_seq=3 ttl=109 time=100 ms
> ^C
> --- 10.20.61.77 ping statistics ---
> 3 packets transmitted, 3 received, 0% packet loss, time 2209ms
> rtt min/avg/max/mdev = 100.830/101.307/101.955/0.474 ms
> ```

```
[clahti@hclahti ~]$ traceroute 10.20.61.77
traceroute to 10.20.61.77 (10.20.61.77), 30 hops max, 60 byte packets
1  10.10.102.1 (10.10.102.1)  5.199 ms  5.403 ms  5.590 ms
2  10.10.191.2 (10.10.191.2)  0.379 ms 10.10.192.2 (10.10.192.2)  0.387 ms 10.10.191.2 (10.10.191.2)  0.411 ms
3  10.11.194.253 (10.11.194.253)  2.092 ms 10.11.193.253 (10.11.193.253)  1.251 ms  1.317 ms
4  10.11.191.254 (10.11.191.254)  2.809 ms  2.929 ms  2.918 ms
5  10.12.194.254 (10.12.194.254)  74.698 ms  74.690 ms  74.675 ms
6  fwqtsrm04.shotspotter.com (10.12.101.233)  74.199 ms  74.017 ms  73.976 ms
7  10.20.61.77 (10.20.61.77)  100.462 ms  100.162 ms  100.018 ms
8  10.20.61.77 (10.20.61.77)  99.385 ms  103.919 ms  103.881 ms
9  10.20.61.77 (10.20.61.77)  103.880 ms  98.975 ms  100.028 ms
10  10.20.61.77 (10.20.61.77)  99.510 ms  97.592 ms  97.586 ms
11  10.20.61.77 (10.20.61.77)  101.715 ms  101.712 ms  101.691 ms
12  10.20.61.77 (10.20.61.77)  100.168 ms  99.597 ms  99.538 ms
13  10.20.61.77 (10.20.61.77)  103.522 ms  103.517 ms  103.506 ms
14  * * *
15  10.20.61.77 (10.20.61.77)  100.106 ms  99.411 ms  100.075 ms
16  10.20.61.77 (10.20.61.77)  100.059 ms  97.505 ms  97.148 ms
17  10.20.61.77 (10.20.61.77)  105.226 ms  105.186 ms  103.741 ms
18  10.20.61.77 (10.20.61.77)  104.683 ms  105.482 ms  105.468 ms
19  10.20.61.77 (10.20.61.77)  105.457 ms  103.762 ms  103.748 ms
20  10.20.61.77 (10.20.61.77)  103.809 ms * *
```

I am also able to reach this host via ssi-eastern-04 which is where we have the Notification Engine instance running for this coverage area. What exactly is the issue?

/Christian

From: Ronald Cayabyab
Sent: Tuesday, October 06, 2015 1:24 PM
To: Chuck Wade; Eric W. Nisbet; Christian Lahti
Cc: Eric Johnson; Andrew Murphy; Support; Griffin, Robert
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thanks for the update. I wasn't aware of our IPsec tunnel. I turn you over to our IT Director, Christian Lahti.

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

From: Chuck Wade [mailto:Chuck@Interisle.net]
Sent: Tuesday, October 06, 2015 1:04 PM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing

Ron,

To be able to reach the Chelsea endpoint via its NAT'ed address of <[redacted] need to be coming in via the IPsec tunnel from the ShotSpotter data center to the PSnet firewall. Your <[redacted] address is a public-facing address, and is not even the address we have for the firewall at your end that terminates the IPsec tunnel.

For the record, the IPsec tunnel has SA addresses of <[redacted] on the ShotSpotter end, and <[redacted] for the PSnet firewall at Boston Police HQ. There is only one Phase 2 mapping, with <10.112.0.0/16> on the ShotSpotter end and <[redacted] on the PSnet end. Only addresses from the <10.112.0.0/16> space will be able to traverse the tunnel from [redacted].

Feel free to call me if you want to discuss this further or conduct some real-time tests. I'm in my office.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 10/6/15 3:43 PM, Ronald Cayabyab wrote:

Eric,

Currently, I am unable to reach the vms endpoint at [redacted] on port 1111 with a src ip of [redacted]. Can you check your logs to see why we are getting refused and provision this ip in your firewall if you haven't already done so? Also, I haven't received an invite for our meeting tomorrow. Will you be sending that today?

Thanks,

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

ref:_00D60Jm9t._50032tNsB9:ref

From: Eric W. Nisbet [mailto:enisbet@lan-tel.com]
Sent: Tuesday, October 06, 2015 8:08 AM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>
Subject: RE: Test Tomorrow?

Thank you Sir. Will do.

Eric

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Tuesday, October 06, 2015 11:06 AM
To: Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>
Subject: RE: Test Tomorrow?

Hi Eric,

Sure, I am available tomorrow afternoon. Please send me an invite and send me the GPS coordinates you would like to use.

Thanks,

Ron
SST Support

Sent from my Verizon Wireless 4G LTE smartphone

-------- Original message --------
From: "Eric W. Nisbet" <enisbet@lan-tel.com>
Date: 10/6/2015 7:34 AM (GMT-08:00)
To: Ronald Cayabyab <RCayabyab@shotspotter.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>, Andrew Murphy <andrew.murphy@boston.gov>, "Chuck Wade (Chuck@interisle.net)" <Chuck@interisle.net>
Subject: Test Tomorrow?

Good Morning Ron,

Can we please schedule a test of the Chelsea PD Shot Spotter system for tomorrow afternoon? We will provide an address for targeting.

Thanks,

Eric

LAN-TEL
COMMUNICATIONS, INC.
WWW.LAN-TEL.COM

Eric Nisbet

1400 Providence Highway, Suite 2000
Norwood, MA 02062
Phone: 781.551.8599
Fax: 781.551.8667
Cell: 781.760.8505

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REDUCE, RECYCLE, REUSE AND RESTORE

This electronic transmission may contain information that is privileged, confidential and exempt from disclosure under applicable law. If you are not the intended recipient, please notify me immediately as use of this information is strictly prohibited.

From: Murray Shafiroff <murray.shafiroff@boston.gov>
Sent: Wednesday, October 07, 2015 6:58 AM EDT
To: Abhishek Khule <Abhishek Khule <akhule@bphc.org>>; Alexandros Pelekanakis <Alexandros Pelekanakis <apelekanakis@genetec.com>>; Anne Vaillancourt <Anne Vaillancourt <availlancourt@genetec.com>>; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Brian Barcelou <Brian Barcelou <brian.barcelou@pd.boston.gov>>; Brian Henry <Brian Henry <bhenry@mbta.com>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; Daniel Keeler <Daniel Keeler <daniel.keeler@pd.boston.gov>>; Don Burgess <Don Burgess <don.burgess@boston.gov>>; Donna Morris <Donna Morris <donna.morris@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Jarrod Fullerton <Jarrod Fullerton <jfullerton@genetec.com>>; Jason Marshall <Jason Marshall <jason.marshall@pd.boston.gov>>; Jeff Beers <Jeff Beers <jbeers@bphc.org>>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Larry Louis <Larry Louis <larry.louis@boston.gov>>; Michael Driscoll <Michael Driscoll <mdriscoll@dvtel.com>>; Michael Kane <Michael Kane <michael.kane@boston.gov>>; Mike Lynch (DoIT) < Mike Lynch (DoIT) <mike.lynch@boston.gov>>; Nelson Vasconcelos <Nelson Vasconcelos <nelson.vasconcelos@siemens.com>>; Robert Slade <Robert Slade <robert.slade@boston.gov>>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; Stephanie Nappi <Stephanie Nappi <stephanie.nappi@siemens.com>>; Tom Deloriea <Tom Deloriea <tom.deloriea@isilon.com>>; Vincent Stancato <Vincent Stancato <vincent.stancato@pd.boston.gov>>; William Joyce <William Joyce <william.joyce@boston.gov>>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>>; Zebedeo Pena <Zebedeo Pena <zpena@genetec.com>>; jwagner@vidsys.com <jwagner@vidsys.com>; jwarchol@bpl.org; mfrench@lan-tel.com <mfrench@lan-tel.com>
Subject: Agenda - City Wide Camera Meeting
Attachment(s): "Agenda- Security Camera Strategy 10-07-15.docx"

Guys,

Please find attached the Agenda for today's meeting at 9:00AM
The attendance has been rather lite due to the summer schedule.
Please make every effort to attend.

Thanks
Murray

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, October 07, 2015 2:42 PM EDT
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: Re: SS Test

Lt Griffin has been acknowledged and we are sitting down with again next week . Like I said we do monthly tests system wide with SS

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Oct 7, 2015, at 2:05 PM, Andrew Murphy <andrew.murphy@boston.gov> wrote:

> Perfect. Thanks again for the quick work as always Eric.
>
> _____
>
> Andrew Murphy
> Regional Planner
>
> City of Boston
> Office of Emergency Management
>
> Sent from my iPhone
>
> On Oct 7, 2015, at 1:45 PM, Eric Johnson <ejohnson@lan-tel.com> wrote:
>
> > Test successful . Just need to extend dwell time when camera moves .
> >
> > Respectfully ,
> >
> > Eric Johnson
> > Project Manager
> > Lan-Tel Communications
> > 1400 Providence Highway, Suite 2000
> > Norwood, MA 02062
> >
> > Cell: 617-413-2148
> > Phone: 781-352-4656
> > Fax: 781-551-8667
> >
> > ejohnson@lan-tel.com
> > www.lan-tel.com

From: Chuck Wade <Chuck@Interisle.net>
Sent: Friday, October 09, 2015 5:42 PM EDT
To: Scott Wilder <Scott Wilder <SWilder@BrooklineMA.gov>>; Brenda Jones <Brenda Jones <Brenda.Jones@Boston.gov>>; Eamon Miller <Eamon Miller <Eamon.Miller@Boston.gov>>; Andrew Murphy <Andrew Murphy <Andrew.Murphy@Boston.gov>>; John Cowhig <John Cowhig <JCowhig@ChelseaMA.gov>>; Steven Ford <Steven Ford <SFord@ReverePolice.org>>; Terence Delehanty <Terence Delehanty <TDelehanty@Town.Winthrop.MA.US>>; Gerry Reardon <Gerry Reardon <GReardon@CambridgeFire.Org>>
CC: Mark Savage <Mark Savage <MSavage@LAN-TEL.com>>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>; David Menzies <David Menzies <David.Menzies@D2Five.com>>
Subject: PSnet: Update on outage of Microwave link from Revere Broadway Tower to Boston JFK
Attachment(s): "smime.p7s"

Folks,

As I reported back on October 2nd, we lost the DragonWave AirPair microwave radio at the Revere Broadway Tower site that shoots to the JFK Building in Boston. At the time, we had assumed this was a power supply failure, which has been a frequent problem with the DragonWave radios. However, Mark Savage went on site this morning, and found the power supply was not the problem. I worked with Mark remotely, and after several reconfigurations and tests, we concluded that the radio itself has failed. Consequently, we don't have a quick fix, and this is going to be a lot more expensive to repair. More on our options below, but first the consequences.

While the network has re-routed around this failed link, the primary concern is that Revere and Winthrop are only connected to the PSnet backbone via Soldier's Home. Should we lose the Soldiers' Home site, then Revere and Winthrop would become disconnected from the backbone. Another concern is that, with two other radio links into JFK down, we only have two active links (out of 5) that reach JFK, which is an important site in its own right.

The best near-term option for improving the situation is to restore the links from Winthrop PD and Whidden into JFK. This requires site work at JFK on both of the radios, plus we need to resolve the problem with foliage interference at Winthrop PD. If we can get these two links back on line, then the situation will be substantially improved, even without the link between JFK and Broadway Tower. We have been working toward making these repairs already, and we'll aim to accelerate this work.

Another option would be to go forward with putting in place a new link between Everett and the Revere Reservoir site. This has been planned as a way to provide a second path into Everett, where currently everything relies on the Whidden Hospital. Note, installing this link may be comparable in cost to repairing the failed DragonWave AirPair.

I will continue to provide updates on this situation as we work toward mitigating the problems.

...Chuck
--

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

From: Reardon, Gerry <GReardon@CambridgeFire.Org>
Sent: Friday, October 09, 2015 5:49 PM EDT
To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>
CC: Scott Wilder <Scott Wilder <SWilder@BrooklineMA.gov>>; Brenda Jones <Brenda Jones <Brenda.Jones@Boston.gov>>; Eamon Miller <Eamon Miller <Eamon.Miller@Boston.gov>>; Andrew Murphy < Andrew Murphy <Andrew.Murphy@Boston.gov>>; John Cowhig <John Cowhig <JCowhig@ChelseaMA.gov>>; Steven Ford <Steven Ford <SFord@ReverePolice.org>>; Terence Delehanty <Terence Delehanty <TDelehanty@Town.Winthrop.MA.US>>; Mark Savage <Mark Savage <MSavage@LAN-TEL.com>>; Eric Johnson < Eric Johnson <EJohnson@LAN-TEL.com>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Colin Strutt < Colin Strutt <Colin@Interisle.net>>; David Menzies <David Menzies <David.Menzies@D2Five.com>>
Subject: Re: PSnet: Update on outage of Microwave link from Revere Broadway Tower to Boston JFK

Thanks Chuck lets get some cost estimates.

Gerald R. Reardon

Chief of Department
Chief Engineer
Cambridge Fire Department
491 Broadway
Cambridge, MA 02138
617-349-4974

On Oct 9, 2015, at 17:43, Chuck Wade <Chuck@Interisle.net> wrote:

> Folks,
>
> As I reported back on October 2nd, we lost the DragonWave AirPair microwave radio at the Revere Broadway Tower site that shoots to the JFK Building in Boston. At the time, we had assumed this was a power supply failure, which has been a frequent problem with the DragonWave radios. However, Mark Savage went on site this morning, and found the power supply was not the problem. I worked with Mark remotely, and after several reconfigurations and tests, we concluded that the radio itself has failed. Consequently, we don't have a quick fix, and this is going to be a lot more expensive to repair. More on our options below, but first the consequences.
>
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>
> The best near-term option for improving the situation is to restore the links from Winthrop PD and Whidden into JFK. This requires site work at JFK on both of the radios, plus we need to resolve the problem with foliage interference at Winthrop PD. If we can get these two links back on line, then the situation will be substantially improved, even without the link between JFK and Broadway Tower. We have been working toward making these repairs already, and we'll aim to accelerate this work.
>
> Another option would be to go forward with putting in place a new link between Everett and the Revere Reservoir site. This has been planned as a way to provide a second path into Everett, where currently everything relies on the Whidden Hospital. Note, installing this link may be comparable in cost to repairing the failed DragonWave AirPair.
>
> I will continue to provide updates on this situation as we work toward mitigating the problems.
>
> ...Chuck
> --
>
> Chuck Wade, Principal
> Interisle Consulting Group
> +1 508 435-3050 Office
> +1 508 277-6439 Mobile
> www.interisle.net

From: Murray Shafiroff <murray.shafiroff@boston.gov>
Sent: Tuesday, October 13, 2015 10:20 AM EDT
To: Abhishek Khule <Abhishek Khule <akhule@bphc.org>>; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Brian Henry <Brian Henry <bhenry@mbta.com>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; Don Burgess <Don Burgess <don.burgess@boston.gov>>; Donna Morris <Donna Morris <donna.morris@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Jarrod Fullerton <Jarrod Fullerton <jfullerton@genetec.com>>; Jeff Beers <Jeff Beers <jbeers@bphc.org>>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>>; Larry Louis <Larry Louis <larry.louis@boston.gov>>; Michael Kane <Michael Kane <michael.kane@boston.gov>>; Nelson Vasconcelos <Nelson Vasconcelos <nelson.vasconcelos@siemens.com>>; Robert Slade <Robert Slade <robert.slade@boston.gov>>; Tom Deloriea <Tom Deloriea <tom.deloriea@isilon.com>>; Vincent Stancato <Vincent Stancato <vincent.stancato@pd.boston.gov>>; William Joyce <William Joyce <william.joyce@boston.gov>>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>>; Alexandros Pelekanakis <Alexandros Pelekanakis <apelekanakis@genetec.com>>; Anne Vaillancourt <Anne Vaillancourt <availlancourt@genetec.com>>; Brian Barcelou <Brian Barcelou <brian.barcelou@pd.boston.gov>>; Daniel Keeler <Daniel Keeler <daniel.keeler@pd.boston.gov>>; Jason Marshall <Jason Marshall <jason.marshall@pd.boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; jwagner@vidsys.com <jwagner@vidsys.com>; jwarchol@bpl.org; Mike Driscoll <Mike Driscoll <mdriscoll@dvtel.com>>; mfrench@lan-tel.com <mfrench@lan-tel.com>; Mike Lynch (DoIT) < Mike Lynch (DoIT) <mike.lynch@boston.gov>>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; Stephanie Nappi <Stephanie Nappi <stephanie.nappi@siemens.com>>; Zebedeo Pena <Zebedeo Pena <zpena@genetec.com>>
Subject: City Wide Camera Meeting

Guys,

I've had to cancel tomorrows meeting due to some conflicts.
We will reconvene next week, Oct. 20, at 9:00AM.

Sorry for any inconvenience.

Thanks
Murray

From: Vickie Balaschi <VBalaschi@Lan-Tel.com>
Sent: Tuesday, October 13, 2015 3:45 PM EDT
To: Andrew Murphy (andrew.murphy@boston.gov) < Andrew Murphy (andrew.murphy@boston.gov) <andrew.murphy@boston.gov>>
CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>
Subject: LAN-TEL Invoice 13701
Attachment(s): "INVOICE 13701.pdf"

Hi Andrew,

Please see the attached invoice per Eric Johnson for work done/equipment ordered for the Boston Police Department. Please feel free to reach out with any questions. Have a great rest of the day!

Thanks,
Vickie

LAN-TEL
COMMUNICATIONS, INC.

Vickie Balaschi
1400 Providence Highway, Suite 2000
Norwood, MA 02062
Phone: 781.352.4637
Fax: 781.551.8667
Cell: 774.766.8616
vbalaschi@lan-tel.com
www.lan-tel.com

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Tuesday, October 13, 2015 3:54 PM EDT
To: Vickie Balaschi <Vickie Balaschi <VBalaschi@lan-tel.com>>
CC: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>
Subject: Re: LAN-TEL Invoice 13701

Hi Vickie or Eric. Can you confirm what exactly this equipment is for? If it's part of the standard monthly maintenance then is there a reason it's not just added to the monthly invoice? Perhaps it's part of Boston's larger upgrade, although I can't imagine we would be billed piecemeal like this. Any clarification you can provide would be appreciated. Thanks so much.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Tue, Oct 13, 2015 at 3:45 PM, Vickie Balaschi<VBalaschi@lan-tel.com> wrote:

> Hi Andrew,
>
> Please see the attached invoice per Eric Johnson for work done/equipment ordered for the Boston Police Department. Please feel free to reach out with any questions. Have a great rest of the day!
>
> Thanks,
>
> Vickie
>
> LAN-TEL
> COMMUNICATIONS, INC.
>
> Vickie Balaschi
>
> 1400 Providence Highway, Suite 2000
>
> Norwood, MA 02062
>
> Phone: 781.352.4637
>
> Fax: 781.551.8667
>
> Cell: 774.766.8616
>
> vbalaschi@lan-tel.com
>
> www.lan-tel.com

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, October 13, 2015 3:59 PM EDT
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: Vickie Balaschi <Vickie Balaschi <VBalaschi@Lan-Tel.com>>; Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>
Subject: Re: LAN-TEL Invoice 13701
Attachment(s): "image001.jpg"

Andrew
This is for the switch that BPD bought for cleaning up Chuck Wades connections. This was talked about last month or so . Sorry there was not a narrative with invoice

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Oct 13, 2015, at 3:55 PM, Andrew Murphy <andrew.murphy@boston.gov> wrote:

> Hi Vickie or Eric. Can you confirm what exactly this equipment is for? If it's part of the standard monthly maintenance then is there a reason it's not just added to the monthly invoice? Perhaps it's part of Boston's larger upgrade, although I can't imagine we would be billed piecemeal like this. Any clarification you can provide would be appreciated. Thanks so much.
>
> Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Tue, Oct 13, 2015 at 3:45 PM, Vickie Balaschi<VBalaschi@lan-tel.com> wrote:

> Hi Andrew,
>
> Please see the attached invoice per Eric Johnson for work done/equipment ordered for the Boston Police Department. Please feel free to reach out with any questions. Have a great rest of the day!
>
> Thanks,
>
> Vickie
>
> <image001.jpg>
>
> Vickie Balaschi

1400 Providence Highway, Suite 2000

Norwood, MA 02062

Phone: 781.352.4637

Fax: 781.551.8667

Cell: 774.766.8616

vbalaschi@lan-tel.com

www.lan-tel.com

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Tuesday, October 13, 2015 4:00 PM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Vickie Balaschi <Vickie Balaschi <VBalaschi@lan-tel.com>>; Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>
Subject: Re: LAN-TEL Invoice 13701

Got it. No worries. Thanks Eric.

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Tue, Oct 13, 2015 at 3:59 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:

> Andrew
> This is for the switch that BPD bought for cleaning up Chuck Wades connections. This was talked about last month or so . Sorry there was not a narrative with invoice
>
> Respectfully ,
>
>
> Eric Johnson
> Project Manager
> Lan-Tel Communications
> 1400 Providence Highway, Suite 2000
> Norwood, MA 02062
>
> Cell: 617-413-2148
> Phone: 781-352-4656
> Fax: 781-551-8667
>
> ejohnson@lan-tel.com
> www.lan-tel.com
>
>
> On Oct 13, 2015, at 3:55 PM, Andrew Murphy <andrew.murphy@boston.gov> wrote:
>
> > Hi Vickie or Eric. Can you confirm what exactly this equipment is for? If it's part of the standard monthly maintenance then is there a reason it's not just added to the monthly invoice? Perhaps it's part of Boston's larger upgrade, although I can't imagine we would be billed piecemeal like this. Any clarification you can provide would be appreciated. Thanks so much.
> >
> > Andrew
> >
> >
> > **Andrew Murphy**
> > **Regional Planner**
> >
> > **Office of Emergency Management (OEM)**
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> > Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov
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> > On Tue, Oct 13, 2015 at 3:45 PM, Vickie Balaschi<VBalaschi@lan-tel.com> wrote:
> >
> > > Hi Andrew,

Please see the attached invoice per Eric Johnson for work done/equipment ordered for the Boston Police Department. Please feel free to reach out with any questions. Have a great rest of the day!

Thanks,

Vickie

<image001.jpg>

Vickie Balaschi

1400 Providence Highway, Suite 2000

Norwood, MA 02062

Phone: 781.352.4637

Fax: 781.551.8667

Cell: 774.766.8616

vbalaschi@lan-tel.com

www.lan-tel.com

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Tuesday, October 13, 2015 4:09 PM EDT
To: Vickie Balaschi <Vickie Balaschi <VBalaschi@lan-tel.com>>
CC: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>
Subject: Re: LAN-TEL Invoice 13701

Hi again Vickie. Before I can pay this I would need the invoice to be itemized and include serial numbers for all equipment over $500, much like you invoice on the monthly maintenance. We need to see the cost of each individual item for our inventory purposes. Thanks again.

Andrew

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> vbalaschi@lan-tel.com
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> www.lan-tel.com

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Thursday, October 15, 2015 9:53 AM EDT
To: Vickie Balaschi <Vickie Balaschi <VBalaschi@lan-tel.com>>
CC: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>
Subject: Re: LAN-TEL Invoice 13701

Hi everyone. Just checking in on this. Thanks so much.

Andrew

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To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>
Subject: RE: LAN-TEL Invoice 13701
Attachment(s): "image001.jpg"

Hi Andrew,

I am working on this now and will have something to you shortly.

Thanks,
Vickie

From: Andrew Murphy [mailto:andrew.murphy@boston.gov]
Sent: Thursday, October 15, 2015 9:53 AM
To: Vickie Balaschi <VBalaschi@Lan-Tel.com>
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From: Vickie Balaschi <VBalaschi@Lan-Tel.com>
Sent: Thursday, October 15, 2015 10:54 AM EDT
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>
Subject: RE: LAN-TEL Invoice 13701
Attachment(s): "INVOICE 13701 CIMS-BPD NETWORK SWITCH.pdf","image001.jpg"

Hi Andrew,

Please see the attached revised invoice for the Boston PD/CIMS network switch. Feel free to reach out with any questions!

Thanks,
Vickie

From: Andrew Murphy [mailto:andrew.murphy@boston.gov]
Sent: Thursday, October 15, 2015 9:53 AM
To: Vickie Balaschi <VBalaschi@Lan-Tel.com>
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vbalaschi@lan-tel.com
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From: Murray Shafiroff <murray.shafiroff@boston.gov>
Sent: Wednesday, October 21, 2015 7:06 AM EDT
To: Alexandros Pelekanakis <Alexandros Pelekanakis <apelekanakis@genetec.com>>; Anne Vaillancourt <Anne Vaillancourt <availlancourt@genetec.com>>; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Brian Barcelou <Brian Barcelou <brian.barcelou@pd.boston.gov>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; Don Burgess <Don Burgess <don.burgess@boston.gov>>; Donna Morris <Donna Morris <donna.morris@boston.gov>>; Jarrod Fullerton <Jarrod Fullerton <jfullerton@genetec.com>>; Jason Marshall <Jason Marshall <jason.marshall@pd.boston.gov>>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Larry Louis <Larry Louis <larry.louis@boston.gov>>; Michael Driscoll <Michael Driscoll <mdriscoll@dvtel.com>>; Michael Kane <Michael Kane <michael.kane@boston.gov>>; Mike Lynch (DoIT) < Mike Lynch (DoIT) <mike.lynch@boston.gov>>; Nelson Vasconcelos <Nelson Vasconcelos <nelson.vasconcelos@siemens.com>>; Robert Slade <Robert Slade <robert.slade@boston.gov>>; Stephanie Nappi <Stephanie Nappi <stephanie.nappi@siemens.com>>; William Joyce <William Joyce <william.joyce@boston.gov>>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>>; Zebedeo Pena <Zebedeo Pena <zpena@genetec.com>>; Khule, Abhishek; bhenry@mbta.com <bhenry@mbta.com>; Daniel Keeler <Daniel Keeler <daniel.keeler@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; ithomas@vidsys.com <ithomas@vidsys.com>; Beers, Jeff; jwagner@vidsys.com <jwagner@vidsys.com>; jwarchol@bpl.org; mfrench@lan-tel.com <mfrench@lan-tel.com>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; Deloriea, Tom; Vincent Stancato <Vincent Stancato <vincent.stancato@pd.boston.gov>>
Subject: Agenda City Wide Camera Meeting
Attachment(s): "Agenda- Security Camera Strategy 10-21-15.docx"

Guys,

Please find attached the agenda for today's meeting.
See you at 9:00Am

Thanks
Murray

From: Chuck Wade <Chuck@Interisle.net>
Sent: Saturday, October 24, 2015 7:13 PM EDT
To: Scott Wilder <Scott Wilder <SWilder@BrooklineMA.gov>>; Brenda Jones <Brenda Jones <Brenda.Jones@Boston.gov>>; Eamon Miller <Eamon Miller <Eamon.Miller@Boston.gov>>; Andrew Murphy <Andrew Murphy <Andrew.Murphy@Boston.gov>>; John Cowhig <John Cowhig <JCowhig@ChelseaMA.gov>>; Steven Ford <Steven Ford <SFord@ReverePolice.org>>; Terence Delehanty <Terence Delehanty <TDelehanty@Town.Winthrop.MA.US>>; Gerry Reardon <Gerry Reardon <GReardon@CambridgeFire.Org>>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@PD.Boston.gov>>; Patrick Johnston <Patrick Johnston <Patrick.Johnston@CityofEverett.org>>
CC: Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; Mark Savage <Mark Savage <MSavage@LAN-TEL.com>>; David Menzies <David Menzies <David.Menzies@D2Five.com>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>
Subject: PSnet: Update on outage of Microwave link from Whidden Hospital to Boston JFK
Attachment(s): "smime.p7s"

Folks,

Unfortunately, we have another DragonWave AirPair 200 that has failed. In this case, the radio is the one that was at Whidden Hospital shooting to JFK. Yesterday, Dave Menzies and I were on site at Whidden working on connections to Everett's public safety radios, and we had planned to also replace what we suspected was a bad power supply on this AirPair (power supplies have been a chronic problem with all DragonWave models). However, we found the power supply was fine, and the proper voltage was being delivered to the radio itself. Despite good voltage readings, the radio itself was dead, with no indication of being powered on.

Dave and I took this radio down, and I will explore the potential for having it repaired. However, since we recently had a nearly identical failure of the same model radio at the Broadway Tower site (also shooting to JFK), I want to retrieve the Broadway unit as well so we can look into getting both units repaired.

For the record, the Whidden AirPair 200 failed back in April. However, this link was barely functional due to what we've assumed was a misaligned radio on JFK. Of course, we can't realign the JFK radio until we get the Whidden end repaired.

The JFK site has historically been one of the most important backbone sites in PSnet (and CIMS), with five backbone links to Somerville PD, Everett Whidden, Revere Broadway Tower, Winthrop PD, and 35 Northampton. However, of these five backbone links, only two (Somerville PD and 35 Northampton) are currently working. We believe that the link to Winthrop PD can be repaired by replacing what we're hoping is just a bad power supply. However, this link needs to be re-aligned. Fortunately, the trees that were blocking the Winthrop end have now been trimmed back, so we can proceed with this alignment. With the links to Whidden and Broadway Tower out, we really do need the link to Winthrop restored ASAP.

I should also point out that we've been working with LAN-TEL to be able to decommission the three camera backhaul links that are currently on JFK. This should be accomplished in the near future.

Since we've anticipated that we may want to move off of the JFK site at some point, perhaps these backbone microwave failures and elimination of the camera backhaul links presents an opportunity to advance this objective.

I should also note that the FCC licenses for these two failed AirPair links are due to expire next August, and will have to be renewed if we want to continue using these links.

Strategically, we may want to consider investing in fiber links to the Northeast quadrant of MBHSR instead of repairing these failed links. If we can leverage fiber to the Commonwealth's data center at 200 Arlington in Chelsea, and MBTA fiber on the Blue Line to Beachmont station, then we would not need all of these long backbone microwave links, and we could better improve network resilience and survivability with shorter links between key facilities.

...Chuck
--

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Saturday, October 24, 2015 7:40 PM EDT
To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>
CC: Scott Wilder <Scott Wilder <SWilder@BrooklineMA.gov>>; Brenda Jones <Brenda Jones <Brenda.Jones@Boston.gov>>; Eamon Miller <Eamon Miller <Eamon.Miller@Boston.gov>>; Andrew Murphy < Andrew Murphy <Andrew.Murphy@Boston.gov>>; John Cowhig <John Cowhig <JCowhig@ChelseaMA.gov>>; Steven Ford <Steven Ford <SFord@ReverePolice.org>>; Terence Delehanty <Terence Delehanty <TDelehanty@Town.Winthrop.MA.US>>; Gerry Reardon <Gerry Reardon <GReardon@CambridgeFire.Org>>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@PD.Boston.gov>>; Patrick Johnston <Patrick Johnston <Patrick.Johnston@CityofEverett.org>>; Mark Savage <Mark Savage <msavage@lan-tel.com>>; David Menzies <David Menzies <David.Menzies@D2Five.com>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>
Subject: Re: PSnet: Update on outage of Microwave link from Whidden Hospital to Boston JFK

Chuck
Can we use Ubuquity dish antennas as a temporary means until these links are repaired or placed somewhere else ? Is the data traffic that substantial ?

Respectfully ,

Eric Johnson
Project Manager
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Subject: Re: PSnet: Update on outage of Microwave link from Whidden Hospital to Boston JFK
Attachment(s): "smime.p7s"

Eric,

You asked: Can we use Ubiquiti dish antennas as a temporary means until these links are repaired or placed somewhere else? Is the data traffic that substantial?

The data rates are not the issue. Instead, the distances involved are a bit much for unlicensed radios. If we were in a more rural area, then we could go these distances with 5 GHz radios, but I think we should be concerned about the amount of interference we're going to see trying to go so far, especially when one end is aimed at downtown Boston. After all, when we put in the 5GHz link between Soldiers' Home and Chelsea PD, the Soldiers' Home radio was seeing office WiFi in many of the downtown Boston buildings, including the State Office building at 1 Ashburton. When you look toward JFK from any of these other sites, you see a mountain range of tall buildings, all housing multiple sources of interference on the unlicensed bands.

Another option that we might consider would be to deploy a licensed microwave link from 1 Ashburton to Soldiers' Home. That would actually do a lot to improve regional resilience, especially given the importance of the Soldiers' Home site, which is not on fiber. The 1 Ashburton site is almost identical to JFK in terms of location and height, but it is on Loop A fiber, and so it would be much better for resilience and would improve weather immunity. Unfortunately, we do not have fiber into JFK, and heavy rain has at times taken out all five microwave links, which then greatly diminishes overall regional network capacity and resilience.

What we can also consider is putting in more unlicensed microwave links within the communities of Somerville, Everett, Chelsea, Revere, and Winthrop. This could also help with network resilience, including weather immunity, since the 5 GHz band is for all practical purposes immune to rain fade. For example, we've been planning to install a new link from the Revere Reservoir site into Everett, probably to the Housing Authority high rise. However, this does not address the regional connectivity into the PSnet backbone, though it would provide more ways to get to backbone links. We just need those backbone links somewhere.

...Chuck

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On 10/24/15 7:40 PM, Eric Johnson wrote:

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www.interisle.net

From: Michael Kiely <mkiely@police.somerville.ma.us>
Sent: Monday, October 26, 2015 5:05 PM EDT
To: <michael.kane@boston.gov> <michael.kane@boston.gov>; <ejohnson@lan-tel.com> <ejohnson@lan-tel.com>
Subject: Fwd: MBHSR THIRA Workshop - November 12

Debriefing after?

Sergeant Michael Kiely
Office of The Chief
Homeland Security &
Emergency Management
(617) 625-1600x7241

Begin forwarded message:

From: "Charles Breen" <cbreen@somervillema.gov>
Date: October 26, 2015 at 4:48:00 PM EDT
To: <mkiely@police.somerville.ma.us>
Subject: RE: MBHSR THIRA Workshop - November 12

I will attend Mike. Thanks.

From: Emma DeSimone [mailto:emma.desimone@boston.gov]
Sent: Monday, October 26, 2015 3:39 PM
To: mike kiely
Cc: Charles Breen; Doug Kress; Michael Marino; Dina McCarron; David Fallon; Paul Trant; Stephen Carrabino
Subject: MBHSR THIRA Workshop - November 12

All,

You are invited to participate in the 2015 MBHSR Threat and Hazard Identification and Risk Assessment (THIRA) workshop on **Thursday, November 12 from 9:30am - 3:00pm at the Boston EOC (85 Bragdon Street, Roxbury 02119)**. Lunch will be provided.

The primary purpose of the workshop is to review and validate the Impacts, Capability Targets, and Resource Requirements for 18 Response- and Recovery-related Core Capabilities. Due to the updated 2015 THIRA guidance as well as the addition of a new scenario (Power Outage) there are aspects of the 2015 THIRA that have not yet been reviewed and will require specific attention from our SMEs. See the attached one-pager for the list of core capabilities requiring resource information as well as the threat/hazard scenarios.

I will send out a calendar invite following this email, and will provide additional details in the near future. In the meantime, contact me with questions.

Thanks,

Emma

Emma DeSimone
Project Director, Regional Catastrophic Preparedness Grant Program
Office of Emergency Management
Boston City Hall, Room 204
One City Hall Square
Boston, MA 02201

emma.desimone@boston.gov
617-635-1373 (Direct)
617-835-0729 (Cell)
617-635-1400 (Main)

From: Murray Shafiroff <murray.shafiroff@boston.gov>
Sent: Tuesday, October 27, 2015 6:53 AM EDT
To: Abhishek Khule <Abhishek Khule <akhule@bphc.org>>; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Brian Henry <Brian Henry <bhenry@mbta.com>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; Daniel Keeler <Daniel Keeler <daniel.keeler@pd.boston.gov>>; Don Burgess <Don Burgess <don.burgess@boston.gov>>; Donna Morris <Donna Morris <donna.morris@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>>; Larry Louis <Larry Louis <larry.louis@boston.gov>>; Michael Kane <Michael Kane <michael.kane@boston.gov>>; Nelson Vasconcelos <Nelson Vasconcelos <nelson.vasconcelos@siemens.com>>; Robert Slade <Robert Slade <robert.slade@boston.gov>>; Stephanie Nappi <Stephanie Nappi <stephanie.nappi@siemens.com>>; William Joyce <William Joyce <william.joyce@boston.gov>>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>>; Zebedeo Pena <Zebedeo Pena <zpena@genetec.com>>; Alexandros Pelekanakis <Alexandros Pelekanakis <apelekanakis@genetec.com>>; Anne Vaillancourt <Anne Vaillancourt <availlancourt@genetec.com>>; Brian Barcelou <Brian Barcelou <brian.barcelou@pd.boston.gov>>; ithomas@vidsys.com <ithomas@vidsys.com>; Jason Marshall <Jason Marshall <jason.marshall@pd.boston.gov>>; Beers, Jeff; jfullerton@genetec.com <jfullerton@genetec.com>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; jwagner@vidsys.com <jwagner@vidsys.com>; jwarchol@bpl.org; Mike Driscoll <Mike Driscoll <mdriscoll@dvtel.com>>; mfrench@lan-tel.com <mfrench@lan-tel.com>; Mike Lynch (DoIT) < Mike Lynch (DoIT) <mike.lynch@boston.gov>>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; Deloriea, Tom; Vincent Stancato <Vincent Stancato <vincent.stancato@pd.boston.gov>>
Subject: City Wide Camera Strategy Room Change

Guys,

We will be meeting in Conference Room 708, Boston Harbor for tomorrow (10/28) only.
Dial in will remain the same.

Next week we will be back in Room 115.

Thanks
Murray

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Tuesday, October 27, 2015 11:54 AM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Mike Kane <Mike Kane <michael.kane@boston.gov>>
Subject: Re: workstations

Hi again Eric. Just checking in on this request to see which CIMS workstations/serials numbers ended up where. Thanks.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Wed, Aug 19, 2015 at 4:46 PM, Andrew Murphy<andrew.murphy@boston.gov> wrote:

> That's awesome. Thanks so much Eric. If you happen to know which serial numbers ended up where that would be great. We need to track it for inventory purposes.
>
> Andrew

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On Wed, Aug 19, 2015 at 4:45 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:

> Yes we do and I installed Chelsea's already I am trying to correlate this and a possible move to 6.4 software at same time . Winthrop is next on list to do . I will send you projected schedule
>
> Respectfully ,
>
>
> Eric Johnson
> Project Manager
> Lan-Tel Communications
> 1400 Providence Highway, Suite 2000
> Norwood, MA 02062
>
> Cell: 617-413-2148
> Phone: 781-352-4656
> Fax: 781-551-8667
>
> ejohnson@lan-tel.com
> www.lan-tel.com
>
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> On Aug 19, 2015, at 4:39 PM, Andrew Murphy <andrew.murphy@boston.gov> wrote:
>
> > Hi Eric. Just checking to see if you have locations yet for the new DVtel workstations that were delivered to Frontage. Thanks so much.

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On Fri, Jul 31, 2015 at 4:09 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:

> Absolutely will track on spreadsheet
>
> Respectfully ,
>
> Eric Johnson
> Project Manager
> Lan-Tel Communications
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> On Jul 31, 2015, at 3:59 PM, Andrew Murphy <andrew.murphy@boston.gov> wrote:
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> > Hi Eric. No rush on this at all but whenever you get around to grabbing the new workstations from Frontage Rd can you do me a favor and keep track of which computer you drop off where? We don't need to know which monitors end up where. Here's a list of the serial numbers for the computers. Thanks so much.
> >
> > Andrew
> >
> > | |
> > |---|
> > | 2UA5302KJ6, 107209 |
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On Wed, Jul 29, 2015 at 11:00 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Andrew thank you

Respectfully ,

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On Jul 29, 2015, at 10:56 AM, Andrew Murphy <andrew.murphy@boston.gov> wrote:

Hi Eric. Just an FYI these new CIMS machines will be delivered to Frontage either tomorrow or Friday. I will let you know when they are in. Thanks.

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On Tue, Jul 21, 2015 at 1:54 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Received Andrew , and I will touch base with Vinny .

Respectfully ,

Eric Johnson
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On Jul 21, 2015, at 1:44 PM, Andrew Murphy <andrew.murphy@boston.gov> wrote:

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On Tue, Jul 21, 2015 at 1:42 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:

> I know we talked earlier but this is from my office , they went direct with a computer company we deal with in Watertown . If you would like me to write a formal quote I certainly will . These are Lenovo machines with same parameters and we would sell at 25 percent . I just thought I would share before I went further .
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> ejohnson@lan-tel.com
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>
> Begin forwarded message:
>
> > **From:** John Bartolomucci <jbarts@lan-tel.com>
> > **Date:** July 21, 2015 at 1:02:28 PM EDT
> > **To:** Eric Johnson <ejohnson@Lan-Tel.com>
> > **Cc:** John Bartolomucci <jbarts@lan-tel.com>
> > **Subject: workstations**
> >
> > Eric
> >
> > The workstations are as follows
> >
> > Cost 25% 30%
> >
> > The dual unit with a three year $998.00
> > $1,250.00 $1,300.00
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These are Lenovo workstations

These are the one we have been using prior getting them from DVTel

<image001.jpg>

John Bartolomucci

Director – Security Division

1400 Providence Highway, Suite 2000

Norwood, MA 02062

Phone: 781.352.4056

Fax: 781.551.8667

Cell: 617.413.7488

jbarts@lan-tel.com

www.lan-tel.com

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, October 27, 2015 12:46 PM EDT
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Mike Kane <Mike Kane <michael.kane@boston.gov>>
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Yes I have one more to do in Somerville and I'm complete . I will send list once this is done tomorrow

Respectfully ,

Eric Johnson
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Subject: workstations

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From: Murray Shafiroff <murray.shafiroff@boston.gov>
Sent: Wednesday, October 28, 2015 6:57 AM EDT
To: Alexandros Pelekanakis <Alexandros Pelekanakis <apelekanakis@genetec.com>>; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Brian Barcelou <Brian Barcelou <brian.barcelou@pd.boston.gov>>; Brian Henry <Brian Henry <bhenry@mbta.com>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; Daniel Keeler <Daniel Keeler <daniel.keeler@pd.boston.gov>>; Don Burgess <Don Burgess <don.burgess@boston.gov>>; Donna Morris <Donna Morris <donna.morris@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Jarrod Fullerton <Jarrod Fullerton <jfullerton@genetec.com>>; Jason Marshall <Jason Marshall <jason.marshall@pd.boston.gov>>; Jeff Beers <Jeff Beers <jbeers@bphc.org>>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Larry Louis <Larry Louis <larry.louis@boston.gov>>; Michael Driscoll <Michael Driscoll <mdriscoll@dvtel.com>>; Michael Kane <Michael Kane <michael.kane@boston.gov>>; Nelson Vasconcelos <Nelson Vasconcelos <nelson.vasconcelos@siemens.com>>; Robert Slade <Robert Slade <robert.slade@boston.gov>>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; Stephanie Nappi <Stephanie Nappi <stephanie.nappi@siemens.com>>; Vincent Stancato <Vincent Stancato <vincent.stancato@pd.boston.gov>>; William Joyce <William Joyce <william.joyce@boston.gov>>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>>; Zebedeo Pena <Zebedeo Pena <zpena@genetec.com>>; Khule, Abhishek; Anne Vaillancourt <Anne Vaillancourt <availlancourt@genetec.com>>; ithomas@vidsys.com <ithomas@vidsys.com>; jwagner@vidsys.com <jwagner@vidsys.com>; jwarchol@bpl.org; mfrench@lan-tel.com <mfrench@lan-tel.com>; Mike Lynch (DoIT) < Mike Lynch (DoIT) <mike.lynch@boston.gov>>; Deloriea, Tom
Subject: Agenda- City Wide Camera Meeting
Attachment(s): "Agenda- Security Camera Strategy 10-28-15.docx"

Guys,

Please find attached the Agenda for today's meeting. For those attending in person, we will be meeting in Conference Room 708 - Boston Harbor, for today only. Next week we will be back in 115.

Thanks
Murray

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, October 28, 2015 1:21 PM EDT
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>; Vincent Stancato <Vincent Stancato <vincent.stancato@pd.boston.gov>>
Subject: CIMS Work Stations

2UA5302KJ8, 107205 - **Winthrop**
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2UA5302KJC, 107206 –**Brookline**
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2UA5302KJB, 107202 –**Somerville**
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LAN-TEL
COMMUNICATIONS, INC.

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From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Wednesday, October 28, 2015 1:27 PM EDT
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>; Vincent Stancato <Vincent Stancato <vincent.stancato@pd.boston.gov>>
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Thank you very much all.

Andrew Murphy
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From: Chuck Wade <Chuck@Interisle.net>
Sent: Wednesday, October 28, 2015 10:40 PM EDT
To: Scott Wilder <Scott Wilder <SWilder@BrooklineMA.gov>>; Brenda Jones <Brenda Jones <Brenda.Jones@Boston.gov>>; Eamon Miller <Eamon Miller <Eamon.Miller@Boston.gov>>; Andrew Murphy <Andrew Murphy <Andrew.Murphy@Boston.gov>>; John Cowhig <John Cowhig <JCowhig@ChelseaMA.gov>>; Steven Ford <Steven Ford <SFord@ReverePolice.org>>; Terence Delehanty <Terence Delehanty <TDelehanty@Town.Winthrop.MA.US>>; Gerry Reardon <Gerry Reardon <GReardon@CambridgeFire.Org>>
CC: Mark Savage <Mark Savage <MSavage@LAN-TEL.com>>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>; David Menzies <David Menzies <David.Menzies@D2Five.com>>
Subject: PSnet: JFK <=> Winthrop PD link restored [was: Re: PSnet: Update on outage of Microwave link from Revere Broadway Tower to Boston JFK]
Attachment(s): "smime.p7s"

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...Chuck

Chuck Wade, Principal
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+1 508 277-6439 Mobile
www.interisle.net

On 10/9/15 5:42 PM, Chuck Wade wrote:

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From: Cowhig, John <JCowhig@chelseama.gov>
Sent: Thursday, October 29, 2015 8:16 AM EDT
To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Scott Wilder <Scott Wilder <SWilder@BrooklineMA.gov>>; Brenda Jones <Brenda Jones <Brenda.Jones@Boston.gov>>; Eamon Miller <Eamon Miller <Eamon.Miller@Boston.gov>>; Andrew Murphy <Andrew Murphy <Andrew.Murphy@Boston.gov>>; Steven Ford <Steven Ford <SFord@ReverePolice.org>>; Terence Delehanty <Terence Delehanty <TDelehanty@Town.Winthrop.MA.US>>; Gerry Reardon <Gerry Reardon <GReardon@CambridgeFire.Org>>
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Subject: RE: PSnet: JFK <=> Winthrop PD link restored [was: Re: PSnet: Update on outage of Microwave link from Revere Broadway Tower to Boston JFK]

Thanks Chuck, Mark and crew…

Sgt. John A. Cowhig
Chelsea Police Department
19 Park Street
Chelsea, MA 02150

(617) 466-4809 (Office)
(617) 466-4854 (Fax)

Go Green: Please do not print this e-mail unless you really need to.
The information contained in this electronic communication is intended to be sent only to the stated recipient and may contain information that is CONFIDENTIAL, privileged or otherwise protected from disclosure under applicable law . If the reader of this message is NOT the intended recipient or the intended recipient's agent, you are hereby notified that any dissemination, distribution or copying of the information is strictly prohibited. If you are not the intended recipient, please contact the sender and delete all copies.

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To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Brenda Jones <Brenda Jones <Brenda.Jones@Boston.gov>>; Eamon Miller <Eamon Miller <Eamon.Miller@Boston.gov>>; Andrew Murphy <Andrew Murphy <Andrew.Murphy@Boston.gov>>; John Cowhig <John Cowhig <JCowhig@ChelseaMA.gov>>; Steven Ford <Steven Ford <SFord@ReverePolice.org>>; Terence Delehanty <Terence Delehanty <TDelehanty@Town.Winthrop.MA.US>>; Gerry Reardon <Gerry Reardon <GReardon@CambridgeFire.Org>>
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Officer Scott Wilder
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Brookline, MA. 02445-6800
Office : 617-730-2259
swilder@brooklinema.gov

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From: Chuck Wade <Chuck@Interisle.net>
Sent: Thursday, October 29, 2015 8:58 AM EDT
To: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Brenda Jones <Brenda Jones <Brenda.Jones@Boston.gov>>; Eamon Miller <Eamon Miller <Eamon.Miller@Boston.gov>>; Andrew Murphy <Andrew Murphy <Andrew.Murphy@Boston.gov>>; John Cowhig <John Cowhig <JCowhig@ChelseaMA.gov>>; Steven Ford <Steven Ford <SFord@ReverePolice.org>>; Terence Delehanty <Terence Delehanty <TDelehanty@Town.Winthrop.MA.US>>; Gerry Reardon <Gerry Reardon <GReardon@CambridgeFire.Org>>
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Sent: Thursday, October 29, 2015 9:30 AM EDT
To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Brenda Jones <Brenda Jones <Brenda.Jones@Boston.gov>>; Eamon Miller <Eamon Miller <Eamon.Miller@Boston.gov>>; Andrew Murphy <Andrew Murphy <Andrew.Murphy@Boston.gov>>; John Cowhig <John Cowhig <JCowhig@ChelseaMA.gov>>; Steven Ford <Steven Ford <SFord@ReverePolice.org>>; Terence Delehanty <Terence Delehanty <TDelehanty@Town.Winthrop.MA.US>>; Gerry Reardon <Gerry Reardon <GReardon@CambridgeFire.Org>>
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Subject: RE: PSnet: JFK <=> Winthrop PD link restored [was: Re: PSnet: Update on outage of Microwave link from Revere Broadway Tower to Boston JFK]

Thanks Chuck, that is what I thought, just wanted to confirm, I think we may need to have a plan, to use Cisms funds and Psnet funds to handle these problems.
The working together between the consultants , Interisle, LanTel and D5, is all working out extremely well,
I think we have to make the funding for these types of repairs to be worked out by OEM working with Cisms abd Psnet committees , to split some of the costs between Cisms, and Psnet, neither budget should have to shoulder the entire cost, in my opinion.
Thanks ,
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Officer Scott Wilder
Director of Technology
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Office : 617-730-2259
swilder@brooklinema.gov

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Sent: Thursday, October 29, 2015 8:59 AM
To: Scott Wilder; Brenda Jones; Eamon Miller; Andrew Murphy; John Cowhig; Steven Ford; Terence Delehanty; Gerry Reardon
Cc: Mark Savage; Eric Johnson; Fred Goldstein; Colin Strutt; David Menzies
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> Another option would be to go forward with putting in place a new link between Everett and the Revere Reservoir site. This has been planned as a way to provide a second path into Everett, where currently everything relies on the Whidden Hospital. Note, installing this link may be comparable in cost to repairing the failed DragonWave AirPair.
>
> I will continue to provide updates on this situation as we work toward mitigating the problems.
>
> ...Chuck
> --
>
> Chuck Wade, Principal
> Interisle Consulting Group

+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

The substance of this message, including any attachments, may be confidential, legally privileged and/or exempt from disclosure pursuant to Massachusetts law. It is intended solely for the addressee. If you received this in error, please contact the sender and delete the material from any computer.

From: Chuck Wade <Chuck@Interisle.net>
Sent: Friday, October 30, 2015 3:29 PM EDT
To: Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; Mark Savage <Mark Savage <MSavage@LAN-TEL.com>>; David Menzies <David Menzies <David.Menzies@D2Five.com>>; Steven Ford <Steven Ford <SFord@ReverePolice.org>>
CC: Gerry Reardon <Gerry Reardon <GReardon@CambridgeFire.Org>>; Glenn Turner <Glenn Turner <GTurner@CambridgeFire.org>>; Scott Wilder <Scott Wilder <SWilder@BrooklineMA.gov>>; John Cowhig <John Cowhig <JCowhig@ChelseaMA.gov>>; Brenda Jones <Brenda Jones <Brenda.Jones@Boston.gov>>; Eamon Miller <Eamon Miller <Eamon.Miller@Boston.gov>>; Andrew Murphy <Andrew Murphy <Andrew.Murphy@Boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <Deirdre.Habershaw@Boston.gov>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>
Subject: PSnet/CIMS: DragonWave AirPair Achilles' Heel | Immediate preventive measures needed
Attachment(s): "smime.p7s"

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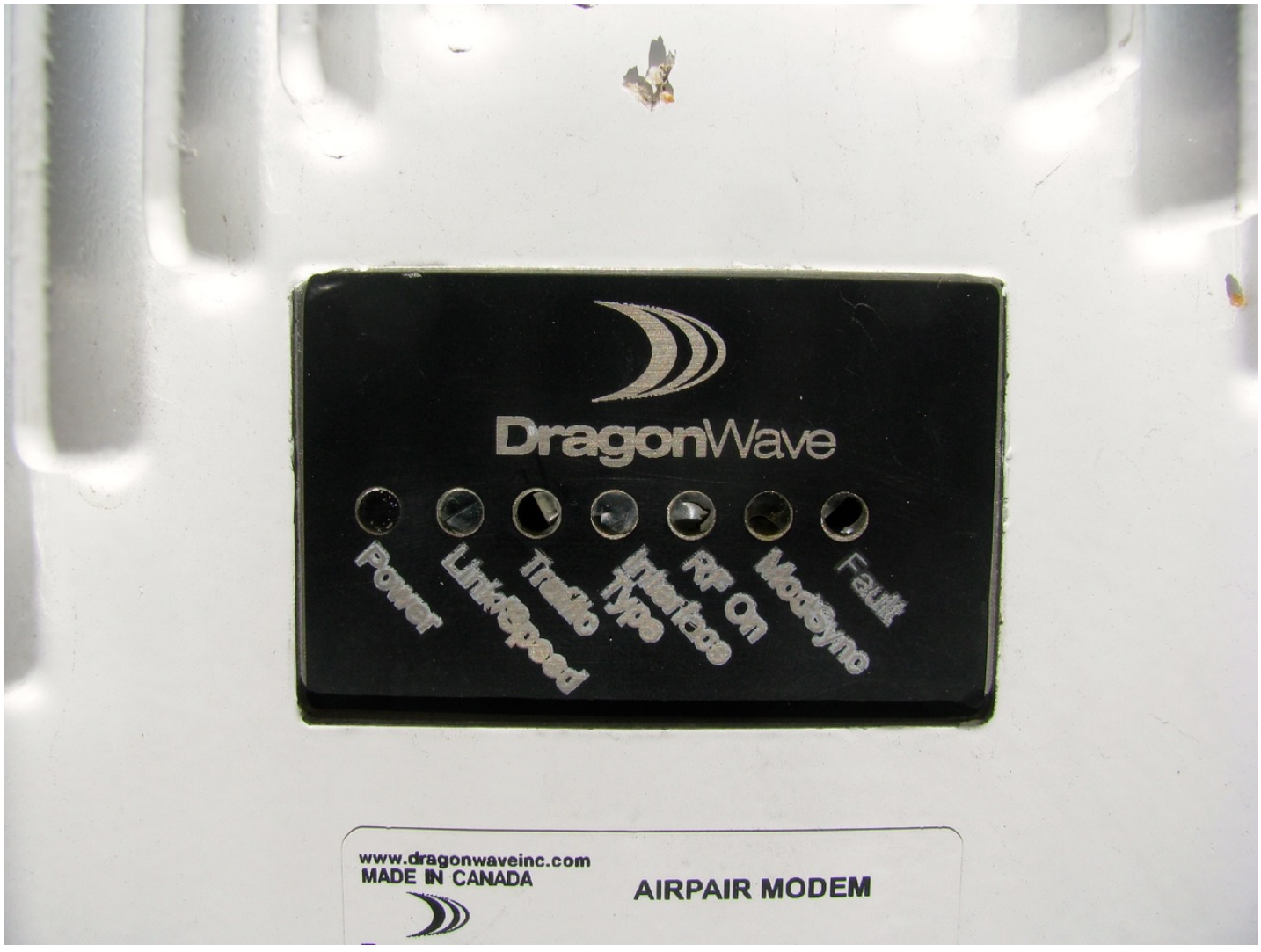

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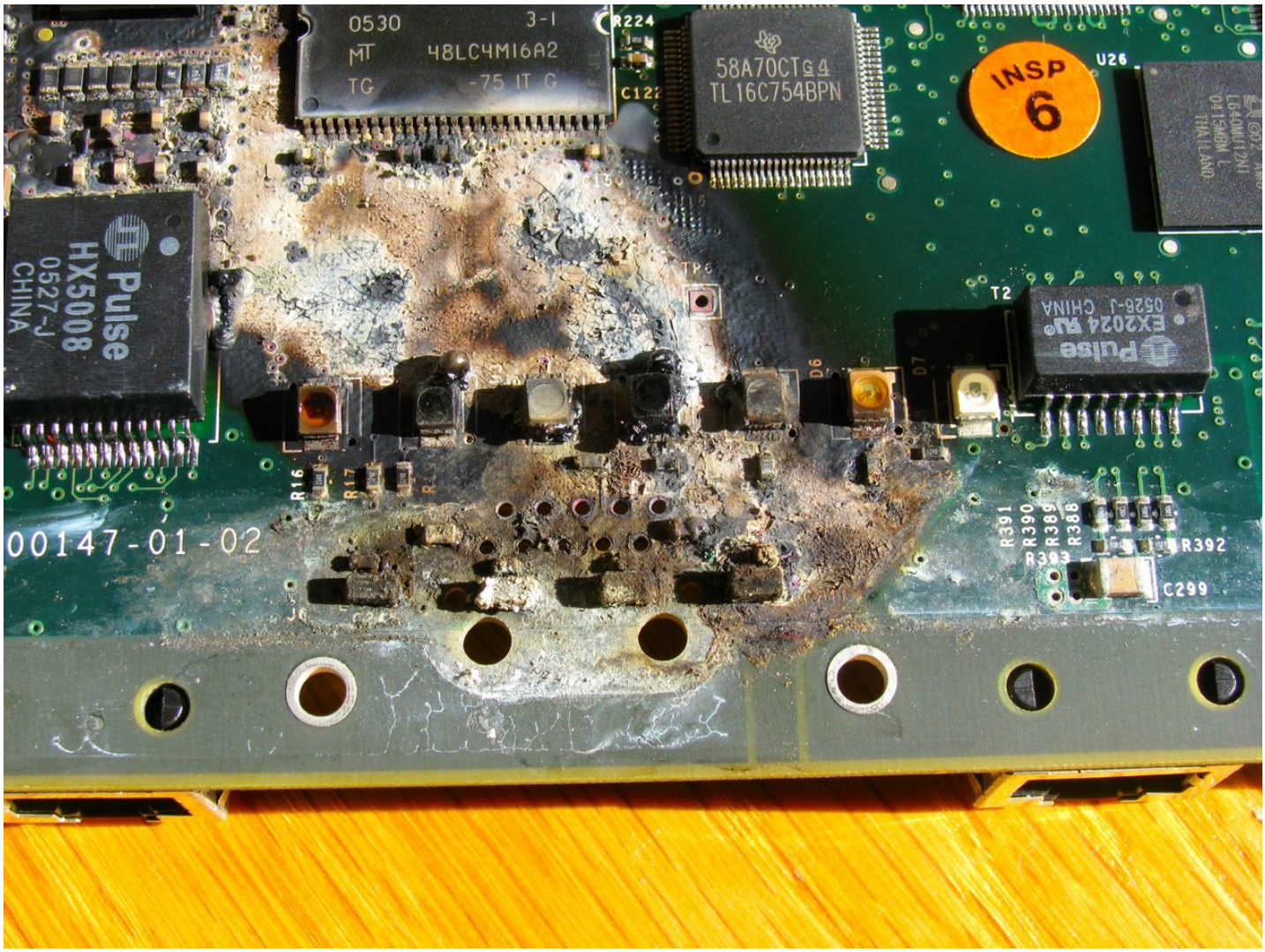

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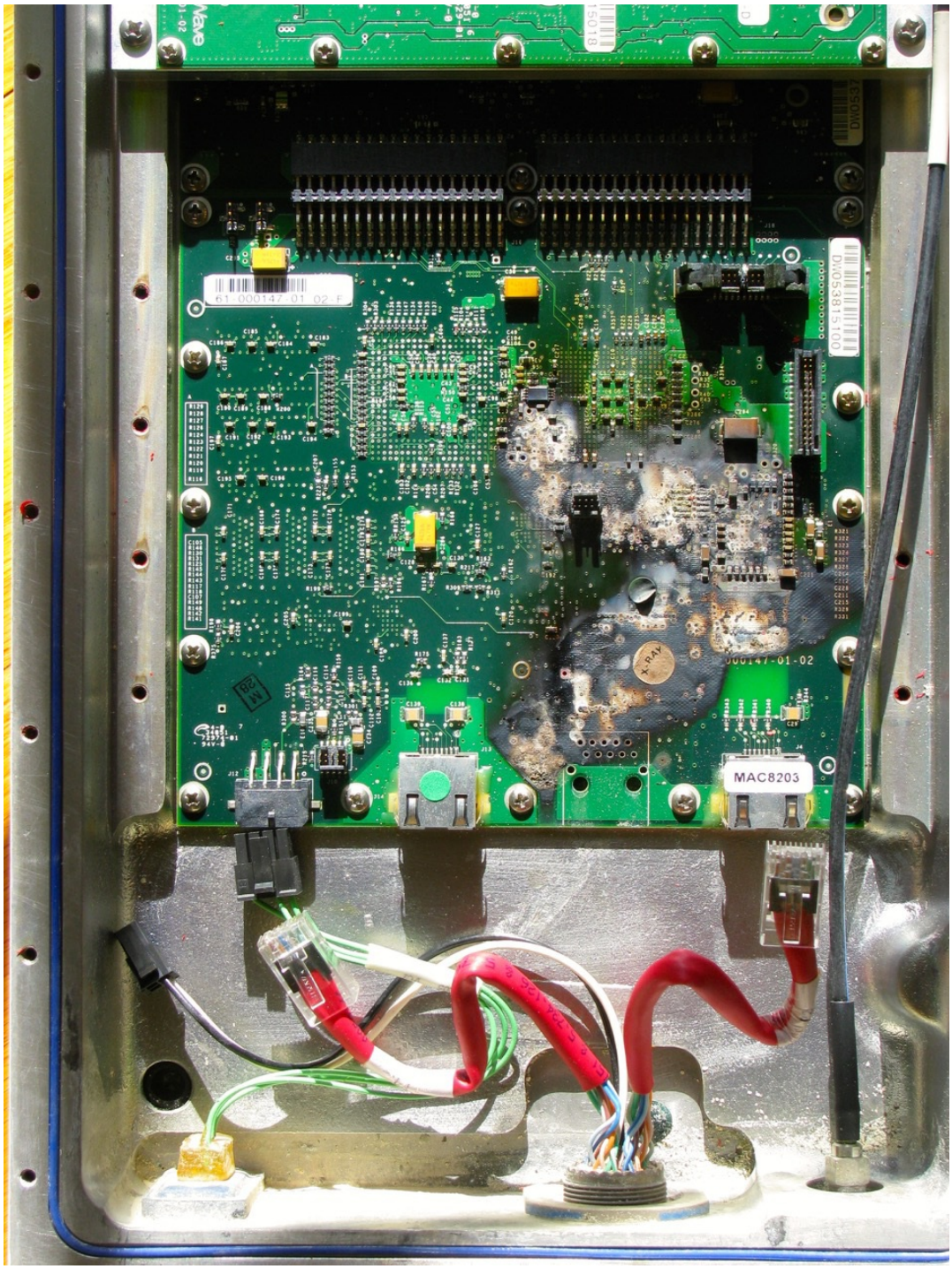

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Sent: Friday, October 30, 2015 3:38 PM EDT
To: Chuck Wade <Chuck Wade <Chuck@interisle.net>>
CC: Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; Mark Savage <Mark Savage <MSavage@lan-tel.com>>; David Menzies <David Menzies <David.Menzies@d2five.com>>; Steven Ford <Steven Ford <SFord@reverepolice.org>>; Gerry Reardon <Gerry Reardon <GReardon@cambridgefire.org>>; Glenn Turner <Glenn Turner <GTurner@cambridgefire.org>>; Scott Wilder <Scott Wilder <SWilder@brooklinema.gov>>; John Cowhig <John Cowhig <JCowhig@chelseama.gov>>; Brenda Jones <Brenda Jones <Brenda.Jones@boston.gov>>; Eamon Miller <Eamon Miller <Eamon.Miller@boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <Deirdre.Habershaw@boston.gov>>; Fred Goldstein <Fred Goldstein <Fred@interisle.net>>; Colin Strutt <Colin Strutt <Colin@interisle.net>>
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Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

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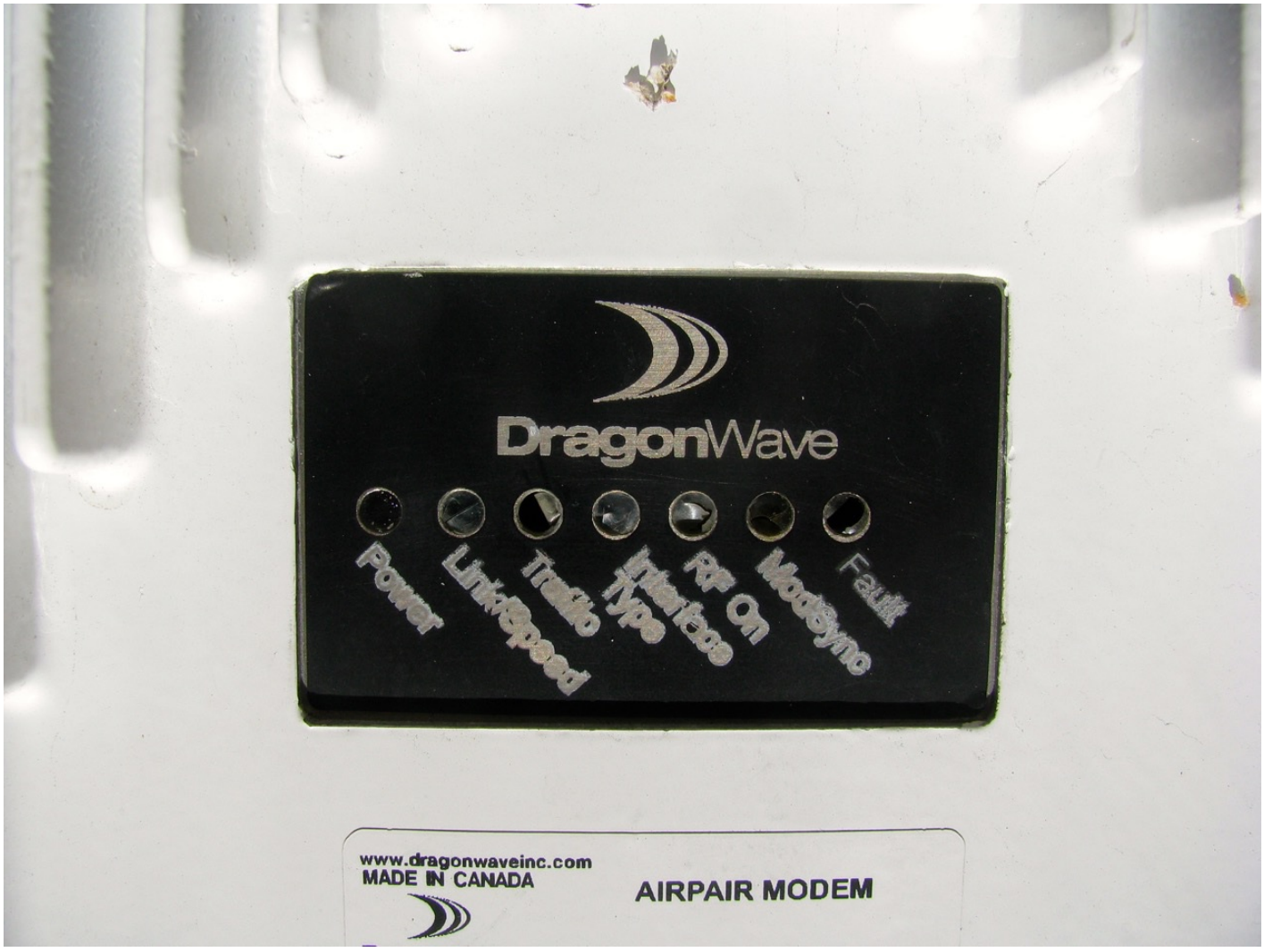

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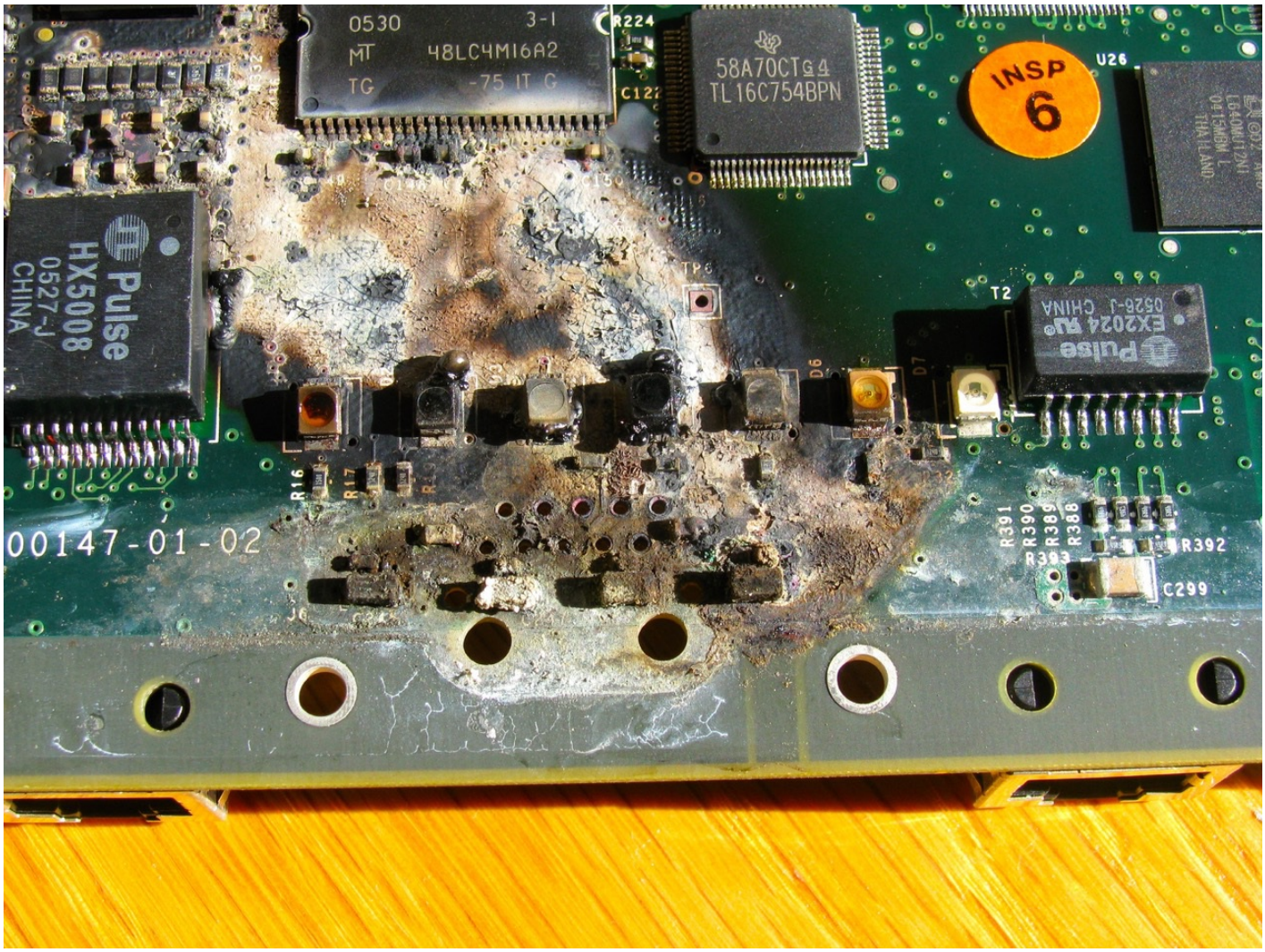

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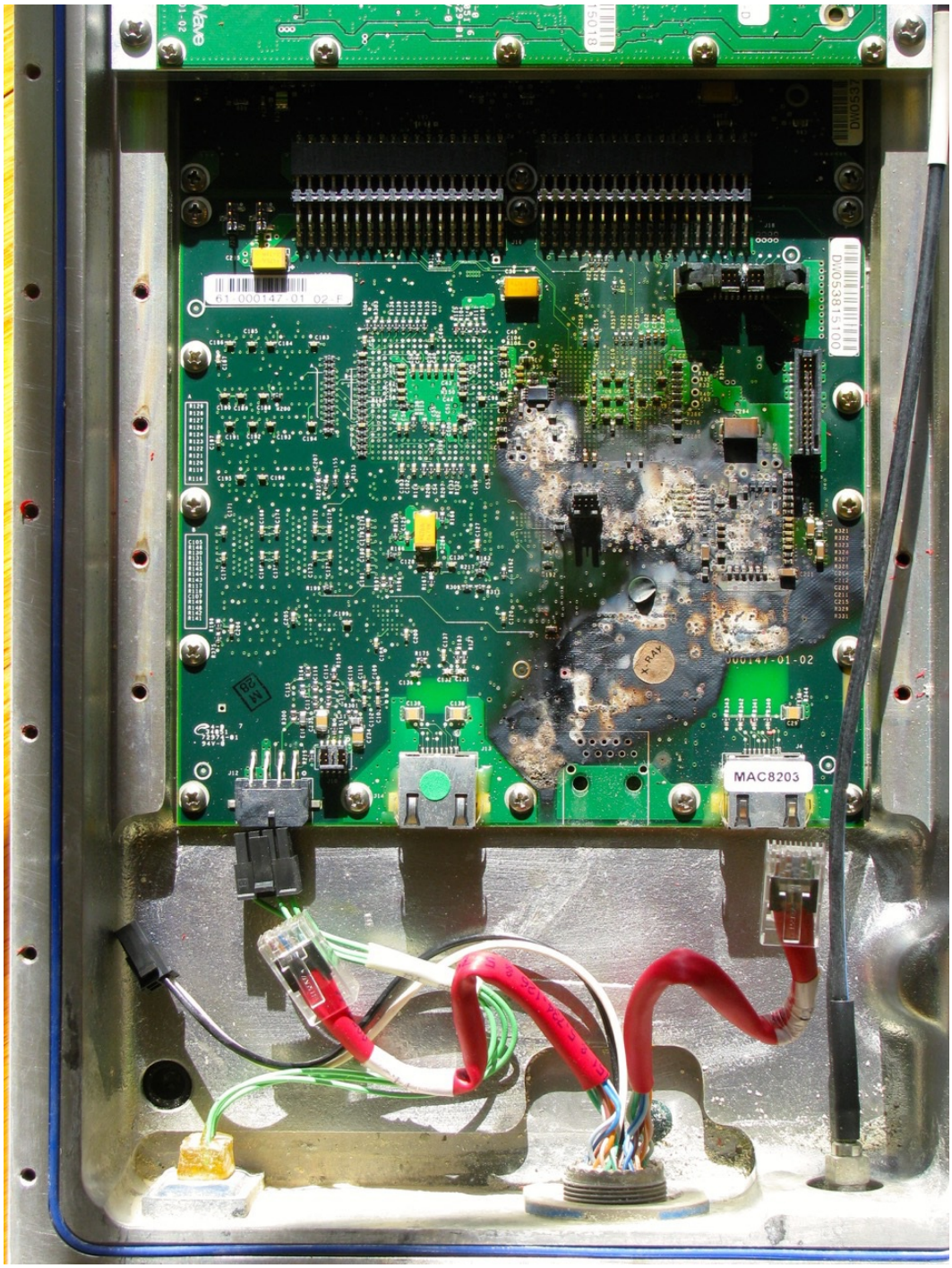

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Sent: Friday, October 30, 2015 3:54 PM EDT
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Mark Savage <Mark Savage <msavage@lan-tel.com>>; David Menzies < David Menzies <David.Menzies@d2five.com>>; Steven Ford <Steven Ford <SFord@reverepolice.org>>; Gerry Reardon <Gerry Reardon <GReardon@cambridgefire.org>>; Glenn Turner <Glenn Turner <GTurner@cambridgefire.org>>; Scott Wilder <Scott Wilder <SWilder@brooklinema.gov>>; John Cowhig < John Cowhig <JCowhig@chelseama.gov>>; Brenda Jones <Brenda Jones <Brenda.Jones@boston.gov>>; Eamon Miller < Eamon Miller <Eamon.Miller@boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <Deirdre.Habershaw@boston.gov>>; Fred Goldstein <Fred Goldstein <Fred@interisle.net>>; Colin Strutt < Colin Strutt <Colin@interisle.net>>
Subject: Re: PSnet/CIMS: DragonWave AirPair Achilles' Heel | Immediate preventive measures needed
Attachment(s): "hhjjhici","ebiahbdd","jhjddfic"

We will take the necessary steps outlined when we are on site

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
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<hhjjhici>

<ebiahbdd>

<jhjddfic>

From: Ford Lt Steven <sford@reverepolice.org>
Sent: Friday, October 30, 2015 3:56 PM EDT
To: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
CC: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Mark Savage <Mark Savage <msavage@lan-tel.com>>; David Menzies <David Menzies <David.Menzies@d2five.com>>; Gerry Reardon <Gerry Reardon <GReardon@cambridgefire.org>>; Glenn Turner < Glenn Turner <GTurner@cambridgefire.org>>; Scott Wilder <Scott Wilder <SWilder@brooklinema.gov>>; John Cowhig <John Cowhig <JCowhig@chelseama.gov>>; Brenda Jones <Brenda Jones <Brenda.Jones@boston.gov>>; Eamon Miller <Eamon Miller <Eamon.Miller@boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <Deirdre.Habershaw@boston.gov>>; Fred Goldstein <Fred Goldstein <Fred@interisle.net>>; Colin Strutt < Colin Strutt <Colin@interisle.net>>
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Sent from my iPhone

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To: Ford Lt Steven <Ford Lt Steven <sford@reverepolice.org>>
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The sites with AirPair ODUs include Whidden Hospital in Everett (1 unit, already removed), Broadway Tower in Revere (2 units, one removed), Soldiers' Home in Chelsea (1 unit), JFK Federal Building in Boston (3 units), 35 Northampton Boston (2 units), Egleston Tower/Walnut Park in Roxbury (2 units), and Solomon Lewenberg School in Boston (1 unit).

Here is a photo showing the degraded clear plastic cover for the LED indicators on the Broadway Tower AirPair that Lt. Ford helped me take down earlier this week:

[cid:part1.06030402.05030201@Interisle.net]

And here is what water has done to the main logic board for the AirPair that was at Revere Broadway Tower:

[cid:part2.02090300.02070607@Interisle.net]

The above photo actually shows the LEDs that are mounted on the main logic board, and the water damage is visible to this entire area of the PC board. Of course, there was a major burn at some point when water created electrical pathways that the design engineers never intended. (I'm still trying to air out the stink of burned carbon and PCB resin from my "lab," and my significant other is not happy.)

Here is one more photo showing the interior of the AirPair ODU housing with the modem board removed to show the main logic board. At the bottom of the housing, there is a lot of water residue, so I think we can conclude this leak had been a problem for a long time before this board burned out.

[cid:part3.00020805.04010303@Interisle.net]

I believe that taking the corrective actions I recommend above will help prevent further failures. However, I would also appreciate getting some help identifying the units that clearly have cracks or other openings in the LED plastic covers. These units should probably be removed and examined. Another test is to sniff at the LED portals to see if you smell any burnt electrical odors. If you do, then that AirPair is going to fail very soon.

To get an accurate quote from DragonWave to repair these AirPairs will require sending them back to the manufacturer. However, DragonWave support has indicated that an upper limit on the cost is $2,000 per unit. This presumes that they have replacement logic boards, because this amount of damage cannot be repaired on the existing boards.

There's always something...
...Chuck
--

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050<tel:%2B1%C2%A0%20508%20435-3050> Office
+1 508 277-6439<tel:%2B1%C2%A0%20508%20277-6439> Mobile
www.interisle.net<http://www.interisle.net>

<hhjjhici>

<ebiahbdd>

<jhjddfic>

From: Chuck Wade <Chuck@Interisle.net>
Sent: Friday, October 30, 2015 4:07 PM EDT
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; Mark Savage <Mark Savage <MSavage@lan-tel.com>>; David Menzies <David Menzies <David.Menzies@d2five.com>>; Steven Ford <Steven Ford <SFord@reverepolice.org>>; Gerry Reardon <Gerry Reardon <GReardon@cambridgefire.org>>; Glenn Turner <Glenn Turner <GTurner@cambridgefire.org>>; Scott Wilder <Scott Wilder <SWilder@brooklinema.gov>>; John Cowhig <John Cowhig <JCowhig@chelseama.gov>>; Brenda Jones <Brenda Jones <Brenda.Jones@boston.gov>>; Eamon Miller <Eamon Miller <Eamon.Miller@boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <Deirdre.Habershaw@boston.gov>>; Fred Goldstein <Fred Goldstein <Fred@interisle.net>>; Colin Strutt <Colin Strutt <Colin@interisle.net>>
Subject: Re: PSnet/CIMS: DragonWave AirPair Achilles' Heel | Immediate preventive measures needed
Attachment(s): "smime.p7s"

Andrew,

All of the AirPairs were installed in 2005, so they've been in the field for ten years. The term "ODU" stands for "Outdoor Data Unit," so, yes, these are outdoor rated. The reason I've referred to this problem as an Achilles' Heel is that the physical enclosure is very robust--there are 26 screws that need to be removed to open up one of these units! However, one little problem with letting LED indicators show through this robust housing has wound up exposing the enclosure to water damage.

One thing to keep in mind is that these are licensed radio links, and so we have to stick with the frequencies we're licensed for. DragonWave is not the only vendor offering products in these frequency bands, but they're reasonably competent, and we know their products pretty well at this point. Also, repairing or replacing one radio is likely to be much cheaper than having to replace two radios. All of the vendors offering products that operate at these frequencies use proprietary encoding schemes, so it is not possible to mix and match between vendors. It is probably not even possible to mix and match between different model families from the same vendor, as there are constant refinements in the encoding and modulation techniques.

I do not know what current prices are for new radios capable of operating at our licensed frequencies. My guess is that we're looking at more than $5,000 per radio (two per link). The original pricing for these radios, and the DragonWave Horizon Compacts that we also use, was north of $10,000 per radio.

I plan to get better estimates of costs from DragonWave, and I'll review what other options might exist. When I've got more up-to-date information, I'll provide information on the options, and we'll make recommendations as to what would make the most sense.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 10/30/15 3:38 PM, Andrew Murphy wrote:

> Hi Chuck. Thanks very much for this info. Could you give an estimate as to when the damaged radios were purchased and installed? Also, are they rated for outdoor use? If so it would seem to me, if they aren't that old, DragonWave should be held accountable for faulty products. What does a new DragonWave radio cost? Are there any alternatives to DragonWave? Thanks again for getting to the bottom of the problem with these radios.
>
> Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

> On Fri, Oct 30, 2015 at 3:29 PM, Chuck Wade <Chuck@interisle.net> wrote:

Eric, Mark, Dave, and Steven,

I want to bring to your immediate attention that we have discovered the Achilles' Heel of the DragonWave AirPair ODUs (RF modems). The front panel indicator lights are essentially holes drilled through the aluminum housing with a clear plastic cover to allow LEDs from the main logic board to shine through. Unfortunately, UV degradation of the plastic cover is letting water into the housing directly onto the main logic board. This is the reason that the AirPair radios at Whidden and Broadway Tower have failed.

I would like to ask any of you who are at one of our sites where the AirPairs are deployed to help take immediate action to weather seal the LED indicator portals (see photo below). This should prevent further damage. Silicon tape would probably be the best weather sealant, but clear silicon caulking should also work while allowing some visibility to the LEDs. Even friction tape would be a reasonable short-term measure. Note that we can generally work on these units without having to see the LEDs for status information.

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Here is a photo showing the degraded clear plastic cover for the LED indicators on the Broadway Tower AirPair that Lt. Ford helped me take down earlier this week:

<snip>

And here is what water has done to the main logic board for the AirPair that was at Revere Broadway Tower:

<snip>

The above photo actually shows the LEDs that are mounted on the main logic board, and the water damage is visible to this entire area of the PC board. Of course, there was a major burn at some point when water created electrical pathways that the design engineers never intended. (I'm still trying to air out the stink of burned carbon and PCB resin from my "lab," and my significant other is not happy.)

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<snip>

I believe that taking the corrective actions I recommend above will help prevent further failures. However, I would also appreciate getting some help identifying the units that clearly have cracks or other openings in the LED plastic covers. These units should probably be removed and examined. Another test is to sniff at the LED portals to see if you smell any burnt electrical odors. If you do, then that AirPair is going to fail very soon.

To get an accurate quote from DragonWave to repair these AirPairs will require sending them back to the manufacturer. However, DragonWave support has indicated that an upper limit on the cost is $2,000 per unit. This presumes that they have replacement logic boards, because this amount of damage cannot be repaired on the existing boards.

There's always something...
...Chuck
--

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Monday, November 02, 2015 10:39 AM EST
To: Harry Cataldo <Harry Cataldo <harold.cataldo@pd.boston.gov>>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Ken Pitts <Ken Pitts <KPitts@cambridge911.org>>; David Mahoney <David Mahoney <DAMahoney@cambridgefire.org>>; Stephen Maywalt <Stephen Maywalt <smaywalt@cambridgepolice.org>>; John Cowhig <John Cowhig <jcowhig@chelseama.gov>>; Patrick Johnston <Patrick Johnston <Patrick.Johnston@cityofeverett.org>>; Steven Ford <Steven Ford <sford@reverepolice.org>>; Sandy Bendremmer <Sandy Bendremmer <Sandy@gis.net>>; Mike Saltzman <Mike Saltzman <michael.saltzman@state.ma.us>>; Fred Goldstein <Fred Goldstein <fred@interisle.net>>; Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Colin Strutt <Colin Strutt <colin@interisle.net>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Kayla Mendes <Kayla Mendes <kayla@stonewallsolutions.com>>; John Condon <John Condon <jcondon@stonewallsolutions.com>>; Brenda Jones <Brenda Jones <brenda.jones@boston.gov>>; Eamon Miller <Eamon Miller <eamon.miller@boston.gov>>
Subject: No PSnet November Meeting

Good morning all. We will not have a PSnet meeting this month. We will look to meet in early December. Thanks.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Mon, Aug 3, 2015 at 11:23 AM, Andrew Murphy<andrew.murphy@boston.gov> wrote:

> Good morning all. We will not have a PSnet meeting tomorrow. We will plan to meet at the beginning of September when there is more to report/discuss. Thanks so much.
>
> Andrew
>
> **Andrew Murphy**
> **Regional Planner**
>
> **Office of Emergency Management (OEM)**
> Boston City Hall, Room 204 | Boston, MA 02201
> Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

From: Griffin, Robert <RGriffin@chelseama.gov>
Sent: Monday, November 02, 2015 1:57 PM EST
To: Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
CC: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Support <Support <Support@shotspotter.com>>; itsupport <itsupport <itsupport@shotspotter.com>>; Ronald Cayabyab <'Ronald Cayabyab' <RCayabyab@shotspotter.com>>; Christian Lahti <Christian Lahti <clahti@shotspotter.com>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Eric,

It's been almost a 3 weeks since our test. Have we made any progress on intergrating the ShotSpotter system with our DVtel camera system? We had 8 gunshots on 11/1/2015 at 1:27 AM. The DVtel system registered an alarm at that time and it appears the cameras moved. However, they returned to their presets with 8 seconds. Have we made any progress with adjusting the delay out to at least 10 minutes? Also, have we made any progress with getting the regular cameras to return to presets after 1 hour rather than 10 minutes?

———————————————

LT. ROBERT E. GRIFFIN
Chelsea Police Department
19 Park Street
Chelsea, Massachusetts 02150
617-466-4805
rgriffin@chelseama.gov

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Wednesday, October 07, 2015 9:38 AM
To: Griffin, Robert; Eric W. Nisbet; Chuck Wade; Christian Lahti
Cc: Eric Johnson; Andrew Murphy; Support; itsupport
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Hi Lt. Griffin,

No problem. Please inform your dispatch that we will be sending across a "Possible Gunshot" incident or two around 10:30AM PDT . I will reclassify them as "System Test" incidents after they have been sent by NE.

Thanks,

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

From: Griffin, Robert [mailto:RGriffin@chelseama.gov]
Sent: Wednesday, October 07, 2015 5:25 AM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>; Chuck Wade <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thank you for all the hard work. I look forward to seeing the test at 12:30. But, be advised that I need to leave early today not later than 1:30.

———————————————

LT. ROBERT E. GRIFFIN
Chelsea Police Department
19 Park Street
Chelsea, Massachusetts 02150
617-466-4805
rgriffin@chelseama.gov

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Tuesday, October 06, 2015 6:14 PM
To: Eric W. Nisbet; Chuck Wade; Christian Lahti
Cc: Eric Johnson; Andrew Murphy; Support; Griffin, Robert; itsupport
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Great! Looks like we are ready for our test tomorrow. See you then.

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

From: Eric W. Nisbet [mailto:enisbet@lan-tel.com]
Sent: Tuesday, October 06, 2015 2:52 PM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>; Chuck Wade <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Sorry for the delay in responding, I was driving. I checked and that signal was received at the Chelsea server.

Eric

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Tuesday, October 06, 2015 5:18 PM
To: Chuck Wade <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

All,

I just sent a system test and received no errors on our end. Can you verify that the payload was received on your end. Incident ID reference is 8075.

2015-10-06 05:14:07 Sending INCIUPD, IncidentID: 8075 on Channel SocketASCIIPayload [ChelseaMA on ssi-eastern-04 on SSI-EASTERN-04[1] <| Dispatch::MessageDispatcher.cs@167]
2015-10-06 05:14:07** Retry count 0 for INCIUPD, incidentId: 8075 [ChelseaMA on ssi-eastern-04 on SSI-EASTERN-04[1] <| SendRequest::Communication.cs@88]
2015-10-06 05:14:07 INCIUPD, incidentId: 8075 sent to 10.20.61.77:1111 [ChelseaMA on ssi-eastern-04 on SSI-EASTERN-04[1] <| SendRequest::Communication.cs@139]

Best regards,

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

From: Ronald Cayabyab
Sent: Tuesday, October 06, 2015 1:59 PM
To: 'Chuck Wade' <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thanks, All. I can now reach the endpoint from our NE server. I will be sending some system tests and will check for errors on our end.

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

From: Chuck Wade [mailto:Chuck@Interisle.net]
Sent: Tuesday, October 06, 2015 1:47 PM
To: Christian Lahti <clahti@shotspotter.com>; Ronald Cayabyab <RCayabyab@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing

Christian,

Thanks for stepping in. As I think you've just demonstrated, there is no longer a problem. For the record, there had been an IP address change on the remote endpoint, which was the cause of the earlier problem. However, that's been resolved, and your ping test shows that the correct host is reachable.

As an aside, is there any way that your service could perform periodic tests of the connections to the Metro Boston endpoints? In other words, can you run a periodic ping against <10.20.61.77> and its ilk? As a reminder, we run a ping watchdog against your test host, <10.112.0.38>. If there's a better address for us to monitor, please let me know.

Regarding the "strange" traceroute results, this is due to the bi-directional NAT we have set up plus a portion of the internal connection goes through an MPLS network (BoNet). Step 14 in your traceroute is where you're inside the MPLS network, and several of the traceroute steps are entry and exit addresses for this MPLS network.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 10/6/15 4:30 PM, Christian Lahti wrote:

> From our perspective the tunnel appears to be up:
>
> ```
> {primary:node1}
> admin@fwqtsrm04> show security ike sa | match 75.144.154.34
> 13491347 UP    69f4cdc94e938e4d  a0b53034b5fbc600  Main           75.144.154.34
>
> {primary:node1}
> admin@fwqtsrm04> show security ipsec sa | match 75.144.154.34
>   <131074 ESP:aes-cbc-256/sha1 6687135a 2381/ unlim - root 500 75.144.154.34
>   >131074 ESP:aes-cbc-256/sha1 18f89c 2381/ unlim - root 500  75.144.154.34
> ```
>
> And I am able to ping the NAT target from a host on our network, traceroute looks a bit strange:
>
> ```
> [clahti@lnclahti ~]$ ping 10.20.61.77
> PING 10.20.61.77 (10.20.61.77) 56(84) bytes of data.
> 64 bytes from 10.20.61.77: icmp_seq=1 ttl=109 time=101 ms
> 64 bytes from 10.20.61.77: icmp_seq=2 ttl=109 time=101 ms
> 64 bytes from 10.20.61.77: icmp_seq=3 ttl=109 time=100 ms
> ^C
> --- 10.20.61.77 ping statistics ---
> 3 packets transmitted, 3 received, 0% packet loss, time 2209ms
> rtt min/avg/max/mdev = 100.830/101.307/101.955/0.474 ms
> [clahti@lnclahti ~]$ traceroute 10.20.61.77
> traceroute to 10.20.61.77 (10.20.61.77), 30 hops max, 60 byte packets
> 1  10.10.102.1 (10.10.102.1)  5.199 ms  5.403 ms  5.590 ms
> 2  10.10.191.2 (10.10.191.2)  0.379 ms 10.10.192.2 (10.10.192.2)  0.387 ms 10.10.191.2 (10.10.191.2)  0.411 ms
> 3  10.11.194.253 (10.11.194.253)  2.092 ms 10.11.193.253 (10.11.193.253)  1.251 ms  1.317 ms
> 4  10.11.191.254 (10.11.191.254)  2.809 ms  2.929 ms  2.918 ms
> 5  10.12.194.254 (10.12.194.254)  74.698 ms  74.690 ms  74.675 ms
> 6  fwqtsrm04.shotspotter.com (10.12.101.233)  74.199 ms  74.017 ms  73.976 ms
> 7  10.20.61.77 (10.20.61.77)  100.462 ms  100.162 ms  100.018 ms
> 8  10.20.61.77 (10.20.61.77)  99.385 ms  103.919 ms  103.881 ms
> 9  10.20.61.77 (10.20.61.77)  103.880 ms  98.975 ms  100.028 ms
> 10  10.20.61.77 (10.20.61.77)  99.510 ms  97.592 ms  97.586 ms
> 11  10.20.61.77 (10.20.61.77)  101.715 ms  101.712 ms  101.691 ms
> 12  10.20.61.77 (10.20.61.77)  100.168 ms  99.597 ms  99.538 ms
> 13  10.20.61.77 (10.20.61.77)  103.522 ms  103.517 ms  103.506 ms
> 14  * * *
> 15  10.20.61.77 (10.20.61.77)  100.106 ms  99.411 ms  100.075 ms
> 16  10.20.61.77 (10.20.61.77)  100.059 ms  97.505 ms  97.148 ms
> 17  10.20.61.77 (10.20.61.77)  105.226 ms  105.186 ms  103.741 ms
> 18  10.20.61.77 (10.20.61.77)  104.683 ms  105.482 ms  105.468 ms
> 19  10.20.61.77 (10.20.61.77)  105.457 ms  103.762 ms  103.748 ms
> 20  10.20.61.77 (10.20.61.77)  103.809 ms * *
> ```

I am also able to reach this host via ssi-eastern-04 which is where we have the Notification Engine instance running for this coverage area. What exactly is the issue?

/Christian

From: Ronald Cayabyab
Sent: Tuesday, October 06, 2015 1:24 PM
To: Chuck Wade; Eric W. Nisbet; Christian Lahti
Cc: Eric Johnson; Andrew Murphy; Support; Griffin, Robert
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thanks for the update. I wasn't aware of our IPsec tunnel. I turn you over to our IT Director, Christian Lahti.

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

From: Chuck Wade [mailto:Chuck@Interisle.net]
Sent: Tuesday, October 06, 2015 1:04 PM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing

Ron,

To be able to reach the Chelsea endpoint via its NAT'ed address of <10.20.61.77>, you need to be coming in via the IPsec tunnel from the ShotSpotter data center to the PSnet firewall. Your <209.10.80.38> address is a public-facing address, and is not even the address we have for the firewall at your end that terminates the IPsec tunnel.

For the record, the IPsec tunnel has SA addresses of <209.10.80.37> on the ShotSpotter end, and <75.144.154.34> for the PSnet firewall at Boston Police HQ. There is only one Phase 2 mapping, with <10.112.0.0/16> on the ShotSpotter end and <10.20.61.0/24> on the PSnet end. Only addresses from the <10.112.0.0/16> space will be able to traverse the tunnel from your end.

Feel free to call me if you want to discuss this further or conduct some real-time tests. I'm in my office.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 10/6/15 3:43 PM, Ronald Cayabyab wrote:

> Eric,
>
> Currently, I am unable to reach the vms endpoint at 10.20.61.77 on port 1111 with a src ip of 209.10.80.38. Can you check your logs to see why we are getting refused and provision this ip in your firewall if you haven't already done so? Also, I haven't received an invite for our meeting tomorrow. Will you be sending that today?
>
> Thanks,
>
> **Ron Cayabyab**
> **Technical Support Engineer III**
> Tel.510.794.3114 / Fax.650.887.2106
> rcayabyab@sst-inc.com
>
> ref:_00D60Jm9t._50032tNsB9:ref
>
> ---
>
> **From:** Eric W. Nisbet [mailto:enisbet@lan-tel.com]

Sent: Tuesday, October 06, 2015 8:08 AM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>
Subject: RE: Test Tomorrow?

Thank you Sir. Will do.

Eric

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Tuesday, October 06, 2015 11:06 AM
To: Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>
Subject: RE: Test Tomorrow?

Hi Eric,

Sure, I am available tomorrow afternoon. Please send me an invite and send me the GPS coordinates you would like to use.

Thanks,

Ron
SST Support

Sent from my Verizon Wireless 4G LTE smartphone

-------- Original message --------
From: "Eric W. Nisbet" <enisbet@lan-tel.com>
Date: 10/6/2015 7:34 AM (GMT-08:00)
To: Ronald Cayabyab <RCayabyab@shotspotter.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>, Andrew Murphy <andrew.murphy@boston.gov>, "Chuck Wade (Chuck@interisle.net)" <Chuck@interisle.net>
Subject: Test Tomorrow?

Good Morning Ron,

Can we please schedule a test of the Chelsea PD Shot Spotter system for tomorrow afternoon? We will provide an address for targeting.

Thanks,

Eric

LAN-TEL
COMMUNICATIONS, INC.
WWW.LAN-TEL.COM

Eric Nisbet
1400 Providence Highway, Suite 2000
Norwood, MA 02062
Phone: 781.551.8599
Fax: 781.551.8667
Cell: 781.760.8505

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REDUCE, RECYCLE, REUSE AND RESTORE

This electronic transmission may contain information that is privileged, confidential and exempt from disclosure under applicable law. If you are not the intended recipient, please notify me immediately as use of this information is strictly prohibited.

From: Kyes, Brian <BKyes@chelseama.gov>
Sent: Monday, November 02, 2015 1:59 PM EST
To: Griffin, Robert
CC: Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Support <Support <Support@shotspotter.com>>; itsupport <itsupport <itsupport@shotspotter.com>>; Ronald Cayabyab <Ronald Cayabyab <RCayabyab@shotspotter.com>>; Christian Lahti <Christian Lahti <clahti@shotspotter.com>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing

Ty Bob.

Sent from my iPhone
Chief Brian Kyes
Chelsea Police Department

On Nov 2, 2015, at 1:57 PM, Griffin, Robert <RGriffin@chelseama.gov> wrote:

> Eric,
>
> It's been almost a 3 weeks since our test. Have we made any progress on intergrating the ShotSpotter system with our DVtel camera system? We had 8 gunshots on 11/1/2015 at 1:27 AM. The DVtel system registered an alarm at that time and it appears the cameras moved. However, they returned to their presets with 8 seconds. Have we made any progress with adjusting the delay out to at least 10 minutes? Also, have we made any progress with getting the regular cameras to return to presets after 1 hour rather than 10 minutes?
>
> ———————————————————
>
> **LT. ROBERT E. GRIFFIN**
> **Chelsea Police Department**
> **19 Park Street**
> **Chelsea, Massachusetts 02150**
> **617-466-4805**
> **rgriffin@chelseama.gov**
>
> ---
>
> **From:** Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
> **Sent:** Wednesday, October 07, 2015 9:38 AM
> **To:** Griffin, Robert; Eric W. Nisbet; Chuck Wade; Christian Lahti
> **Cc:** Eric Johnson; Andrew Murphy; Support; itsupport
> **Subject:** RE: ShotSpotter (Chelsea, MA) - Camera integration testing
>
> Hi Lt. Griffin,
>
> No problem. Please inform your dispatch that we will be sending across a "Possible Gunshot" incident or two around 10:30AM PDT . I will reclassify them as "System Test" incidents after they have been sent by NE.
>
> Thanks,
>
> SST™
>
> **Ron Cayabyab**
> **Technical Support Engineer III**
> Tel.510.794.3114 / Fax.650.887.2106
> rcayabyab@sst-inc.com
>
> ---
>
> **From:** Griffin, Robert [mailto:RGriffin@chelseama.gov]
> **Sent:** Wednesday, October 07, 2015 5:25 AM
> **To:** Ronald Cayabyab <RCayabyab@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>; Chuck Wade <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>
> **Cc:** Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; itsupport <itsupport@shotspotter.com>
> **Subject:** RE: ShotSpotter (Chelsea, MA) - Camera integration testing
>
> Thank you for all the hard work. I look forward to seeing the test at 12:30. But, be advised that I need to leave early today not later than 1:30.
>
> ———————————————————
>
> **LT. ROBERT E. GRIFFIN**
> **Chelsea Police Department**
> **19 Park Street**

Chelsea, Massachusetts 02150
617-466-4805
rgriffin@chelseama.gov

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Tuesday, October 06, 2015 6:14 PM
To: Eric W. Nisbet; Chuck Wade; Christian Lahti
Cc: Eric Johnson; Andrew Murphy; Support; Griffin, Robert; itsupport
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Great! Looks like we are ready for our test tomorrow. See you then.

SST™

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

From: Eric W. Nisbet [mailto:enisbet@lan-tel.com]
Sent: Tuesday, October 06, 2015 2:52 PM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>; Chuck Wade <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Sorry for the delay in responding, I was driving. I checked and that signal was received at the Chelsea server.

Eric

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Tuesday, October 06, 2015 5:18 PM
To: Chuck Wade <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

All,

I just sent a system test and received no errors on our end. Can you verify that the payload was received on your end. Incident ID reference is 8075.

2015-10-06 05:14:07 Sending INCIUPD, IncidentID: 8075 on Channel SocketASCIIPayload [ChelseaMA on ssi-eastern-04 on SSI-EASTERN-04[1] <| Dispatch::MessageDispatcher.cs@167]
2015-10-06 05:14:07** Retry count 0 for INCIUPD, incidentId: 8075 [ChelseaMA on ssi-eastern-04 on SSI-EASTERN-04[1] <| SendRequest::Communication.cs@88]
2015-10-06 05:14:07 INCIUPD, incidentId: 8075 sent to 10.20.61.77:1111 [ChelseaMA on ssi-eastern-04 on SSI-EASTERN-04[1] <| SendRequest::Communication.cs@139]

Best regards,

SST™

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

From: Ronald Cayabyab
Sent: Tuesday, October 06, 2015 1:59 PM
To: 'Chuck Wade' <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support

<Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thanks, All. I can now reach the endpoint from our NE server. I will be sending some system tests and will check for errors on our end.

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

From: Chuck Wade [mailto:Chuck@Interisle.net]
Sent: Tuesday, October 06, 2015 1:47 PM
To: Christian Lahti <clahti@shotspotter.com>; Ronald Cayabyab <RCayabyab@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing

Christian,

Thanks for stepping in. As I think you've just demonstrated, there is no longer a problem. For the record, there had been an IP address change on the remote endpoint, which was the cause of the earlier problem. However, that's been resolved, and your ping test shows that the correct host is reachable.

As an aside, is there any way that your service could perform periodic tests of the connections to the Metro Boston endpoints? In other words, can you run a periodic ping against <10.20.61.77> and its ilk? As a reminder, we run a ping watchdog against your test host, <10.112.0.38>. If there's a better address for us to monitor, please let me know.

Regarding the "strange" traceroute results, this is due to the bi-directional NAT we have set up plus a portion of the internal connection goes through an MPLS network (BoNet). Step 14 in your traceroute is where you're inside the MPLS network, and several of the traceroute steps are entry and exit addresses for this MPLS network.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 10/6/15 4:30 PM, Christian Lahti wrote:

> From our perspective the tunnel appears to be up:
>
> ```
> {primary:node1}
> admin@fwqtsrm04> show security ike sa | match 75.144.154.34
> 13491347 UP    69f4cdc94e938c4d  a0b53034b5fbc600  Main          75.144.154.34
>
> {primary:node1}
> admin@fwqtsrm04> show security ipsec sa | match 75.144.154.34
>  <131074 ESP:aes-cbc-256/sha1 6687135a 2381/ unlim - root 500 75.144.154.34
>  >131074 ESP:aes-cbc-256/sha1 18f89c 2381/ unlim - root 500  75.144.154.34
> ```
>
> And I am able to ping the NAT target from a host on our network, traceroute looks a bit strange:
>
> ```
> [clahti@lnclahti ~]$ ping 10.20.61.77
> PING 10.20.61.77 (10.20.61.77) 56(84) bytes of data.
> 64 bytes from 10.20.61.77: icmp_seq=1 ttl=109 time=101 ms
> 64 bytes from 10.20.61.77: icmp_seq=2 ttl=109 time=101 ms
> 64 bytes from 10.20.61.77: icmp_seq=3 ttl=109 time=100 ms
> ^C
> --- 10.20.61.77 ping statistics ---
> 3 packets transmitted, 3 received, 0% packet loss, time 2209ms
> rtt min/avg/max/mdev = 100.830/101.307/101.955/0.474 ms
> [clahti@lnclahti ~]$ traceroute 10.20.61.77
> traceroute to 10.20.61.77 (10.20.61.77), 30 hops max, 60 byte packets
> 1  10.10.102.1 (10.10.102.1)  5.199 ms  5.403 ms  5.590 ms
> 2  10.10.191.2 (10.10.191.2)  0.379 ms 10.10.192.2 (10.10.192.2)  0.387 ms 10.10.191.2 (10.10.191.2)  0.411 ms
> 3  10.11.194.253 (10.11.194.253)  2.092 ms 10.11.193.253 (10.11.193.253)  1.251 ms  1.317 ms
> 4  10.11.191.254 (10.11.191.254)  2.809 ms  2.929 ms  2.918 ms
> 5  10.12.194.254 (10.12.194.254)  74.698 ms  74.690 ms  74.675 ms
> ```

6 fwatsrm04.shotspotter.com (10.12.101.233) 74.199 ms 74.017 ms 73.976 ms
7 10.20.61.77 (10.20.61.77) 100.462 ms 100.162 ms 100.018 ms
8 10.20.61.77 (10.20.61.77) 99.385 ms 103.919 ms 103.881 ms
9 10.20.61.77 (10.20.61.77) 103.880 ms 98.975 ms 100.028 ms
10 10.20.61.77 (10.20.61.77) 99.510 ms 97.592 ms 97.586 ms
11 10.20.61.77 (10.20.61.77) 101.715 ms 101.712 ms 101.691 ms
12 10.20.61.77 (10.20.61.77) 100.168 ms 99.597 ms 99.538 ms
13 10.20.61.77 (10.20.61.77) 103.522 ms 103.517 ms 103.506 ms
14 * * *
15 10.20.61.77 (10.20.61.77) 100.106 ms 99.411 ms 100.075 ms
16 10.20.61.77 (10.20.61.77) 100.059 ms 97.505 ms 97.148 ms
17 10.20.61.77 (10.20.61.77) 105.226 ms 105.186 ms 103.741 ms
18 10.20.61.77 (10.20.61.77) 104.683 ms 105.482 ms 105.468 ms
19 10.20.61.77 (10.20.61.77) 105.457 ms 103.762 ms 103.748 ms
20 10.20.61.77 (10.20.61.77) 103.809 ms * *

I am also able to reach this host via ssi-eastern-04 which is where we have the Notification Engine instance running for this coverage area. What exactly is the issue?

/Christian

From: Ronald Cayabyab
Sent: Tuesday, October 06, 2015 1:24 PM
To: Chuck Wade; Eric W. Nisbet; Christian Lahti
Cc: Eric Johnson; Andrew Murphy; Support; Griffin, Robert
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thanks for the update. I wasn't aware of our IPsec tunnel. I turn you over to our IT Director, Christian Lahti.

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

From: Chuck Wade [mailto:Chuck@Interisle.net]
Sent: Tuesday, October 06, 2015 1:04 PM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing

Ron,

To be able to reach the Chelsea endpoint via its NAT'ed address of <10.20.61.77>, you need to be coming in via the IPsec tunnel from the ShotSpotter data center to the PSnet firewall. Your <209.10.80.38> address is a public-facing address, and is not even the address we have for the firewall at your end that terminates the IPsec tunnel.

For the record, the IPsec tunnel has SA addresses of <209.10.80.37> on the ShotSpotter end, and <75.144.154.34> for the PSnet firewall at Boston Police HQ. There is only one Phase 2 mapping, with <10.112.0.0/16> on the ShotSpotter end and <10.20.61.0/24> on the PSnet end. Only addresses from the <10.112.0.0/16> space will be able to traverse the tunnel from your end.

Feel free to call me if you want to discuss this further or conduct some real-time tests. I'm in my office.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 10/6/15 3:43 PM, Ronald Cayabyab wrote:

> Eric,
>
> Currently, I am unable to reach the vms endpoint at 10.20.61.77 on port 1111 with a src ip of 209.10.80.38. Can you check your logs to see why we are getting refused and provision this ip in your firewall if you haven't already done so? Also, I haven't received an invite for our meeting

tomorrow. Will you be sending that today?

Thanks,

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

ref:_00D60Jm9t._50032tNsB9:ref

From: Eric W. Nisbet [mailto:enisbet@lan-tel.com]
Sent: Tuesday, October 06, 2015 8:08 AM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>
Subject: RE: Test Tomorrow?

Thank you Sir. Will do.

Eric

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Tuesday, October 06, 2015 11:06 AM
To: Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>
Subject: RE: Test Tomorrow?

Hi Eric,

Sure, I am available tomorrow afternoon. Please send me an invite and send me the GPS coordinates you would like to use.

Thanks,

Ron
SST Support

Sent from my Verizon Wireless 4G LTE smartphone

-------- Original message --------
From: "Eric W. Nisbet" <enisbet@lan-tel.com>
Date: 10/6/2015 7:34 AM (GMT-08:00)
To: Ronald Cayabyab <RCayabyab@shotspotter.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>, Andrew Murphy <andrew.murphy@boston.gov>, "Chuck Wade (Chuck@interisle.net)" <Chuck@interisle.net>
Subject: Test Tomorrow?

Good Morning Ron,

Can we please schedule a test of the Chelsea PD Shot Spotter system for tomorrow afternoon? We will provide an address for targeting.

Thanks,

Eric

LAN-TEL
COMMUNICATIONS, INC.

WWW.LAN-TEL.COM

Eric Nisbet

1400 Providence Highway, Suite 2000
Norwood, MA 02062
Phone: 781.551.8599
Fax: 781.551.8667
Cell: 781.760.8505

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REDUCE, RECYCLE, REUSE AND RESTORE

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From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Monday, November 02, 2015 2:04 PM EST
To: Griffin, Robert
CC: Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Chuck Wade <Chuck Wade <Chuck@interisle.net>>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing

Hi Lt. Griffin. I believe this can be addressed internally and does not need to involve Shotspotter as it's a DVtel configuration issue. Thanks very much.

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Mon, Nov 2, 2015 at 1:57 PM, Griffin, Robert<RGriffin@chelseama.gov> wrote:

> Eric,
>
> It's been almost a 3 weeks since our test. Have we made any progress on intergrating the ShotSpotter system with our DVtel camera system? We had 8 gunshots on 11/1/2015 at 1:27 AM. The DVtel system registered an alarm at that time and it appears the cameras moved. However, they returned to their presets with 8 seconds. Have we made any progress with adjusting the delay out to at least 10 minutes? Also, have we made any progress with getting the regular cameras to return to presets after 1 hour rather than 10 minutes?
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> **LT. ROBERT E. GRIFFIN**
> **Chelsea Police Department**
>
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>
> Hi Lt. Griffin,
>
> No problem. Please inform your dispatch that we will be sending across a "Possible Gunshot" incident or two around 10:30AM PDT . I will reclassify them as "System Test" incidents after they have been sent by NE.
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> Thanks,

SST™

Ron Cayabyab

Technical Support Engineer III

Tel.510.794.3114 / Fax.650.887.2106

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Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thank you for all the hard work. I look forward to seeing the test at 12:30. But, be advised that I need to leave early today not later than 1:30.

_____

LT. ROBERT E. GRIFFIN
Chelsea Police Department

19 Park Street

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617-466-4805

rgriffin@chelseama.gov

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Cc: Eric Johnson; Andrew Murphy; Support; Griffin, Robert; itsupport
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Great! Looks like we are ready for our test tomorrow. See you then.

SST™

Ron Cayabyab

Technical Support Engineer III

Tel.510.794.3114 / Fax.650.887.2106

rcayabyab@sst-inc.com

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Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

All,

I just sent a system test and received no errors on our end. Can you verify that the payload was received on your end. Incident ID reference is 8075.

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Best regards,

SST™

Ron Cayabyab

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Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thanks, All. I can now reach the endpoint from our NE server. I will be sending some system tests and will check for errors on our end.

SST™

Ron Cayabyab

Technical Support Engineer III

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Christian,

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...Chuck

Chuck Wade, Principal
Interisle Consulting Group
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> From our perspective the tunnel appears to be up:
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>
> admin@fwqtsrm04> show security ike sa | match 75.144.154.34
>
> 13491347 UP 69f4cdc94e938e4d a0b53034b5fbc600 Main 75.144.154.34
>
> {primary:node1}
>
> admin@fwqtsrm04> show security ipsec sa | match 75.144.154.34
>
> <131074 ESP:aes-cbc-256/sha1 6687135a 2381/ unlim - root 500 75.144.154.34
>
> >131074 ESP:aes-cbc-256/sha1 18f89c 2381/ unlim - root 500 75.144.154.34
>
> And I am able to ping the NAT target from a host on our network, traceroute looks a bit strange:
>
> [clahti@lnclahti ~]$ ping 10.20.61.77
>
> PING 10.20.61.77 (10.20.61.77) 56(84) bytes of data.
>
> 64 bytes from 10.20.61.77: icmp_seq=1 ttl=109 time=101 ms
>
> 64 bytes from 10.20.61.77: icmp_seq=2 ttl=109 time=101 ms
>
> 64 bytes from 10.20.61.77: icmp_seq=3 ttl=109 time=100 ms
>
> ^C
>
> --- 10.20.61.77 ping statistics ---
>
> 3 packets transmitted, 3 received, 0% packet loss, time 2209ms
>
> rtt min/avg/max/mdev = 100.830/101.307/101.955/0.474 ms
>
> [clahti@lnclahti ~]$ traceroute 10.20.61.77
>
> traceroute to 10.20.61.77 (10.20.61.77), 30 hops max, 60 byte packets
>
> 1 10.10.102.1 (10.10.102.1) 5.199 ms 5.403 ms 5.590 ms
>
> 2 10.10.191.2 (10.10.191.2) 0.379 ms 10.10.192.2 (10.10.192.2) 0.387 ms 10.10.191.2 (10.10.191.2) 0.411 ms
>
> 3 10.11.194.253 (10.11.194.253) 2.092 ms 10.11.193.253 (10.11.193.253) 1.251 ms 1.317 ms
>
> 4 10.11.191.254 (10.11.191.254) 2.809 ms 2.929 ms 2.918 ms
>
> 5 10.12.194.254 (10.12.194.254) 74.698 ms 74.690 ms 74.675 ms
>
> 6 fwqtsrm04.shotspotter.com (10.12.101.233) 74.199 ms 74.017 ms 73.976 ms
>
> 7 10.20.61.77 (10.20.61.77) 100.462 ms 100.162 ms 100.018 ms
>
> 8 10.20.61.77 (10.20.61.77) 99.385 ms 103.919 ms 103.881 ms
>
> 9 10.20.61.77 (10.20.61.77) 103.880 ms 98.975 ms 100.028 ms
>
> 10 10.20.61.77 (10.20.61.77) 99.510 ms 97.592 ms 97.586 ms
>
> 11 10.20.61.77 (10.20.61.77) 101.715 ms 101.712 ms 101.691 ms
>
> 12 10.20.61.77 (10.20.61.77) 100.168 ms 99.597 ms 99.538 ms

13 10.20.61.77 (10.20.61.77) 103.522 ms 103.517 ms 103.506 ms

14 * * *

15 10.20.61.77 (10.20.61.77) 100.106 ms 99.411 ms 100.075 ms

16 10.20.61.77 (10.20.61.77) 100.059 ms 97.505 ms 97.148 ms

17 10.20.61.77 (10.20.61.77) 105.226 ms 105.186 ms 103.741 ms

18 10.20.61.77 (10.20.61.77) 104.683 ms 105.482 ms 105.468 ms

19 10.20.61.77 (10.20.61.77) 105.457 ms 103.762 ms 103.748 ms

20 10.20.61.77 (10.20.61.77) 103.809 ms * *

I am also able to reach this host via ssi-eastern-04 which is where we have the Notification Engine instance running for this coverage area. What exactly is the issue?

/Christian

From: Ronald Cayabyab
Sent: Tuesday, October 06, 2015 1:24 PM
To: Chuck Wade; Eric W. Nisbet; Christian Lahti
Cc: Eric Johnson; Andrew Murphy; Support; Griffin, Robert
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thanks for the update. I wasn't aware of our IPsec tunnel. I turn you over to our IT Director, Christian Lahti.

SST™

Ron Cayabyab

Technical Support Engineer III

Tel.510.794.3114 / Fax.650.887.2106

rcayabyab@sst-inc.com

From: Chuck Wade [mailto:Chuck@Interisle.net]
Sent: Tuesday, October 06, 2015 1:04 PM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing

Ron,

To be able to reach the Chelsea endpoint via its NAT'ed address of <10.20.61.77>, you need to be coming in via the IPsec tunnel from the ShotSpotter data center to the PSnet firewall. Your <209.10.80.38> address is a

public-facing address, and is not even the address we have for the firewall at your end that terminates the IPsec tunnel.

For the record, the IPsec tunnel has SA addresses of <209.10.80.37> on the ShotSpotter end, and <75.144.154.34> for the PSnet firewall at Boston Police HQ. There is only one Phase 2 mapping, with <10.112.0.0/16> on the ShotSpotter end and <10.20.61.0/24> on the PSnet end. Only addresses from the <10.112.0.0/16> space will be able to traverse the tunnel from your end.

Feel free to call me if you want to discuss this further or conduct some real-time tests. I'm in my office.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 10/6/15 3:43 PM, Ronald Cayabyab wrote:

> Eric,
>
> Currently, I am unable to reach the vms endpoint at 10.20.61.77 on port 1111 with a src ip of 209.10.80.38. Can you check your logs to see why we are getting refused and provision this ip in your firewall if you haven't already done so? Also, I haven't received an invite for our meeting tomorrow. Will you be sending that today?
>
> Thanks,
>
> SST™
>
>
> **Ron Cayabyab**
>
> **Technical Support Engineer III**
>
> Tel.510.794.3114 / Fax.650.887.2106
>
> rcayabyab@sst-inc.com
>
>
> ref:_00D60Jm9t._50032tNsB9:ref
>
> ---
>
> **From:** Eric W. Nisbet [mailto:enisbet@lan-tel.com]
> **Sent:** Tuesday, October 06, 2015 8:08 AM
> **To:** Ronald Cayabyab <RCayabyab@shotspotter.com>
> **Cc:** Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>
> **Subject:** RE: Test Tomorrow?
>
> Thank you Sir. Will do.
>
> Eric
>
> ---

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Tuesday, October 06, 2015 11:06 AM
To: Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>
Subject: RE: Test Tomorrow?

Hi Eric,

Sure, I am available tomorrow afternoon. Please send me an invite and send me the GPS coordinates you would like to use.

Thanks,

Ron

SST Support

Sent from my Verizon Wireless 4G LTE smartphone

-------- Original message --------

From: "Eric W. Nisbet" <enisbet@lan-tel.com>

Date: 10/6/2015 7:34 AM (GMT-08:00)

To: Ronald Cayabyab <RCayabyab@shotspotter.com>

Cc: Eric Johnson <ejohnson@Lan-Tel.com>, Andrew Murphy <andrew.murphy@boston.gov>, "Chuck Wade (Chuck@interisle.net)" <Chuck@interisle.net>

Subject: Test Tomorrow?

Good Morning Ron,

Can we please schedule a test of the Chelsea PD Shot Spotter system for tomorrow afternoon? We will provide an address for targeting.

Thanks,

Eric

LAN-TEL
COMMUNICATIONS, INC.

WWW.LAN-TEL.COM

Eric Nisbet

1400 Providence Highway, Suite 2000
Norwood, MA 02062
Phone: 781.551.8599
Fax: 781.551.8667
Cell: 781.760.8505

Please consider the environment before printing this e-mail
REDUCE, RECYCLE, REUSE AND RESTORE

This electronic transmission may contain information that is privileged, confidential and exempt from disclosure under applicable law. If you are not the intended recipient, please notify me immediately as use of this information is strictly prohibited.

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Monday, November 02, 2015 2:09 PM EST
To: Griffin, Robert
CC: Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>; Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Support <Support <Support@shotspotter.com>>; itsupport <itsupport <itsupport@shotspotter.com>>; Ronald Cayabyab <Ronald Cayabyab <RCayabyab@shotspotter.com>>; Christian Lahti <Christian Lahti <clahti@shotspotter.com>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing
Attachment(s): "image002.jpg"

Lt. Griffin
Thanks for your email , and I am glad everyone is on here for an update . Eric Nisbet has been working on this and and I defer to him to answer since he has more information .

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Nov 2, 2015, at 1:57 PM, Griffin, Robert <RGriffin@chelseama.gov> wrote:

> Eric,
>
> It's been almost a 3 weeks since our test. Have we made any progress on intergrating the ShotSpotter system with our DVtel camera system? We had 8 gunshots on 11/1/2015 at 1:27 AM. The DVtel system registered an alarm at that time and it appears the cameras moved. However, they returned to their presets with 8 seconds. Have we made any progress with adjusting the delay out to at least 10 minutes? Also, have we made any progress with getting the regular cameras to return to presets after 1 hour rather than 10 minutes?
>
> ———————————————————
>
> **LT. ROBERT E. GRIFFIN**
> **Chelsea Police Department**
> **19 Park Street**
> **Chelsea, Massachusetts 02150**
> **617-466-4805**
> **rgriffin@chelseama.gov**
>
> ---
>
> **From:** Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
> **Sent:** Wednesday, October 07, 2015 9:38 AM
> **To:** Griffin, Robert; Eric W. Nisbet; Chuck Wade; Christian Lahti
> **Cc:** Eric Johnson; Andrew Murphy; Support; itsupport
> **Subject:** RE: ShotSpotter (Chelsea, MA) - Camera integration testing
>
> Hi Lt. Griffin,
>
> No problem. Please inform your dispatch that we will be sending across a "Possible Gunshot" incident or two around 10:30AM PDT . I will reclassify them as "System Test" incidents after they have been sent by NE.
>
> Thanks,
>
> SST™
>
> **Ron Cayabyab**
> **Technical Support Engineer III**
> Tel.510.794.3114 / Fax.650.887.2106
> rcayabyab@sst-inc.com
>
> ---
>
> **From:** Griffin, Robert [mailto:RGriffin@chelseama.gov]

Sent: Wednesday, October 07, 2015 5:25 AM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>; Chuck Wade <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thank you for all the hard work. I look forward to seeing the test at 12:30. But, be advised that I need to leave early today not later than 1:30.

LT. ROBERT E. GRIFFIN
Chelsea Police Department
19 Park Street
Chelsea, Massachusetts 02150
617-466-4805
rgriffin@chelseama.gov

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Tuesday, October 06, 2015 6:14 PM
To: Eric W. Nisbet; Chuck Wade; Christian Lahti
Cc: Eric Johnson; Andrew Murphy; Support; Griffin, Robert; itsupport
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Great! Looks like we are ready for our test tomorrow. See you then.

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

From: Eric W. Nisbet [mailto:enisbet@lan-tel.com]
Sent: Tuesday, October 06, 2015 2:52 PM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>; Chuck Wade <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Sorry for the delay in responding, I was driving. I checked and that signal was received at the Chelsea server.

Eric

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Tuesday, October 06, 2015 5:18 PM
To: Chuck Wade <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

All,

I just sent a system test and received no errors on our end. Can you verify that the payload was received on your end. Incident ID reference is 8075.

2015-10-06 05:14:07 Sending INCIUPD, IncidentID: 8075 on Channel SocketASCIIPayload [ChelseaMA on ssi-eastern-04 on SSI-EASTERN-04[1] <| Dispatch::MessageDispatcher.cs@167]
2015-10-06 05:14:07** Retry count 0 for INCIUPD, incidentId: 8075 [ChelseaMA on ssi-eastern-04 on SSI-EASTERN-04[1] <| SendRequest::Communication.cs@88]
2015-10-06 05:14:07 INCIUPD, incidentId: 8075 sent to 10.20.61.77:1111 [ChelseaMA on ssi-eastern-04 on SSI-EASTERN-04[1] <| SendRequest::Communication.cs@139]

Best regards,

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

From: Ronald Cayabyab
Sent: Tuesday, October 06, 2015 1:59 PM
To: 'Chuck Wade' <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thanks, All. I can now reach the endpoint from our NE server. I will be sending some system tests and will check for errors on our end.

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

From: Chuck Wade [mailto:Chuck@Interisle.net]
Sent: Tuesday, October 06, 2015 1:47 PM
To: Christian Lahti <clahti@shotspotter.com>; Ronald Cayabyab <RCayabyab@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing

Christian,

Thanks for stepping in. As I think you've just demonstrated, there is no longer a problem. For the record, there had been an IP address change on the remote endpoint, which was the cause of the earlier problem. However, that's been resolved, and your ping test shows that the correct host is reachable.

As an aside, is there any way that your service could perform periodic tests of the connections to the Metro Boston endpoints? In other words, can you run a periodic ping against <10.20.61.77> and its ilk? As a reminder, we run a ping watchdog against your test host, <10.112.0.38>. If there's a better address for us to monitor, please let me know.

Regarding the "strange" traceroute results, this is due to the bi-directional NAT we have set up plus a portion of the internal connection goes through an MPLS network (BoNet). Step 14 in your traceroute is where you're inside the MPLS network, and several of the traceroute steps are entry and exit addresses for this MPLS network.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 10/6/15 4:30 PM, Christian Lahti wrote:

> From our perspective the tunnel appears to be up:
>
> ```
> {primary:node1}
> admin@fwqtsrm04> show security ike sa | match 75.144.154.34
> 13491347 UP    69f4cdc94c938c4d  a0b53034b5fbc600  Main          75.144.154.34
>
> {primary:node1}
> admin@fwqtsrm04> show security ipsec sa | match 75.144.154.34
>  <131074 ESP:aes-cbc-256/sha1 6687135a 2381/ unlim - root 500 75.144.154.34
>  >131074 ESP:aes-cbc-256/sha1 18f89c 2381/ unlim - root 500  75.144.154.34
> ```
>
> And I am able to ping the NAT target from a host on our network, traceroute looks a bit strange:

```
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PING 10.20.61.77 (10.20.61.77) 56(84) bytes of data.
64 bytes from 10.20.61.77: icmp_seq=1 ttl=109 time=101 ms
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^C
--- 10.20.61.77 ping statistics ---
3 packets transmitted, 3 received, 0% packet loss, time 2209ms
rtt min/avg/max/mdev = 100.830/101.307/101.955/0.474 ms
[clahti@lnclahti ~]$ traceroute 10.20.61.77
traceroute to 10.20.61.77 (10.20.61.77), 30 hops max, 60 byte packets
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19  10.20.61.77 (10.20.61.77)  105.457 ms  103.762 ms  103.748 ms
20  10.20.61.77 (10.20.61.77)  103.809 ms * *
```

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/Christian

From: Ronald Cayabyab
Sent: Tuesday, October 06, 2015 1:24 PM
To: Chuck Wade; Eric W. Nisbet; Christian Lahti
Cc: Eric Johnson; Andrew Murphy; Support; Griffin, Robert
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thanks for the update. I wasn't aware of our IPsec tunnel. I turn you over to our IT Director, Christian Lahti.

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

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Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing

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Feel free to call me if you want to discuss this further or conduct some real-time tests. I'm in my office.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 10/6/15 3:43 PM, Ronald Cayabyab wrote:

> Eric,
>
> Currently, I am unable to reach the vms endpoint at 10.20.61.77 on port 1111 with a src ip of 209.10.80.38. Can you check your logs to see why we are getting refused and provision this ip in your firewall if you haven't already done so? Also, I haven't received an invite for our meeting tomorrow. Will you be sending that today?
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> Thanks,
>
> SST™
>
> **Ron Cayabyab**
> **Technical Support Engineer III**
> Tel.510.794.3114 / Fax.650.887.2106
> rcayabyab@sst-inc.com
>
> ref:_00D60Jm9t._50032tNsB9:ref
>
> ---
>
> **From:** Eric W. Nisbet [mailto:enisbet@lan-tel.com]
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> **Subject:** RE: Test Tomorrow?
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> **Subject:** RE: Test Tomorrow?
>
> Hi Eric,
>
> Sure, I am available tomorrow afternoon. Please send me an invite and send me the GPS coordinates you would like to use.
>
> Thanks,
>
> Ron
> SST Support
>
> Sent from my Verizon Wireless 4G LTE smartphone
>
> -------- Original message --------
> From: "Eric W. Nisbet" <enisbet@lan-tel.com>
> Date: 10/6/2015 7:34 AM (GMT-08:00)
> To: Ronald Cayabyab <RCayabyab@shotspotter.com>
> Cc: Eric Johnson <ejohnson@Lan-Tel.com>, Andrew Murphy <andrew.murphy@boston.gov>, "Chuck Wade (Chuck@interisle.net)" <Chuck@interisle.net>
> Subject: Test Tomorrow?
>
> Good Morning Ron,
>
> Can we please schedule a test of the Chelsea PD Shot Spotter system for tomorrow afternoon?

We will provide an address for targeting.

Thanks,

Eric

<image002.jpg>

From: Eric W. Nisbet <enisbet@lan-tel.com>
Sent: Monday, November 02, 2015 2:11 PM EST
To: Griffin, Robert; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
CC: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Support <Support <Support@shotspotter.com>>; itsupport <itsupport <itsupport@shotspotter.com>>; Ronald Cayabyab < 'Ronald Cayabyab' <RCayabyab@shotspotter.com>>; Christian Lahti <Christian Lahti <clahti@shotspotter.com>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing
Attachment(s): "image001.png","image001.png"

Thank you for reaching out. Sorry I haven't kept you up to date on our efforts in this regard. We are trying to get me and a high level DVTel support technician to look at your system. Schedules have been hard to synch. It is looking very good to be able to address these issues on Wednesday of this week.

I will keep you in the loop.

Eric

-------- Original message --------
From: "Griffin, Robert" <RGriffin@chelseama.gov>
Date: 11/02/2015 1:57 PM (GMT-05:00)
To: "Eric W. Nisbet" <enisbet@lan-tel.com>, Eric Johnson <ejohnson@Lan-Tel.com>
Cc: Andrew Murphy <andrew.murphy@boston.gov>, Support <Support@shotspotter.com>, itsupport <itsupport@shotspotter.com>, 'Ronald Cayabyab' <RCayabyab@shotspotter.com>, Christian Lahti <clahti@shotspotter.com>, Chuck Wade <Chuck@Interisle.net>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Eric,

It's been almost a 3 weeks since our test. Have we made any progress on intergrating the ShotSpotter system with our DVtel camera system? We had 8 gunshots on 11/1/2015 at 1:27 AM. The DVtel system registered an alarm at that time and it appears the cameras moved. However, they returned to their presets with 8 seconds. Have we made any progress with adjusting the delay out to at least 10 minutes? Also, have we made any progress with getting the regular cameras to return to presets after 1 hour rather than 10 minutes?

LT. ROBERT E. GRIFFIN
Chelsea Police Department
19 Park Street
Chelsea, Massachusetts 02150
617-466-4805
rgriffin@chelseama.gov

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Wednesday, October 07, 2015 9:38 AM
To: Griffin, Robert; Eric W. Nisbet; Chuck Wade; Christian Lahti
Cc: Eric Johnson; Andrew Murphy; Support; itsupport
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Hi Lt. Griffin,

No problem. Please inform your dispatch that we will be sending across a "Possible Gunshot" incident or two around 10:30AM PDT . I will reclassify them as "System Test" incidents after they have been sent by NE.

Thanks,

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

From: Griffin, Robert [mailto:RGriffin@chelseama.gov]
Sent: Wednesday, October 07, 2015 5:25 AM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>; Chuck Wade <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support

<Support@shotspotter.com>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thank you for all the hard work. I look forward to seeing the test at 12:30. But, be advised that I need to leave early today not later than 1:30.

LT. ROBERT E. GRIFFIN
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19 Park Street
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617-466-4805
rgriffin@chelseama.gov

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Tuesday, October 06, 2015 6:14 PM
To: Eric W. Nisbet; Chuck Wade; Christian Lahti
Cc: Eric Johnson; Andrew Murphy; Support; Griffin, Robert; itsupport
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Great! Looks like we are ready for our test tomorrow. See you then.

Ron Cayabyab
Technical Support

From: Eric W. Nisbet <enisbet@lan-tel.com>
Sent: Monday, November 02, 2015 2:12 PM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Griffin, Robert
CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Chuck Wade <Chuck Wade <Chuck@interisle.net>>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

You are correct Andrew. This issue is not anything that needs help from Shot Spotter. Just another test once we get the changes we need from DVTel.

Eric

-------- Original message --------
From: Andrew Murphy <andrew.murphy@boston.gov>
Date: 11/02/2015 2:04 PM (GMT-05:00)
To: "Griffin, Robert" <RGriffin@chelseama.gov>
Cc: "Eric W. Nisbet" <enisbet@lan-tel.com>, Eric Johnson <ejohnson@Lan-Tel.com>, Chuck Wade <Chuck@interisle.net>
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Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

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SST™

Ron Cayabyab

Technical Support Engineer III

Tel.510.794.3114 / Fax.650.887.2106

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SST™

Ron Cayabyab

Technical Support Engineer III

Tel.510.794.3114 / Fax.650.887.2106

rcayabyab@sst-inc.com

From: Eric W. Nisbet [mailto:enisbet@lan-tel.com]
Sent: Tuesday, October 06, 2015 2:52 PM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>; Chuck Wade <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Sorry for the delay in responding, I was driving. I checked and that signal was received at the Chelsea server.

Eric

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Tuesday, October 06, 2015 5:18 PM
To: Chuck Wade <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

All,

I just sent a system test and received no errors on our end. Can you verify that the payload was received on your end. Incident ID reference is 8075.

2015-10-06 05:14:07 Sending INCIUPD, IncidentID: 8075 on Channel SocketASCIIPayload [ChelseaMA on ssi-eastern-04 on SSI-EASTERN-04[1] <| Dispatch::MessageDispatcher.cs@167]

2015-10-06 05:14:07** Retry count 0 for INCIUPD, incidentId: 8075 [ChelseaMA on ssi-eastern-04 on SSI-EASTERN-04[1] <| SendRequest::Communication.cs@88]

2015-10-06 05:14:07 INCIUPD, incidentId: 8075 sent to 10.20.61.77:1111 [ChelseaMA on ssi-eastern-04 on SSI-EASTERN-04[1] <| SendRequest::Communication.cs@139]

Best regards,

Ron Cayabyab

Technical Support Engineer III

Tel.510.794.3114 / Fax.650.887.2106

rcayabyab@sst-inc.com

From: Ronald Cayabyab
Sent: Tuesday, October 06, 2015 1:59 PM
To: 'Chuck Wade' <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thanks, All. I can now reach the endpoint from our NE server. I will be sending some system tests and will check for errors on our end.

Ron Cayabyab

Technical Support Engineer III

Tel.510.794.3114 / Fax.650.887.2106

rcayabyab@sst-inc.com

From: Chuck Wade [mailto:Chuck@Interisle.net]
Sent: Tuesday, October 06, 2015 1:47 PM
To: Christian Lahti <clahti@shotspotter.com>; Ronald Cayabyab <RCayabyab@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing

Christian,

Thanks for stepping in. As I think you've just demonstrated, there is no longer a problem. For the record, there had been

an IP address change on the remote endpoint, which was the cause of the earlier problem. However, that's been resolved, and your ping test shows that the correct host is reachable.

As an aside, is there any way that your service could perform periodic tests of the connections to the Metro Boston endpoints? In other words, can you run a periodic ping against <10.20.61.77> and its ilk? As a reminder, we run a ping watchdog against your test host, <10.112.0.38>. If there's a better address for us to monitor, please let me know.

Regarding the "strange" traceroute results, this is due to the bi-directional NAT we have set up plus a portion of the internal connection goes through an MPLS network (BoNet). Step 14 in your traceroute is where you're inside the MPLS network, and several of the traceroute steps are entry and exit addresses for this MPLS network.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 10/6/15 4:30 PM, Christian Lahti wrote:

> From our perspective the tunnel appears to be up:
>
> {primary:node1}
>
> admin@fwqtsrm04> show security ike sa | match 75.144.154.34
>
> 13491347 UP 69f4cdc94e938e4d a0b53034b5fbc600 Main 75.144.154.34
>
> {primary:node1}
>
> admin@fwqtsrm04> show security ipsec sa | match 75.144.154.34
>
> <131074 ESP:aes-cbc-256/sha1 6687135a 2381/ unlim - root 500 75.144.154.34
>
> >131074 ESP:aes-cbc-256/sha1 18f89c 2381/ unlim - root 500 75.144.154.34
>
> And I am able to ping the NAT target from a host on our network, traceroute looks a bit strange:
>
> [clahti@lnclahti ~]$ ping 10.20.61.77
>
> PING 10.20.61.77 (10.20.61.77) 56(84) bytes of data.
>
> 64 bytes from 10.20.61.77: icmp_seq=1 ttl=109 time=101 ms
>
> 64 bytes from 10.20.61.77: icmp_seq=2 ttl=109 time=101 ms
>
> 64 bytes from 10.20.61.77: icmp_seq=3 ttl=109 time=100 ms
>
> ^C
>
> --- 10.20.61.77 ping statistics ---
>
> 3 packets transmitted, 3 received, 0% packet loss, time 2209ms
>
> rtt min/avg/max/mdev = 100.830/101.307/101.955/0.474 ms
>
> [clahti@lnclahti ~]$ traceroute 10.20.61.77
>
> traceroute to 10.20.61.77 (10.20.61.77), 30 hops max, 60 byte packets
>
> 1 10.10.102.1 (10.10.102.1) 5.199 ms 5.403 ms 5.590 ms
>
> 2 10.10.191.2 (10.10.191.2) 0.379 ms 10.10.192.2 (10.10.192.2) 0.387 ms 10.10.191.2 (10.10.191.2) 0.411 ms
>
> 3 10.11.194.253 (10.11.194.253) 2.092 ms 10.11.193.253 (10.11.193.253) 1.251 ms 1.317 ms
>
> 4 10.11.191.254 (10.11.191.254) 2.809 ms 2.929 ms 2.918 ms

5 10.12.194.254 (10.12.194.254) 74.698 ms 74.690 ms 74.675 ms

6 fwatsrm04.shotspotter.com (10.12.101.233) 74.199 ms 74.017 ms 73.976 ms

7 10.20.61.77 (10.20.61.77) 100.462 ms 100.162 ms 100.018 ms

8 10.20.61.77 (10.20.61.77) 99.385 ms 103.919 ms 103.881 ms

9 10.20.61.77 (10.20.61.77) 103.880 ms 98.975 ms 100.028 ms

10 10.20.61.77 (10.20.61.77) 99.510 ms 97.592 ms 97.586 ms

11 10.20.61.77 (10.20.61.77) 101.715 ms 101.712 ms 101.691 ms

12 10.20.61.77 (10.20.61.77) 100.168 ms 99.597 ms 99.538 ms

13 10.20.61.77 (10.20.61.77) 103.522 ms 103.517 ms 103.506 ms

14 * * *

15 10.20.61.77 (10.20.61.77) 100.106 ms 99.411 ms 100.075 ms

16 10.20.61.77 (10.20.61.77) 100.059 ms 97.505 ms 97.148 ms

17 10.20.61.77 (10.20.61.77) 105.226 ms 105.186 ms 103.741 ms

18 10.20.61.77 (10.20.61.77) 104.683 ms 105.482 ms 105.468 ms

19 10.20.61.77 (10.20.61.77) 105.457 ms 103.762 ms 103.748 ms

20 10.20.61.77 (10.20.61.77) 103.809 ms * *

I am also able to reach this host via ssi-eastern-04 which is where we have the Notification Engine instance running for this coverage area. What exactly is the issue?

/Christian

From: Ronald Cayabyab
Sent: Tuesday, October 06, 2015 1:24 PM
To: Chuck Wade; Eric W. Nisbet; Christian Lahti
Cc: Eric Johnson; Andrew Murphy; Support; Griffin, Robert
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thanks for the update. I wasn't aware of our IPsec tunnel. I turn you over to our IT Director, Christian Lahti.

SST™

Ron Cayabyab

Technical Support Engineer III

Tel.510.794.3114 / Fax.650.887.2106

rcayabyab@sst-inc.com

From: Chuck Wade [mailto:Chuck@Interisle.net]
Sent: Tuesday, October 06, 2015 1:04 PM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing

Ron,

To be able to reach the Chelsea endpoint via its NAT'ed address of <10.20.61.77>, you need to be coming in via the IPsec tunnel from the ShotSpotter data center to the PSnet firewall. Your <209.10.80.38> address is a public-facing address, and is not even the address we have for the firewall at your end that terminates the IPsec tunnel.

For the record, the IPsec tunnel has SA addresses of <209.10.80.37> on the ShotSpotter end, and <75.144.154.34> for the PSnet firewall at Boston Police HQ. There is only one Phase 2 mapping, with <10.112.0.0/16> on the ShotSpotter end and <10.20.61.0/24> on the PSnet end. Only addresses from the <10.112.0.0/16> space will be able to traverse the tunnel from your end.

Feel free to call me if you want to discuss this further or conduct some real-time tests. I'm in my office.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 10/6/15 3:43 PM, Ronald Cayabyab wrote:

> Eric,
>
> Currently, I am unable to reach the vms endpoint at 10.20.61.77 on port 1111 with a src ip of 209.10.80.38. Can you check your logs to see why we are getting refused and provision this ip in your firewall if you haven't already done so? Also, I haven't received an invite for our meeting tomorrow. Will you be sending that today?
>
> Thanks,
>
> SST™
>
>
> **Ron Cayabyab**
>
> **Technical Support Engineer III**
>
> Tel.510.794.3114 / Fax.650.887.2106
>
> rcayabyab@sst-inc.com
>
>
> ref:_00D60Jm9t._50032tNsB9:ref
>
> ---
>
> **From:** Eric W. Nisbet [mailto:enisbet@lan-tel.com]
> **Sent:** Tuesday, October 06, 2015 8:08 AM
> **To:** Ronald Cayabyab <RCayabyab@shotspotter.com>

Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>
Subject: RE: Test Tomorrow?

Thank you Sir. Will do.

Eric

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Tuesday, October 06, 2015 11:06 AM
To: Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>
Subject: RE: Test Tomorrow?

Hi Eric,

Sure, I am available tomorrow afternoon. Please send me an invite and send me the GPS coordinates you would like to use.

Thanks,

Ron

SST Support

Sent from my Verizon Wireless 4G LTE smartphone

-------- Original message --------

From: "Eric W. Nisbet" <enisbet@lan-tel.com>

Date: 10/6/2015 7:34 AM (GMT-08:00)

To: Ronald Cayabyab <RCayabyab@shotspotter.com>

Cc: Eric Johnson <ejohnson@Lan-Tel.com>, Andrew Murphy <andrew.murphy@boston.gov>, "Chuck Wade (Chuck@interisle.net)" <Chuck@interisle.net>

Subject: Test Tomorrow?

Good Morning Ron,

Can we please schedule a test of the Chelsea PD Shot Spotter system for tomorrow afternoon? We will provide an address for targeting.

Thanks,

Eric

LAN-TEL
COMMUNICATIONS, INC.
WWW.LAN-TEL.COM

Eric Nisbet

1400 Providence Highway, Suite 2000
Norwood, MA 02062
Phone: 781.551.8599
Fax: 781.551.8667
Cell: 781.760.8505

Please consider the environment before printing this e-mail
REDUCE, RECYCLE, REUSE AND RESTORE

This electronic transmission may contain information that is privileged, confidential and exempt from disclosure under applicable law. If you are not the intended recipient, please notify me immediately as use of this information is strictly prohibited.

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Chelsea Police Department

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Ron Cayabyab

Technical Support Engineer III

Tel.510.794.3114 / Fax.650.887.2106

rcayabyab@sst-inc.com

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Chelsea Police Department

19 Park Street

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Ron Cayabyab

Technical Support Engineer III

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Sent: Tuesday, October 06, 2015 2:52 PM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>; Chuck Wade <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Sorry for the delay in responding, I was driving. I checked and that signal was received at the Chelsea server.

Eric

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Tuesday, October 06, 2015 5:18 PM
To: Chuck Wade <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

All,

I just sent a system test and received no errors on our end. Can you verify that the payload was received on your end. Incident ID reference is 8075.

2015-10-06 05:14:07 Sending INCIUPD, IncidentID: 8075 on Channel SocketASCIIPayload [ChelseaMA on ssi-eastern-04 on SSI-EASTERN-04[1] <| Dispatch::MessageDispatcher.cs@167]

2015-10-06 05:14:07** Retry count 0 for INCIUPD, incidentId: 8075 [ChelseaMA on ssi-eastern-04 on SSI-EASTERN-04[1] <| SendRequest::Communication.cs@88]

2015-10-06 05:14:07 INCIUPD, incidentId: 8075 sent to10.20.61.77:1111 [ChelseaMA on ssi-eastern-04 on SSI-EASTERN-04[1] <| SendRequest::Communication.cs@139]

Best regards,

Ron Cayabyab

Technical Support Engineer III

Tel.510.794.3114 / Fax.650.887.2106

rcayabyab@sst-inc.com

From: Ronald Cayabyab
Sent: Tuesday, October 06, 2015 1:59 PM
To: 'Chuck Wade' <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thanks, All. I can now reach the endpoint from our NE server. I will be sending some system tests and will check for errors on our end.

Ron Cayabyab

Technical Support Engineer III

Tel.510.794.3114 / Fax.650.887.2106

rcayabyab@sst-inc.com

From: Chuck Wade [mailto:Chuck@Interisle.net]
Sent: Tuesday, October 06, 2015 1:47 PM
To: Christian Lahti <clahti@shotspotter.com>; Ronald Cayabyab <RCayabyab@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
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Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing

Christian,

Thanks for stepping in. As I think you've just demonstrated, there is no longer a problem. For the record, there had been an IP address change on the remote endpoint, which was the cause of the earlier problem. However, that's been resolved, and your ping test shows that the correct host is reachable.

As an aside, is there any way that your service could perform periodic tests of the connections to the Metro Boston endpoints? In other words, can you run a periodic ping against <10.20.61.77> and its ilk? As a reminder, we run a ping watchdog against your test host, <10.112.0.38>. If there's a better address for us to monitor, please let me know.

Regarding the "strange" traceroute results, this is due to the bi-directional NAT we have set up plus a portion of the internal connection goes through an MPLS network (BoNet). Step 14 in your traceroute is where you're inside the MPLS network, and several of the traceroute steps are entry and exit addresses for this MPLS network.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 10/6/15 4:30 PM, Christian Lahti wrote:

> From our perspective the tunnel appears to be up:
>
> {primary:node1}
>
> admin@fwqtsrm04> show security ike sa | match 75.144.154.34
>
> 13491347 UP 69f4cdc94e938e4d a0b53034b5fbc600 Main 75.144.154.34
>
> {primary:node1}
>
> admin@fwqtsrm04> show security ipsec sa | match 75.144.154.34
>
> <131074 ESP:aes-cbc-256/sha1 6687135a 2381/ unlim - root 500 75.144.154.34
>
> >131074 ESP:aes-cbc-256/sha1 18f89c 2381/ unlim - root 500 75.144.154.34
>
> And I am able to ping the NAT target from a host on our network, traceroute looks a bit strange:
>
> [clahti@lnclahti ~]$ ping 10.20.61.77
>
> PING 10.20.61.77 (10.20.61.77) 56(84) bytes of data.
>
> 64 bytes from 10.20.61.77: icmp_seq=1 ttl=109 time=101 ms
>
> 64 bytes from 10.20.61.77: icmp_seq=2 ttl=109 time=101 ms
>
> 64 bytes from 10.20.61.77: icmp_seq=3 ttl=109 time=100 ms

^C

--- 10.20.61.77 ping statistics ---

3 packets transmitted, 3 received, 0% packet loss, time 2209ms

rtt min/avg/max/mdev = 100.830/101.307/101.955/0.474 ms

[clahti@lnclahti ~]$ traceroute 10.20.61.77

traceroute to 10.20.61.77 (10.20.61.77), 30 hops max, 60 byte packets

1 10.10.102.1 (10.10.102.1) 5.199 ms 5.403 ms 5.590 ms

2 10.10.191.2 (10.10.191.2) 0.379 ms 10.10.192.2 (10.10.192.2) 0.387 ms 10.10.191.2 (10.10.191.2) 0.411 ms

3 10.11.194.253 (10.11.194.253) 2.092 ms 10.11.193.253 (10.11.193.253) 1.251 ms 1.317 ms

4 10.11.191.254 (10.11.191.254) 2.809 ms 2.929 ms 2.918 ms

5 10.12.194.254 (10.12.194.254) 74.698 ms 74.690 ms 74.675 ms

6 fwqtsrm04.shotspotter.com (10.12.101.233) 74.199 ms 74.017 ms 73.976 ms

7 10.20.61.77 (10.20.61.77) 100.462 ms 100.162 ms 100.018 ms

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10 10.20.61.77 (10.20.61.77) 99.510 ms 97.592 ms 97.586 ms

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12 10.20.61.77 (10.20.61.77) 100.168 ms 99.597 ms 99.538 ms

13 10.20.61.77 (10.20.61.77) 103.522 ms 103.517 ms 103.506 ms

14 * * *

15 10.20.61.77 (10.20.61.77) 100.106 ms 99.411 ms 100.075 ms

16 10.20.61.77 (10.20.61.77) 100.059 ms 97.505 ms 97.148 ms

17 10.20.61.77 (10.20.61.77) 105.226 ms 105.186 ms 103.741 ms

18 10.20.61.77 (10.20.61.77) 104.683 ms 105.482 ms 105.468 ms

19 10.20.61.77 (10.20.61.77) 105.457 ms 103.762 ms 103.748 ms

20 10.20.61.77 (10.20.61.77) 103.809 ms * *

I am also able to reach this host via ssi-eastern-04 which is where we have the Notification Engine instance running for this coverage area. What exactly is the issue?

/Christian

From: Ronald Cayabyab
Sent: Tuesday, October 06, 2015 1:24 PM
To: Chuck Wade; Eric W. Nisbet; Christian Lahti
Cc: Eric Johnson; Andrew Murphy; Support; Griffin, Robert
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thanks for the update. I wasn't aware of our IPsec tunnel. I turn you over to our IT Director, Christian Lahti.

SST™

Ron Cayabyab

Technical Support Engineer III

Tel.510.794.3114 / Fax.650.887.2106

rcayabyab@sst-inc.com

From: Chuck Wade [mailto:Chuck@Interisle.net]
Sent: Tuesday, October 06, 2015 1:04 PM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing

Ron,

To be able to reach the Chelsea endpoint via its NAT'ed address of <10.20.61.77>, you need to be coming in via the IPsec tunnel from the ShotSpotter data center to the PSnet firewall. Your <209.10.80.38> address is a public-facing address, and is not even the address we have for the firewall at your end that terminates the IPsec tunnel.

For the record, the IPsec tunnel has SA addresses of <209.10.80.37> on the ShotSpotter end, and <75.144.154.34> for the PSnet firewall at Boston Police HQ. There is only one Phase 2 mapping, with <10.112.0.0/16> on the ShotSpotter end and <10.20.61.0/24> on the PSnet end. Only addresses from the <10.112.0.0/16> space will be able to traverse the tunnel from your end.

Feel free to call me if you want to discuss this further or conduct some real-time tests. I'm in my office.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 10/6/15 3:43 PM, Ronald Cayabyab wrote:

> Eric,
>
> Currently, I am unable to reach the vms endpoint at 10.20.61.77 on port 1111 with a src ip of 209.10.80.38. Can you check your logs to see why we are getting refused and provision this ip in your firewall if you haven't already done so? Also, I haven't received an invite for our meeting tomorrow. Will you be sending that today?
>
> Thanks,

SST™

Ron Cayabyab

Technical Support Engineer III

Tel.510.794.3114 / Fax.650.887.2106

rcayabyab@sst-inc.com

ref:_00D60Jm9t._50032tNsB9:ref

From: Eric W. Nisbet [mailto:enisbet@lan-tel.com]
Sent: Tuesday, October 06, 2015 8:08 AM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>
Subject: RE: Test Tomorrow?

Thank you Sir. Will do.

Eric

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Tuesday, October 06, 2015 11:06 AM
To: Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>
Subject: RE: Test Tomorrow?

Hi Eric,

Sure, I am available tomorrow afternoon. Please send me an invite and send me the GPS coordinates you would like to use.

Thanks,

Ron

SST Support

Sent from my Verizon Wireless 4G LTE smartphone

-------- Original message --------

From: "Eric W. Nisbet" <enisbet@lan-tel.com>

Date: 10/6/2015 7:34 AM (GMT-08:00)

To: Ronald Cayabyab <RCayabyab@shotspotter.com>

Cc: Eric Johnson <ejohnson@Lan-Tel.com>, Andrew Murphy <andrew.murphy@boston.gov>, "Chuck Wade (Chuck@interisle.net)" <Chuck@interisle.net>

Subject: Test Tomorrow?

Good Morning Ron,

Can we please schedule a test of the Chelsea PD Shot Spotter system for tomorrow afternoon? We will provide an address for targeting.

Thanks,

Eric

LAN-TEL
COMMUNICATIONS, INC.
WWW.LAN-TEL.COM

Eric Nisbet

1400 Providence Highway, Suite 2000
Norwood, MA 02062
Phone: 781.551.8599
Fax: 781.551.8667
Cell: 781.760.8505

Please consider the environment before printing this e-mail
REDUCE, RECYCLE, REUSE AND RESTORE

This electronic transmission may contain information that is privileged, confidential and exempt from disclosure under applicable law. If you are not the intended recipient, please notify me immediately as use of this information is strictly prohibited.

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Monday, November 02, 2015 2:20 PM EST
To: Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>
CC: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Griffin, Robert; Chuck Wade <Chuck Wade <Chuck@interisle.net>>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing

Let. Griffin
I would like to further add (since Eric N is on the top of the Mystic power plant) We are also trying to achieve the shot spotter fix along with upgrading to 6.4 software . We do not want to waste efforts with fixing with the current 6.3 and have it not work when we upgrade . We are testing on house to make sure this is accomplished . I am sorry I did not update you sooner with this .

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Nov 2, 2015, at 3:13 PM, Eric W. Nisbet <enisbet@lan-tel.com> wrote:

> You are correct Andrew. This issue is not anything that needs help from Shot Spotter. Just another test once we get the changes we need from DVTel.
>
> Eric
>
> -------- Original message --------
> From: Andrew Murphy <andrew.murphy@boston.gov>
> Date: 11/02/2015 2:04 PM (GMT-05:00)
> To: "Griffin, Robert" <RGriffin@chelseama.gov>
> Cc: "Eric W. Nisbet" <enisbet@lan-tel.com>, Eric Johnson <ejohnson@Lan-Tel.com>, Chuck Wade <Chuck@interisle.net>
> Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing
>
> Hi Lt. Griffin. I believe this can be addressed internally and does not need to involve Shotspotter as it's a DVtel configuration issue. Thanks very much.
>
> _____
>
> **Andrew Murphy**
> **Regional Planner**
>
> **Office of Emergency Management (OEM)**
> Boston City Hall, Room 204 | Boston, MA 02201
> Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov
>
>
>
> On Mon, Nov 2, 2015 at 1:57 PM, Griffin, Robert<RGriffin@chelseama.gov> wrote:
>
> > Eric,
> >
> > It's been almost a 3 weeks since our test. Have we made any progress on intergrating the ShotSpotter system with our DVtel camera system? We had 8 gunshots on 11/1/2015 at 1:27 AM. The DVtel system registered

an alarm at that time and it appears the cameras moved. However, they returned to their presets with 8 seconds. Have we made any progress with adjusting the delay out to at least 10 minutes? Also, have we made any progress with getting the regular cameras to return to presets after 1 hour rather than 10 minutes?

LT. ROBERT E. GRIFFIN
Chelsea Police Department

19 Park Street

Chelsea, Massachusetts 02150

617-466-4805

rgriffin@chelseama.gov

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Wednesday, October 07, 2015 9:38 AM
To: Griffin, Robert; Eric W. Nisbet; Chuck Wade; Christian Lahti
Cc: Eric Johnson; Andrew Murphy; Support; itsupport
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Hi Lt. Griffin,

No problem. Please inform your dispatch that we will be sending across a "Possible Gunshot" incident or two around 10:30AM PDT . I will reclassify them as "System Test" incidents after they have been sent by NE.

Thanks,

Ron Cayabyab

Technical Support Engineer III

Tel.510.794.3114 / Fax.650.887.2106

rcayabyab@sst-inc.com

From: Griffin, Robert [mailto:RGriffin@chelseama.gov]
Sent: Wednesday, October 07, 2015 5:25 AM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>; Chuck Wade <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thank you for all the hard work. I look forward to seeing the test at 12:30. But, be advised that I need to leave early today not later than 1:30.

LT. ROBERT E. GRIFFIN
Chelsea Police Department

19 Park Street

Chelsea, Massachusetts 02150

617-466-4805

rgriffin@chelseama.gov

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Tuesday, October 06, 2015 6:14 PM
To: Eric W. Nisbet; Chuck Wade; Christian Lahti
Cc: Eric Johnson; Andrew Murphy; Support; Griffin, Robert; itsupport
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Great! Looks like we are ready for our test tomorrow. See you then.

Ron Cayabyab

Technical Support Engineer III

Tel.510.794.3114 / Fax.650.887.2106

rcayabyab@sst-inc.com

From: Eric W. Nisbet [mailto:enisbet@lan-tel.com]
Sent: Tuesday, October 06, 2015 2:52 PM
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Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

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Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

All,

I just sent a system test and received no errors on our end. Can you verify that the payload was received on your end. Incident ID reference is 8075.

2015-10-06 05:14:07 Sending INCIUPD, IncidentID: 8075 on Channel SocketASCIIPayload [ChelseaMA on ssi-eastern-04 on SSI-EASTERN-04[1] <| Dispatch::MessageDispatcher.cs@167]

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Best regards,

Ron Cayabyab

Technical Support Engineer III

Tel.510.794.3114 / Fax.650.887.2106

rcayabyab@sst-inc.com

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Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thanks, All. I can now reach the endpoint from our NE server. I will be sending some system tests and will check for errors on our end.

Ron Cayabyab

Technical Support Engineer III

Tel.510.794.3114 / Fax.650.887.2106

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Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing

Christian,

Thanks for stepping in. As I think you've just demonstrated, there is no longer a problem. For the record, there had been an IP address change on the remote endpoint, which was the cause of the earlier problem. However, that's been resolved, and your ping test shows that the correct host is reachable.

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Chuck Wade, Principal
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On 10/6/15 4:30 PM, Christian Lahti wrote:

> From our perspective the tunnel appears to be up:
>
> {primary:node1}
>
> admin@fwqtsrm04> show security ike sa | match 75.144.154.34
>
> 13491347 UP 69f4cdc94e938e4d a0b53034b5fbc600 Main 75.144.154.34
>
> {primary:node1}
>
> admin@fwqtsrm04> show security ipsec sa | match 75.144.154.34
>
> <131074 ESP:aes-cbc-256/sha1 6687135a 2381/ unlim - root 500 75.144.154.34
>
> >131074 ESP:aes-cbc-256/sha1 18f89c 2381/ unlim - root 500 75.144.154.34

And I am able to ping the NAT target from a host on our network, traceroute looks a bit strange:

[clahti@lnclahti ~]$ ping 10.20.61.77

PING 10.20.61.77 (10.20.61.77) 56(84) bytes of data.

64 bytes from 10.20.61.77: icmp_seq=1 ttl=109 time=101 ms

64 bytes from 10.20.61.77: icmp_seq=2 ttl=109 time=101 ms

64 bytes from 10.20.61.77: icmp_seq=3 ttl=109 time=100 ms

^C

--- 10.20.61.77 ping statistics ---

3 packets transmitted, 3 received, 0% packet loss, time 2209ms

rtt min/avg/max/mdev = 100.830/101.307/101.955/0.474 ms

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/Christian

From: Ronald Cayabyab
Sent: Tuesday, October 06, 2015 1:24 PM
To: Chuck Wade; Eric W. Nisbet; Christian Lahti
Cc: Eric Johnson; Andrew Murphy; Support; Griffin, Robert
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thanks for the update. I wasn't aware of our IPsec tunnel. I turn you over to our IT Director, Christian Lahti.

Ron Cayabyab

Technical Support Engineer III

Tel.510.794.3114 / Fax.650.887.2106

rcayabyab@sst-inc.com

From: Chuck Wade [mailto:Chuck@Interisle.net]
Sent: Tuesday, October 06, 2015 1:04 PM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing

Ron,

To be able to reach the Chelsea endpoint via its NAT'ed address of <10.20.61.77>, you need to be coming in via the IPsec tunnel from the ShotSpotter data center to the PSnet firewall. Your <209.10.80.38> address is a public-facing address, and is not even the address we have for the firewall at your end that terminates the IPsec tunnel.

For the record, the IPsec tunnel has SA addresses of <209.10.80.37> on the ShotSpotter end, and <75.144.154.34> for the PSnet firewall at Boston Police HQ. There is only one Phase 2 mapping, with <10.112.0.0/16> on the ShotSpotter end and <10.20.61.0/24> on the PSnet end. Only addresses from the <10.112.0.0/16> space will be able to traverse the tunnel from your end.

Feel free to call me if you want to discuss this further or conduct some real-time tests. I'm in my office.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 10/6/15 3:43 PM, Ronald Cayabyab wrote:

> Eric,

Currently, I am unable to reach the vms endpoint at 10.20.61.77 on port 1111 with a src ip of 209.10.80.38. Can you check your logs to see why we are getting refused and provision this ip in your firewall if you haven't already done so? Also, I haven't received an invite for our meeting tomorrow. Will you be sending that today?

Thanks,

SST™

Ron Cayabyab

Technical Support Engineer III

Tel.510.794.3114 / Fax.650.887.2106

rcayabyab@sst-inc.com

ref:_00D60Jm9t._50032tNsB9:ref

From: Eric W. Nisbet [mailto:enisbet@lan-tel.com]
Sent: Tuesday, October 06, 2015 8:08 AM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>
Subject: RE: Test Tomorrow?

Thank you Sir. Will do.

Eric

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Tuesday, October 06, 2015 11:06 AM
To: Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>
Subject: RE: Test Tomorrow?

Hi Eric,

Sure, I am available tomorrow afternoon. Please send me an invite and send me the GPS coordinates you would like to use.

Thanks,

Ron

SST Support

Sent from my Verizon Wireless 4G LTE smartphone

-------- Original message --------

From: "Eric W. Nisbet" <enisbet@lan-tel.com>

Date: 10/6/2015 7:34 AM (GMT-08:00)

To: Ronald Cayabyab <RCayabyab@shotspotter.com>

Cc: Eric Johnson <ejohnson@Lan-Tel.com>, Andrew Murphy <andrew.murphy@boston.gov>, "Chuck Wade (Chuck@interisle.net)" <Chuck@interisle.net>

Subject: Test Tomorrow?

Good Morning Ron,

Can we please schedule a test of the Chelsea PD Shot Spotter system for tomorrow afternoon? We will provide an address for targeting.

Thanks,

Eric

LAN-TEL
COMMUNICATIONS, INC.
WWW.LAN-TEL.COM

Eric Nisbet

1400 Providence Highway, Suite 2000
Norwood, MA 02062
Phone: 781.551.8599
Fax: 781.551.8667
Cell: 781.760.8505

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REDUCE, RECYCLE, REUSE AND RESTORE

This electronic transmission may contain information that is privileged, confidential and exempt from disclosure under applicable law. If you are not the intended recipient, please notify me immediately as use of this information is strictly prohibited.

From: Griffin, Robert <RGriffin@chelseama.gov>
Sent: Monday, November 02, 2015 2:33 PM EST
To: Eric Johnson <'Eric Johnson' <ejohnson@Lan-Tel.com>>; Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>
CC: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Batchelor, David; Kyes, Brian
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thanks for the update Eric.

LT. ROBERT E. GRIFFIN
Chelsea Police Department
19 Park Street
Chelsea, Massachusetts 02150
617-466-4805
rgriffin@chelseama.gov

From: Eric Johnson [mailto:ejohnson@Lan-Tel.com]
Sent: Monday, November 02, 2015 2:21 PM
To: Eric W. Nisbet
Cc: Andrew Murphy; Griffin, Robert; Chuck Wade
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing

Let. Griffin
I would like to further add (since Eric N is on the top of the Mystic power plant) We are also trying to achieve the shot spotter fix along with upgrading to 6.4 software . We do not want to waste efforts with fixing with the current 6.3 and have it not work when we upgrade . We are testing on house to make sure this is accomplished . I am sorry I did not update you sooner with this .

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Nov 2, 2015, at 3:13 PM, Eric W. Nisbet <enisbet@lan-tel.com> wrote:

> You are correct Andrew. This issue is not anything that needs help from Shot Spotter. Just another test once we get the changes we need from DVTel.
>
> Eric
>
> -------- Original message --------
> From: Andrew Murphy <andrew.murphy@boston.gov>
> Date: 11/02/2015 2:04 PM (GMT-05:00)
> To: "Griffin, Robert" <RGriffin@chelseama.gov>
> Cc: "Eric W. Nisbet" <enisbet@lan-tel.com>, Eric Johnson <ejohnson@Lan-Tel.com>, Chuck Wade <Chuck@interisle.net>
> Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing
>
> Hi Lt. Griffin. I believe this can be addressed internally and does not need to involve Shotspotter as it's a DVtel configuration issue. Thanks very much.
>
> ---
>
> **Andrew Murphy**
> **Regional Planner**
>
> **Office of Emergency Management (OEM)**
> Boston City Hall, Room 204 | Boston, MA 02201
> Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Mon, Nov 2, 2015 at 1:57 PM, Griffin, Robert <RGriffin@chelseama.gov> wrote:

> Eric,
>
> It's been almost a 3 weeks since our test. Have we made any progress on intergrating the ShotSpotter system with our DVtel camera system? We had 8 gunshots on 11/1/2015 at 1:27 AM. The DVtel system registered an alarm at that time and it appears the cameras moved. However, they returned to their presets with 8 seconds. Have we made any progress with adjusting the delay out to at least 10 minutes? Also, have we made any progress with getting the regular cameras to return to presets after 1 hour rather than 10 minutes?
>
> ---
>
> **LT. ROBERT E. GRIFFIN**
> **Chelsea Police Department**
> **19 Park Street**
> **Chelsea, Massachusetts 02150**
> **617-466-4805**
> **rgriffin@chelseama.gov**
>
> ---
>
> **From:** Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
> **Sent:** Wednesday, October 07, 2015 9:38 AM
> **To:** Griffin, Robert; Eric W. Nisbet; Chuck Wade; Christian Lahti
> **Cc:** Eric Johnson; Andrew Murphy; Support; itsupport
> **Subject:** RE: ShotSpotter (Chelsea, MA) - Camera integration testing
>
> Hi Lt. Griffin,
>
> No problem. Please inform your dispatch that we will be sending across a "Possible Gunshot" incident or two around 10:30AM PDT . I will reclassify them as "System Test" incidents after they have been sent by NE.
>
> Thanks,
>
> SST™
>
> **Ron Cayabyab**
> **Technical Support Engineer III**
> Tel.510.794.3114 / Fax.650.887.2106
> rcayabyab@sst-inc.com
>
> ---
>
> **From:** Griffin, Robert [mailto:RGriffin@chelseama.gov]
> **Sent:** Wednesday, October 07, 2015 5:25 AM
> **To:** Ronald Cayabyab <RCayabyab@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>; Chuck Wade <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>
> **Cc:** Eric Johnson <cjohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; itsupport <itsupport@shotspotter.com>
> **Subject:** RE: ShotSpotter (Chelsea, MA) - Camera integration testing
>
> Thank you for all the hard work. I look forward to seeing the test at 12:30. But, be advised that I need to leave early today not later than 1:30.
>
> ---
>
> **LT. ROBERT E. GRIFFIN**
> **Chelsea Police Department**
> **19 Park Street**
> **Chelsea, Massachusetts 02150**
> **617-466-4805**
> **rgriffin@chelseama.gov**
>
> ---
>
> **From:** Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
> **Sent:** Tuesday, October 06, 2015 6:14 PM
> **To:** Eric W. Nisbet; Chuck Wade; Christian Lahti
> **Cc:** Eric Johnson; Andrew Murphy; Support; Griffin, Robert; itsupport

Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Great! Looks like we are ready for our test tomorrow. See you then.

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

From: Eric W. Nisbet [mailto:cnisbet@lan-tel.com]
Sent: Tuesday, October 06, 2015 2:52 PM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>; Chuck Wade <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>
Cc: Eric Johnson <cjohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Sorry for the delay in responding, I was driving. I checked and that signal was received at the Chelsea server.

Eric

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Tuesday, October 06, 2015 5:18 PM
To: Chuck Wade <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>; Eric W. Nisbet <cnisbet@lan-tel.com>
Cc: Eric Johnson <cjohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

All,

I just sent a system test and received no errors on our end. Can you verify that the payload was received on your end. Incident ID reference is 8075.

2015-10-06 05:14:07 Sending INCIUPD, IncidentID: 8075 on Channel SocketASCIIPayload [ChelseaMA on ssi-eastern-04 on SSI-EASTERN-04[1] < Dispatch::MessageDispatcher.cs@167]
2015-10-06 05:14:07** Retry count 0 for INCIUPD, incidentId: 8075 [ChelseaMA on ssi-eastern-04 on SSI-EASTERN-04[1] < SendRequest::Communication.cs@88]
2015-10-06 05:14:07 INCIUPD, incidentId: 8075 sent to 10.20.61.77:1111 [ChelseaMA on ssi-eastern-04 on SSI-EASTERN-04[1] < SendRequest::Communication.cs@139]

Best regards,

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

From: Ronald Cayabyab
Sent: Tuesday, October 06, 2015 1:59 PM
To: 'Chuck Wade' <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>; Eric W. Nisbet <cnisbet@lan-tel.com>
Cc: Eric Johnson <cjohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thanks, All. I can now reach the endpoint from our NE server. I will be sending some system tests and will check for errors on our end.

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

From: Chuck Wade [mailto:Chuck@Interisle.net]
Sent: Tuesday, October 06, 2015 1:47 PM
To: Christian Lahti <clahti@shotspotter.com>; Ronald Cayabyab <RCayabyab@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing

Christian,

Thanks for stepping in. As I think you've just demonstrated, there is no longer a problem. For the record, there had been an IP address change on the remote endpoint, which was the cause of the earlier problem. However, that's been resolved, and your ping test shows that the correct host is reachable.

As an aside, is there any way that your service could perform periodic tests of the connections to the Metro Boston endpoints? In other words, can you run a periodic ping against <10.20.61.77> and its ilk? As a reminder, we run a ping watchdog against your test host, <10.112.0.38>. If there's a better address for us to monitor, please let me know.

Regarding the "strange" traceroute results, this is due to the bi-directional NAT we have set up plus a portion of the internal connection goes through an MPLS network (BoNet). Step 14 in your traceroute is where you're inside the MPLS network, and several of the traceroute steps are entry and exit addresses for this MPLS network.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 10/6/15 4:30 PM, Christian Lahti wrote:

> From our perspective the tunnel appears to be up:
>
> ```
> {primary:node1}
> admin@fwqtsrm04> show security ike sa | match 75.144.154.34
> 13491347 UP    69f4cdc94e938e4d  a0b53034b5fbc600  Main          75.144.154.34
>
> {primary:node1}
> admin@fwqtsrm04> show security ipsec sa | match 75.144.154.34
>  <131074 ESP:aes-cbc-256/sha1 6687135a 2381/ unlim - root 500 75.144.154.34
>  >131074 ESP:aes-cbc-256/sha1 18f89e 2381/ unlim - root 500  75.144.154.34
> ```
>
> And I am able to ping the NAT target from a host on our network, traceroute looks a bit strange:
>
> ```
> [clahti@lnclahti ~]$ ping 10.20.61.77
> PING 10.20.61.77 (10.20.61.77) 56(84) bytes of data.
> 64 bytes from 10.20.61.77: icmp_seq=1 ttl=109 time=101 ms
> 64 bytes from 10.20.61.77: icmp_seq=2 ttl=109 time=101 ms
> 64 bytes from 10.20.61.77: icmp_seq=3 ttl=109 time=100 ms
> ^C
> --- 10.20.61.77 ping statistics ---
> 3 packets transmitted, 3 received, 0% packet loss, time 2209ms
> rtt min/avg/max/mdev = 100.830/101.307/101.955/0.474 ms
> [clahti@lnclahti ~]$ traceroute 10.20.61.77
> traceroute to 10.20.61.77 (10.20.61.77), 30 hops max, 60 byte packets
> 1  10.10.102.1 (10.10.102.1)  5.199 ms  5.403 ms  5.590 ms
> 2  10.10.191.2 (10.10.191.2)  0.379 ms 10.10.192.2 (10.10.192.2)  0.387 ms 10.10.191.2 (10.10.191.2)  0.411 ms
> 3  10.11.194.253 (10.11.194.253)  2.092 ms 10.11.193.253 (10.11.193.253)  1.251 ms  1.317 ms
> 4  10.11.191.254 (10.11.191.254)  2.809 ms  2.929 ms  2.918 ms
> 5  10.12.194.254 (10.12.194.254)  74.698 ms  74.690 ms  74.675 ms
> 6  fwqtsrm04.shotspotter.com (10.12.101.233)  74.199 ms  74.017 ms  73.976 ms
> 7  10.20.61.77 (10.20.61.77)  100.462 ms  100.162 ms  100.018 ms
> 8  10.20.61.77 (10.20.61.77)  99.385 ms  103.919 ms  103.881 ms
> ```

9 10.20.61.77 (10.20.61.77) 103.880 ms 98.975 ms 100.028 ms
10 10.20.61.77 (10.20.61.77) 99.510 ms 97.592 ms 97.586 ms
11 10.20.61.77 (10.20.61.77) 101.715 ms 101.712 ms 101.691 ms
12 10.20.61.77 (10.20.61.77) 100.168 ms 99.597 ms 99.538 ms
13 10.20.61.77 (10.20.61.77) 103.522 ms 103.517 ms 103.506 ms
14 * * *
15 10.20.61.77 (10.20.61.77) 100.106 ms 99.411 ms 100.075 ms
16 10.20.61.77 (10.20.61.77) 100.059 ms 97.505 ms 97.148 ms
17 10.20.61.77 (10.20.61.77) 105.226 ms 105.186 ms 103.741 ms
18 10.20.61.77 (10.20.61.77) 104.683 ms 105.482 ms 105.468 ms
19 10.20.61.77 (10.20.61.77) 105.457 ms 103.762 ms 103.748 ms
20 10.20.61.77 (10.20.61.77) 103.809 ms * *

I am also able to reach this host via ssi-eastern-04 which is where we have the Notification Engine instance running for this coverage area. What exactly is the issue?

/Christian

From: Ronald Cayabyab
Sent: Tuesday, October 06, 2015 1:24 PM
To: Chuck Wade; Eric W. Nisbet; Christian Lahti
Cc: Eric Johnson; Andrew Murphy; Support; Griffin, Robert
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thanks for the update. I wasn't aware of our IPsec tunnel. I turn you over to our IT Director, Christian Lahti.

SST™

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

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Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing

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Feel free to call me if you want to discuss this further or conduct some real-time tests. I'm in my office.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
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www.interisle.net

On 10/6/15 3:43 PM, Ronald Cayabyab wrote:

> Eric,
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your firewall if you haven't already done so? Also, I haven't received an invite for our meeting tomorrow. Will you be sending that today?

Thanks,

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

ref:_00D60Jm9t._50032tNsB9:ref

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Subject: RE: Test Tomorrow?

Hi Eric,

Sure, I am available tomorrow afternoon. Please send me an invite and send me the GPS coordinates you would like to use.

Thanks,

Ron
SST Support

Sent from my Verizon Wireless 4G LTE smartphone

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Subject: Test Tomorrow?

Good Morning Ron,

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Thanks,

Eric

LAN-TEL
COMMUNICATIONS, INC.

WWW.LAN-TEL.COM

Eric Nisbet

1400 Providence Highway, Suite 2000
Norwood, MA 02062
Phone: 781.551.8599
Fax: 781.551.8667
Cell: 781.760.8505

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This electronic transmission may contain information that is privileged, confidential and exempt from disclosure under applicable law. If you are not the intended recipient, please notify me immediately as use of this information is strictly prohibited.

From: Kyes, Brian <BKyes@chelseama.gov>
Sent: Monday, November 02, 2015 4:45 PM EST
To: Griffin, Robert
CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>; Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Batchelor, David
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing

Excellent!

Sent from my iPhone
Chief Brian Kyes
Chelsea Police Department

On Nov 2, 2015, at 2:33 PM, Griffin, Robert <RGriffin@chelseama.gov> wrote:

> Thanks for the update Eric.
>
> ---
>
> **LT. ROBERT E. GRIFFIN**
> **Chelsea Police Department**
> **19 Park Street**
> **Chelsea, Massachusetts 02150**
> **617-466-4805**
> **rgriffin@chelseama.gov**
>
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> **Sent:** Monday, November 02, 2015 2:21 PM
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> **Cc:** Andrew Murphy; Griffin, Robert; Chuck Wade
> **Subject:** Re: ShotSpotter (Chelsea, MA) - Camera integration testing
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>
> Respectfully ,
>
> Eric Johnson
> Project Manager
> Lan-Tel Communications
> 1400 Providence Highway, Suite 2000
> Norwood, MA 02062
>
> Cell: 617-413-2148
> Phone: 781-352-4656
> Fax: 781-551-8667
>
> ejohnson@lan-tel.com
> www.lan-tel.com
>
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>
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> >
> > Eric
> >
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> > To: "Griffin, Robert" <RGriffin@chelseama.gov>
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Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Mon, Nov 2, 2015 at 1:57 PM, Griffin, Robert <RGriffin@chelseama.gov> wrote:

> Eric,
>
> It's been almost a 3 weeks since our test. Have we made any progress on intergrating the ShotSpotter system with our DVtel camera system? We had 8 gunshots on 11/1/2015 at 1:27 AM. The DVtel system registered an alarm at that time and it appears the cameras moved. However, they returned to their presets with 8 seconds. Have we made any progress with adjusting the delay out to at least 10 minutes? Also, have we made any progress with getting the regular cameras to return to presets after 1 hour rather than 10 minutes?
>
> **LT. ROBERT E. GRIFFIN**
> **Chelsea Police Department**
> **19 Park Street**
> **Chelsea, Massachusetts 02150**
> **617-466-4805**
> **rgriffin@chelseama.gov**
>
> **From:** Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
> **Sent:** Wednesday, October 07, 2015 9:38 AM
> **To:** Griffin, Robert; Eric W. Nisbet; Chuck Wade; Christian Lahti
> **Cc:** Eric Johnson; Andrew Murphy; Support; itsupport
> **Subject:** RE: ShotSpotter (Chelsea, MA) - Camera integration testing
>
> Hi Lt. Griffin,
>
> No problem. Please inform your dispatch that we will be sending across a "Possible Gunshot" incident or two around 10:30AM PDT . I will reclassify them as "System Test" incidents after they have been sent by NE.
>
> Thanks,
>
> <image001.png>
>
> **Ron Cayabyab**
> **Technical Support Engineer III**
> Tel.510.794.3114 / Fax.650.887.2106
> rcayabyab@sst-inc.com
>
> **From:** Griffin, Robert [mailto:RGriffin@chelseama.gov]
> **Sent:** Wednesday, October 07, 2015 5:25 AM
> **To:** Ronald Cayabyab <RCayabyab@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>; Chuck Wade <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>
> **Cc:** Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; itsupport <itsupport@shotspotter.com>
> **Subject:** RE: ShotSpotter (Chelsea, MA) - Camera integration testing
>
> Thank you for all the hard work. I look forward to seeing the test at 12:30. But, be advised that I need to leave early today not later than 1:30.
>
> **LT. ROBERT E. GRIFFIN**
> **Chelsea Police Department**
> **19 Park Street**
> **Chelsea, Massachusetts 02150**
> **617-466-4805**

rgriffin@chelseama.gov

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Tuesday, October 06, 2015 6:14 PM
To: Eric W. Nisbet; Chuck Wade; Christian Lahti
Cc: Eric Johnson; Andrew Murphy; Support; Griffin, Robert; itsupport
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Great! Looks like we are ready for our test tomorrow. See you then.

<image001.png>

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

From: Eric W. Nisbet [mailto:enisbet@lan-tel.com]
Sent: Tuesday, October 06, 2015 2:52 PM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>; Chuck Wade <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Sorry for the delay in responding, I was driving. I checked and that signal was received at the Chelsea server.

Eric

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Tuesday, October 06, 2015 5:18 PM
To: Chuck Wade <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

All,

I just sent a system test and received no errors on our end. Can you verify that the payload was received on your end. Incident ID reference is 8075.

2015-10-06 05:14:07 Sending INCIUPD, IncidentID: 8075 on Channel SocketASCIIPayload [ChelseaMA on ssi-eastern-04 on SSI-EASTERN-04[1] <| Dispatch::MessageDispatcher.cs@167]
2015-10-06 05:14:07** Retry count 0 for INCIUPD, incidentId: 8075 [ChelseaMA on ssi-eastern-04 on SSI-EASTERN-04[1] <| SendRequest::Communication.cs@88]
2015-10-06 05:14:07 INCIUPD, incidentId: 8075 sent to 10.20.61.77:1111 [ChelseaMA on ssi-eastern-04 on SSI-EASTERN-04[1] <| SendRequest::Communication.cs@139]

Best regards,

<image001.png>

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

From: Ronald Cayabyab
Sent: Tuesday, October 06, 2015 1:59 PM

To: 'Chuck Wade' <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thanks, All. I can now reach the endpoint from our NE server. I will be sending some system tests and will check for errors on our end.

<image001.png>

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

From: Chuck Wade [mailto:Chuck@Interisle.net]
Sent: Tuesday, October 06, 2015 1:47 PM
To: Christian Lahti <clahti@shotspotter.com>; Ronald Cayabyab <RCayabyab@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing

Christian,

Thanks for stepping in. As I think you've just demonstrated, there is no longer a problem. For the record, there had been an IP address change on the remote endpoint, which was the cause of the earlier problem. However, that's been resolved, and your ping test shows that the correct host is reachable.

As an aside, is there any way that your service could perform periodic tests of the connections to the Metro Boston endpoints? In other words, can you run a periodic ping against <10.20.61.77> and its ilk? As a reminder, we run a ping watchdog against your test host, <10.112.0.38>. If there's a better address for us to monitor, please let me know.

Regarding the "strange" traceroute results, this is due to the bi-directional NAT we have set up plus a portion of the internal connection goes through an MPLS network (BoNet). Step 14 in your traceroute is where you're inside the MPLS network, and several of the traceroute steps are entry and exit addresses for this MPLS network.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 10/6/15 4:30 PM, Christian Lahti wrote:

> From our perspective the tunnel appears to be up:
>
> ```
> {primary:node1}
> admin@fwqtsrm04> show security ike sa | match 75.144.154.34
> 13491347 UP    69f4cdc94e938e4d  a0b53034b5fbc600  Main          75.144.154.34
>
> {primary:node1}
> admin@fwqtsrm04> show security ipsec sa | match 75.144.154.34
>   <131074 ESP:aes-cbc-256/sha1 6687135a 2381/ unlim - root 500 75.144.154.34
>   >131074 ESP:aes-cbc-256/sha1 18f89c 2381/ unlim - root 500  75.144.154.34
> ```
>
> And I am able to ping the NAT target from a host on our network, traceroute looks a bit strange:
>
> ```
> [clahti@lnclahti ~]$ ping 10.20.61.77
> PING 10.20.61.77 (10.20.61.77) 56(84) bytes of data.
> 64 bytes from 10.20.61.77: icmp_seq=1 ttl=109 time=101 ms
> 64 bytes from 10.20.61.77: icmp_seq=2 ttl=109 time=101 ms
> ```

64 bytes from 10.20.61.77: icmp_seq=3 ttl=109 time=100 ms
^C
--- 10.20.61.77 ping statistics ---
3 packets transmitted, 3 received, 0% packet loss, time 2209ms
rtt min/avg/max/mdev = 100.830/101.307/101.955/0.474 ms
[clahti@lnclahti ~]$ traceroute 10.20.61.77
traceroute to 10.20.61.77 (10.20.61.77), 30 hops max, 60 byte packets
1 10.10.102.1 (10.10.102.1) 5.199 ms 5.403 ms 5.590 ms
2 10.10.191.2 (10.10.191.2) 0.379 ms 10.10.192.2 (10.10.192.2) 0.387 ms 10.10.191.2 (10.10.191.2) 0.411 ms
3 10.11.194.253 (10.11.194.253) 2.092 ms 10.11.193.253 (10.11.193.253) 1.251 ms 1.317 ms
4 10.11.191.254 (10.11.191.254) 2.809 ms 2.929 ms 2.918 ms
5 10.12.194.254 (10.12.194.254) 74.698 ms 74.690 ms 74.675 ms
6 fwqtsrm04.shotspotter.com (10.12.101.233) 74.199 ms 74.017 ms 73.976 ms
7 10.20.61.77 (10.20.61.77) 100.462 ms 100.162 ms 100.018 ms
8 10.20.61.77 (10.20.61.77) 99.385 ms 103.919 ms 103.881 ms
9 10.20.61.77 (10.20.61.77) 103.880 ms 98.975 ms 100.028 ms
10 10.20.61.77 (10.20.61.77) 99.510 ms 97.592 ms 97.586 ms
11 10.20.61.77 (10.20.61.77) 101.715 ms 101.712 ms 101.691 ms
12 10.20.61.77 (10.20.61.77) 100.168 ms 99.597 ms 99.538 ms
13 10.20.61.77 (10.20.61.77) 103.522 ms 103.517 ms 103.506 ms
14 * * *
15 10.20.61.77 (10.20.61.77) 100.106 ms 99.411 ms 100.075 ms
16 10.20.61.77 (10.20.61.77) 100.059 ms 97.505 ms 97.148 ms
17 10.20.61.77 (10.20.61.77) 105.226 ms 105.186 ms 103.741 ms
18 10.20.61.77 (10.20.61.77) 104.683 ms 105.482 ms 105.468 ms
19 10.20.61.77 (10.20.61.77) 105.457 ms 103.762 ms 103.748 ms
20 10.20.61.77 (10.20.61.77) 103.809 ms * *

I am also able to reach this host via ssi-eastern-04 which is where we have the Notification Engine instance running for this coverage area. What exactly is the issue?

/Christian

From: Ronald Cayabyab
Sent: Tuesday, October 06, 2015 1:24 PM
To: Chuck Wade; Eric W. Nisbet; Christian Lahti
Cc: Eric Johnson; Andrew Murphy; Support; Griffin, Robert
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thanks for the update. I wasn't aware of our IPsec tunnel. I turn you over to our IT Director, Christian Lahti.

<image001.png>

Ron Cayabyab
Technical Support Engineer III
Tel.510.794.3114 / Fax.650.887.2106
rcayabyab@sst-inc.com

From: Chuck Wade [mailto:Chuck@Interisle.net]
Sent: Tuesday, October 06, 2015 1:04 PM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing

Ron,

To be able to reach the Chelsea endpoint via its NAT'ed address of <10.20.61.77>, you need to be coming in via the IPsec tunnel from the ShotSpotter data center to the PSnet firewall. Your <209.10.80.38> address is a public-facing address, and is not even the address we have for the firewall at your end that terminates the IPsec tunnel.

For the record, the IPsec tunnel has SA addresses of <209.10.80.37> on the ShotSpotter end, and <75.144.154.34> for the PSnet firewall at Boston Police HQ. There is only one Phase 2 mapping, with <10.112.0.0/16> on the ShotSpotter end and <10.20.61.0/24> on the PSnet end. Only addresses from the <10.112.0.0/16> space will be able to traverse the tunnel from your end.

Feel free to call me if you want to discuss this further or conduct some real-time tests. I'm in my office.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 10/6/15 3:43 PM, Ronald Cayabyab wrote:

> Eric,
>
> Currently, I am unable to reach the vms endpoint at 10.20.61.77 on port 1111 with a src ip of 209.10.80.38. Can you check your logs to see why we are getting refused and provision this ip in your firewall if you haven't already done so? Also, I haven't received an invite for our meeting tomorrow. Will you be sending that today?
>
> Thanks,
>
> <image001.png>
>
> **Ron Cayabyab**
> **Technical Support Engineer III**
> Tel.510.794.3114 / Fax.650.887.2106
> rcayabyab@sst-inc.com
>
> ref:_00D60Jm9t._50032tNsB9:ref
>
> ---
>
> **From:** Eric W. Nisbet [mailto:enisbet@lan-tel.com]
> **Sent:** Tuesday, October 06, 2015 8:08 AM
> **To:** Ronald Cayabyab <RCayabyab@shotspotter.com>
> **Cc:** Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>
> **Subject:** RE: Test Tomorrow?
>
> Thank you Sir. Will do.
>
> Eric
>
> ---
>
> **From:** Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
> **Sent:** Tuesday, October 06, 2015 11:06 AM
> **To:** Eric W. Nisbet <enisbet@lan-tel.com>
> **Cc:** Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>
> **Subject:** RE: Test Tomorrow?
>
> Hi Eric,
>
> Sure, I am available tomorrow afternoon. Please send me an invite and send me the GPS coordinates you would like to use.
>
> Thanks,
>
> Ron
> SST Support
>
> Sent from my Verizon Wireless 4G LTE smartphone
>
> -------- Original message --------
> From: "Eric W. Nisbet" <enisbet@lan-tel.com>
> Date: 10/6/2015 7:34 AM (GMT-08:00)
> To: Ronald Cayabyab <RCayabyab@shotspotter.com>
> Cc: Eric Johnson <ejohnson@Lan-Tel.com>, Andrew Murphy <andrew.murphy@boston.gov>, "Chuck Wade (Chuck@interisle.net)" <Chuck@interisle.net>

Subject: Test Tomorrow?

Good Morning Ron,

Can we please schedule a test of the Chelsea PD Shot Spotter system for tomorrow afternoon? We will provide an address for targeting.

Thanks,

Eric

LAN-TEL
COMMUNICATIONS, INC.
WWW.LAN-TEL.COM

Eric Nisbet

1400 Providence Highway, Suite 2000
Norwood, MA 02062
Phone: 781.551.8599
Fax: 781.551.8667
Cell: 781.760.8505

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This electronic transmission may contain information that is privileged, confidential and exempt from disclosure under applicable law. If you are not the intended recipient, please notify me immediately as use of this information is strictly prohibited.

From: Chuck Wade <Chuck@Interisle.net>
Sent: Tuesday, November 03, 2015 12:01 PM EST
To: Brenda Jones <Brenda Jones <Brenda.Jones@Boston.gov>>; Eamon Miller <Eamon Miller <Eamon.Miller@Boston.gov>>; Andrew Murphy <Andrew Murphy <Andrew.Murphy@Boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <Deirdre.Habershaw@Boston.gov>>; Scott Wilder <Scott Wilder <SWilder@BrooklineMA.gov>>; John Cowhig <John Cowhig <JCowhig@ChelseaMA.gov>>; Gerry Reardon <Gerry Reardon <GReardon@CambridgeFire.Org>>
CC: Steven Ford <Steven Ford <SFord@ReverePolice.org>>; David Menzies <David Menzies <David.Menzies@D2Five.com>>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; Mark Savage <Mark Savage <MSavage@LAN-TEL.com>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>
Subject: PSnet/CIMS: Update on failed AirPair 200 ODUs; options to restore service
Attachment(s): "smime.p7s"

Folks,

After some back and forth with DragonWave, it has been determined that the two AirPair ODUs that failed cannot be repaired, and our only option to repair the two backbone links would be to order replacement ODUs. We have also been able to confirm that they do have two units in inventory that can be ordered (their inventory for this older product line is quite limited). The discounted price per unit is $2,000, and they will not charge for the software license to operate these links at the rated 200 Mbps.

I recommend that we order the two replacement ODUs and restore these two backbone links as originally deployed. My analysis leading to this recommendation is presented below:

> *Aside: we also determined that these two failed units were from a small batch that shipped with what should have been temporary labels covering the LED view ports. Most units shipped with a thicker piece of plastic that has not suffered from the UV degradation that allowed water into these two units that failed. If you know what you're looking for, it is relatively easy to determine whether another unit has the correct label, or the thin deficient label. I'll provide some photos to LAN-TEL and D2Five so we can collectively determine whether we have other units with this same vulnerability.*

Analysis of options and costs:

1. *Do we need to restore both links?*
    - Both links are not needed for capacity, but having both available does improve resilience and overall network survivability.
    - Without the Whidden <=> JFK link, the Whidden site is reliant upon two, somewhat circuitous paths via Chelsea and Somerville. The Chelsea link is a BridgeWave 80 GHz that is inherently quite susceptible to rain fade. The link to Somerville's Burton Faulkner site may be impacted by construction of a new high rise building at Assembly Square (we're watching this).
    - The Broadway Tower site is strategic in that it has a direct fiber link to the P25 "Reservoir" radio site at TF Carroll Way. Furthermore, since Revere PD and Broadway Tower are connected via Soldiers' Home, there is exposure to any problems at Soldiers' Home. Restoring Broadway Tower <=> JFK adds a second path to the backbone for Revere.
    - If we can only afford to replace one link, the best option would be to repair the Broadway Tower radio, and then accelerate plans to connect Everett to the Revere Reservoir site. (This would likely cost between $5k to $9k inclusive of equipment and labor.)
2. *Are there options to deploy new equipment, instead of repairing the old AirPair links?*
    - The primary constraint is that no newer equipment will interoperate with the older AirPair radios. This means we would need to replace both ends.
    - List pricing for current DragonWave 23 GHz models is approximately $7,500 per pair, but we'd need to add ~ $3,500 for software licensing to get to higher speeds, so a budgetary estimate for equipment only is $11,000 per link. Installation costs would be anywhere from $4k to $8k. FCC licensing costs would need to be considered as well, but are relatively modest. Based on a quick survey of vendors, DragonWave is competitive with their pricing. (Aside: These prices are less than half what they were a few years ago.)
    - In theory, we could replace one link with new radios, and move one working AirPair ODU from JFK to the other site as a way to restore service to both links.
    - However, since any work on JFK is going to be expensive (involving certified tower climbers), the labor costs could easily exceed the cost of either replacing both AirPair ODUs at the other sites. Putting in a new link would also involve expensive labor costs at JFK. There would be some overlap with the work required to re-align the radios that shoot to Whidden and Winthrop, so this is not a straight comparison.
    - Strategically, we want to phase out the JFK site. Therefore, it makes sense to minimize any work we do at this site in the short term to just basic maintenance and re-alignments.
    - If we do put in a new link, then our strong recommendation would be to connect Soldiers' Home to the McCormack office building at 1 Ashburton, where we could tie into Loop A fiber. This would be the best option, but it is a more complex project that would involve multiple actors.
3. *Assuming we replace the failed AirPair ODUs, what are the other costs?*

- Physically replacing the ODUs that have already been removed (half the job) is fairly straight forward, and would require a couple of hours for one person. This entails remounting the ODU onto the existing bracket (easy), reconnecting the cables (easy), weather-proofing the cable connections (time consuming), and connecting into the lightning arrestor at each site (easy at Whidden, time consuming at Broadway Tower).
- It will also be necessary to configure the new ODU and test it out with the remote unit, and integrate into PSnet network management. This will require 1 - 3 hours per radio. There are a lot of parameters that need to be set and checked out.
- A reasonable budgetary estimate is four hours of labor per ODU replacement. However, I should note that labor has already been expended to remove these two ODUs, assess the failure, and explore the options with the vendor. A rough estimate is that we've already sunk at least eight hours so far into dealing with these problems, and I'm not counting the time that LAN-TEL spent confirming that the Broadway Tower ODU was not a simple power supply problem.
- Finally, we still need to re-align the AirPair radio at JFK that shoots to Whidden. We also need to re-align the DragonWave Horizon (new model) radio on JFK that shoots to Winthrop PD. It would be cost effective to do both jobs at the same time, but we'll need the Whidden ODU replaced before we can re-align its mate at JFK.

I hope I've addressed everyone's questions, but I can discuss any of these issues and options in further detail as necessary.

Please let me know how we should proceed.

...Chuck
--

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

From: Reardon, Gerry <GReardon@CambridgeFire.Org>
Sent: Tuesday, November 03, 2015 12:12 PM EST
To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>
CC: Brenda Jones <Brenda Jones <Brenda.Jones@Boston.gov>>; Eamon Miller <Eamon Miller <Eamon.Miller@Boston.gov>>; Andrew Murphy <Andrew Murphy <Andrew.Murphy@Boston.gov>>; Deirdre Habershaw < Deirdre Habershaw <Deirdre.Habershaw@Boston.gov>>; Scott Wilder <Scott Wilder <SWilder@BrooklineMA.gov>>; John Cowhig <John Cowhig <JCowhig@ChelseaMA.gov>>; Steven Ford <Steven Ford <SFord@ReverePolice.org>>; David Menzies <David Menzies <David.Menzies@D2Five.com>>; Eric Johnson < Eric Johnson <EJohnson@LAN-TEL.com>>; Mark Savage <Mark Savage <MSavage@LAN-TEL.com>>; Fred Goldstein < Fred Goldstein <Fred@Interisle.net>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>
Subject: Re: PSnet/CIMS: Update on failed AirPair 200 ODUs; options to restore service

If available I would agree.

Gerald R. Reardon

Chief of Department
Chief Engineer
Cambridge Fire Department
491 Broadway
Cambridge, MA 02138
617-349-4974

On Nov 3, 2015, at 12:01, Chuck Wade <Chuck@Interisle.net> wrote:

> Folks,
>
> After some back and forth with DragonWave, it has been determined that the two AirPair ODUs that failed cannot be repaired, and our only option to repair the two backbone links would be to order replacement ODUs. We have also been able to confirm that they do have two units in inventory that can be ordered (their inventory for this older product line is quite limited). The discounted price per unit is $2,000, and they will not charge for the software license to operate these links at the rated 200 Mbps.
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>
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Please let me know how we should proceed.

...Chuck
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Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

From: Scott Wilder <swilder@brooklinema.gov>
Sent: Tuesday, November 03, 2015 12:14 PM EST
To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Brenda Jones <Brenda Jones <Brenda.Jones@Boston.gov>>; Eamon Miller <Eamon Miller <Eamon.Miller@Boston.gov>>; Andrew Murphy <Andrew Murphy <Andrew.Murphy@Boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <Deirdre.Habershaw@Boston.gov>>; John Cowhig <John Cowhig <JCowhig@ChelseaMA.gov>>; Gerry Reardon <Gerry Reardon <GReardon@CambridgeFire.Org>>
CC: Steven Ford <Steven Ford <SFord@ReverePolice.org>>; David Menzies <David Menzies <David.Menzies@D2Five.com>>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; Mark Savage <Mark Savage <MSavage@LAN-TEL.com>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>
Subject: RE: PSnet/CIMS: Update on failed AirPair 200 ODUs; options to restore service

Hi Chuck,
I think for quickness sake, go with the repair, we can figure out future options at another point in time, but for the time being, my
recommendation is go for the repair now.
Thanks,
Scott

Officer Scott Wilder
Director of Technology
Brookline Police Department
350 Washington Street
Brookline, MA. 02445-6800
Office : 617-730-2259
swilder@brooklinema.gov

From: Chuck Wade [mailto:Chuck@Interisle.net]
Sent: Tuesday, November 03, 2015 12:02 PM
To: Brenda Jones; Eamon Miller; Andrew Murphy; Deirdre Habershaw; Scott Wilder; John Cowhig; Gerry Reardon
Cc: Steven Ford; David Menzies; Eric Johnson; Mark Savage; Fred Goldstein; Colin Strutt
Subject: PSnet/CIMS: Update on failed AirPair 200 ODUs; options to restore service
Importance: High

Folks,

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From: Ford Lt Steven <sford@reverepolice.org>
Sent: Tuesday, November 03, 2015 12:38 PM EST
To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>
CC: Brenda Jones <Brenda Jones <Brenda.Jones@Boston.gov>>; Eamon Miller <Eamon Miller <Eamon.Miller@Boston.gov>>; Andrew Murphy <Andrew Murphy <Andrew.Murphy@Boston.gov>>; Deirdre Habershaw < Deirdre Habershaw <Deirdre.Habershaw@Boston.gov>>; Scott Wilder <Scott Wilder <SWilder@BrooklineMA.gov>>; John Cowhig <John Cowhig <JCowhig@ChelseaMA.gov>>; Gerry Reardon <Gerry Reardon <GReardon@CambridgeFire.Org>>; David Menzies <David Menzies <David.Menzies@D2Five.com>>; Eric Johnson < Eric Johnson <EJohnson@LAN-TEL.com>>; Mark Savage <Mark Savage <MSavage@LAN-TEL.com>>; Fred Goldstein < Fred Goldstein <Fred@Interisle.net>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>
Subject: Re: PSnet/CIMS: Update on failed AirPair 200 ODUs; options to restore service

I am for the replacements if we can do it.

Sent from my iPhone

On Nov 3, 2015, at 12:01 PM, Chuck Wade <Chuck@Interisle.net> wrote:

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>
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Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

From: Cowhig, John <JCowhig@chelseama.gov>
Sent: Tuesday, November 03, 2015 12:45 PM EST
To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Brenda Jones <Brenda Jones <Brenda.Jones@Boston.gov>>; Eamon Miller <Eamon Miller <Eamon.Miller@Boston.gov>>; Andrew Murphy <Andrew Murphy <Andrew.Murphy@Boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <Deirdre.Habershaw@Boston.gov>>; Scott Wilder <Scott Wilder <SWilder@BrooklineMA.gov>>; Gerry Reardon <Gerry Reardon <GReardon@CambridgeFire.Org>>
CC: Steven Ford <Steven Ford <SFord@ReverePolice.org>>; David Menzies <David Menzies <David.Menzies@D2Five.com>>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; Mark Savage <Mark Savage <MSavage@LAN-TEL.com>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>
Subject: RE: PSnet/CIMS: Update on failed AirPair 200 ODUs; options to restore service

Chuck,

I agree with your assessment and recommendation.

Thanks
//Cowhig

Sgt. John A. Cowhig
Chelsea Police Department
19 Park Street
Chelsea, MA 02150

(617) 466-4809 (Office)
(617) 466-4854 (Fax)

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From: Chuck Wade [mailto:Chuck@Interisle.net]
Sent: Tuesday, November 03, 2015 12:02 PM
To: Brenda Jones; Eamon Miller; Andrew Murphy; Deirdre Habershaw; Scott Wilder; Cowhig, John; Gerry Reardon
Cc: Steven Ford; David Menzies; Eric Johnson; Mark Savage; Fred Goldstein; Colin Strutt
Subject: PSnet/CIMS: Update on failed AirPair 200 ODUs; options to restore service

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From: Vickie Balaschi <VBalaschi@Lan-Tel.com>
Sent: Tuesday, November 03, 2015 1:06 PM EST
To: Andrew Murphy (andrew.murphy@boston.gov) < Andrew Murphy (andrew.murphy@boston.gov) <andrew.murphy@boston.gov>>
CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>
Subject: CIMS September Invoice
Attachment(s): "Invoice #9914193.pdf","September 2015 Billing.xls"

Hi Andrew,

Please see the attached invoice and backup for CIMS maintenance work performed in the month of September. Please feel free to reach out with any questions. Have a great afternoon!

Thanks,
Vickie

LAN-TEL
COMMUNICATIONS, INC.

Vickie Balaschi
1400 Providence Highway, Suite 2000
Norwood, MA 02062
Phone: 781.352.4637
Fax: 781.551.8667
Cell: 774.766.8616
vbalaschi@lan-tel.com
www.lan-tel.com

From: Eamon Miller <eamon.miller@boston.gov>
Sent: Tuesday, November 03, 2015 4:33 PM EST
To: Chuck Wade <Chuck Wade <Chuck@interisle.net>>
CC: Brenda Jones <Brenda Jones <Brenda.Jones@boston.gov>>; Andrew Murphy <Andrew Murphy <Andrew.Murphy@boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <Deirdre.Habershaw@boston.gov>>; Scott Wilder <Scott Wilder <SWilder@brooklinema.gov>>; John Cowhig <John Cowhig <JCowhig@chelseama.gov>>; Gerry Reardon <Gerry Reardon <GReardon@cambridgefire.org>>; Steven Ford <Steven Ford <SFord@reverepolice.org>>; David Menzies <David Menzies <David.Menzies@d2five.com>>; Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; Mark Savage <Mark Savage <MSavage@lan-tel.com>>; Fred Goldstein <Fred Goldstein <Fred@interisle.net>>; Colin Strutt <Colin Strutt <Colin@interisle.net>>
Subject: Re: PSnet/CIMS: Update on failed AirPair 200 ODUs; options to restore service

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Thank you for being so thorough and providing us with this information. After some discussion, we will take your recommendation and have the ODU's replaced given that this is a very critical issue.

thank you,
Eamon

On Tue, Nov 3, 2015 at 12:01 PM, Chuck Wade<Chuck@interisle.net> wrote:

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    - List pricing for current DragonWave 23 GHz models is approximately $7,500 per pair, but we'd need to add ~ $3,500 for software licensing to get to higher speeds, so a budgetary estimate for equipment only is $11,000 per link. Installation costs would be anywhere from $4k to $8k. FCC licensing costs would need to be considered as well, but are relatively modest. Based on a quick survey of vendors, DragonWave is competitive with their pricing. (Aside: These prices are less than half what they were a few years ago.)
    - In theory, we could replace one link with new radios, and move one working AirPair ODU from JFK to the other site as a way to restore service to both links.
    - However, since any work on JFK is going to be expensive (involving certified tower climbers), the labor costs could easily exceed the cost of either replacing both AirPair ODUs at the other sites. Putting in a new link would also involve expensive labor costs at JFK. There would be some overlap with the work required to re-align the radios that shoot to Whidden and Winthrop, so this is not a straight comparison.
    - Strategically, we want to phase out the JFK site. Therefore, it makes sense to minimize any work we do at this site in the short term to just basic maintenance and re-alignments.
    - If we do put in a new link, then our strong recommendation would be to connect Soldiers' Home to the McCormack office building at 1 Ashburton, where we could tie into Loop A fiber. This would be the best option, but it is a more complex project that would involve multiple actors.
3. *Assuming we replace the failed AirPair ODUs, what are the other costs?*
    - Physically replacing the ODUs that have already been removed (half the job) is fairly straight forward, and would require a couple of hours for one person. This entails remounting the ODU onto the existing bracket (easy), reconnecting the cables (easy), weather-proofing the cable connections (time consuming), and connecting into the lightning arrestor at each site (easy at Whidden, time consuming at Broadway Tower).
    - It will also be necessary to configure the new ODU and test it out with the remote unit, and integrate into PSnet network management. This will require 1 - 3 hours per radio. There are a lot of parameters that need to be set and checked out.
    - A reasonable budgetary estimate is four hours of labor per ODU replacement. However, I should note that labor has already been expended to remove these two ODUs, assess the failure, and explore the options with the vendor. A rough estimate is that we've already sunk at least eight hours so far into dealing with these problems, and I'm not counting the time that LAN-TEL spent confirming that the Broadway Tower ODU was not a simple power supply problem.
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I hope I've addressed everyone's questions, but I can discuss any of these issues and options in further detail as necessary.

Please let me know how we should proceed.

...Chuck
--

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

--

Eamon Miller
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201

Phone: 617-635-1400 | Fax: 617-635-2974 | eamon.miller@cityofboston.gov

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Tuesday, November 03, 2015 4:41 PM EST
To: Vickie Balaschi <Vickie Balaschi <VBalaschi@lan-tel.com>>
CC: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>
Subject: Re: CIMS September Invoice

Thanks Vickie.

_____

Andrew Murphy
Regional Planner

City of Boston
Office of Emergency Management

Sent from my iPhone

On Nov 3, 2015, at 1:06 PM, Vickie Balaschi <VBalaschi@lan-tel.com> wrote:

> Hi Andrew,
>
> Please see the attached invoice and backup for CIMS maintenance work performed in the month of September. Please feel free to reach out with any questions. Have a great afternoon!
>
> Thanks,
> Vickie
>
> LAN-TEL
> COMMUNICATIONS, INC.
>
> Vickie Balaschi
> 1400 Providence Highway, Suite 2000
> Norwood, MA 02062
> Phone: 781.352.4637
> Fax: 781.551.8667
> Cell: 774.766.8616
> vbalaschi@lan-tel.com
> www.lan-tel.com
>
> <Invoice #9914193.pdf>
>
> <September 2015 Billing.xls>

From: Chuck Wade <Chuck@Interisle.net>
Sent: Tuesday, November 03, 2015 5:59 PM EST
To: Eamon Miller <Eamon Miller <eamon.miller@boston.gov>>
CC: Brenda Jones <Brenda Jones <Brenda.Jones@boston.gov>>; Andrew Murphy <Andrew Murphy <Andrew.Murphy@boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <Deirdre.Habershaw@boston.gov>>; Scott Wilder <Scott Wilder <SWilder@brooklinema.gov>>; John Cowhig <John Cowhig <JCowhig@chelseama.gov>>; Gerry Reardon <Gerry Reardon <GReardon@cambridgefire.org>>; Steven Ford <Steven Ford <SFord@reverepolice.org>>; David Menzies <David Menzies <David.Menzies@d2five.com>>; Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; Mark Savage <Mark Savage <MSavage@lan-tel.com>>; Fred Goldstein <Fred Goldstein <Fred@interisle.net>>; Colin Strutt <Colin Strutt <Colin@interisle.net>>
Subject: Re: PSnet/CIMS: Update on failed AirPair 200 ODUs; options to restore service
Attachment(s): "smime.p7s"

Eamon,

Thanks for getting back to me in such a timely manner. I will place the order with DragonWave tomorrow morning, and I hope to have these replacement units within a few business days. Since DragonWave is a Canadian company (as are many of the microwave manufacturers, including BridgeWave), there may be a delay as these are shipped through US and Canadian customs.

I'll provide further updates as we proceed with restoring service on these two backbone links.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 11/3/15 4:33 PM, Eamon Miller wrote:

> Hi Chuck,
>
> Your recommendation:
>
> Folks,
>
> After some back and forth with DragonWave, it has been determined that the two AirPair ODUs that failed cannot be repaired, and our only option to repair the two backbone links would be to order replacement ODUs. We have also been able to confirm that they do have two units in inventory that can be ordered (their inventory for this older product line is quite limited). The discounted price per unit is $2,000, and they will not charge for the software license to operate these links at the rated 200 Mbps.
>
> I recommend that we order the two replacement ODUs and restore these two backbone links as originally deployed. My analysis leading to this recommendation is presented below:
>
> *Aside: we also determined that these two failed units were from a small batch that shipped with what should have been temporary labels covering the LED view ports. Most units shipped with a thicker piece of plastic that has not suffered from the UV degradation that allowed water into these two units that failed. If you know what you're looking for, it is relatively easy to determine whether another unit has the correct label, or the thin deficient label. I'll provide some photos to LAN-TEL and D2Five so we can collectively determine whether we have other units with this same vulnerability.*
>
> Thank you for being so thorough and providing us with this information. After some discussion, we will take your recommendation and have the ODU's replaced given that this is a very critical issue.
>
> thank you,
> Eamon
>
> On Tue, Nov 3, 2015 at 12:01 PM, Chuck Wade <Chuck@interisle.net> wrote:
>> Folks,
>>
>> After some back and forth with DragonWave, it has been determined that the two AirPair ODUs that failed cannot be repaired, and our only option to repair the two backbone links would be to order replacement ODUs. We have also been able to confirm that they do have two units in inventory that can be ordered (their inventory for this older product line is quite limited). The discounted price per unit is $2,000, and they will not charge for the software license to operate these links at the rated 200 Mbps.
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Analysis of options and costs:

1. *Do we need to restore both links?*
    - Both links are not needed for capacity, but having both available does improve resilience and overall network survivability.
    - Without the Whidden <=> JFK link, the Whidden site is reliant upon two, somewhat circuitous paths via Chelsea and Somerville. The Chelsea link is a BridgeWave 80 GHz that is inherently quite susceptible to rain fade. The link to Somerville's Burton Faulkner site may be impacted by construction of a new high rise building at Assembly Square (we're watching this).
    - The Broadway Tower site is strategic in that it has a direct fiber link to the P25 "Reservoir" radio site at TF Carroll Way. Furthermore, since Revere PD and Broadway Tower are connected via Soldiers' Home, there is exposure to any problems at Soldiers' Home. Restoring Broadway Tower <=> JFK adds a second path to the backbone for Revere.
    - If we can only afford to replace one link, the best option would be to repair the Broadway Tower radio, and then accelerate plans to connect Everett to the Revere Reservoir site. (This would likely cost between $5k to $9k inclusive of equipment and labor.)
2. *Are there options to deploy new equipment, instead of repairing the old AirPair links?*
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Regional Planner

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From: Murray Shafiroff <murray.shafiroff@boston.gov>
Sent: Wednesday, November 04, 2015 6:57 AM EST
To: Abhishek Khule <Abhishek Khule <akhule@bphc.org>>; Alexandros Pelekanakis <Alexandros Pelekanakis <apelekanakis@genetec.com>>; Anne Vaillancourt <Anne Vaillancourt <availlancourt@genetec.com>>; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Brian Barcelou <Brian Barcelou <brian.barcelou@pd.boston.gov>>; Brian Henry <Brian Henry <bhenry@mbta.com>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; Daniel Keeler <Daniel Keeler <daniel.keeler@pd.boston.gov>>; Don Burgess <Don Burgess <don.burgess@boston.gov>>; Donna Morris <Donna Morris <donna.morris@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Jarrod Fullerton <Jarrod Fullerton <jfullerton@genetec.com>>; Jason Marshall <Jason Marshall <jason.marshall@pd.boston.gov>>; Jeff Beers <Jeff Beers <jbeers@bphc.org>>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Larry Louis <Larry Louis <larry.louis@boston.gov>>; Michael Driscoll <Michael Driscoll <mdriscoll@dvtel.com>>; Michael Kane <Michael Kane <michael.kane@boston.gov>>; Mike Lynch (DoIT) < Mike Lynch (DoIT) <mike.lynch@boston.gov>>; Nelson Vasconcelos <Nelson Vasconcelos <nelson.vasconcelos@siemens.com>>; Robert Slade <Robert Slade <robert.slade@boston.gov>>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; Stephanie Nappi <Stephanie Nappi <stephanie.nappi@siemens.com>>; Tom Deloriea <Tom Deloriea <tom.deloriea@isilon.com>>; Vincent Stancato <Vincent Stancato <vincent.stancato@pd.boston.gov>>; William Joyce <William Joyce <william.joyce@boston.gov>>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>>; Zebedeo Pena <Zebedeo Pena <zpena@genetec.com>>; ithomas@vidsys.com <ithomas@vidsys.com>; jwagner@vidsys.com <jwagner@vidsys.com>; jwarchol@bpl.org; mfrench@lan-tel.com <mfrench@lan-tel.com>
Subject: Agenda - City Wide Camera Meeting
Attachment(s): "Agenda- Security Camera Strategy 11-04-15.docx"

Guys,

Please find attached the agenda for todays meeting

Thanks
Murray

From: Chuck Wade <Chuck@Interisle.net>
Sent: Wednesday, November 04, 2015 2:42 PM EST
To: Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; Mark Savage <Mark Savage <MSavage@LAN-TEL.com>>; David Menzies <David Menzies <David.Menzies@D2Five.com>>
CC: Brenda Jones <Brenda Jones <Brenda.Jones@Boston.gov>>; Eamon Miller <Eamon Miller <Eamon.Miller@Boston.gov>>; Andrew Murphy <Andrew Murphy <Andrew.Murphy@Boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <Deirdre.Habershaw@Boston.gov>>; Scott Wilder <Scott Wilder <SWilder@BrooklineMA.gov>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>
Subject: PSnet: Identifying AirPair ODUs with LED view-port water vulnerabilities
Attachment(s): "smime.p7s"

Eric, Mark, Dave,

As I've learned, DragonWave apparently shipped a "few" AirPair ODUs with a label over the LED view ports that was not adequate, and subject to UV degradation that eventually allows water to enter the housing through the view ports. These labels were probably produced on a standard label printer, perhaps as a pilot production. Units should not have been shipped to the field with these deficient labels, but we managed to get at least two of these, which have now failed. Sadly, a review of my site photos indicates that most of the AirPair ODUs we have came with these defective labels.

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Here is a summary of sites and AirPair links:

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Some notes on the above information:

1. A lightening strike at JFK took out the original AirPairs. I believe all of the ODUs were replaced, but a visual inspection is necessary. My photos pre-date the replacement/repair of these radios.
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3. The AirPair link between Walnut Park and the Young Achievers School uses AirPair 50 models. It appears that these

models used the better labels. Furthermore, the unit at Walnut Park was replaced back in 2010 when it failed.

There is a fairly easy way to determine if a label is bad. If the middle (4th) LED is labeled "Interface Type" then it is most likely bad. If this same LED is labeled "Duplex" then the label is probably good. The bad labels also have a somewhat fuzzy appearance, whereas the good labels have a crisp appearance, even after weather exposure. The good labels are also visibly thicker than the bad labels, which are a thin sheet of plastic.

Here is a photo of a bad/deficient label (note the "Interface Type" description for the middle LED):

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Finally, I hope to complete today the order to DragonWave for the replacement AirPair ODUs. I'm just waiting for them to acknowledge the order.

...Chuck
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From: Scott Wilder <swilder@brooklinema.gov>
Sent: Wednesday, November 04, 2015 2:55 PM EST
To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; Mark Savage <Mark Savage <MSavage@LAN-TEL.com>>; David Menzies <David Menzies <David.Menzies@D2Five.com>>
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Subject: RE: PSnet: Identifying AirPair ODUs with LED view-port water vulnerabilities

All,
I guess the question I will ask is what recourse do we have with the vendor to make good on these faulty units?
I think OEM, would need to be the lead on this , since the region was sold faulty units. Perhaps there is no recourse due to the age of the units??
but we should put pressure on the manufacturer to make good.
We are now dealing with more than just replacing 2 bad units, we have potentially many more that could cause major issues across Psnet and Cisms.

Scott

Officer Scott Wilder
Director of Technology
Brookline Police Department
350 Washington Street
Brookline, MA. 02445-6800
Office : 617-730-2259
swilder@brooklinema.gov

From: Chuck Wade [mailto:Chuck@Interisle.net]
Sent: Wednesday, November 04, 2015 2:42 PM
To: Eric Johnson; Mark Savage; David Menzies
Cc: Brenda Jones; Eamon Miller; Andrew Murphy; Deirdre Habershaw; Scott Wilder; Fred Goldstein; Colin Strutt
Subject: PSnet: Identifying AirPair ODUs with LED view-port water vulnerabilities

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From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Wednesday, November 04, 2015 3:18 PM EST
To: Chuck Wade <Chuck Wade <Chuck@interisle.net>>
CC: Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; Mark Savage <Mark Savage <MSavage@lan-tel.com>>; David Menzies <David Menzies <David.Menzies@d2five.com>>; Brenda Jones <Brenda Jones <Brenda.Jones@boston.gov>>; Eamon Miller <Eamon Miller <Eamon.Miller@boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <Deirdre.Habershaw@boston.gov>>; Scott Wilder <Scott Wilder <SWilder@brooklinema.gov>>; Fred Goldstein <Fred Goldstein <Fred@interisle.net>>; Colin Strutt <Colin Strutt <Colin@interisle.net>>
Subject: Re: PSnet: Identifying AirPair ODUs with LED view-port water vulnerabilities
Attachment(s): "hfjigida..jpg","icjgfjhd..jpg"

Chuck, thank you very much for this comprehensive explanation. We appreciate all your hard work and your efforts on behalf of the MBHSR. If you need anything from OEM let us know.

Andrew

_____

Andrew Murphy
Regional Planner

City of Boston
Office of Emergency Management

Sent from my iPhone

On Nov 4, 2015, at 2:42 PM, Chuck Wade <Chuck@interisle.net> wrote:

> Eric, Mark, Dave,
>
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	Broadway Tower	**Bad**	CW or DM to fix

Whidden Hospital, Everett	**To Site**	**Label Status**	**Notes**
	JFK Federal Building	Was bad	Failed ODU to be replaced

Broadway Tower, Revere	**To Site**	**Label Status**	**Notes**
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Some notes on the above information:

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Finally, I hope to complete today the order to DragonWave for the replacement AirPair ODUs. I'm just waiting for them to acknowledge the order.

...Chuck
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Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Wednesday, November 04, 2015 3:20 PM EST
To: Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>
CC: Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; Mark Savage <Mark Savage <MSavage@lan-tel.com>>; David Menzies <David Menzies <David.Menzies@d2five.com>>; Brenda Jones <Brenda Jones <Brenda.Jones@boston.gov>>; Eamon Miller <Eamon Miller <Eamon.Miller@boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <Deirdre.Habershaw@boston.gov>>; Fred Goldstein <Fred Goldstein <Fred@interisle.net>>; Colin Strutt <Colin Strutt <Colin@interisle.net>>
Subject: Re: PSnet: Identifying AirPair ODUs with LED view-port water vulnerabilities
Attachment(s): "image001.jpg","image002.jpg"

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_____

Andrew Murphy
Regional Planner

City of Boston
Office of Emergency Management

Sent from my iPhone

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> I guess the question I will ask is what recourse do we have with the vendor to make good on these faulty units?
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>
> Scott
>
> Officer Scott Wilder
> Director of Technology
> Brookline Police Department
> 350 Washington Street
> Brookline, MA. 02445-6800
> Office : 617-730-2259
> swilder@brooklinema.gov
>
> ---
>
> **From:** Chuck Wade [mailto:Chuck@Interisle.net]
> **Sent:** Wednesday, November 04, 2015 2:42 PM
> **To:** Eric Johnson; Mark Savage; David Menzies
> **Cc:** Brenda Jones; Eamon Miller; Andrew Murphy; Deirdre Habershaw; Scott Wilder; Fred Goldstein; Colin Strutt
> **Subject:** PSnet: Identifying AirPair ODUs with LED view-port water vulnerabilities
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	Broadway Tower	Unknown	Probably replaced

35 Northampton, Boston

To Site	Label Status	Notes
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Walnut Park/Egleston, Boston

To Site	Label Status	Notes
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Young Achievers	OK	Original replaced

Young Achievers School, Boston (formerly Solomon Lewenberg)

To Site	Label Status	Notes
Walnut Park/Egleston	OK	AirPair 50; original OK

Soldiers' Home, Chelsea

To Site	Label Status	Notes
Broadway Tower	**Bad**	CW or DM to fix

Whidden Hospital, Everett

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JFK Federal Building	Was bad	Failed ODU to be replaced

Broadway Tower, Revere

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JFK Federal Building	Was bad	Failed ODU to be replaced
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Some notes on the above information:

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From: David Menzies - Mobile <david.menzies@d2five.com>
Sent: Wednesday, November 04, 2015 4:30 PM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>
CC: David T. Menzies < David T. Menzies <david.menzies@d2five.com>>; Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; Mark Savage <Mark Savage <MSavage@lan-tel.com>>; Brenda Jones <Brenda Jones <Brenda.Jones@boston.gov>>; Eamon Miller <Eamon Miller <Eamon.Miller@boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <Deirdre.Habershaw@boston.gov>>; Fred Goldstein <Fred Goldstein <Fred@interisle.net>>; Colin Strutt <Colin Strutt <Colin@interisle.net>>
Subject: Re: PSnet: Identifying AirPair ODUs with LED view-port water vulnerabilities

I don't have an issue calling... if nothing else, I'll get to the bottom of their internal faults with their product placement.

Lord knows I have no problems with confronting a vendor to get results for the sake of my clients.

Dave

Sent from my Verizon Wireless 4G LTE smartphone

-------- Original message --------
From: Andrew Murphy <andrew.murphy@boston.gov>
Date: 11/04/2015 15:20 (GMT-05:00)
To: Scott Wilder <swilder@brooklinema.gov>
Cc: Chuck Wade <Chuck@interisle.net>, Eric Johnson <EJohnson@lan-tel.com>, Mark Savage <MSavage@lan-tel.com>, David Menzies <David.Menzies@d2five.com>, Brenda Jones <Brenda.Jones@boston.gov>, Eamon Miller <Eamon.Miller@boston.gov>, Deirdre Habershaw <Deirdre.Habershaw@boston.gov>, Fred Goldstein <Fred@interisle.net>, Colin Strutt <Colin@interisle.net>
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> **To:** Eric Johnson; Mark Savage; David Menzies

Cc: Brenda Jones; Eamon Miller; Andrew Murphy; Deirdre Habershaw; Scott Wilder; Fred Goldstein; Colin Strutt
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From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Thursday, November 05, 2015 5:17 PM EST
To: Pam Monzione <Pam Monzione <PMonzione@chelseama.gov>>
CC: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: Fwd: Permit application to upgrade Chelsea Police Cameras at Tobin Bridge Inbound Span in Chelsea
Attachment(s): "6-2015-0165 Comment and Resolution Form.xls","ATT00001.htm"

Hello
This is just an FYI for Tobin Bridge. State works slow .

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

Begin forwarded message:

> **From:** "Trivedi, Vivek (DOT)" <Vivek.Trivedi@dot.state.ma.us>
> **To:** "Eric Johnson" <ejohnson@Lan-Tel.com>
> **Cc:** "McCartney, Martin (DOT)" <martin.mccartney@state.ma.us>
> **Subject: Permit application to upgrade Chelsea Police Cameras at Tobin Bridge Inbound Span in Chelsea**
>
> Mr. Johnson,
>
> MassDOT District 6 Permits Office has reviewed your permit application #6-2015-0165 for camera upgrade at Tobin Bridge in Chelsea, MA.
>
> Following comments have been generated by the review that needs to be addressed for further review and distribution.
>
> 1. See attached document for review comments from “Facilities”.
>
> Please provide your response to the review comments, revise the plans/documents and resubmit for further review and distribution.
>
> If you have any questions, please contact me and reference permit no. 6-2015-0165.
>
> Thank you
>
> **Vivek Trivedi, PE**
> **Permits Engineer – District 6**
>
> ***massDOT* – Highway Division**
> **185 Kneeland Street**
> **Boston, MA 02111**
> **Direct 857-368-6319**
> **Cell 617-823-3527**
> **Fax 857-368-0106**
> **vivek.trivedi@dot.state.ma.us**
>
> ***Leading the Nation in Transportation Excellence***

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Thursday, November 05, 2015 5:36 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Pam Monzione <Pam Monzione <PMonzione@chelseama.gov>>
Subject: Re: Permit application to upgrade Chelsea Police Cameras at Tobin Bridge Inbound Span in Chelsea

Of course they'd put a fence up that blocks access to the camera.....

Thanks Eric.

_____

Andrew Murphy
Regional Planner

City of Boston
Office of Emergency Management

Sent from my iPhone

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massDOT **– Highway Division**
185 Kneeland Street
Boston, MA 02111
Direct 857-368-6319
Cell 617-823-3527
Fax 857-368-0106
vivek.trivedi@dot.state.ma.us

Leading the Nation in Transportation Excellence

<6-2015-0165 Comment and Resolution Form.xls>

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Monday, November 09, 2015 10:12 AM EST
To: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Eric Nisbet <Eric Nisbet <enisbet@lan-tel.com>>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing

Hi Eric and Eric. Just touching base to see where we are with Chelsea's Shotspotter integration. I'm leaving Chelsea PD off this for the time being. Thanks so much.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Mon, Nov 2, 2015 at 4:45 PM, Kyes, Brian<BKyes@chelseama.gov> wrote:

> Excellent!
>
> Sent from my iPhone
> Chief Brian Kyes
> Chelsea Police Department
>
> On Nov 2, 2015, at 2:33 PM, Griffin, Robert <RGriffin@chelseama.gov> wrote:
>
> > Thanks for the update Eric.
> >
> > ---
> >
> > **LT. ROBERT E. GRIFFIN**
> > **Chelsea Police Department**
> >
> > **19 Park Street**
> >
> > **Chelsea, Massachusetts 02150**
> >
> > **617-466-4805**
> >
> > **rgriffin@chelseama.gov**
> >
> > ---
> >
> > **From:** Eric Johnson [mailto:ejohnson@Lan-Tel.com]
> > **Sent:** Monday, November 02, 2015 2:21 PM
> > **To:** Eric W. Nisbet
> > **Cc:** Andrew Murphy; Griffin, Robert; Chuck Wade
> > **Subject:** Re: ShotSpotter (Chelsea, MA) - Camera integration testing
> >
> > Let. Griffin
> >
> > I would like to further add (since Eric N is on the top of the Mystic power plant) We are also trying to achieve the shot spotter fix along with upgrading to 6.4 software . We do not want to waste efforts with fixing with the current 6.3 and have it not work when we upgrade . We are testing on house to make sure this is accomplished . I am sorry I did not update you sooner with this .
> >
> > Respectfully ,
> >
> > Eric Johnson

Project Manager

Lan-Tel Communications

1400 Providence Highway, Suite 2000

Norwood, MA 02062

Cell: 617-413-2148

Phone: 781-352-4656

Fax: 781-551-8667

ejohnson@lan-tel.com

www.lan-tel.com

On Nov 2, 2015, at 3:13 PM, Eric W. Nisbet <enisbet@lan-tel.com> wrote:

> You are correct Andrew. This issue is not anything that needs help from Shot Spotter. Just another test once we get the changes we need from DVTel.
>
> Eric
>
> -------- Original message --------
> From: Andrew Murphy <andrew.murphy@boston.gov>
> Date: 11/02/2015 2:04 PM (GMT-05:00)
> To: "Griffin, Robert" <RGriffin@chelseama.gov>
> Cc: "Eric W. Nisbet" <enisbet@lan-tel.com>, Eric Johnson <ejohnson@Lan-Tel.com>, Chuck Wade <Chuck@interisle.net>
> Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing
>
> Hi Lt. Griffin. I believe this can be addressed internally and does not need to involve Shotspotter as it's a DVtel configuration issue. Thanks very much.
>
> ---
>
> **Andrew Murphy**
> **Regional Planner**
>
> **Office of Emergency Management (OEM)**
> Boston City Hall, Room 204 | Boston, MA 02201
> Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov
>
>
>
> On Mon, Nov 2, 2015 at 1:57 PM, Griffin, Robert <RGriffin@chelseama.gov> wrote:
>
> > Eric,
> >
> > It's been almost a 3 weeks since our test. Have we made any progress on intergrating the ShotSpotter system with our DVtel camera system? We had 8 gunshots on 11/1/2015 at 1:27 AM. The DVtel system registered an alarm at that time and it appears the cameras moved. However, they returned to their presets with 8 seconds. Have we made any progress with

adjusting the delay out to at least 10 minutes? Also, have we made any progress with getting the regular cameras to return to presets after 1 hour rather than 10 minutes?

LT. ROBERT E. GRIFFIN
Chelsea Police Department

19 Park Street

Chelsea, Massachusetts 02150

617-466-4805

rgriffin@chelseama.gov

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Wednesday, October 07, 2015 9:38 AM
To: Griffin, Robert; Eric W. Nisbet; Chuck Wade; Christian Lahti
Cc: Eric Johnson; Andrew Murphy; Support; itsupport
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Hi Lt. Griffin,

No problem. Please inform your dispatch that we will be sending across a “Possible Gunshot” incident or two around 10:30AM PDT . I will reclassify them as “System Test” incidents after they have been sent by NE.

Thanks,

<image001.png>

Ron Cayabyab

Technical Support Engineer III

Tel.510.794.3114 / Fax.650.887.2106

rcayabyab@sst-inc.com

From: Griffin, Robert [mailto:RGriffin@chelseama.gov]
Sent: Wednesday, October 07, 2015 5:25 AM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>; Chuck Wade <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thank you for all the hard work. I look forward to seeing the test at 12:30. But, be advised that I

need to leave early today not later than 1:30.

LT. ROBERT E. GRIFFIN
Chelsea Police Department

19 Park Street

Chelsea, Massachusetts 02150

617-466-4805

rgriffin@chelseama.gov

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Tuesday, October 06, 2015 6:14 PM
To: Eric W. Nisbet; Chuck Wade; Christian Lahti
Cc: Eric Johnson; Andrew Murphy; Support; Griffin, Robert; itsupport
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Great! Looks like we are ready for our test tomorrow. See you then.

<image001.png>

Ron Cayabyab

Technical Support Engineer III

Tel.510.794.3114 / Fax.650.887.2106

rcayabyab@sst-inc.com

From: Eric W. Nisbet [mailto:enisbet@lan-tel.com]
Sent: Tuesday, October 06, 2015 2:52 PM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>; Chuck Wade <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Sorry for the delay in responding, I was driving. I checked and that signal was received at the Chelsea server.

Eric

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Tuesday, October 06, 2015 5:18 PM
To: Chuck Wade <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

All,

I just sent a system test and received no errors on our end. Can you verify that the payload was received on your end. Incident ID reference is 8075.

2015-10-06 05:14:07 Sending INCIUPD, IncidentID: 8075 on Channel SocketASCIIPayload [ChelseaMA on ssi-eastern-04 on SSI-EASTERN-04[1] <| Dispatch::MessageDispatcher.cs@167]

2015-10-06 05:14:07** Retry count 0 for INCIUPD, incidentId: 8075 [ChelseaMA on ssi-eastern-04 on SSI-EASTERN-04[1] <| SendRequest::Communication.cs@88]

2015-10-06 05:14:07 INCIUPD, incidentId: 8075 sent to 10.20.61.77:1111 [ChelseaMA on ssi-eastern-04 on SSI-EASTERN-04[1] <| SendRequest::Communication.cs@139]

Best regards,

<image001.png>

Ron Cayabyab

Technical Support Engineer III

Tel.510.794.3114 / Fax.650.887.2106

rcayabyab@sst-inc.com

From: Ronald Cayabyab
Sent: Tuesday, October 06, 2015 1:59 PM
To: 'Chuck Wade' <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thanks, All. I can now reach the endpoint from our NE server. I will be sending some system tests and will check for errors on our end.

<image001.png>

Ron Cayabyab

Technical Support Engineer III

Tel.510.794.3114 / Fax.650.887.2106

rcayabyab@sst-inc.com

From: Chuck Wade [mailto:Chuck@Interisle.net]
Sent: Tuesday, October 06, 2015 1:47 PM
To: Christian Lahti <clahti@shotspotter.com>; Ronald Cayabyab <RCayabyab@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing

Christian,

Thanks for stepping in. As I think you've just demonstrated, there is no longer a problem. For the record, there had been an IP address change on the remote endpoint, which was the cause of the earlier problem. However, that's been resolved, and your ping test shows that the correct host is reachable.

As an aside, is there any way that your service could perform periodic tests of the connections to the Metro Boston endpoints? In other words, can you run a periodic ping against <10.20.61.77> and its ilk? As a reminder, we run a ping watchdog against your test host, <10.112.0.38>. If there's a better address for us to monitor, please let me know.

Regarding the "strange" traceroute results, this is due to the bi-directional NAT we have set up plus a portion of the internal connection goes through an MPLS network (BoNet). Step 14 in your traceroute is where you're inside the MPLS network, and several of the traceroute steps are entry and exit addresses for this MPLS network.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 10/6/15 4:30 PM, Christian Lahti wrote:

> From our perspective the tunnel appears to be up:
>
> {primary:node1}
>
> admin@fwqtsrm04> show security ike sa | match 75.144.154.34
>
> 13491347 UP 69f4cdc94e938e4d a0b53034b5fbc600 Main 75.144.154.34
>
> {primary:node1}
>
> admin@fwqtsrm04> show security ipsec sa | match 75.144.154.34
>
> <131074 ESP:aes-cbc-256/sha1 6687135a 2381/ unlim - root 500 75.144.154.34

>131074 ESP:aes-cbc-256/sha1 18f89c 2381/ unlim - root 500 75.144.154.34

And I am able to ping the NAT target from a host on our network, traceroute looks a bit strange:

[clahti@lnclahti ~]$ ping 10.20.61.77

PING 10.20.61.77 (10.20.61.77) 56(84) bytes of data.

64 bytes from 10.20.61.77: icmp_seq=1 ttl=109 time=101 ms

64 bytes from 10.20.61.77: icmp_seq=2 ttl=109 time=101 ms

64 bytes from 10.20.61.77: icmp_seq=3 ttl=109 time=100 ms

^C

--- 10.20.61.77 ping statistics ---

3 packets transmitted, 3 received, 0% packet loss, time 2209ms

rtt min/avg/max/mdev = 100.830/101.307/101.955/0.474 ms

[clahti@lnclahti ~]$ traceroute 10.20.61.77

traceroute to 10.20.61.77 (10.20.61.77), 30 hops max, 60 byte packets

1 10.10.102.1 (10.10.102.1) 5.199 ms 5.403 ms 5.590 ms

2 10.10.191.2 (10.10.191.2) 0.379 ms 10.10.192.2 (10.10.192.2) 0.387 ms 10.10.191.2 (10.10.191.2) 0.411 ms

3 10.11.194.253 (10.11.194.253) 2.092 ms 10.11.193.253 (10.11.193.253) 1.251 ms 1.317 ms

4 10.11.191.254 (10.11.191.254) 2.809 ms 2.929 ms 2.918 ms

5 10.12.194.254 (10.12.194.254) 74.698 ms 74.690 ms 74.675 ms

6 fwqtsrm04.shotspotter.com (10.12.101.233) 74.199 ms 74.017 ms 73.976 ms

7 10.20.61.77 (10.20.61.77) 100.462 ms 100.162 ms 100.018 ms

8 10.20.61.77 (10.20.61.77) 99.385 ms 103.919 ms 103.881 ms

9 10.20.61.77 (10.20.61.77) 103.880 ms 98.975 ms 100.028 ms

10 10.20.61.77 (10.20.61.77) 99.510 ms 97.592 ms 97.586 ms

11 10.20.61.77 (10.20.61.77) 101.715 ms 101.712 ms 101.691 ms

12 10.20.61.77 (10.20.61.77) 100.168 ms 99.597 ms 99.538 ms

13 10.20.61.77 (10.20.61.77) 103.522 ms 103.517 ms 103.506 ms

14 * * *

15 10.20.61.77 (10.20.61.77) 100.106 ms 99.411 ms 100.075 ms

16 10.20.61.77 (10.20.61.77) 100.059 ms 97.505 ms 97.148 ms

17 10.20.61.77 (10.20.61.77) 105.226 ms 105.186 ms 103.741 ms

18 10.20.61.77 (10.20.61.77) 104.683 ms 105.482 ms 105.468 ms

19 10.20.61.77 (10.20.61.77) 105.457 ms 103.762 ms 103.748 ms

20 10.20.61.77 (10.20.61.77) 103.809 ms * *

I am also able to reach this host via ssi-eastern-04 which is where we have the Notification Engine instance running for this coverage area. What exactly is the issue?

/Christian

From: Ronald Cayabyab
Sent: Tuesday, October 06, 2015 1:24 PM
To: Chuck Wade; Eric W. Nisbet; Christian Lahti
Cc: Eric Johnson; Andrew Murphy; Support; Griffin, Robert
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thanks for the update. I wasn't aware of our IPsec tunnel. I turn you over to our IT Director, Christian Lahti.

<image001.png>

Ron Cayabyab

Technical Support Engineer III

Tel.510.794.3114 / Fax.650.887.2106

rcayabyab@sst-inc.com

From: Chuck Wade [mailto:Chuck@Interisle.net]
Sent: Tuesday, October 06, 2015 1:04 PM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing

Ron,

To be able to reach the Chelsea endpoint via its NAT'ed address of <10.20.61.77>, you need to be coming in via the IPsec tunnel from the ShotSpotter data center to the PSnet firewall. Your <209.10.80.38> address is a public-facing address, and is not even the address we have for the firewall at your end that terminates the IPsec tunnel.

For the record, the IPsec tunnel has SA addresses of <209.10.80.37> on the ShotSpotter end, and <75.144.154.34> for the PSnet firewall at Boston Police HQ. There is only one Phase 2 mapping, with <10.112.0.0/16> on the ShotSpotter end and <10.20.61.0/24> on the PSnet end. Only addresses from the <10.112.0.0/16> space will be able to traverse the tunnel from your end.

Feel free to call me if you want to discuss this further or conduct some real-time tests. I'm in my office.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office

+1 508 277-6439 Mobile
www.interisle.net

On 10/6/15 3:43 PM, Ronald Cayabyab wrote:

> Eric,
>
> Currently, I am unable to reach the vms endpoint at 10.20.61.77 on port 1111 with a src ip of 209.10.80.38. Can you check your logs to see why we are getting refused and provision this ip in your firewall if you haven't already done so? Also, I haven't received an invite for our meeting tomorrow. Will you be sending that today?
>
> Thanks,
>
> <image001.png>
>
> **Ron Cayabyab**
>
> **Technical Support Engineer III**
>
> Tel.510.794.3114 / Fax.650.887.2106
>
> rcayabyab@sst-inc.com
>
> ref:_00D60Jm9t._50032tNsB9:ref
>
> ---
>
> **From:** Eric W. Nisbet [mailto:enisbet@lan-tel.com]
> **Sent:** Tuesday, October 06, 2015 8:08 AM
> **To:** Ronald Cayabyab <RCayabyab@shotspotter.com>
> **Cc:** Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>
> **Subject:** RE: Test Tomorrow?
>
> Thank you Sir. Will do.
>
> Eric
>
> ---
>
> **From:** Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
> **Sent:** Tuesday, October 06, 2015 11:06 AM
> **To:** Eric W. Nisbet <enisbet@lan-tel.com>
> **Cc:** Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>
> **Subject:** RE: Test Tomorrow?
>
> Hi Eric,

Sure, I am available tomorrow afternoon. Please send me an invite and send me the GPS coordinates you would like to use.

Thanks,

Ron

SST Support

Sent from my Verizon Wireless 4G LTE smartphone

-------- Original message --------

From: "Eric W. Nisbet" <enisbet@lan-tel.com>

Date: 10/6/2015 7:34 AM (GMT-08:00)

To: Ronald Cayabyab <RCayabyab@shotspotter.com>

Cc: Eric Johnson <ejohnson@Lan-Tel.com>, Andrew Murphy <andrew.murphy@boston.gov>, "Chuck Wade (Chuck@interisle.net)" <Chuck@interisle.net>

Subject: Test Tomorrow?

Good Morning Ron,

Can we please schedule a test of the Chelsea PD Shot Spotter system for tomorrow afternoon? We will provide an address for targeting.

Thanks,

Eric

LAN-TEL
COMMUNICATIONS, INC.
WWW.LAN-TEL.COM

Eric Nisbet
1400 Providence Highway, Suite 2000
Norwood, MA 02062
Phone: 781.551.8599
Fax: 781.551.8667
Cell: 781.760.8505

Please consider the environment before printing this e-mail
REDUCE, RECYCLE, REUSE AND RESTORE

This electronic transmission may contain information that is privileged, confidential and exempt from disclosure under applicable law. If you are not the intended recipient, please notify me immediately as use of this information is strictly prohibited.

From: Michael Kane <michael.kane@boston.gov>
Sent: Monday, November 09, 2015 10:16 AM EST
To: Murray Shafiroff <Murray Shafiroff <murray.shafiroff@boston.gov>>
CC: Murphy, Andrew; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Vincent Stancato <Vincent Stancato <vincent.stancato@pd.boston.gov>>; Nancy Anderson <Nancy Anderson <nancy.anderson@boston.gov>>; Ronald Bashista <Ronald Bashista <ronald.bashista@boston.gov>>
BCC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: Mike Kane:OEM Delegate City-Wide Camera Meeting

Hi Murray,

Please begin to include me in the bi-weekly meeting. I will be picking up this responsibility again.

Look forward to seeing you next week and enjoy the holiday.

Mike

--
Michael Kane
Logistics Section Coordinator
Office of Emergency Management (OEM)
85 Bragdon Street | Boston, MA 02201
Phone: 617-343-2413| Cell: 617-895-7215
michael.kane@boston.gov

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Monday, November 09, 2015 10:30 AM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing
Attachment(s): "image002.jpg"

Wes re back there tomorrow to upgrade software and take next step

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Nov 9, 2015, at 10:13 AM, Andrew Murphy <andrew.murphy@boston.gov> wrote:

> Hi Eric and Eric. Just touching base to see where we are with Chelsea's Shotspotter integration. I'm leaving Chelsea PD off this for the time being. Thanks so much.
>
> Andrew
>
> ---
>
> **Andrew Murphy**
> **Regional Planner**
>
> **Office of Emergency Management (OEM)**
> Boston City Hall, Room 204 | Boston, MA 02201
> Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov
>
>
>
> On Mon, Nov 2, 2015 at 4:45 PM, Kyes, Brian<BKyes@chelseama.gov> wrote:
> > Excellent!
> >
> > Sent from my iPhone
> > Chief Brian Kyes
> > Chelsea Police Department
> >
> > On Nov 2, 2015, at 2:33 PM, Griffin, Robert <RGriffin@chelseama.gov> wrote:
> >
> > > Thanks for the update Eric.
> > >
> > > ---
> > >
> > > **LT. ROBERT E. GRIFFIN**
> > > **Chelsea Police Department**
> > >
> > > **19 Park Street**
> > >
> > > **Chelsea, Massachusetts 02150**
> > >
> > > **617-466-4805**
> > >
> > > **rgriffin@chelseama.gov**

From: Eric Johnson [mailto:ejohnson@Lan-Tel.com]
Sent: Monday, November 02, 2015 2:21 PM
To: Eric W. Nisbet
Cc: Andrew Murphy; Griffin, Robert; Chuck Wade
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing

Let. Griffin

I would like to further add (since Eric N is on the top of the Mystic power plant) We are also trying to achieve the shot spotter fix along with upgrading to 6.4 software . We do not want to waste efforts with fixing with the current 6.3 and have it not work when we upgrade . We are testing on house to make sure this is accomplished . I am sorry I did not update you sooner with this .

Respectfully ,

Eric Johnson

Project Manager

Lan-Tel Communications

1400 Providence Highway, Suite 2000

Norwood, MA 02062

Cell: 617-413-2148

Phone: 781-352-4656

Fax: 781-551-8667

ejohnson@lan-tel.com

www.lan-tel.com

On Nov 2, 2015, at 3:13 PM, Eric W. Nisbet <enisbet@lan-tel.com> wrote:

> You are correct Andrew. This issue is not anything that needs help from Shot Spotter. Just another test once we get the changes we need from DVTel.
>
> Eric
>
> -------- Original message --------
> From: Andrew Murphy <andrew.murphy@boston.gov>
> Date: 11/02/2015 2:04 PM (GMT-05:00)
> To: "Griffin, Robert" <RGriffin@chelseama.gov>
> Cc: "Eric W. Nisbet" <enisbet@lan-tel.com>, Eric Johnson <ejohnson@Lan-Tel.com>, Chuck Wade <Chuck@interisle.net>
> Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing
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> ---
>
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>
> **Office of Emergency Management (OEM)**

Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Mon, Nov 2, 2015 at 1:57 PM, Griffin, Robert <RGriffin@chelseama.gov> wrote:

> Eric,
>
> It's been almost a 3 weeks since our test. Have we made any progress on intergrating the ShotSpotter system with our DVtel camera system? We had 8 gunshots on 11/1/2015 at 1:27 AM. The DVtel system registered an alarm at that time and it appears the cameras moved. However, they returned to their presets with 8 seconds. Have we made any progress with adjusting the delay out to at least 10 minutes? Also, have we made any progress with getting the regular cameras to return to presets after 1 hour rather than 10 minutes?
>
> _____
>
> **LT. ROBERT E. GRIFFIN**
> **Chelsea Police Department**
>
> **19 Park Street**
>
> **Chelsea, Massachusetts 02150**
>
> **617-466-4805**
>
> **rgriffin@chelseama.gov**
>
> ---
>
> **From:** Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
> **Sent:** Wednesday, October 07, 2015 9:38 AM
> **To:** Griffin, Robert; Eric W. Nisbet; Chuck Wade; Christian Lahti
> **Cc:** Eric Johnson; Andrew Murphy; Support; itsupport
> **Subject:** RE: ShotSpotter (Chelsea, MA) - Camera integration testing
>
> Hi Lt. Griffin,
>
> No problem. Please inform your dispatch that we will be sending across a "Possible Gunshot" incident or two around 10:30AM PDT . I will reclassify them as "System Test" incidents after they have been sent by NE.
>
> Thanks,
>
> <image001.png>
>
> **Ron Cayabyab**

Technical Support Engineer III

Tel.510.794.3114 / Fax.650.887.2106

rcayabyab@sst-inc.com

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Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thank you for all the hard work. I look forward to seeing the test at 12:30. But, be advised that I need to leave early today not later than 1:30.

_____

LT. ROBERT E. GRIFFIN
Chelsea Police Department

19 Park Street

Chelsea, Massachusetts 02150

617-466-4805

rgriffin@chelseama.gov

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
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To: Eric W. Nisbet; Chuck Wade; Christian Lahti
Cc: Eric Johnson; Andrew Murphy; Support; Griffin, Robert; itsupport
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Great! Looks like we are ready for our test tomorrow. See you then.

Ron Cayabyab

Technical Support Engineer III

Tel.510.794.3114 / Fax.650.887.2106

rcayabyab@sst-inc.com

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Sent: Tuesday, October 06, 2015 2:52 PM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>; Chuck Wade <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Sorry for the delay in responding, I was driving. I checked and that signal was received at the Chelsea server.

Eric

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Tuesday, October 06, 2015 5:18 PM
To: Chuck Wade <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

All,

I just sent a system test and received no errors on our end. Can you verify that the payload was received on your end. Incident ID reference is 8075.

2015-10-06 05:14:07 Sending INCIUPD, IncidentID: 8075 on Channel SocketASCIIPayload [ChelseaMA on ssi-eastern-04 on SSI-EASTERN-04[1] <| Dispatch::MessageDispatcher.cs@167]

2015-10-06 05:14:07** Retry count 0 for INCIUPD, incidentId: 8075 [ChelseaMA on ssi-eastern-04 on SSI-EASTERN-04[1] <| SendRequest::Communication.cs@88]

2015-10-06 05:14:07 INCIUPD, incidentId: 8075 sent to 10.20.61.77:1111 [ChelseaMA on ssi-eastern-04 on SSI-EASTERN-04[1] <| SendRequest::Communication.cs@139]

Best regards,

<image001.png>

Ron Cayabyab

Technical Support Engineer III

Tel.510.794.3114 / Fax.650.887.2106

rcayabyab@sst-inc.com

From: Ronald Cayabyab
Sent: Tuesday, October 06, 2015 1:59 PM
To: 'Chuck Wade' <Chuck@Interisle.net>; Christian Lahti <clahti@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thanks, All. I can now reach the endpoint from our NE server. I will be sending some system tests and will check for errors on our end.

<image001.png>

Ron Cayabyab

Technical Support Engineer III

Tel.510.794.3114 / Fax.650.887.2106

rcayabyab@sst-inc.com

From: Chuck Wade [mailto:Chuck@Interisle.net]
Sent: Tuesday, October 06, 2015 1:47 PM
To: Christian Lahti <clahti@shotspotter.com>; Ronald Cayabyab <RCayabyab@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>; Griffin, Robert <RGriffin@chelseama.gov>; itsupport <itsupport@shotspotter.com>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing

Christian,

Thanks for stepping in. As I think you've just demonstrated, there is no longer a problem. For the record, there had been an IP address change on the remote endpoint, which was the cause of the earlier problem. However, that's been resolved, and your ping test shows that the correct host is reachable.

As an aside, is there any way that your service could perform periodic tests of the connections to the Metro Boston endpoints? In other words, can you run a periodic ping against <10.20.61.77> and its ilk? As a reminder, we run a ping watchdog against your test host, <10.112.0.38>. If there's a better address for us to monitor, please let me know.

Regarding the "strange" traceroute results, this is due to the bi-directional NAT we have set up plus a portion of the internal connection goes through an MPLS network (BoNet). Step 14 in your traceroute is where you're inside the MPLS network, and several of the traceroute steps are entry and exit addresses for this MPLS network.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 10/6/15 4:30 PM, Christian Lahti wrote:

> From our perspective the tunnel appears to be up:
>
> {primary:node1}
>
> admin@fwqtsrm04> show security ike sa | match 75.144.154.34
>
> 13491347 UP 69f4cdc94e938e4d a0b53034b5fbc600 Main 75.144.154.34
>
> {primary:node1}
>
> admin@fwqtsrm04> show security ipsec sa | match 75.144.154.34
>
> <131074 ESP:aes-cbc-256/sha1 6687135a 2381/ unlim - root 500 75.144.154.34
>
> >131074 ESP:aes-cbc-256/sha1 18f89c 2381/ unlim - root 500 75.144.154.34
>
> And I am able to ping the NAT target from a host on our network, traceroute looks a bit strange:
>
> [clahti@lnclahti ~]$ ping 10.20.61.77
>
> PING 10.20.61.77 (10.20.61.77) 56(84) bytes of data.
>
> 64 bytes from 10.20.61.77: icmp_seq=1 ttl=109 time=101 ms
>
> 64 bytes from 10.20.61.77: icmp_seq=2 ttl=109 time=101 ms
>
> 64 bytes from 10.20.61.77: icmp_seq=3 ttl=109 time=100 ms
>
> ^C
>
> --- 10.20.61.77 ping statistics ---
>
> 3 packets transmitted, 3 received, 0% packet loss, time 2209ms
>
> rtt min/avg/max/mdev = 100.830/101.307/101.955/0.474 ms
>
> [clahti@lnclahti ~]$ traceroute 10.20.61.77
>
> traceroute to 10.20.61.77 (10.20.61.77), 30 hops max, 60 byte packets
>
> 1 10.10.102.1 (10.10.102.1) 5.199 ms 5.403 ms 5.590 ms
>
> 2 10.10.191.2 (10.10.191.2) 0.379 ms 10.10.192.2 (10.10.192.2) 0.387 ms 10.10.191.2 (10.10.191.2) 0.411 ms
>
> 3 10.11.194.253 (10.11.194.253) 2.092 ms 10.11.193.253 (10.11.193.253) 1.251 ms 1.317 ms
>
> 4 10.11.191.254 (10.11.191.254) 2.809 ms 2.929 ms 2.918 ms
>
> 5 10.12.194.254 (10.12.194.254) 74.698 ms 74.690 ms 74.675 ms
>
> 6 fwqtsrm04.shotspotter.com (10.12.101.233) 74.199 ms 74.017 ms 73.976 ms
>
> 7 10.20.61.77 (10.20.61.77) 100.462 ms 100.162 ms 100.018 ms
>
> 8 10.20.61.77 (10.20.61.77) 99.385 ms 103.919 ms 103.881 ms
>
> 9 10.20.61.77 (10.20.61.77) 103.880 ms 98.975 ms 100.028 ms

10 10.20.61.77 (10.20.61.77) 99.510 ms 97.592 ms 97.586 ms

11 10.20.61.77 (10.20.61.77) 101.715 ms 101.712 ms 101.691 ms

12 10.20.61.77 (10.20.61.77) 100.168 ms 99.597 ms 99.538 ms

13 10.20.61.77 (10.20.61.77) 103.522 ms 103.517 ms 103.506 ms

14 * * *

15 10.20.61.77 (10.20.61.77) 100.106 ms 99.411 ms 100.075 ms

16 10.20.61.77 (10.20.61.77) 100.059 ms 97.505 ms 97.148 ms

17 10.20.61.77 (10.20.61.77) 105.226 ms 105.186 ms 103.741 ms

18 10.20.61.77 (10.20.61.77) 104.683 ms 105.482 ms 105.468 ms

19 10.20.61.77 (10.20.61.77) 105.457 ms 103.762 ms 103.748 ms

20 10.20.61.77 (10.20.61.77) 103.809 ms * *

I am also able to reach this host via ssi-eastern-04 which is where we have the Notification Engine instance running for this coverage area. What exactly is the issue?

/Christian

From: Ronald Cayabyab
Sent: Tuesday, October 06, 2015 1:24 PM
To: Chuck Wade; Eric W. Nisbet; Christian Lahti
Cc: Eric Johnson; Andrew Murphy; Support; Griffin, Robert
Subject: RE: ShotSpotter (Chelsea, MA) - Camera integration testing

Thanks for the update. I wasn't aware of our IPsec tunnel. I turn you over to our IT Director, Christian Lahti.

<image001.png>

Ron Cayabyab

Technical Support Engineer III

Tel.510.794.3114 / Fax.650.887.2106

rcayabyab@sst-inc.com

From: Chuck Wade [mailto:Chuck@Interisle.net]
Sent: Tuesday, October 06, 2015 1:04 PM
To: Ronald Cayabyab <RCayabyab@shotspotter.com>; Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Support <Support@shotspotter.com>;

Griffin, Robert <RGriffin@chelseama.gov>
Subject: Re: ShotSpotter (Chelsea, MA) - Camera integration testing

Ron,

To be able to reach the Chelsea endpoint via its NAT'ed address of <10.20.61.77>, you need to be coming in via the IPsec tunnel from the ShotSpotter data center to the PSnet firewall. Your <209.10.80.38> address is a public-facing address, and is not even the address we have for the firewall at your end that terminates the IPsec tunnel.

For the record, the IPsec tunnel has SA addresses of <209.10.80.37> on the ShotSpotter end, and <75.144.154.34> for the PSnet firewall at Boston Police HQ. There is only one Phase 2 mapping, with <10.112.0.0/16> on the ShotSpotter end and <10.20.61.0/24> on the PSnet end. Only addresses from the <10.112.0.0/16> space will be able to traverse the tunnel from your end.

Feel free to call me if you want to discuss this further or conduct some real-time tests. I'm in my office.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 10/6/15 3:43 PM, Ronald Cayabyab wrote:

> Eric,
>
> Currently, I am unable to reach the vms endpoint at 10.20.61.77 on port 1111 with a src ip of 209.10.80.38. Can you check your logs to see why we are getting refused and provision this ip in your firewall if you haven't already done so? Also, I haven't received an invite for our meeting tomorrow. Will you be sending that today?
>
> Thanks,
>
> <image001.png>
>
> **Ron Cayabyab**
>
> **Technical Support Engineer III**
>
> Tel.510.794.3114 / Fax.650.887.2106
>
> rcayabyab@sst-inc.com
>
> ref:_00D60Jm9t._50032tNsB9:ref
>
> ---
>
> **From:** Eric W. Nisbet [mailto:enisbet@lan-tel.com]
> **Sent:** Tuesday, October 06, 2015 8:08 AM

To: Ronald Cayabyab <RCayabyab@shotspotter.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>
Subject: RE: Test Tomorrow?

Thank you Sir. Will do.

Eric

From: Ronald Cayabyab [mailto:RCayabyab@shotspotter.com]
Sent: Tuesday, October 06, 2015 11:06 AM
To: Eric W. Nisbet <enisbet@lan-tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>; Andrew Murphy <andrew.murphy@boston.gov>; Chuck Wade (Chuck@interisle.net) <Chuck@interisle.net>
Subject: RE: Test Tomorrow?

Hi Eric,

Sure, I am available tomorrow afternoon. Please send me an invite and send me the GPS coordinates you would like to use.

Thanks,

Ron

SST Support

Sent from my Verizon Wireless 4G LTE smartphone

-------- Original message --------

From: "Eric W. Nisbet" <enisbet@lan-tel.com>

Date: 10/6/2015 7:34 AM (GMT-08:00)

To: Ronald Cayabyab <RCayabyab@shotspotter.com>

Cc: Eric Johnson <ejohnson@Lan-Tel.com>, Andrew Murphy <andrew.murphy@boston.gov>, "Chuck Wade (Chuck@interisle.net)" <Chuck@interisle.net>

Subject: Test Tomorrow?

Good Morning Ron,

Can we please schedule a test of the Chelsea PD Shot Spotter system for tomorrow afternoon? We will provide an address for targeting.

Thanks,

Eric

<image002.jpg>

From: Michael Kane <michael.kane@boston.gov>
Sent: Tuesday, November 10, 2015 9:35 AM EST
To: Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>
CC: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: LanTel meeting VIDSYS and data optimization

I need them to take a look at the EOC specifically but next week may work too.
Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

> On Nov 10, 2015, at 9:33 AM, Brett Haynes <brett.haynes@boston.gov> wrote:
>
> Brett Haynes has declined this invitation with this note:
> "This overlaps existing meeting I have to keep. Also, any chance on having
> this meeting at City Hall? Eric and I need to do a site survey here on
> cameras he wants to deploy."
>
> Title: LanTel meeting VIDSYS and data optimization
> When: Fri Nov 13, 2015 10:45 - 11:45 Eastern Time
> Where: 85 Bragdon Street
> Calendar: michael.kane@boston.gov
> Who:
> * michael.kane@boston.gov - organizer
> * Brett Haynes
> * Eric Johnson
> * Andrew Murphy
>
>
> Invitation from Google Calendar: https://www.google.com/calendar/
>
> You are receiving this email at the account michael.kane@boston.gov because
> you are subscribed for invitation replies on calendar
> michael.kane@boston.gov.
>
> To stop receiving these emails, please log in to
> https://www.google.com/calendar/ and change your notification settings for
> this calendar.
>
> Forwarding this invitation could allow any recipient to modify your RSVP
> response. Learn more at
> https://support.google.com/calendar/answer/37135#forwarding
> <meeting.ics>

From: Brett Haynes <brett.haynes@boston.gov>
Sent: Tuesday, November 10, 2015 9:39 AM EST
To: Michael Kane <Michael Kane <michael.kane@boston.gov>>
CC: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Murray Shafiroff <Murray Shafiroff <murray.shafiroff@boston.gov>>
Subject: Re: LanTel meeting VIDSYS and data optimization

I am available next Tuesday from 9:00 am to 12:00 pm. Would you like to meet then, and we can also discuss the City Hall (and other locations) deployment?

I would also like to invite Murray Shafiroff (copied on this email) because he has been instrumental in moving the camera initiates forward for the City of Boston.

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
(617) 635-2342
Brett.Haynes@Boston.Gov
Network Technical Support – W: (617) 635-2167
NOC@Boston.Gov
Department of Innovation and Technology
City of Boston, City Hall

On Tue, Nov 10, 2015 at 9:35 AM, Michael Kane<michael.kane@boston.gov> wrote:

> I need them to take a look at the EOC specifically but next week may work too.
> Michael Kane
> Logistics Section
> City of Boston
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> > When: Fri Nov 13, 2015 10:45 - 11:45 Eastern Time
> > Where: 85 Bragdon Street
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> > Who:
> > * michael.kane@boston.gov - organizer
> > * Brett Haynes
> > * Eric Johnson
> > * Andrew Murphy
> >
> >
> > Invitation from Google Calendar: https://www.google.com/calendar/
> >
> > You are receiving this email at the account michael.kane@boston.gov because
> > you are subscribed for invitation replies on calendar
> > michael.kane@boston.gov.
> >
> > To stop receiving these emails, please log in to
> > https://www.google.com/calendar/ and change your notification settings for
> > this calendar.
> >
> > Forwarding this invitation could allow any recipient to modify your RSVP
> > response. Learn more at
> > https://support.google.com/calendar/answer/37135#forwarding

> <meeting.ics>

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, November 10, 2015 9:39 AM EST
To: Michael Kane <Michael Kane <michael.kane@boston.gov>>
Subject: Re: LanTel meeting VIDSYS and data optimization

Mik
Let me keep Eric and Mike D going to Bragdon I will meet Brett and circle back . I actually wanted to do email thru on Thursday

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Nov 10, 2015, at 9:35 AM, Michael Kane <michael.kane@boston.gov> wrote:

> I need them to take a look at the EOC specifically but next week may work too.
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> Who:
>
> * michael.kane@boston.gov - organizer
> * Brett Haynes
> * Eric Johnson
> * Andrew Murphy

Invitation from Google Calendar: https://www.google.com/calendar/

You are receiving this email at the accountmichael.kane@boston.gov because you are subscribed for invitation replies on calendar michael.kane@boston.gov.

To stop receiving these emails, please log in to https://www.google.com/calendar/ and change your notification settings for this calendar.

Forwarding this invitation could allow any recipient to modify your RSVP response. Learn more at https://support.google.com/calendar/answer/37135#forwarding

<meeting.ics>

From: Michael Kane <michael.kane@boston.gov>
Sent: Tuesday, November 10, 2015 9:40 AM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: LanTel meeting VIDSYS and data optimization

Perfect I was going to call you on that

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

On Nov 10, 2015, at 9:39 AM, Eric Johnson <ejohnson@lan-tel.com> wrote:

> Mik
> Let me keep Eric and Mike D going to Bragdon I will meet Brett and circle back . I actually wanted to do email thru on Thursday
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> > Calendar: michael.kane@boston.gov

Who:

* michael.kane@boston.gov - organizer
* Brett Haynes
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Forwarding this invitation could allow any recipient to modify your RSVP response. Learn more at https://support.google.com/calendar/answer/37135#forwarding

<meeting.ics>

From: Kate Waldron <kwaldron@lan-tel.com>
Sent: Tuesday, November 10, 2015 12:29 PM EST
To: Andrew Murphy (andrew.murphy@boston.gov) < Andrew Murphy (andrew.murphy@boston.gov) <andrew.murphy@boston.gov>>
CC: Vickie Balaschi <Vickie Balaschi <VBalaschi@Lan-Tel.com>>
Subject: Status of Payment on Invoice #9913659
Attachment(s): "9913659-DOINNOV-5-18-2015-3.PDF"

Hi Andrew,

I hope all is well with you. I am reaching out b/c we have not been paid on the attached invoice from May, which is very unlike you guys! I just wanted to make sure that you have it and see if there is anything else you need from us on our end to get it processed.

Thanks!

Kate

LAN-TEL
COMMUNICATIONS, INC.

Kate Waldron
Director of Business Operations
1400 Providence Highway, Suite 2000
Norwood, MA 02062
Phone: 781.352.4134
Fax: 781.551.8667
Cell: 617.680.1351
kwaldron@lan-tel.com
www.lan-tel.com

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Tuesday, November 10, 2015 12:44 PM EST
To: Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>
CC: Vickie Balaschi <Vickie Balaschi <VBalaschi@lan-tel.com>>
Subject: Re: Status of Payment on Invoice #9913659

Hi Kate. I'm not sure what happened here but I will look into this immediately. I'll get the info from Mike and hopefully submit today. I'll keep you posted and sorry for the delay.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Tue, Nov 10, 2015 at 12:29 PM, Kate Waldron<kwaldron@lan-tel.com> wrote:

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>
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>
> Thanks!
>
> Kate
>
> LAN-TEL COMMUNICATIONS, INC.
>
> Kate Waldron
>
> Director of Business Operations
>
> 1400 Providence Highway, Suite 2000
>
> Norwood, MA 02062
>
> Phone: 781.352.4134
>
> Fax: 781.551.8667
>
> Cell: 617.680.1351
>
> kwaldron@lan-tel.com
>
> www.lan-tel.com

From: Kate Waldron <kwaldron@lan-tel.com>
Sent: Tuesday, November 10, 2015 12:48 PM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: RE: Status of Payment on Invoice #9913659

Thanks Andrew!
From: Andrew Murphy [mailto:andrew.murphy@boston.gov]
Sent: Tuesday, November 10, 2015 12:44 PM
To: Kate Waldron <kwaldron@lan-tel.com>
Cc: Vickie Balaschi <VBalaschi@Lan-Tel.com>
Subject: Re: Status of Payment on Invoice #9913659

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Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

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>
> Thanks!
>
> Kate
>
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>
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> Kate Waldron
> Director of Business Operations
> 1400 Providence Highway, Suite 2000
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> Fax: 781.551.8667
> Cell: 617.680.1351
> kwaldron@lan-tel.com
> www.lan-tel.com
>

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Tuesday, November 10, 2015 1:33 PM EST
To: Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>
CC: Vickie Balaschi <Vickie Balaschi <VBalaschi@lan-tel.com>>
Subject: Re: Status of Payment on Invoice #9913659

Hi again Kate. I'm still waiting to hear from Mike but Deirdre doesn't have a record of receiving that invoice. Can you send me the backup documents that accompany the invoices (Excel breakdown) and I will process right away? Thanks.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Tue, Nov 10, 2015 at 12:29 PM, Kate Waldron<kwaldron@lan-tel.com> wrote:

> Hi Andrew,
>
> I hope all is well with you. I am reaching out b/c we have not been paid on the attached invoice from May, which is very unlike you guys! I just wanted to make sure that you have it and see if there is anything else you need from us on our end to get it processed.
>
> Thanks!
>
> Kate
>
> LAN-TEL COMMUNICATIONS, INC.
>
> Kate Waldron
>
> Director of Business Operations
>
> 1400 Providence Highway, Suite 2000
>
> Norwood, MA 02062
>
> Phone: 781.352.4134
>
> Fax: 781.551.8667
>
> Cell: 617.680.1351
>
> kwaldron@lan-tel.com
>
> www.lan-tel.com

From: Vickie Balaschi <VBalaschi@Lan-Tel.com>
Sent: Tuesday, November 10, 2015 2:09 PM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>
Subject: RE: Status of Payment on Invoice #9913659
Attachment(s): "May Invoice 9913724.pdf","May 2015 Billing.xls","May Work Ticket Copies.pdf"

Hi Andrew,

Here is the backup and invoice for the May billing.

Thanks,
Vickie

From: Andrew Murphy [mailto:andrew.murphy@boston.gov]
Sent: Tuesday, November 10, 2015 1:34 PM
To: Kate Waldron <kwaldron@lan-tel.com>
Cc: Vickie Balaschi <VBalaschi@Lan-Tel.com>
Subject: Re: Status of Payment on Invoice #9913659

Hi again Kate. I'm still waiting to hear from Mike but Deirdre doesn't have a record of receiving that invoice. Can you send me the backup documents that accompany the invoices (Excel breakdown) and I will process right away? Thanks.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

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> Cell: 617.680.1351
> kwaldron@lan-tel.com
> www.lan-tel.com

From: Chuck Wade <Chuck@Interisle.net>
Sent: Tuesday, November 10, 2015 2:21 PM EST
To: Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; Mark Savage <Mark Savage <MSavage@LAN-TEL.com>>; David Menzies <David Menzies <David.Menzies@D2Five.com>>
CC: John Surette <John Surette <John.Surette@PD.Boston.gov>>; Eamon Miller <Eamon Miller <Eamon.Miller@Boston.gov>>; Brenda Jones <Brenda Jones <Brenda.Jones@Boston.gov>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Chuck's Mobile eMail <Chuck's Mobile eMail <ChuckWade@Me.com>>
Subject: PSnet: Weather proofing AirPair ODUs at 35 Northampton & Walnut Park/Egleston
Attachment(s): "smime.p7s"

Eric, Mark, Dave,

I plan to head out shortly to Walnut Park/Egleston, and then 35 Northampton to weather seal the AirPair ODUs at these two sites. I believe Dave has taken care of the ODU at Soldiers' Home. With the expected wind-driven rain, I think it prudent to get these sealed before we have any more failures.

If any of these AirPairs have already been weather sealed, please let me know.

...Chuck
--

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

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Sent: Tuesday, November 10, 2015 2:21 PM EST
To: Vickie Balaschi <Vickie Balaschi <VBalaschi@lan-tel.com>>
CC: Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>
Subject: Re: Status of Payment on Invoice #9913659

Hi Vickie. This is for May, we need April's backup. Thanks.

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

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>
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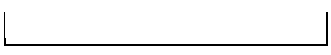
> **Regional Planner**
>
> **Office of Emergency Management (OEM)**
> Boston City Hall, Room 204 | Boston, MA 02201
> Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov
>
> 

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> kwaldron@lan-tel.com
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> www.lan-tel.com
>

From: Vickie Balaschi <VBalaschi@Lan-Tel.com>
Sent: Tuesday, November 10, 2015 2:40 PM EST
To: Andrew Murphy (andrew.murphy@boston.gov) < Andrew Murphy (andrew.murphy@boston.gov) <andrew.murphy@boston.gov>>
CC: Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>
Subject: FW: April CIMS Billing
Attachment(s): "April Invoice 9913659.pdf","April 2015 Billing.xls","April Work Ticket Copies.pdf"

Hi Andrew,

Here is the backup for April billing.

Thanks,
Vickie

From: Vickie Balaschi
Sent: Monday, May 18, 2015 12:11 PM
To: Eric Johnson <ejohnson@lan-tel.com>
Cc: Kate Waldron <kwaldron@lan-tel.com>; John Bartolomucci <jbarts@lan-tel.com>
Subject: April CIMS Billing

Hi Eric,

Here is the billing for CIMS work performed in April. Please review and send to Mike once you approve.

Thanks,
Vickie

LAN-TEL
COMMUNICATIONS, INC.

Vickie Balaschi
Marketing Manager
1400 Providence Highway, Suite 2000
Norwood, MA 02062
Phone: 781.352.4637
Fax: 781.551.8667
Cell: 774.766.8616
vbalaschi@lan-tel.com
www.lan-tel.com

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Tuesday, November 10, 2015 3:33 PM EST
To: Vickie Balaschi <Vickie Balaschi <VBalaschi@lan-tel.com>>
CC: Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>
Subject: Re: FW: April CIMS Billing

Thanks Vickie. This has been submitted and payment should go out on the 20th.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

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LAN-TEL
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Vickie Balaschi

Marketing Manager

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Phone: 781.352.4637

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www.lan-tel.com

From: Kate Waldron <kwaldron@lan-tel.com>
Sent: Tuesday, November 10, 2015 3:35 PM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Vickie Balaschi <Vickie Balaschi <VBalaschi@Lan-Tel.com>>
Subject: RE: FW: April CIMS Billing

Thanks for your help with this Andrew!

kw

From: Andrew Murphy [mailto:andrew.murphy@boston.gov]
Sent: Tuesday, November 10, 2015 3:34 PM
To: Vickie Balaschi <VBalaschi@Lan-Tel.com>
Cc: Kate Waldron <kwaldron@lan-tel.com>
Subject: Re: FW: April CIMS Billing

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> Phone: 781.352.4637
> Fax: 781.551.8667
> Cell: 774.766.8616
> vbalaschi@lan-tel.com
> www.lan-tel.com

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, November 10, 2015 4:33 PM EST
To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>
CC: Mark Savage <Mark Savage <msavage@lan-tel.com>>; David Menzies <David Menzies <David.Menzies@D2Five.com>>; John Surette <John Surette <John.Surette@PD.Boston.gov>>; Eamon Miller < Eamon Miller <Eamon.Miller@Boston.gov>>; Brenda Jones <Brenda Jones <Brenda.Jones@Boston.gov>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Chuck's Mobile eMail <Chuck's Mobile eMail <ChuckWade@Me.com>>
Subject: Re: PSnet: Weather proofing AirPair ODUs at 35 Northampton & Walnut Park/Egleston

Roger

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Nov 10, 2015, at 2:22 PM, Chuck Wade <Chuck@Interisle.net> wrote:

> Eric, Mark, Dave,
>
> I plan to head out shortly to Walnut Park/Egleston, and then 35 Northampton to weather seal the AirPair ODUs at these two sites. I believe Dave has taken care of the ODU at Soldiers' Home. With the expected wind-driven rain, I think it prudent to get these sealed before we have any more failures.
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> If any of these AirPairs have already been weather sealed, please let me know.
>
> ...Chuck
> --
> _____
> Chuck Wade, Principal
> Interisle Consulting Group
> +1 508 435-3050 Office
> +1 508 277-6439 Mobile
> www.interisle.net

From: Chuck Wade <Chuck@Interisle.net>
Sent: Tuesday, November 10, 2015 7:41 PM EST
To: Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; Mark Savage <Mark Savage <MSavage@LAN-TEL.com>>; David Menzies <David Menzies <David.Menzies@D2Five.com>>
CC: John Surette <John Surette <John.Surette@PD.Boston.gov>>; Eamon Miller <Eamon Miller <Eamon.Miller@Boston.gov>>; Brenda Jones <Brenda Jones <Brenda.Jones@Boston.gov>>; Harold Cataldo <Harold Cataldo <Harold.Cataldo@PD.Boston.gov>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>
Subject: Re: PSnet: Weather proofing AirPair ODUs at 35 Northampton & Walnut Park/Egleston
Attachment(s): "smime.p7s"

Eric, Mark, Dave, et al.,

I was able to get some weather sealing on the AirPair ODUs at Walnut Park/Egleston and 35 Northampton today. The AirPair at Egleston that shoots to 35 Northampton had no plastic left covering its LED view ports, and was wide open to the elements. The other AirPair at that site (that shoots to Lewenberg/Young Achievers School) had the correct plastic label installed that adequately protects the LED view ports, and so was not a concern.

Getting to the roof of 35 Northampton was a real challenge with this building now under new management. Consequently, I was not able to get to these two AirPair ODUs until after dark. It seems that the labels covering the LED view ports were still intact, but I applied some weather protection anyway. As an aside, the AirPair that shoots to JFK has been acting up lately, so we'll need to see if we can determine the cause, as this is an important link. It was too dark to survey the physical path to JFK, which might be impacted by new construction.

Hopefully, we won't have any more AirPair failures with the heavy rain and wind forecasted for tomorrow.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

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> --
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> Chuck Wade, Principal
> Interisle Consulting Group
> +1 508 435-3050 Office
> +1 508 277-6439 Mobile
> www.interisle.net

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Friday, November 13, 2015 7:31 AM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>
Subject: Chelsea Shotspotter

Andrew
We have come up with solution to extend dwell time for Shotspotter presets that meet Lt Griffins specifications . We are doing one more test with SST today .

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

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Sent: Friday, November 13, 2015 7:32 AM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>
Subject: Re: Chelsea Shotspotter

That's excellent. Thanks very much for your quick work on this and thanks for your patience with Lt. Griffin.

_____

Andrew Murphy
Regional Planner

City of Boston
Office of Emergency Management

Sent from my iPhone

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> Cell: 617-413-2148
> Phone: 781-352-4656
> Fax: 781-551-8667
>
> ejohnson@lan-tel.com
> www.lan-tel.com

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Friday, November 13, 2015 7:54 AM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>
Subject: Re: Chelsea Shotspotter

Andrew
While this was accomplished Eric N has also made template on the 6.4 upgrade for video to be displayed better on the slower police corporate networks. Since we beefed up the CIMS side the internal police networks are not unfortunately . I think we have won him over with going one on one and seeking his input

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
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ejohnson@lan-tel.com
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> > ejohnson@lan-tel.com
> > www.lan-tel.com

From: Murray Shafiroff <murray.shafiroff@boston.gov>
Sent: Wednesday, November 18, 2015 7:12 AM EST
To: Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Brian Barcelou <Brian Barcelou <brian.barcelou@pd.boston.gov>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; Daniel Keeler <Daniel Keeler <daniel.keeler@pd.boston.gov>>; Don Burgess <Don Burgess <don.burgess@boston.gov>>; Donna Morris <Donna Morris <donna.morris@boston.gov>>; Jarrod Fullerton <Jarrod Fullerton <jfullerton@genetec.com>>; Jason Marshall <Jason Marshall <jason.marshall@pd.boston.gov>>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Larry Louis <Larry Louis <larry.louis@boston.gov>>; Michael Kane <Michael Kane <michael.kane@boston.gov>>; Mike Lynch (DoIT) < Mike Lynch (DoIT) <mike.lynch@boston.gov>>; Nelson Vasconcelos <Nelson Vasconcelos <nelson.vasconcelos@siemens.com>>; Richard Reidy <Richard Reidy <richard.reidy@siemens.com>>; Robert Slade <Robert Slade <robert.slade@boston.gov>>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; Vincent Stancato <Vincent Stancato <vincent.stancato@pd.boston.gov>>; William Joyce <William Joyce <william.joyce@boston.gov>>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>>; Zebedeo Pena <Zebedeo Pena <zpena@genetec.com>>; Khule, Abhishek; Alexandros Pelekanakis <Alexandros Pelekanakis <apelekanakis@genetec.com>>; Anne Vaillancourt <Anne Vaillancourt <availlancourt@genetec.com>>; bhenry@mbta.com <bhenry@mbta.com>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; ithomas@vidsys.com <ithomas@vidsys.com>; Beers, Jeff; jwagner@vidsys.com <jwagner@vidsys.com>; jwarchol@bpl.org; Mike Driscoll <Mike Driscoll <mdriscoll@dvtel.com>>; mfrench@lan-tel.com <mfrench@lan-tel.com>; Deloriea, Tom
Subject: Agenda - City Wide Camera Meeting
Attachment(s): "Agenda- Security Camera Strategy 11-18-15.docx"

Guys,

Please find attached the Agenda for todays meeting.

Thanks
Murray

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Thursday, November 19, 2015 9:41 AM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: Fwd: Invoice #12182 OEM/Somerville PD
Attachment(s): "image001.jpg","ATT00001.htm","invoice #12182 - somerville pd.pdf","ATT00002.htm"

Andrew
Good morning . Can I send this to you ? This was for the monitor replacement at Somerville Police.

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

Begin forwarded message:

> **From:** Vickie Balaschi <VBalaschi@Lan-Tel.com>
> **Date:** November 19, 2015 at 9:18:36 AM EST
> **To:** Eric Johnson <ejohnson@Lan-Tel.com>
> **Cc:** Kate Waldron <kwaldron@lan-tel.com>
> **Subject: Invoice #12182 OEM/Somerville PD**
>
> Hi Eric,
>
> Here is invoice #12182 that you requested for Andrew/OEM. Please forward to Andrew for payment status.
>
> Thanks,
> Vickie

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Thursday, November 19, 2015 11:03 AM EST
To: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
CC: Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Dorothy Cassesso <Dorothy Cassesso <dcassesso@police.somerville.ma.us>>
Subject: Fwd: Invoice #12182 OEM/Somerville PD
Attachment(s): "ATT00001.htm","image001.jpg","invoice #12182 - somerville pd.pdf","ATT00002.htm"

Hi Eric. This is actually going to be paid for my Somerville PD and we'll be reimbursing them. I've copied Sgt. Kiely and Dottie Cassesso on this email. Thanks.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

---------- Forwarded message ----------
From: **Eric Johnson** <ejohnson@lan-tel.com>
Date: Thu, Nov 19, 2015 at 9:41 AM
Subject: Fwd: Invoice #12182 OEM/Somerville PD
To: Andrew Murphy <andrew.murphy@boston.gov>

Andrew
Good morning . Can I send this to you ? This was for the monitor replacement at Somerville Police.

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

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Vickie

From: Michael Kiely <mkiely@police.somerville.ma.us>
Sent: Thursday, November 19, 2015 11:07 AM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Dorothy Cassesso <Dorothy Cassesso <dcassesso@police.somerville.ma.us>>
Subject: Re: Invoice #12182 OEM/Somerville PD

This was supposed to have been paid 2 months ago, I look into it this afternoon. Sorry.
Mike

MK

On Nov 19, 2015, at 11:04 AM, Andrew Murphy <andrew.murphy@boston.gov> wrote:

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>
>
> ---------- Forwarded message ----------
> From: **Eric Johnson** <ejohnson@lan-tel.com>
> Date: Thu, Nov 19, 2015 at 9:41 AM
> Subject: Fwd: Invoice #12182 OEM/Somerville PD
> To: Andrew Murphy <andrew.murphy@boston.gov>
>
> Andrew
> Good morning . Can I send this to you ? This was for the monitor replacement at Somerville Police.
>
> Respectfully ,
>
> Eric Johnson
> Project Manager
> Lan-Tel Communications
> 1400 Providence Highway, Suite 2000
> Norwood, MA 02062
>
> Cell: 617-413-2148
> Phone: 781-352-4656
> Fax: 781-551-8667
>
> ejohnson@lan-tel.com
> www.lan-tel.com
>
> Begin forwarded message:
>
>> **From:** Vickie Balaschi <VBalaschi@Lan-Tel.com>
>> **Date:** November 19, 2015 at 9:18:36 AM EST
>> **To:** Eric Johnson <ejohnson@Lan-Tel.com>
>> **Cc:** Kate Waldron <kwaldron@lan-tel.com>
>> **Subject: Invoice #12182 OEM/Somerville PD**
>>
>> Hi Eric,

Here is invoice #12182 that you requested for Andrew/OEM. Please forward to Andrew for payment status.

Thanks,

Vickie

Vickie Balaschi

Marketing Manager

1400 Providence Highway, Suite 2000

Norwood, MA 02062

Phone: 781.352.4637

Fax: 781.551.8667

Cell: 774.766.8616

vbalaschi@lan-tel.com

www.lan-tel.com

<image001.jpg>

<invoice #12182 - somerville pd.pdf>

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Thursday, November 19, 2015 11:37 AM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Dorothy Cassesso <Dorothy Cassesso <dcassesso@police.somerville.ma.us>>
Subject: Re: Invoice #12182 OEM/Somerville PD

Thank you sorry for the mix up . I think his actually was sent to the prior POC from Somerville PD

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Nov 19, 2015, at 11:04 AM, Andrew Murphy <andrew.murphy@boston.gov> wrote:

> Hi Eric. This is actually going to be paid for my Somerville PD and we'll be reimbursing them. I've copied Sgt. Kiely and Dottie Cassesso on this email. Thanks.
>
> Andrew
>
> _____
>
> **Andrew Murphy**
> **Regional Planner**
>
> **Office of Emergency Management (OEM)**
> Boston City Hall, Room 204 | Boston, MA 02201
> Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov
>
>
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> Date: Thu, Nov 19, 2015 at 9:41 AM
> Subject: Fwd: Invoice #12182 OEM/Somerville PD
> To: Andrew Murphy <andrew.murphy@boston.gov>
>
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Date: November 19, 2015 at 9:18:36 AM EST
To: Eric Johnson <ejohnson@Lan-Tel.com>
Cc: Kate Waldron <kwaldron@lan-tel.com>
Subject: Invoice #12182 OEM/Somerville PD

Hi Eric,

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Thanks,

Vickie

Vickie Balaschi

Marketing Manager

1400 Providence Highway, Suite 2000

Norwood, MA 02062

Phone: 781.352.4637

Fax: 781.551.8667

Cell: 774.766.8616

vbalaschi@lan-tel.com

www.lan-tel.com

<image001.jpg>

<invoice #12182 - somerville pd.pdf>

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Friday, November 20, 2015 3:55 PM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: Fwd: Cims monitor

This came from Lt Ford

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

Begin forwarded message:

> **From:** Ford Lt Steven <sford@reverepolice.org>
> **Date:** November 20, 2015 at 3:44:27 PM EST
> **To:** Eric Johnson <ejohnson@Lan-Tel.com>
> **Subject: Cims monitor**
>
> Eric, the monitor for the usai cameras is out, this is one hanging on tv wall. Do we replace that or something usai does?
>
> Thanks
>
> Sent from my iPhone

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Friday, November 20, 2015 3:57 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Cims monitor

I'll respond to him. This is something Revere would have to pay for. Thanks Eric.

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Fri, Nov 20, 2015 at 3:55 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:

> This came from Lt Ford
>
> Respectfully ,
>
> Eric Johnson
> Project Manager
> Lan-Tel Communications
> 1400 Providence Highway, Suite 2000
> Norwood, MA 02062
>
> Cell: 617-413-2148
> Phone: 781-352-4656
> Fax: 781-551-8667
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> ejohnson@lan-tel.com
> www.lan-tel.com
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> > **Date:** November 20, 2015 at 3:44:27 PM EST
> > **To:** Eric Johnson <ejohnson@Lan-Tel.com>
> > **Subject: Cims monitor**
> >
> > Eric, the monitor for the usai cameras is out, this is one hanging on tv wall. Do we replace that or something usai does?
> >
> > Thanks
> >
> > Sent from my iPhone

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Friday, November 20, 2015 4:12 PM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: Re: Cims monitor

Received

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Nov 20, 2015, at 3:58 PM, Andrew Murphy <andrew.murphy@boston.gov> wrote:

> I'll respond to him. This is something Revere would have to pay for. Thanks Eric.
>
> ---
>
> **Andrew Murphy**
> **Regional Planner**
>
> **Office of Emergency Management (OEM)**
> Boston City Hall, Room 204 | Boston, MA 02201
> Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov
>
>
>
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> > This came from Lt Ford
> >
> > Respectfully ,
> >
> > Eric Johnson
> > Project Manager
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> > www.lan-tel.com
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> > **Subject: Cims monitor**
> >
> > Eric, the monitor for the usai cameras is out, this is one hanging on tv wall. Do we replace that or

something usai does?

Thanks

Sent from my iPhone

From: Chuck Wade <Chuck@Interisle.net>
Sent: Thursday, November 26, 2015 8:30 AM EST
To: Brenda Jones <Brenda Jones <Brenda.Jones@Boston.gov>>; Eamon Miller <Eamon Miller <Eamon.Miller@Boston.gov>>; Andrew Murphy <Andrew Murphy <Andrew.Murphy@Boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <Deirdre.Habershaw@Boston.gov>>; Scott Wilder <Scott Wilder <SWilder@BrooklineMA.gov>>; John Cowhig <John Cowhig <JCowhig@ChelseaMA.gov>>; Gerry Reardon <Gerry Reardon <GReardon@CambridgeFire.Org>>
CC: Steven Ford <Steven Ford <SFord@ReverePolice.org>>; David Menzies <David Menzies <David.Menzies@D2Five.com>>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; Mark Savage <Mark Savage <MSavage@LAN-TEL.com>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>
Subject: PSnet/CIMS: JFK to Whidden and JFK to Broadway Twr DragonWave AirPair ODUs replaced
Attachment(s): "smime.p7s"

Folks,

On Tuesday, with assistance from Dave Menzies, I was able to replace the DragonWave AirPair ODUs at our Whidden Hospital and Broadway Tower sites. Both radio links to the JFK site are now up after working through an odd issue with modem synchronization. However, there is a cabling problem at Broadway Tower that has the local data link down, and the receive levels for the JFK to Whidden link are poor, though this link is passing traffic now.

I hope to get back to the Broadway Tower site soon to resolve the cabling problem, at which point this link should be in excellent shape. Its receive levels are right on the spec for this distance.

The JFK to Whidden link requires re-aligning the radio antenna at the JFK end. This should restore receive levels to spec, and the expectation is that this link will then be solid.

...Chuck
--

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

From: Eamon Miller <eamon.miller@boston.gov>
Sent: Friday, November 27, 2015 9:23 AM EST
To: Chuck Wade <Chuck Wade <Chuck@interisle.net>>
CC: Brenda Jones <Brenda Jones <Brenda.Jones@boston.gov>>; Andrew Murphy <Andrew Murphy <Andrew.Murphy@boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <Deirdre.Habershaw@boston.gov>>; Scott Wilder <Scott Wilder <SWilder@brooklinema.gov>>; John Cowhig <John Cowhig <JCowhig@chelseama.gov>>; Gerry Reardon <Gerry Reardon <GReardon@cambridgefire.org>>; Steven Ford <Steven Ford <SFord@reverepolice.org>>; David Menzies <David Menzies <David.Menzies@d2five.com>>; Eric Johnson <Eric Johnson <EJohnson@lan-tel.com>>; Mark Savage <Mark Savage <MSavage@lan-tel.com>>; Fred Goldstein <Fred Goldstein <Fred@interisle.net>>; Colin Strutt <Colin Strutt <Colin@interisle.net>>
Subject: Re: PSnet/CIMS: JFK to Whidden and JFK to Broadway Twr DragonWave AirPair ODUs replaced

Thank you for your excellent work on this, Chuck and Dave! We appreciate it.

On Thu, Nov 26, 2015 at 8:30 AM, Chuck Wade<Chuck@interisle.net> wrote:

> Folks,
>
> On Tuesday, with assistance from Dave Menzies, I was able to replace the DragonWave AirPair ODUs at our Whidden Hospital and Broadway Tower sites. Both radio links to the JFK site are now up after working through an odd issue with modem synchronization. However, there is a cabling problem at Broadway Tower that has the local data link down, and the receive levels for the JFK to Whidden link are poor, though this link is passing traffic now.
>
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>
> The JFK to Whidden link requires re-aligning the radio antenna at the JFK end. This should restore receive levels to spec, and the expectation is that this link will then be solid.
>
> ...Chuck
> --
>
> Chuck Wade, Principal
> Interisle Consulting Group
> +1 508 435-3050 Office
> +1 508 277-6439 Mobile
> www.interisle.net

--

Eamon Miller
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1400 | Fax: 617-635-2974 | eamon.miller@cityofboston.gov

From: Eamon Miller <eamon.miller@boston.gov>
Sent: Monday, November 30, 2015 6:09 PM EST
To: Harry Cataldo <Harry Cataldo <harold.cataldo@pd.boston.gov>>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Ken Pitts <Ken Pitts <KPitts@cambridge911.org>>; David Mahoney <David Mahoney <DAMahoney@cambridgefire.org>>; Stephen Maywalt <Stephen Maywalt <smaywalt@cambridgepolice.org>>; John Cowhig <John Cowhig <jcowhig@chelseama.gov>>; Patrick Johnston <Patrick Johnston <Patrick.Johnston@cityofeverett.org>>; Steven Ford <Steven Ford <sford@reverepolice.org>>; Sandy Bendremmer <Sandy Bendremmer <Sandy@gis.net>>; Mike Saltzman <Mike Saltzman <michael.saltzman@state.ma.us>>; Fred Goldstein <Fred Goldstein <fred@interisle.net>>; Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Colin Strutt <Colin Strutt <colin@interisle.net>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Kayla Mendes <Kayla Mendes <kayla@stonewallsolutions.com>>; John Condon <John Condon <jcondon@stonewallsolutions.com>>; Brenda Jones <Brenda Jones <brenda.jones@boston.gov>>
Subject: PsNet December Meeting

Good Evening All,
We will not have a PsNet meeting tomorrow. We will start fresh in January.
Thank you,
Eamon

--

Eamon Miller
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1400 | Fax: 617-635-2974 | eamon.miller@cityofboston.gov

From: Michael Kane <michael.kane@boston.gov>
Sent: Monday, November 30, 2015 6:59 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: Fwd: DVTEL Inc. was acquired by FLIR Systems, Inc.

Will this effect support in any way ?

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

Begin forwarded message:

From: DVTEL, INC. <marketing@dvtel.com>
Date: November 30, 2015 at 6:38:03 PM EST
To: Mike <michael.kane@boston.gov>
Subject: DVTEL Inc. was acquired by FLIR Systems, Inc.
Reply-To: <us8-05c144405d-7ea91c3472@conversation01.mailchimpapp.com>

Date: Monday November 30th, 2015

Re: DVTEL Inc. was acquired by FLIR Systems, Inc.
Acquisition expands and enhances DVTEL's solution offering and market reach

Dear Partners and Customers;
We have announced today that DVTEL Inc. was acquired by FLIR Systems, Inc., the world leader in the design, development, manufacturing, marketing and distribution of sensor systems that enhance perception and awareness. (http://www.flir.eu/home/ ; http://www.flir.com/home/). They bring innovative sensing solutions into daily life through thermal imaging systems, visible-light imaging systems, locator systems, measurement and diagnostic systems, and advanced threat detection systems.

Under the new FLIR ownership, all of you, our loyal **channel partners, system integrators, VARs** and **Distributors** will be able to offer a complete end-to-end video surveillance solution which will be integrated with FLIR's products and technologies, including top-of-the-line thermal imaging. DVTEL's high end Latitude VMS, mid-market Horizon and Meridian NVRs, cloud, hybrid and on premise products, will gain major exposure to the market through FLIR's extensive worldwide distribution.

We are truly excited to be joining FLIR, an organization known for its commitment to the creation of innovative and game-changing products. FLIR approached DVTEL after identifying our unique technology offering that has enabled our sustained growth and expansion over the last few years. We have worked with them closely and admire the impressive advancements they have made in thermal solutions for HLS, situational awareness and security sectors. We look forward to the next stage of our development.

DVTEL's teams globally, many of which you, being our **products' end-user,** know personally, have helped the company gain worldwide recognition from its inception as a start-up to a leading player in the industry, and have been loyal to you for many years. All of them will be joining FLIR to continue their relationship with you as well as advance the industry by combining forces with an excellent team that shares mutual culture and goals. With FLIR's highly innovative solutions, the joint offering is covering all market segments - from consumer to small business, mid-size corporations to large enterprises. This transaction is poised to be a significant one for both our partners and customers worldwide, as well as for the two companies alike."

Combined with DVTEL's existing high end and mid-range solutions, FLIR-branded thermal and visible cameras and its Lorex-branded security systems, the company is one of the largest video surveillance players in the industry today.
Ziki Peled, our Chief Operating Officer, as well as substantially all of DVTEL's management and worldwide teams under him, are joining FLIR in managing our

business.

I wish you, DVTEL's loyal partners for many years, as well as FLIR's teams, your expanded partners' group, success, fruitful growth and mutual satisfaction.

Yoav Stern
President & CEO
ystern@dvtel.com
Cell: +1 (917) 251-6990

About DVTEL

DVTEL is a leading developer of open-standard, end-to-end video surveillance solutions. DVTEL's advanced technology R&D department provides enterprise-grade integrated IP video networks available for small, mid-size and enterprise applications – that are scalable and share unified architecture. Solutions include high-performance, storageefficient HD IP cameras and video analytics for outdoor intrusion detection and tracking developed by DVTEL's research teams. DVTEL partners with leading industry players to deliver ONVIF-compliant solutions, provide high-quality services, develop custom applications, and seamlessly integrate third-party products to ensure interoperability and performance. DVTEL's installations provide field-proven expandability, flexibility and functionality in thousands of locations across five continents, while minimizing your investment and cost of ownership. For more information, go to www.dvtel.com

DVTEL is a registered trademark of DVTEL Inc. All other company names and products are trademarks or registered trademarks of their respective companies

This email was sent to

michael.kane@boston.gov

why did I get this?

unsubscribe from this list

update subscription preferences

DVTEL, INC. · 65 Challenger Road · DVTEL, INC. · Ridgefield Park, NJ 07660 · USA

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Monday, November 30, 2015 7:44 PM EST
To: Michael Kane <Michael Kane <michael.kane@boston.gov>>
CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: Re: DVTEL Inc. was acquired by FLIR Systems, Inc.

None at all . Flir didn't have a VMS and it actually brings Dvtel capital. They actually found that Dvtel customer service is better so they are adopting the other way . I think that it will bring more customer base to Dvtel with Flir contacts

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Nov 30, 2015, at 6:59 PM, Michael Kane <michael.kane@boston.gov> wrote:

> Will this effect support in any way ?
>
> Michael Kane
> Logistics Section
> City of Boston
> Office of Emergency Management
> 617-343-2413
> 617-895-7215
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> **Reply-To:** <us8-05c144405d-7ea91c3472@conversation01.mailchimpapp.com>

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This email was sent to michael.kane@boston.gov
why did I get this? unsubscribe from this list update subscription preferences
DVTEL, INC. · 65 Challenger Road · DVTEL, INC. · Ridgefield Park, NJ 07660 · USA

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, December 01, 2015 1:25 PM EST
To: Michael Kane <Michael Kane <michael.kane@boston.gov>>
CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: Re: DVTEL Inc. was acquired by FLIR Systems, Inc.

Mike
If you want I could have Mike D on a conference call to answer any questions ?

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

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www.lan-tel.com

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> Michael Kane
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> **Subject: DVTEL Inc. was acquired by FLIR Systems, Inc.**
> **Reply-To:** <us8-05c144405d-7ea91c3472@conversation01.mailchimpapp.com>

DVTEL Inc. was acquired by FLIR Systems, Inc. View this email in your browser

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DVTEL, INC. · 65 Challenger Road · DVTEL, INC. · Ridgefield Park, NJ 07660 · USA

From: Michael Kane <michael.kane@boston.gov>
Sent: Tuesday, December 01, 2015 1:37 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: Re: DVTEL Inc. was acquired by FLIR Systems, Inc.

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Received

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

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Fax: 781-551-8667

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Reply-To: <us8-05c144405d-7ea91c3472@conversation01.mailchimpapp.com>

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Sent: Tuesday, December 01, 2015 5:42 PM EST
To: Brenda Jones <Brenda Jones <Brenda.Jones@Boston.gov>>; Eamon Miller <Eamon Miller <Eamon.Miller@Boston.gov>>; Andrew Murphy <Andrew Murphy <Andrew.Murphy@Boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <Deirdre.Habershaw@Boston.gov>>; Scott Wilder <Scott Wilder <SWilder@BrooklineMA.gov>>; John Cowhig <John Cowhig <JCowhig@ChelseaMA.gov>>; Gerry Reardon <Gerry Reardon <GReardon@CambridgeFire.Org>>
CC: Steven Ford <Steven Ford <SFord@ReverePolice.org>>; David Menzies <David Menzies <David.Menzies@D2Five.com>>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; Mark Savage <Mark Savage <MSavage@LAN-TEL.com>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>
Subject: PSnet: Revere Broadway Tower radio repairs completed; other site maintenance
Attachment(s): "smime.p7s"

Folks,

Today, I was able to repair the data connection to the Broadway Tower recently replaced DragonWave AirPair radio that shoots to JFK. This link is now fully operational. This was due to a cabling problem that was a bit tricky to find.

In addition, I was able to restore management access to the AirPair radio at this site that shoots to Soldiers' Home. While this did not affect service, it did hamper our ability to monitor and manage this link. There's a similar problem with its companion radio at Soldiers' Home that I hope to resolve soon. Again, this is not affecting service, just management.

Finally, I dealt with another chore of updating the TrippLite firmware on the management cards that are associated with the redundant UPSs and PDU at this site. The latest firmware resolves a bunch of problems that I and others have reported. Unfortunately, the problems with the prior version of their firmware results in corruption of the TrippLite management card configuration and loss of access. If I had been able to access the PDU remotely as we intended, then I could have remotely restored the AirPair that shoots to Soldiers' Home, since this just required a power cycle.

The Broadway Tower site is now in excellent condition, with both microwave links up, plus the fiber to the City's fiber plant via the Reservoir site. With the service previously restored to the Winthrop PD to JFK microwave link, we now have three paths capable of connecting to the Reservoir P25 site.

...Chuck
--

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

From: Reardon, Gerry <GReardon@CambridgeFire.Org>
Sent: Wednesday, December 02, 2015 6:16 AM EST
To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>
CC: Brenda Jones <Brenda Jones <Brenda.Jones@Boston.gov>>; Eamon Miller <Eamon Miller <Eamon.Miller@Boston.gov>>; Andrew Murphy <Andrew Murphy <Andrew.Murphy@Boston.gov>>; Deirdre Habershaw < Deirdre Habershaw <Deirdre.Habershaw@Boston.gov>>; Scott Wilder <Scott Wilder <SWilder@BrooklineMA.gov>>; John Cowhig <John Cowhig <JCowhig@ChelseaMA.gov>>; Steven Ford <Steven Ford <SFord@ReverePolice.org>>; David Menzies <David Menzies <David.Menzies@D2Five.com>>; Eric Johnson < Eric Johnson <EJohnson@LAN-TEL.com>>; Mark Savage <Mark Savage <MSavage@LAN-TEL.com>>; Fred Goldstein < Fred Goldstein <Fred@Interisle.net>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>
Subject: Re: PSnet: Revere Broadway Tower radio repairs completed; other site maintenance

Thanks Chuck.

Sent from my iPhone

On Dec 1, 2015, at 17:42, Chuck Wade <Chuck@Interisle.net> wrote:

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>
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>
> ...Chuck
> --
>
> _____
> Chuck Wade, Principal
> Interisle Consulting Group
> +1 508 435-3050 Office
> +1 508 277-6439 Mobile
> www.interisle.net

From: Murray Shafiroff <murray.shafiroff@boston.gov>
Sent: Wednesday, December 02, 2015 6:49 AM EST
To: Abhishek Khule <Abhishek Khule <akhule@bphc.org>>; Alexandros Pelekanakis <Alexandros Pelekanakis <apelekanakis@genetec.com>>; Anne Vaillancourt <Anne Vaillancourt <availlancourt@genetec.com>>; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Brian Barcelou <Brian Barcelou <brian.barcelou@pd.boston.gov>>; Brian Henry <Brian Henry <bhenry@mbta.com>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; Daniel Keeler <Daniel Keeler <daniel.keeler@pd.boston.gov>>; Don Burgess <Don Burgess <don.burgess@boston.gov>>; Donna Morris <Donna Morris <donna.morris@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Jarrod Fullerton <Jarrod Fullerton <jfullerton@genetec.com>>; Jason Marshall <Jason Marshall <jason.marshall@pd.boston.gov>>; Jeff Beers <Jeff Beers <jbeers@bphc.org>>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Larry Louis <Larry Louis <larry.louis@boston.gov>>; Michael Driscoll <Michael Driscoll <mdriscoll@dvtel.com>>; Michael Kane <Michael Kane <michael.kane@boston.gov>>; Mike Lynch (DoIT) < Mike Lynch (DoIT) <mike.lynch@boston.gov>>; Nelson Vasconcelos <Nelson Vasconcelos <nelson.vasconcelos@siemens.com>>; Richard Reidy <Richard Reidy <richard.reidy@siemens.com>>; Robert Slade <Robert Slade <robert.slade@boston.gov>>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; Stephanie Nappi <Stephanie Nappi <stephanie.nappi@siemens.com>>; Tom Deloriea <Tom Deloriea <tom.deloriea@isilon.com>>; Vincent Stancato <Vincent Stancato <vincent.stancato@pd.boston.gov>>; William Joyce <William Joyce <william.joyce@boston.gov>>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>>; Zebedeo Pena <Zebedeo Pena <zpena@genetec.com>>; ithomas@vidsys.com <ithomas@vidsys.com>; jwagner@vidsys.com <jwagner@vidsys.com>; jwarchol@bpl.org; mfrench@lan-tel.com <mfrench@lan-tel.com>
Subject: Agenda City Wide Camera Meeting
Attachment(s): "Agenda- Security Camera Strategy 12-02-15.docx"

Guys,

Please find attached the Agenda for today's meeting.

Thanks
Murray

From: Michael Kane <michael.kane@boston.gov>
Sent: Wednesday, December 02, 2015 9:42 AM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Mike Driscoll <Mike Driscoll <mdriscoll@dvtel.com>>
Subject: Mike Kane:invite 12/9/15 0900

Can you guys come to the weekly at city hall at 9am next week.

We want to discuss the acquisition.

Mike

From: DVTEL, INC. <marketing@dvtel.com>
Date: November 30, 2015 at 6:38:03 PM EST
To: Mike <michael.kane@boston.gov>
Subject: DVTEL Inc. was acquired by FLIR Systems, Inc.
Reply-To: <us8-05c144405d-7ea91c3472@conversation01.mailchimpapp.com>

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I wish you, DVTEL's loyal partners for many years, as well as FLIR's teams, your expanded partners' group, success, fruitful growth and mutual satisfaction.

Yoav Stern
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Cell: +1 (917) 251-6990

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Michael Kane
Logistics Section Coordinator
Office of Emergency Management (OEM)
85 Bragdon Street | Boston, MA 02201
Phone: 617-343-2413| Cell: 617-895-7215
michael.kane@boston.gov

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, December 02, 2015 9:50 AM EST
To: Michael Kane <Michael Kane <michael.kane@boston.gov>>; Mike Driscoll <Mike Driscoll <mdriscoll@dvtel.com>>
Subject: RE: Mike Kane:invite 12/9/15 0900

Sure can

From: Michael Kane [mailto:michael.kane@boston.gov]
Sent: Wednesday, December 02, 2015 9:42 AM
To: Eric Johnson <ejohnson@Lan-Tel.com>; Mike Driscoll <mdriscoll@dvtel.com>
Subject: Mike Kane:invite 12/9/15 0900

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From: DVTEL, INC. <marketing@dvtel.com>
Date: November 30, 2015 at 6:38:03 PM EST
To: Mike <michael.kane@boston.gov>
Subject: DVTEL Inc. was acquired by FLIR Systems, Inc.
Reply-To: <us8-05c144405d-7ea91c3472@conversation01.mailchimpapp.com>

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Michael Kane
Logistics Section Coordinator
Office of Emergency Management (OEM)
85 Bragdon Street | Boston, MA 02201
Phone: 617-343-2413| Cell: 617-895-7215
michael.kane@boston.gov

From: Mike Driscoll <mdriscoll@dvtel.com>
Sent: Wednesday, December 02, 2015 10:04 AM EST
To: Michael Kane <Michael Kane <michael.kane@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: RE: Mike Kane:invite 12/9/15 0900

Mike I'm already scheduled in Maine Department of Corrections....

I was planning to call all CIMS stakeholders today and tomorrow to share details of the merge .... which BTW is very good!!!

I will call u later to share more detail as I'm guessing you might have questions and are probably getting asked questions....

Thanks
Mike Driscoll

Sent from my Verizon Wireless 4G LTE smartphone

-------- Original message --------
From: Michael Kane <michael.kane@boston.gov>
Date: 12/02/2015 9:42 AM (GMT-05:00)
To: Eric Johnson <ejohnson@lan-tel.com>, Mike Driscoll <mdriscoll@dvtel.com>
Subject: Mike Kane:invite 12/9/15 0900

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Michael Kane
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Office of Emergency Management (OEM)
85 Bragdon Street | Boston, MA 02201
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michael.kane@boston.gov

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Sent: Wednesday, December 02, 2015 10:07 AM EST
To: Mike Driscoll <Mike Driscoll <mdriscoll@dvtel.com>>
CC: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Mike Kane:invite 12/9/15 0900

No worries Mike this meeting happens every week so let's get you in when you can

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

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> I was planning to call all CIMS stakeholders today and tomorrow to share details of the merge .... which BTW is very good!!!
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Sent: Wednesday, December 02, 2015 10:21 AM EST
To: Michael Kane <Michael Kane <michael.kane@boston.gov>>
CC: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: RE: Mike Kane:invite 12/9/15 0900

But I want to make sure everyone is comfortable.... and address any concerns or questions.

This said I'd like to schedule a conference call where we can invite all the folks who want / need more details and have questions to ask high level managment from FLIR directly on the this call.

Nothing bad here.... all very good... and I want to avoid any spin doctoring....

Can I work this call with you?

Thanks
MD

Sent from my Verizon Wireless 4G LTE smartphone

-------- Original message --------
From: Michael Kane <michael.kane@boston.gov>
Date: 12/02/2015 10:12 AM (GMT-05:00)
To: Mike Driscoll <mdriscoll@dvtel.com>
Cc: Eric Johnson <ejohnson@lan-tel.com>
Subject: Re: Mike Kane:invite 12/9/15 0900

No worries Mike this meeting happens every week so let's get you in when you can

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

On Dec 2, 2015, at 10:04 AM, Mike Driscoll <mdriscoll@dvtel.com> wrote:

> Mike I'm already scheduled in Maine Department of Corrections....
>
> I was planning to call all CIMS stakeholders today and tomorrow to share details of the merge .... which BTW is very good!!!
>
> I will call u later to share more detail as I'm guessing you might have questions and are probably getting asked questions....
>
> Thanks
> Mike Driscoll
>
> Sent from my Verizon Wireless 4G LTE smartphone
>
> -------- Original message --------
> From: Michael Kane <michael.kane@boston.gov>
> Date: 12/02/2015 9:42 AM (GMT-05:00)
> To: Eric Johnson <ejohnson@lan-tel.com>, Mike Driscoll <mdriscoll@dvtel.com>
> Subject: Mike Kane:invite 12/9/15 0900
>
> Can you guys come to the weekly at city hall at 9am next week.
>
> We want to discuss the acquisition.
>
> Mike
>
> **From:** DVTEL, INC. <marketing@dvtel.com>
> **Date:** November 30, 2015 at 6:38:03 PM EST
> **To:** Mike

<michael.kane@boston.gov>
Subject: DVTEL Inc. was acquired by FLIR Systems, Inc.
Reply-To: <us8-05c144405d-7ea91c3472@conversation01.mailchimpapp.com>

Date: Monday November 30th, 2015

Re: DVTEL Inc. was acquired by FLIR Systems, Inc.
Acquisition expands and enhances DVTEL's solution offering and market reach

Dear Partners and Customers;
We have announced today that DVTEL Inc. was acquired by FLIR Systems, Inc., the world leader in the design, development, manufacturing, marketing and distribution of sensor systems that enhance perception and awareness. (http://www.flir.eu/home/ ; http://www.flir.com/home/). They bring innovative sensing solutions into daily life through thermal imaging systems, visible-light imaging systems, locator systems, measurement and diagnostic systems, and advanced threat detection systems.

Under the new FLIR ownership, all of you, our loyal **channel partners, system integrators, VARs** and **Distributors** will be able to offer a complete end-to-end video surveillance solution which will be integrated with FLIR's products and technologies, including top-of-the-line thermal imaging. DVTEL's high end Latitude VMS, mid-market Horizon and Meridian NVRs, cloud, hybrid and on premise products, will gain major exposure to the market through FLIR's extensive worldwide distribution.

We are truly excited to be joining FLIR, an organization known for its commitment to the creation of innovative and game-changing products. FLIR approached DVTEL after identifying our unique technology offering that has enabled our sustained growth and expansion over the last few years. We have worked with them closely and admire the impressive advancements they have made in thermal solutions for HLS, situational awareness and security sectors. We look forward to the next stage of our development.

DVTEL's teams globally, many of which you, being our **products' end-user,** know personally, have helped the company gain worldwide recognition from its inception as a start-up to a leading player in the industry, and have been loyal to you for many years. All of them will be joining FLIR to continue their relationship with you as well as advance the industry by combining forces with an excellent team that shares mutual culture and goals. With FLIR's highly innovative solutions, the joint offering is covering all market segments - from consumer to small business, mid-size corporations to large enterprises. This transaction is poised to be a significant one for both our partners and customers worldwide, as well as for the two companies alike."

Combined with DVTEL's existing high end and mid-range solutions, FLIR-branded thermal and visible cameras and its Lorex-branded security systems, the company is one of the largest video surveillance players in the industry today.
Ziki Peled, our Chief Operating Officer, as well as substantially all of DVTEL's management and worldwide teams under him, are joining FLIR in managing our business.

I wish you, DVTEL's loyal partners for many years, as well as FLIR's teams, your expanded partners' group, success, fruitful growth and mutual satisfaction.

Yoav Stern
President & CEO
ystern@dvtel.com
Cell: +1 (917) 251-6990

About DVTEL

DVTEL is a leading developer of open-standard, end-to-end video surveillance solutions. DVTEL's advanced technology R&D department provides enterprise-grade integrated IP video networks available for small, mid-size and enterprise applications – that are scalable and share unified architecture. Solutions include high-performance, storageefficient HD IP cameras and video analytics for outdoor intrusion detection and tracking developed by DVTEL's research teams. DVTEL partners with leading industry players to deliver ONVIF-compliant solutions, provide high-quality services, develop custom applications, and seamlessly integrate third-party products to ensure interoperability and performance. DVTEL's installations provide field-proven expandability, flexibility and functionality in thousands of locations across five continents, while minimizing your investment and cost of ownership. For more information, go to www.dvtel.com

DVTEL is a registered trademark of DVTEL Inc. All other company names and products are trademarks or registered trademarks of their respective companies

+1 (201) 368-9700 | marketing@dvtel.com | www.dvtel.com
Copyright © 2015, All rights reserved.

This email was sent to
michael.kane@boston.gov
why did I get this? unsubscribe from this list update subscription preferences
DVTEL, INC. · 65 Challenger Road · DVTEL, INC. · Ridgefield Park, NJ 07660 · USA

--

Michael Kane
Logistics Section Coordinator
Office of Emergency Management (OEM)
85 Bragdon Street | Boston, MA 02201
Phone: 617-343-2413| Cell: 617-895-7215
michael.kane@boston.gov

This message is for the sole use of the intended recipient/s and may contain confidential information. Any unauthorized review, use or disclosure is prohibited. If you have received this message in error, please reply to the sender and delete the original message and all copies from your computer.

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From: Michael Kane <michael.kane@boston.gov>
Sent: Wednesday, December 02, 2015 6:26 PM EST
To: William Joyce <William Joyce <william.joyce@boston.gov>>
BCC: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Mike Kane: thought you may have interest in this
Attachment(s): "ATT00001.txt","IMG_1815.PNG"

This technology is for all interior systems.

Figured you may have an interest.

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413

From: Scott Wilder <swilder@brooklinema.gov>
Sent: Friday, December 04, 2015 9:44 AM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Brenda Jones <Brenda Jones <brenda.jones@boston.gov>>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <Deirdre.Habershaw@Boston.gov>>; Gerry Reardon <Gerry Reardon <GReardon@CambridgeFire.Org>>; Cataldo, Harold; James Guido <James Guido <jguido@reverepolice.org>>; Michael Kiely <Michael Kiely <mkiely@police.somerville.ma.us>>; Patrick Johnston <Patrick Johnston <Patrick.Johnston@cityofeverett.org>>; Mike Kane <Mike Kane <michael.kane@boston.gov>>; Pam Monzione <Pam Monzione <PMonzione@chelseama.gov>>; Steven Ahern <Steven Ahern <saahern@cambridgepolice.org>>; Terence Delehanty <Terence Delehanty <tdelehanty@town.winthrop.ma.us>>; Tony Carli <Tony Carli <Tony.carli@cityofeverett.org>>
CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Lori Slabine <Lori Slabine <LSlabine@hubtechnical.com>>
Subject: Mondays' Critical Infrastructure Meeting - Body camera presentation

Good Morning,

In addition to our regular topics at this meeting,
I also wanted to inform you, that at Monday's meeting at 1 pm at Brookline PD, Lantel & Hub Technologies will be doing a presentation on the body camera solution that they have developed.
Their solution will allow the UASI departments to use our existing CIMS infrastructure , DVTEL software and data storage components, etc.
If an agency is discussing moving to or exploring these devices, this would be a good segment to attend. It may make life a lot easier using a solution we have already invested in, and are comfortable working with as a body camera solution.
If anyone else from your department is interested in body cameras they are more than welcome to attend.
I just wanted to throw this out so everyone was aware of this presentation.
Have a good weekend, see you Monday,

Scott

Officer Scott Wilder
Director of Technology
Brookline Police Department
350 Washington Street
Brookline, MA. 02445-6800
Office : 617-730-2259
swilder@brooklinema.gov

The substance of this message, including any attachments, may be confidential, legally privileged and/or exempt from disclosure pursuant to Massachusetts law. It is intended solely for the addressee. If you received this in error, please contact the sender and delete the material from any computer.

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Friday, December 04, 2015 4:17 PM EST
To: Pam Monzione <Pam Monzione <PMonzione@chelseama.gov>>; Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: Fwd: Permit #6-2015-0165 to upgrade Chelsea Police Cameras at Tobin Bridge Inbound Span in Chelsea

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

Begin forwarded message:

> **From:** "Trivedi, Vivek (DOT)" <Vivek.Trivedi@dot.state.ma.us>
> **To:** "Eric Johnson" <ejohnson@Lan-Tel.com>
> **Cc:** "Belanger, David (DOT)" <david.belanger@state.ma.us>, "Archis, Cathy (DOT)" <cathy.archis@state.ma.us>, "Hutcheon, Robert (DOT)" <robert.hutcheon@state.ma.us>, "Kulen, Raj (DOT)" <raj.kulen@state.ma.us>, "Conneely, Thomas (DOT)" <thomas.conneely@state.ma.us>, "McCartney, Martin (DOT)" <martin.mccartney@state.ma.us>, "McCarthy, Edward J. (DOT)" <edward.j.mccarthy3@state.ma.us>, "McLaughlin, James (DOT)" <james.f.mclaughlin@state.ma.us>, "DeLashmit, Jim (DOT)" <jim.delashmit@state.ma.us>, "Wade, Tony (DOT)" <tony.wade@state.ma.us>, "Mullaly, Dan (DOT)" <dan.mullaly@state.ma.us>
> **Subject: Permit #6-2015-0165 to upgrade Chelsea Police Cameras at Tobin Bridge Inbound Span in Chelsea**
>
> Mr. Johnson,
>
> Attached is a fully executed permit to upgrade Chelsea Police Cameras at Tobin Bridge Inbound Span in Chelsea, MA for your use.
>
> A hard copy of the same will be sent to you by USPS.
>
> Please contact me if you may have any questions.
>
> Thank you
>
> Vivek Trivedi, PE
> Permits Engineer – District 6
>
> massDOT – Highway Division
> 185 Kneeland Street
> Boston, MA 02111
> Direct 857-368-6319
> Cell 617-823-3527
> Fax 857-368-0106
> vivek.trivedi@dot.state.ma.us<mailto:vivek.trivedi@dot.state.ma.us>
>
> Leading the Nation in Transportation Excellence
>
> <6-2015-0165 SIGNED PERMIT.pdf>

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Saturday, December 05, 2015 5:01 PM EST
To: Michael Kane <Michael Kane <michael.kane@boston.gov>>

http://www.securitysales.com/article/flirs_dvtel_buy_to_boost_strength_in_end_to_end_solutions/blog

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

From: Vickie Balaschi <VBalaschi@Lan-Tel.com>
Sent: Monday, December 07, 2015 1:37 PM EST
To: Andrew Murphy (andrew.murphy@boston.gov) < Andrew Murphy (andrew.murphy@boston.gov) <andrew.murphy@boston.gov>>
CC: Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: October 2015 CIMS Billing
Attachment(s): "OCT INVOICE 9914341.pdf","October 2015 Billing.xls"

Hi Andrew,

Please see the attached invoice and back up for CIMS work performed in October. I apologize for the delay on submitting this invoice. I will send you the invoice and back up for November this week as well. Please feel free to reach out with any questions or concerns. Have a great day!

Thank you,
Vickie

LAN-TEL
COMMUNICATIONS, INC.

Vickie Balaschi
Marketing Manager
1400 Providence Highway, Suite 2000
Norwood, MA 02062
Phone: 781.352.4637
Fax: 781.551.8667
Cell: 774.766.8616
vbalaschi@lan-tel.com
www.lan-tel.com

From: Michael Kane <michael.kane@boston.gov>
Sent: Monday, December 07, 2015 4:16 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Can I get this deck

Will share with Chief Joyce

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Monday, December 07, 2015 4:23 PM EST
To: Michael Kane <Michael Kane <michael.kane@boston.gov>>
Subject: Re: Can I get this deck

Absolutely

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Dec 7, 2015, at 4:16 PM, Michael Kane <michael.kane@boston.gov> wrote:

> Will share with Chief Joyce
>
> Michael Kane
> Logistics Section
> City of Boston
> Office of Emergency Management
> 617-343-2413
> 617-895-7215

From: Michael Kane <michael.kane@boston.gov>
Sent: Monday, December 07, 2015 4:25 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Can I get this deck

Thanks

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

On Dec 7, 2015, at 4:23 PM, Eric Johnson <ejohnson@lan-tel.com> wrote:

> Absolutely
>
> Respectfully ,
>
> Eric Johnson
> Project Manager
> Lan-Tel Communications
> 1400 Providence Highway, Suite 2000
> Norwood, MA 02062
>
> Cell: 617-413-2148
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> > City of Boston
> > Office of Emergency Management
> > 617-343-2413
> > 617-895-7215

From: Michael Kane <michael.kane@boston.gov>
Sent: Tuesday, December 08, 2015 9:40 AM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Fwd: Mike Kane : Guardian Notes

Fyi I will let you know

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

Begin forwarded message:

> **From:** Michael Kane <michael.kane@boston.gov>
> **Date:** December 8, 2015 at 9:39:51 AM EST
> **To:** William Joyce <william.joyce@boston.gov>
> **Subject: Mike Kane : Guardian Notes**
>
> Chief - see below
>
> Guardian indoor shooter detection system
>
> Point of Contact:
> Eric Johnson-Lantel
>
> I Benefits:
> 11000 installations worldwide
>
> Low cost of entry
>
> Small form factor acoustic and muzzel flash notification
>
> No false positives less than 1%on technology
>
> Developed by DARPA
>
> triangulate the location of the nefarious actors to nuetralize the subject
>
> Gives accurate Geo info to LE on shooters in the situation less than 2 seconds notification to handheld device
>
> Can be integrated with CAMERA system
>
> 24 yrs 45 Million in investment.
>
> Very low integration needed Poe (power over Ethernet)
>
> .22 calibre and up
> tested
>
> Local r&d
>
> II Perceived Issues:
>
> Cabling maybe an issue for city hall and older buildings
>
> Initial threat is the entrance and security stations
>
> Sensor is POE (cabling)
>
> Qtrly maintenance is suggested $$$
>
> Clients:

BCEC
US ARMY Installations
Many others

III Next steps:

Eric Johnson would be able to detailed briefing if you have interest

Any questions let me know sir.

Mike

Michael Kane
Logistics Section
City of Boston
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617-343-2413
617-895-7215

On Dec 8, 2015, at 9:10 AM, William Joyce <william.joyce@boston.gov> wrote:

> Good morning Mike.If you could send me the info i will review it and get back to you.thanks again.No rush i know you are busy.
>
> On Mon, Dec 7, 2015 at 5:19 PM, Michael Kane<michael.kane@boston.gov> wrote:
> > It was very good chief. Let me know when you can discuss and I will send you the overview over the next few days.
> >
> > Stay safe and Merry Christmas,
> >
> > Mike
> >
> > Michael Kane
> > Logistics Section
> > City of Boston
> > Office of Emergency Management
> > 617-343-2413
> > 617-895-7215
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> > On Dec 7, 2015, at 3:34 PM, William Joyce <william.joyce@boston.gov> wrote:
> >
> > > thanks
> > >
> > > On Mon, Dec 7, 2015 at 2:48 PM, Michael Kane<michael.kane@boston.gov> wrote:
> > > > Sure Chief I will brief you after if you have any interest.
> > > >
> > > > Merry Christmas
> > > >
> > > > Mike
> > > >
> > > > Michael Kane
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> > > > > Thanks mike,I already have plans tonight.Little late getting back to you.If you are going, let me know what they discussed.Thanks bill
> > > > >
> > > > > On Wed, Dec 2, 2015 at 6:26 PM, Michael Kane

<michael.kane@boston.gov> wrote:

> This technology is for all interior systems.
>
> Figured you may have an interest.
>
> Michael Kane
> Logistics Section
> City of Boston
> Office of Emergency Management
> 617-343-2413

From: Michael Kane <michael.kane@boston.gov>
Sent: Tuesday, December 08, 2015 9:43 AM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Mike Kane : Guardian Notes

Let me know if I missed anything

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

On Dec 8, 2015, at 9:41 AM, Eric Johnson <ejohnson@lan-tel.com> wrote:

> Thank you sir
>
> Respectfully ,
>
> Eric Johnson
> Project Manager
> Lan-Tel Communications
> 1400 Providence Highway, Suite 2000
> Norwood, MA 02062
>
> Cell: 617-413-2148
> Phone: 781-352-4656
> Fax: 781-551-8667
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> www.lan-tel.com
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>
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>>>> 617-343-2413

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Sent: Tuesday, December 08, 2015 9:54 AM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Fwd: Mike Kane : Guardian Notes

Fyi BCYF contact

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

Begin forwarded message:

> **From:** Michael Kane <michael.kane@boston.gov>
> **Date:** December 8, 2015 at 9:53:20 AM EST
> **To:** Michael Sulprizio <michael.sulprizio@boston.gov>
> **Subject: Fwd: Mike Kane : Guardian Notes**
>
> Hey Mike,
>
> Long time no speak I was at a conference yesterday for shot detection technologies and thought of your multil floored centers as well as bps.
>
> I took these notes for another agency....with everything that has been going I thought your agency may want to look into some of these technologies.
>
> If you have any questions or want more info let me know.
>
> See you at our next snow storm.
>
> Happy holidays,
>
> Mike
>
> Michael Kane
> Logistics Section
> City of Boston
> Office of Emergency Management
> 617-343-2413
> 617-895-7215

Guardian indoor shooter detection system

Point of Contact:

Eric Johnson-Lantel

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Eric Johnson would be able to detailed briefing if you have interest

Mike

Michael Kane

Logistics Section

City of Boston

Office of Emergency Management

617-343-2413

617-895-7215

From: Michael Kane <michael.kane@boston.gov>
Sent: Tuesday, December 08, 2015 9:54 AM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Fwd: Out of Office Re: Fwd: Mike Kane : Guardian Notes

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

Begin forwarded message:

> **From:** "Michael Sulprizio" <michael.sulprizio@boston.gov>
> **Date:** December 8, 2015 at 9:53:22 AM EST
> **To:** michael.kane@boston.gov
> **Subject: Out of Office Re: Fwd: Mike Kane : Guardian Notes**
>
> I am out of the office for several weeks on paternity leave. I will
> not be regularly checking my emails. If you need immediate assistance
> please contact Sue Murphy at 617-635-4920 ext. 2366 or Hector Alvarez
> at 617-635-4920 ext. 2223.
>
> Thank you and have a nice day.
>
> --
>
> *Michael J. Sulprizio*
>
> Deputy Commissioner, Operations & Finance
>
> Boston Centers for Youth & Families
>
> 1483 Tremont Street Boston, MA 02120
>
> p. 617-635- 4920 Ext. 2227 f. 617-635- 5074 Every Neighborhood, One Mission
>
> michael.sulprizio@cityofboston.gov http://www.cityofboston.gov/bcyf
>
> http://www.facebook.com/BCYFBoston

From: Michael Kane <michael.kane@boston.gov>
Sent: Tuesday, December 08, 2015 3:48 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: Fwd: Mike Kane : Guardian Interior Shot Gun Detection System Notes

FYI
---------- Forwarded message ----------
From: **Michael Kane** <michael.kane@boston.gov>
Date: Tue, Dec 8, 2015 at 3:47 PM
Subject: Mike Kane : Guardian Interior Shot Gun Detection System Notes
To: rderaney@bostonpublicschools.org

Rick,

Good seeing you today at the EOC. I took these notes at conference I went to for SDS yesterday and hopefully they can help your department as you research different solutions.

See you at the next storm:)

Mike

Guardian Notes

Solution:
Guardian indoor shooter detection system

Point of Contact:
Eric Johnson-Lantel

Website: http://www.shooterdetectionsystems.com/

I Benefits:

Vetted solution, 11000 installations worldwide

Low cost of entry POE

Small form factor acoustic and muzzel flash notification

No false positives less than 1% on the technology

Developed by DARPA

Main benefit: Triangulate the location of active shooters so LE can effectively neutralize the threat

Gives accurate geo info to LE on shooters location in less than 2 seconds notification is pushed to any handheld device

Can be integrated with CAMERA system

24 yrs 45 Million in investment.

Very low integration needed Poe (power over Ethernet)

.22 calibre and up
sound tested

Local r&d (Rowley, MA)

II Perceived Issues:

Cabling maybe an issue for older buildings or multiple campuses

Initial threat is the entrance and security stations

Sensor is POE (cabling)

Qtrly maintenance is suggested $$$

Clients:

BCEC
US ARMY Installations
Many others

III Next steps:

Eric Johnson of Lantel would be able to give a detailed briefing if you have interest

Any additional questions let me know

Mike

--
Michael Kane
Logistics Section Coordinator
Office of Emergency Management (OEM)
85 Bragdon Street | Boston, MA 02201
Phone: 617-343-2413| Cell: 617-895-7215
michael.kane@boston.gov

--
Michael Kane
Logistics Section Coordinator
Office of Emergency Management (OEM)
85 Bragdon Street | Boston, MA 02201
Phone: 617-343-2413| Cell: 617-895-7215
michael.kane@boston.gov

From: Michael Kane <michael.kane@boston.gov>
Sent: Tuesday, December 08, 2015 3:56 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: Fwd: Mike Kane : Guardian Interior Shot Gun Detection System Notes

fyi
---------- Forwarded message ----------
From: **Deraney, Richard** <rderaney@bostonpublicschools.org>
Date: Tue, Dec 8, 2015 at 3:53 PM
Subject: Re: Mike Kane : Guardian Interior Shot Gun Detection System Notes
To: Michael Kane <michael.kane@boston.gov>

Thanks Mike. One of my colleagues was at that presentation yesterday as well. I am going to look into this. Thanks again see you soon

On Dec 8, 2015 3:47 PM, "Michael Kane" <michael.kane@boston.gov> wrote:

> Rick,
>
> Good seeing you today at the EOC. I took these notes at conference I went to for SDS yesterday and hopefully they can help your department as you research different solutions.
>
> See you at the next storm:)
>
> Mike
>
> Guardian Notes
>
> Solution:
> Guardian indoor shooter detection system
>
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> Eric Johnson-Lantel
>
> Website: http://www.shooterdetectionsystems.com/
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>
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> No false positives less than 1% on the technology
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> Main benefit: Triangulate the location of active shooters so LE can effectively neutralize the threat
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US ARMY Installations
Many others

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Eric Johnson of Lantel would be able to give a detailed briefing if you have interest

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Mike

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Michael Kane
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michael.kane@boston.gov

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Logistics Section Coordinator
Office of Emergency Management (OEM)
85 Bragdon Street | Boston, MA 02201
Phone: 617-343-2413| Cell: 617-895-7215
michael.kane@boston.gov

From: Michael Kane <michael.kane@boston.gov>
Sent: Tuesday, December 08, 2015 3:56 PM EST
To: Vickie Balaschi <Vickie Balaschi <VBalaschi@lan-tel.com>>
CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: Re: LAN-TEL/SDS Technology Seminar - Thank You!

Can I get the deck Vicki?

Thanks,

Mike

On Tue, Dec 8, 2015 at 3:56 PM, Vickie Balaschi<VBalaschi@lan-tel.com> wrote:

> Good Afternoon,
>
> On behalf of Joe Bodio and LAN-TEL Communications, I'd like to thank you for taking the time during this busy time of the year to join us yesterday at our Technology Seminar featuring Shooter Detection Systems (SDS). Please feel free to reach out if you would like to setup an SDS demo with us or to discuss any of LAN-TEL's additional offerings. We hope you have a wonderful and safe holiday season!
>
> Thank you,
>
> Vickie Balaschi
>
> LAN-TEL COMMUNICATIONS, INC.
>
> Vickie Balaschi
>
> Marketing Manager
>
> 1400 Providence Highway, Suite 2000
>
> Norwood, MA 02062
>
> Phone: 781.352.4637
>
> Fax: 781.551.8667
>
> Cell: 774.766.8616
>
> vbalaschi@lan-tel.com
>
> www.lan-tel.com

--

Michael Kane
Logistics Section Coordinator
Office of Emergency Management (OEM)
85 Bragdon Street | Boston, MA 02201
Phone: 617-343-2413| Cell: 617-895-7215
michael.kane@boston.gov

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, December 08, 2015 4:04 PM EST
To: Michael Kane <Michael Kane <michael.kane@boston.gov>>
CC: Vickie Balaschi <Vickie Balaschi <VBalaschi@Lan-Tel.com>>; John Grennon <John Grennon <jgrennon@lan-tel.com>>
Subject: Re: LAN-TEL/SDS Technology Seminar - Thank You!
Attachment(s): "image001.jpg"

Mike
I have included John Grennon on this email. He will reach out to SDS and get yesterday's PowerPoint to you .

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Dec 8, 2015, at 3:56 PM, Michael Kane <michael.kane@boston.gov> wrote:

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> Thanks,
>
> Mike
>
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> >
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> >
> > Vickie Balaschi
> >
> > <image001.jpg>
> >
> > Vickie Balaschi
> >
> > Marketing Manager
> >
> > 1400 Providence Highway, Suite 2000
> >
> > Norwood, MA 02062
> >
> > Phone: 781.352.4637
> >
> > Fax: 781.551.8667

Cell: 774.766.8616

vbalaschi@lan-tel.com

www.lan-tel.com

--

Michael Kane
Logistics Section Coordinator
Office of Emergency Management (OEM)
85 Bragdon Street | Boston, MA 02201
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michael.kane@boston.gov

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Sent: Tuesday, December 08, 2015 4:04 PM EST
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Subject: Re: LAN-TEL/SDS Technology Seminar - Thank You!

cool just want to pass it on to Joyce

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> Project Manager
> Lan-Tel Communications
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> > >
> > > Vickie Balaschi
> > >
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--

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michael.kane@boston.gov

--

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Logistics Section Coordinator
Office of Emergency Management (OEM)
85 Bragdon Street | Boston, MA 02201
Phone: 617-343-2413| Cell: 617-895-7215
michael.kane@boston.gov

From: Murray Shafiroff <murray.shafiroff@boston.gov>
Sent: Wednesday, December 09, 2015 6:50 AM EST
To: Abhishek Khule <Abhishek Khule <akhule@bphc.org>>; Alexandros Pelekanakis <Alexandros Pelekanakis <apelekanakis@genetec.com>>; Anne Vaillancourt <Anne Vaillancourt <availlancourt@genetec.com>>; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Brian Barcelou <Brian Barcelou <brian.barcelou@pd.boston.gov>>; Brian Henry <Brian Henry <bhenry@mbta.com>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; Daniel Keeler <Daniel Keeler <daniel.keeler@pd.boston.gov>>; Don Burgess <Don Burgess <don.burgess@boston.gov>>; Donna Morris <Donna Morris <donna.morris@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Jarrod Fullerton <Jarrod Fullerton <jfullerton@genetec.com>>; Jason Marshall <Jason Marshall <jason.marshall@pd.boston.gov>>; Jeff Beers <Jeff Beers <jbeers@bphc.org>>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Larry Louis <Larry Louis <larry.louis@boston.gov>>; Michael Driscoll <Michael Driscoll <mdriscoll@dvtel.com>>; Michael Kane <Michael Kane <michael.kane@boston.gov>>; Mike Lynch (DoIT) < Mike Lynch (DoIT) <mike.lynch@boston.gov>>; Nelson Vasconcelos <Nelson Vasconcelos <nelson.vasconcelos@siemens.com>>; Richard Reidy <Richard Reidy <richard.reidy@siemens.com>>; Robert Slade <Robert Slade <robert.slade@boston.gov>>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; Stephanie Nappi <Stephanie Nappi <stephanie.nappi@siemens.com>>; Tom Deloriea <Tom Deloriea <tom.deloriea@isilon.com>>; Vincent Stancato <Vincent Stancato <vincent.stancato@pd.boston.gov>>; William Joyce <William Joyce <william.joyce@boston.gov>>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>>; Zebedeo Pena <Zebedeo Pena <zpena@genetec.com>>; ithomas@vidsys.com <ithomas@vidsys.com>; jwagner@vidsys.com <jwagner@vidsys.com>; jwarchol@bpl.org; mfrench@lan-tel.com <mfrench@lan-tel.com>
Subject: Agenda City Wide Camera Meeting
Attachment(s): "Agenda- Security Camera Strategy 12-09-15.docx"

Guys,

Please find attached the agenda for todays meeting.

Thanks
Murray

From: Michael Kiely <mkiely@police.somerville.ma.us>
Sent: Tuesday, December 15, 2015 10:48 AM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: Dorothy Cassesso <Dorothy Cassesso <dcassesso@police.somerville.ma.us>>; ejohnson@lan-tel.com
Subject: Fwd: Lan-Tel payment
Attachment(s): "593244.pdf","ATT00001.htm"

Paid check attached Andrew. Sorry for the delay, most of this was on me as this was my first year dealing with fiscal budgeting.

Sgt. Michael Kiely
Homeland Security &
Emergency Management
(617) 625-1600x7241

Begin forwarded message:

> **From:** Christine Masiello <cmasiello@police.somerville.ma.us>
> **Date:** December 15, 2015 at 10:46:29 AM EST
> **To:** Michael Kiely <mkiely@police.somerville.ma.us>, Dorothy Cassesso <dcassesso@police.somerville.ma.us>
> **Subject: Lan-Tel payment**
>
> ***Christine Masiello***
> *Somerville Police Dept.*
> *220 Washington Street*
> *Somerville, MA 02143*
> *617-625-1600 ext. 7200*
> *cmasiello@police.somerville.ma.us*
>
> ***MERRY CHRISTMAS TO YOU AND YOURS***

From: Murray Shafiroff <murray.shafiroff@boston.gov>
Sent: Tuesday, December 15, 2015 1:58 PM EST
To: Abhishek Khule <Abhishek Khule <akhule@bphc.org>>; Alexandros Pelekanakis <Alexandros Pelekanakis <apelekanakis@genetec.com>>; Anne Vaillancourt <Anne Vaillancourt <availlancourt@genetec.com>>; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Brian Barcelou <Brian Barcelou <brian.barcelou@pd.boston.gov>>; Brian Henry <Brian Henry <bhenry@mbta.com>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; Daniel Keeler <Daniel Keeler <daniel.keeler@pd.boston.gov>>; Don Burgess <Don Burgess <don.burgess@boston.gov>>; Donna Morris <Donna Morris <donna.morris@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Jarrod Fullerton <Jarrod Fullerton <jfullerton@genetec.com>>; Jason Marshall <Jason Marshall <jason.marshall@pd.boston.gov>>; Jeff Beers <Jeff Beers <jbeers@bphc.org>>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Larry Louis <Larry Louis <larry.louis@boston.gov>>; Michael Driscoll <Michael Driscoll <mdriscoll@dvtel.com>>; Michael Kane <Michael Kane <michael.kane@boston.gov>>; Mike Lynch (DoIT) < Mike Lynch (DoIT) <mike.lynch@boston.gov>>; Nelson Vasconcelos <Nelson Vasconcelos <nelson.vasconcelos@siemens.com>>; Richard Reidy <Richard Reidy <richard.reidy@siemens.com>>; Robert Slade <Robert Slade <robert.slade@boston.gov>>; Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; Stephanie Nappi <Stephanie Nappi <stephanie.nappi@siemens.com>>; Tom Deloriea <Tom Deloriea <tom.deloriea@isilon.com>>; Vincent Stancato <Vincent Stancato <vincent.stancato@pd.boston.gov>>; William Joyce <William Joyce <william.joyce@boston.gov>>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>>; Zebedeo Pena <Zebedeo Pena <zpena@genetec.com>>; ithomas@vidsys.com <ithomas@vidsys.com>; jwagner@vidsys.com <jwagner@vidsys.com>; jwarchol@bpl.org; mfrench@lan-tel.com <mfrench@lan-tel.com>
Subject: Agenda - City Wide Camera Meeting
Attachment(s): "Agenda- Security Camera Strategy 12-16-15.docx"

Guys,

Please find attached the Agenda for tomorrows meeting.

Thanks
Murray

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Friday, December 18, 2015 5:31 PM EST
To: Eamon Miller <Eamon Miller <eamon.miller@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Brenda Jones <Brenda Jones <brenda.jones@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>
Subject: Juniper security issue
Attachment(s): "ATT00001.txt","image1.PNG"

Good evening all. Please see the attached from a BRIC cyber security bulletin regarding potential holes in Juniper firewall security. I'm not sure if we have any of this equipment in PSNet or CIMS. Thanks.

Andrew

From: Chuck Wade <Chuck@Interisle.net>
Sent: Friday, December 18, 2015 6:18 PM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Eamon Miller <Eamon Miller <eamon.miller@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Brenda Jones <Brenda Jones <brenda.jones@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>
CC: Colin Strutt <Colin Strutt <Colin@Interisle.net>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>
Subject: Re: Juniper security issue
Attachment(s): "smime.p7s"

Andrew,

We've already received the advisory from Juniper, and we've been looking into this. PSnet does make extensive use of the Juniper Netscreen family of firewalls, and we run the firmware indicated as potentially affected. It is possible that our current practices for using firewalls has mitigated this threat somewhat. We'll provide an update when we've had a chance to fully assess the situation. Note that more information is expected from Juniper to help determine whether systems have been compromised.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 12/18/15 5:31 PM, Andrew Murphy wrote:

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>
> Andrew
>
>
>
> _____
>
> Andrew Murphy
> Regional Planner
>
> City of Boston
> Office of Emergency Management
>
> Sent from my iPhone

From: Chuck Wade <Chuck@Interisle.net>
Sent: Friday, December 18, 2015 7:40 PM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Eamon Miller <Eamon Miller <eamon.miller@boston.gov>>; Scott Wilder <Scott Wilder <swilder@brooklinema.gov>>; Brenda Jones <Brenda Jones <brenda.jones@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>
CC: David Carabin <David Carabin <David.Carabin@PD.Boston.gov>>; Richard Laird <Richard Laird <Richard.Laird@PD.Boston.gov>>; Ryan Walsh <Ryan Walsh <Ryan.Walsh@PD.Boston.gov>>; James Fitzpatrick <James Fitzpatrick <Jim.Fitzpatrick@PD.Boston.gov>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>
Subject: Re: Juniper security issue (PSnet exposure assessment)
Attachment(s): "smime.p7s"

Andrew, et al.,

Expanding further on my first response:

The fix provided by Juniper requires updating firmware on our SSG firewalls. This is a disruptive event, and we feel it is important to test the new firmware release for interoperability before we update all of our SSGs. In the meantime, I have implemented a configuration change that I believe will be effective in preventing exploitation of this vulnerability. The firmware has been installed on one SSG for testing, and we'll expand testing further this weekend.

Unfortunately, very little information has been provided by Juniper to date, so we lack sufficient knowledge to fully assess our risks associated with this recently reported vulnerability. All I can say at this time is that, while we *are* running vulnerable firmware on many (but not all) of our SSGs, we believe our current security practices make it unlikely that we are exposed. Furthermore, we have always employed independent logging and configuration management facilities that would make it very difficult to successfully attack our SSG firewalls without us noticing or at least having log records that could be used to determine if any attacks have been attempted. Specifically, we do not rely on the logs maintained within our SSG firewalls.

Also, so this does not get overlooked, the Motorola console proxy servers and other P25 system installations make use of Juniper SSG140 firewalls. However, from what I understand of how Motorola has configured these firewalls, I doubt that they would be exposed to this vulnerability. This would be an issue for Motorola to address, though.

I'll provide further updates as we progress with testing, and we'll let key stakeholders know when we plan to perform firmware upgrades.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 12/18/15 6:18 PM, Chuck Wade wrote:

> Andrew,
>
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>
> ...Chuck
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> >
> > Andrew

Andrew Murphy
Regional Planner

City of Boston
Office of Emergency Management

Sent from my iPhone

From: Scott Wilder <swilder@brooklinema.gov>
Sent: Saturday, December 19, 2015 9:27 AM EST
To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Eamon Miller <Eamon Miller <eamon.miller@boston.gov>>; Brenda Jones < Brenda Jones <brenda.jones@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Deirdre Habershaw < Deirdre Habershaw <deirdre.habershaw@boston.gov>>
CC: Colin Strutt <Colin Strutt <Colin@Interisle.net>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>
Subject: RE: Juniper security issue

All,

If, any system was found to have this threat, is it possible, to discover what was – or could have been compromised, from the Juniper box forward?
I believe the State also uses Juniper, so could a threat from a non Psnet Juniper device, infiltrate into the Psnet network, into public safety systems?
In Brookline we have found, from the Town side that Munis, payroll systems uses juniper, as well as our traffic department connected to the RMV is over Juniper.
This could have a long domino effect with all these systems tied into each other.
If any system has one of these boxes, is there a way to track what systems where opened up, and what data could have been compromised?

Thanks
Scott

Officer Scott Wilder
Director of Technology
Brookline Police Department
350 Washington Street
Brookline, MA. 02445-6800
Office : 617-730-2259
swilder@brooklinema.gov

From: Chuck Wade [mailto:Chuck@Interisle.net]
Sent: Friday, December 18, 2015 6:19 PM
To: Andrew Murphy; Eamon Miller; Scott Wilder; Brenda Jones; Eric Johnson; Deirdre Habershaw
Cc: Colin Strutt; Fred Goldstein
Subject: Re: Juniper security issue
Importance: High

Andrew,

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> Andrew Murphy
> Regional Planner
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> Office of Emergency Management
>
> Sent from my iPhone

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From: Chuck Wade <Chuck@Interisle.net>
Sent: Monday, December 21, 2015 12:33 AM EST
To: Andrew Murphy <Andrew Murphy <Andrew.Murphy@Boston.gov>>; Scott Wilder <Scott Wilder <SWilder@BrooklineMA.gov>>
CC: Eamon Miller <Eamon Miller <Eamon.Miller@Boston.gov>>; Brenda Jones <Brenda Jones <Brenda.Jones@Boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <Deirdre.Habershaw@Boston.gov>>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; James Fitzpatrick <James Fitzpatrick <Jim.Fitzpatrick@PD.Boston.gov>>; David Carabin <David Carabin <David.Carabin@PD.Boston.gov>>; Richard Laird <Richard Laird <Richard.Laird@PD.Boston.gov>>; Ryan Walsh <Ryan Walsh <Ryan.Walsh@PD.Boston.gov>>; Kenneth Pitts <Kenneth Pitts <KPitts@Cambridge911.org>>; Maywalt, Stephen; Colin Strutt <Colin Strutt <Colin@Interisle.net>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; David Menzies <David Menzies <David.Menzies@D2Five.com>>
Subject: PSnet: Update on Juniper ScreenOS "unauthorized code" vulnerabilities and options to mitigate risks
Attachment(s): "smime.p7s"

Andrew, Scott,

After a lot of research and review of the situation with the recently announced out-of-cycle firmware updates for all Juniper ScreenOS-based products (SSG and ISG families), I can now offer a more complete assessment and put forward some recommendations for mitigating the risks associated with the vulnerabilities described in Juniper's notifications.

Because this is a complex topic that gets into a lot of technically dense material, I have provided an Executive Summary up front. I follow this up with a Threat Assessment, Threat Mitigation, and an outline of an Approach for upgrading PSnet's firewalls.

Executive Summary

At this time, it does not appear that PSnet Juniper SSG firewalls were exposed to the vulnerability announced by Juniper. However, we have taken some steps to further mitigate the risks, and we will take some additional measures in the coming days.

That said, best practices call for applying the firmware patches released by Juniper. Unfortunately, PSnet operates its Juniper SSG firewalls in a restricted mode known as "fips-mode," and this greatly complicates our ability to apply the firmware update. We will have to revert every firewall to its factory default state that will also clear all internal cryptographic keys. This will require quite a bit of effort, and will be disruptive to current operations. It will also require that we re-issue all PSnet public key certificates used for establishing encrypted (IPsec) tunnels used for inter-site communications in compliance with the FBI CJIS Security Policy.

This has not been a problem for PSnet in the past, but became an obstacle when Juniper re-issued their code signing cryptographic keys in August 2014. Juniper took this step due to a suspected compromise of their code signing private keys. While these keys can be installed with relative ease in Juniper firewalls that are not in "fips-mode," there is no means to install these keys in any SSG or ISG firewall operating in fips-mode. Without the new code signing keys, we can't authenticate the new firmware as valid, and hence we can't install it. The only way to resolve this impasse is to revert the SSG firewalls to factory defaults, clearing all internally generated private keys for each SSG.

Note, the reason that PSnet operates its Juniper SSG firewalls in "fips-mode" is that a strict interpretation of the FBI CJIS guidelines indicates that all devices involved with cryptographically-secured communications must be validated against the NIST FIPS-140-2 standard, and that such equipment should be operated in a manner consistent with the validation constraints. In the case of PSnet Juniper SSG firewalls, that means enabling "fips-mode." This results in a classic "Catch-22" situation.

We will have to develop a complete, step-by-step plan for rebuilding every SSG firewall from scratch, including re-issuing public key certificates, which can only be done after the SSGs are rebuilt from the factory reset. While our plan will attempt to reduce down time, it does not appear that we can avoid moderately severe service disruptions for any applications operating over PSnet encrypted tunnels, including the BRIC CrimeView and FATPOT applications, but also other services, such as the Sprint mobile communications for Chelsea. Some of PSnet's management services also rely on the encrypted tunnels maintained by the Juniper SSGs.

Threat Assessment

On December 17, Juniper disclosed a total of three vulnerabilities in two separate notifications, both distributed as "out of cycle" updates. One notification announced that there is a denial of service (i.e., crash) vulnerability in their most recent firmware release involving SSH authentication. This vulnerability does not affect PSnet SSGs since we are still operating on the prior code branch, and so we have not installed this latest firmware (nor could we easily, given the conflict with the new code signing keys and fips-mode).

The other notification disclosed two distinct vulnerabilities in all releases of the ScreenOS firmware for all SSG and ISG

products introduced since September 2012. Juniper has declared that these vulnerabilities were introduced as *"unauthorized code"* modifications, with the clear implication that code was planted in their software that was specifically designed to introduce these vulnerabilities. Their notification also announced availability of patched versions of all currently available ScreenOS firmware releases that remove the "unauthorized code."

All PSnet Juniper SSGs are running firmware releases that contain the unauthorized code, and hence have the vulnerabilities described in the Juniper notification. Aside, there was an earlier version of their notification that seemed to imply that only some of the PSnet SSGs included affected firmware, however a subsequent update corrected a typo to indicate that all versions in use within PSnet are affected.

The first vulnerability associated with the unauthorized code results in compromised authentication and access control methods used for establishing administrative access via the SSH protocol to Juniper's firewalls for command line access. This is effectively a "back door" into the firewall that provides an attacker with full privileges to change anything. Juniper has provided a means for detecting unauthorized access via SSH by reviewing log records, assuming these records were not subsequently removed by an attacker, which would be expected of an attacker using this back door. This vulnerability clearly represents a grave concern.

The other vulnerability introduced by the unauthorized code was described by Juniper as potentially allowing an attacker to decrypt encrypted traffic. However, Juniper provided no additional information on this vulnerability. Some security researchers have subsequently analyzed the differences between the prior code, and the new releases where the unauthorized code has been removed. This appears to indicate that a cryptographic parameter was modified, probably with the intent of weakening key generation for encrypted communications. Again, this is a matter of grave concern.

In order to assess risks to PSnet users and applications, we need to determine how feasible it is that either of these two introduced vulnerabilities could be used to attack PSnet firewalls or secure communications. I will first examine the SSH access control vulnerability. In this case, it is important to note that an attacker must be in a position to establish an SSH connection to a PSnet Juniper firewall. However, most PSnet firewalls are internal, and cannot be directly accessed from the public Internet. Only four PSnet Juniper firewalls have Internet-facing connections, and none of these will allow an SSH connection from their Internet interfaces. Furthermore, we constrain the Internet connections to a separate virtual router, so the barrier to overcoming our firewall protections is much higher than for a typical firewall. While it is always possible that implanted code could allow SSH connections for select users even when all other SSH access is disallowed, there is no indication that this is the case. In particular, this would require significant modifications to multiple internal code libraries, and such changes would have been easy for Juniper to spot long before now.

However, while SSH access from the public Internet is not allowed, we do allow SSH access from various internal subnets. Therefore, our primary concern is from attackers operating within the PSnet borders. This also introduces a concern raised by Scott that an attacker could successfully gain access to a non-PSnet Juniper firewall, and then use inside connections to get to PSnet firewalls. In this case, we believe we are largely protected, simply because we do not allow SSH access from other "private" networks we connect to. Furthermore, we use the virtual router scheme to further harden access from connected private networks. This still leaves us exposed to anyone who does have internal access to PSnet, and so we will be taking some further steps to restrict internal SSH access (see below for mitigation measures).

Regarding threats from attackers who might decrypt our private communications, the first point to note is that this requires someone to be able to intercept our encrypted communications. However, since nearly all of our encrypted traffic flows over PSnet, and not the public Internet nor any other external network, the bar is much higher for such an attack. While traffic intercepts could be deployed, these would require adding equipment and gaining physical access to PSnet circuits. This is certainly feasible, but it requires considerable motivation, non-trivial resources, and physical access, plus the attacker would have to know the means for exploiting whatever vulnerability was introduced into the cryptographic parameters.

Even if an attacker were able to intercept our encrypted tunnel traffic and decrypt this traffic, most of the sensitive applications (e.g., CrimeView, FATPOT) utilize end-to-end encryption, typically via the HTTPS protocol family. In other words, we're transporting encrypted application traffic inside of PSnet's encrypted tunnels.

Based on what we currently understand of these vulnerabilities, we have to rate the SSH back door as a moderate threat, though we believe PSnet systems are already hardened against this threat. The potential for exposing secure communications via the weakened crypto parameters appears to be a minor concern that we deem an unlikely threat.

Threat Mitigation

Based on our threat assessment, it is the SSH back door that we most need to mitigate as a threat. However, before discussing mitigation steps, let me note that we employ other practices that should help us detect past or future attacks leveraging this back door. The first of these practices is that we do send syslog records from our SSG firewalls to a central syslog server, where every record is stored and archived. This means we have the ability to scan prior log records to search for patterns that match the attack profile provided by Juniper. Since these log records are sent immediately with each event to our central syslog server, any attempt by an attacker to cover their tracks on the SSG they log into would be ineffective, since we have the same log records on another system. Of course, a truly sophisticated attacker could also compromise our syslog server, and remove evidence. This does raise the bar, though.

Another practice we've used for years is that we periodically (every hour) extract configuration files from all of our Juniper SSGs and deposit these into a source control repository. What this means is that the current configurations are constantly being compared to prior configurations, and any changes are reflected in the source control repository. Not only is this a very useful facility for tracking configuration changes, it also makes it more likely that we would detect unauthorized changes to our firewall configurations.

A third relevant practice is that Colin regularly audits our firewall logs for all Internet communications, both inbound and outbound. I review his audit reports, so two sets of eyes are on this. We compare current audit statistics against prior reports, and investigate any differences or aberrant behavior. The primary benefit so far to doing this is that we detect misconfigured systems operating within PSnet. We have also used these audits to recognize new ways to filter traffic that improves visibility and reduces potential exposures.

Yet another practice is that we have installed the public keys for administrators on every Juniper SSG, so that only users with the corresponding private keys can establish SSH connections. It is likely that this may limit the ability of an attacker to exploit the SSH back door, but we cannot fully assess this given the scant information provided so far by Juniper. It does help by causing any unauthorized access to send a different pattern of login authentication records than would be seen for legitimate access. Note that this same technique of pre-installed public keys is also used for the tool that periodically captures configurations.

The primary new step we have taken to mitigate the SSH back door threat has been to change the port number used for establishing SSH connections. This means that an attacker cannot use the standard port number (22), and would have to know the special port number we are using. While a scan could be done to find this custom port number, the scan itself would be a detectable event, and would be logged and likely blocked by the firewall. While this is a simple step, it has been proven to be an effective mitigation technique over decades of use. It works equally well for external and internal sources of attack, while minimizing any impact on operations since only 2 - 3 of us ever access the firewalls for administrative purposes anyway.

Another step we will be taking over the coming days is to further restrict administrative access to the SSG firewalls. The only administrative access methods are via SSH and a web GUI. However, the web GUI can only be accessed via encrypted tunnels, and access is tightly controlled. Since SSH access needs to only come from a few subnets, we will take measures to block SSH access from all other subnets. As previously noted, we already disallow SSH access from networks that PSnet connects to, such as police department networks. Two methods will be employed for blocking access, (1) firewall rules and (2) a separate mechanism for restricting administrative access to only select IP addresses.

Regarding the threats posed by potential eaves dropping on encrypted communications, we will explore whether there is any other sensitive information flowing over PSnet tunnels that is not already encrypted on an end-to-end basis. Should we find such situations, we will explore what could be done to enable end-to-end encryption. As noted above, CrimeView and FATPOT client-server communications already uses end-to-end communications, as does InterMapper client-server traffic. The Chelsea Sprint mobile traffic is also encrypted between Chelsea's mobiles and internal servers at Chelsea PD.

Finally, we will separately evaluate the encrypted tunnels established to Sprint and ShotSpotter, since both services use Juniper firewalls for establishing encrypted IPsec tunnels to PSnet. We will also evaluate other firewall connections to other agencies that use Juniper firewalls. This includes DCJIS, Boston PD, Cambridge PD, and the Motorola radio systems. However, given the constraints already imposed by PSnet on all of these connections (and vice versa), it seems unlikely that any of these end points could be vectors for attacks on PSnet. Similarly, these same constraints make it difficult for anyone to launch an attack from PSnet against other Juniper firewalls that touch PSnet.

Approach to Upgrading PSnet SSG firewalls to latest firmware

As noted in the Executive Summary, upgrading to the latest Juniper ScreenOS firmware on the PSnet SSGs is going to be a difficult and time-consuming project. Although we have a pretty good idea of what will be required to accomplish this, we cannot assess how much effort, how long it will take, or how disruptive this will be until we have developed a complete plan and run some exercises to assess real world aspects. There are various scenarios we might use, and we will have to determine which scenarios will be optimal. For example, it might be easiest to stage upgraded SSGs in a lab context, and perform a swap of the upgraded unit with the existing unit at each site. This could be less disruptive than performing in-place upgrades, though it might be more labor intensive.

Another issue is that, given the effort involved, we should use this as an opportunity to move to the current code branch for the ScreenOS firmware. Currently, PSnet SSGs are on the 6.2.0 code branch, but the current code branch is 6.3.0. The reason we have not already transitioned to the new code branch is that we have been unable to achieve interoperability for our IPsec tunnels between SSGs running 6.2.0 and 6.3.0. Although the additional testing required to validate operations using the new code branch will add to the overall effort, it is recommended as it will improve future access to firmware upgrades.

One issue we will explore is whether we should discontinue use of "fips-mode." To be blunt, the FIPS 140 series of standards is quite old, is known to be ineffective, and NIST has stalled for almost a decade on moving to FIPS 140-3 to

address the many known deficiencies in the current FIPS 140-2 standard. Furthermore, products that are configured to be compliant with FIPS 140-2 are actually less secure for a variety of complex reasons, while also being brittle and difficult to support. In addition, it is my understanding that the CJIS firewalls deployed by EOPSS are not configured to be FIPS 140-2 compliant. Based on my experience, EOPSS has taken the preferred approach.

Finally, we may want to evaluate another alternative. Juniper has announced End-of-Life (EOL) for the entire ScreenOS firewall line. They have a new family of firewalls based on JunOS, though there are other vendors with offerings that might be better suited to our purposes. While an EOL declaration for most products is of limited concern, it is a more serious issue for firewalls and other security appliances due to the need for continued vendor support in the face of constant escalation of security threats.

Therefore, depending on budget and timeframes, we may want to consider making a transition to a replacement product set instead of just going through the process of upgrading firmware on the existing SSGs. Once we have a new firewall family selected, and we have the template configurations and deployment strategies worked out, the incremental effort might be modest to cut over to a new product set instead of merely upgrading the existing SSGS. On the other hand, qualifying and selecting a new firewall family and devising the configurations and deployment practices is a significant effort. But, if we're going to have to do this anyway at some point, then maybe it would be prudent to do this now.

Bottom line

At this point, it appears we do not need to rush into upgrading the PSnet SSGs. This is good, since performing the upgrade to latest firmware is going to be a major effort. However, we will have to take steps to harden PSnet SSGs in the face of these new threats and to minimize exposure to the vulnerabilities associated with the "unauthorized code" implanted in our currently deployed firmware. We will also need to take a more diligent approach to monitoring for potential attacks leveraging these vulnerabilities.

In addition, we will need to develop comprehensive plans for either upgrading the current SSG firewalls, or transitioning to a new family of firewalls within a reasonable timeframe. This probably means within the next two to three months. The plans will also have to detail anticipated effort and impact on operations.

This is not a great position to be in, but it is by no means dire. In fact, it does not appear that our current threat levels and associated risks have increased significantly as a result of these announcements from Juniper. The major concern is that there could be increasing risks as we go forward until we are able to either upgrade or replace our current PSnet firewalls.

I will certainly try to answer any questions, and we will provide further updates as our planning progresses or if we learn anything significant about the threat situation. Please note that Colin is also quite familiar with the SSG firewalls and our deployed configurations, so he can help answer questions should I tied up with other efforts.

...Chuck
--

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

From: Ford Lt Steven <sford@reverepolice.org>
Sent: Monday, December 21, 2015 5:54 PM EST
To: eamon.miller@boston.gov
CC: kpitts@cambridge911.org; fred@interisle.net; jcondon@stonewallsolutions.com; swilder@brooklinema.gov; harold.cataldo@pd.boston.gov; jcowhig@chelseama.gov; sandy@gis.net; patrick.johnston@ci.everett.ma.us; colin@interisle.net; smaywalt@cambridgepolice.org; Shawn.Romanoski@pd.boston.gov; michael.saltzman@state.ma.us; mkiely@police.somerville.ma.us; ejohnson@lan-tel.com; brenda.jones@boston.gov; damahoney@cambridgefire.org; rgriffin@chelseama.gov; chuck@interisle.net; kayla@stonewallsolutions.com
Subject: Re: Invitation: PsNet Meeting @ Tue Jan 5, 2016 11am - 1pm (eamon.miller@boston.gov)

Your welcome to use the RPD conference room.

Sent from my iPhone

> On Dec 21, 2015, at 5:21 PM, "eamon.miller@boston.gov" <eamon.miller@boston.gov> wrote:
>
> more details »<https://www.google.com/calendar/event?
action=VIEW&eid=bTQ5MWdiYmJycHI1YnN2NXBka2l0dGQ4cjQgc2ZvcmRAcmV2ZXJlcG9saWNlLm9yZw&tok=MjMjZWFtb24ubWlsbGVyQGJvc3Rvbi5nb3YwZjkxYTkzNmRhZDUzZDk0NTNhYzNkMzEzOTY1YjQ5Y2VkNDA4MzYx&ctz=America/N
>
> PsNet Meeting
> Hi all,
> It's been awhile since the last PsNet Executive Committee meeting. I'm eager to get everyone together and talk PsNet. I'm awaiting confirmation on a location, but please hold Tuesday Jan. 5th from 11 AM-12:30 PM.
>
> In addition, let me know if I've forgotten anyone.
>
> Any questions, please let me know.
>
> Thanks,
> Eamon
>
> When Tue Jan 5, 2016 11am – 1pm Eastern Time
> Where TBD (map<https://maps.google.com/maps?q=TBD&hl=en>)
> Calendar eamon.miller@boston.gov
> Who • eamon.miller@boston.gov - organizer
> • kpitts@cambridge911.org
> • fred@interisle.net
> • jcondon@stonewallsolutions.com
> • swilder@brooklinema.gov
> • sford@reverepolice.org
> • harold.cataldo@pd.boston.gov
> • jcowhig@chelseama.gov
> • sandy@gis.net
> • patrick.johnston@ci.everett.ma.us
> • colin@interisle.net
> • smaywalt@cambridgepolice.org
> • Shawn.Romanoski@pd.boston.gov
> • michael.saltzman@state.ma.us
> • mkiely@police.somerville.ma.us
> • ejohnson@lan-tel.com
> • brenda.jones@boston.gov
> • damahoney@cambridgefire.org
> • rgriffin@chelseama.gov
> • chuck@interisle.net
> • kayla@stonewallsolutions.com
>
> Going? Yes<https://www.google.com/calendar/event?
action=RESPOND&eid=bTQ5MWdiYmJycHI1YnN2NXBka2l0dGQ4cjQgc2ZvcmRAcmV2ZXJlcG9saWNlLm9yZw&rst=1&tok=MjMjZWFtb24ubWlsbGVyQGJvc3Rvbi5nb3YwZjkxYTkzNmRhZDUzZDk0NTNhYzNkMzEzOTY1YjQ5Y2VkNDA4MzYx&ctz
- Maybe<https://www.google.com/calendar/event?
action=RESPOND&eid=bTQ5MWdiYmJycHI1YnN2NXBka2l0dGQ4cjQgc2ZvcmRAcmV2ZXJlcG9saWNlLm9yZw&rst=3&tok=MjMjZWFtb24ubWlsbGVyQGJvc3Rvbi5nb3YwZjkxYTkzNmRhZDUzZDk0NTNhYzNkMzEzOTY1YjQ5Y2VkNDA4MzYx&ctz
- No<https://www.google.com/calendar/event?
action=RESPOND&eid=bTQ5MWdiYmJycHI1YnN2NXBka2l0dGQ4cjQgc2ZvcmRAcmV2ZXJlcG9saWNlLm9yZw&rst=2&tok=MjMjZWFtb24ubWlsbGVyQGJvc3Rvbi5nb3YwZjkxYTkzNmRhZDUzZDk0NTNhYzNkMzEzOTY1YjQ5Y2VkNDA4MzYx&ctz
more options »<https://www.google.com/calendar/event?
action=VIEW&eid=bTQ5MWdiYmJycHI1YnN2NXBka2l0dGQ4cjQgc2ZvcmRAcmV2ZXJlcG9saWNlLm9yZw&tok=MjMjZWFtb24ubWlsbGVyQGJvc3Rvbi5nb3YwZjkxYTkzNmRhZDUzZDk0NTNhYzNkMzEzOTY1YjQ5Y2VkNDA4MzYx&ctz=America/N
> Invitation from Google Calendar<https://www.google.com/calendar/>
>
> You are receiving this courtesy email at the account sford@reverepolice.org because you are an attendee of this event.
>
> To stop receiving future updates for this event, decline this event. Alternatively you can sign up for a Google account at https://www.google.com/calendar/ and control your notification settings for your entire calendar.
>
> Forwarding this invitation could allow any recipient to modify your RSVP response. Learn More<https://support.google.com/calendar/answer/37135#forwarding>.
> <invite.ics>
> <meeting.ics>

From: Chuck Wade <Chuck@Interisle.net>
Sent: Monday, December 21, 2015 6:32 PM EST
To: Eamon Miller <Eamon Miller <Eamon.Miller@Boston.gov>>; Brenda Jones <Brenda Jones <Brenda.Jones@Boston.gov>>; Scott Wilder <Scott Wilder <SWilder@BrooklineMA.gov>>; John Cowhig <John Cowhig <JCowhig@ChelseaMA.gov>>; Allan Alpert <Allan Alpert <AAlpert@ChelseaMA.gov>>; Robert Griffin <Robert Griffin <RGriffin@ChelseaMA.gov>>
CC: Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; David Menzies <David Menzies <David.Menzies@D2Five.com>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Colin Strutt <Colin Strutt <Colin@Interisle.net>>
Subject: PSnet: DragonWave link between MITC and EBHS restored to service
Attachment(s): "smime.p7s"

Folks,

I'm providing a status update on another microwave link that has been down for a while, but is now back up. In this case, I'm referring to the DragonWave Horizon 23 GHz licensed link between the Massachusetts Information Technology Center (MITC) at 200 Arlington Street in Chelsea and East Boston High School. However, there is also a parallel unlicensed microwave link (Ubiquiti NB5) that has been carrying the load, so this path has been up even though the primary microwave radio was down.

The reason for the radio failure was another bad power supply. I replaced this power supply, and then reseated the management interface on the radio itself to restore management access to the radio. The link is back up, and able to handle its full capacity of 400 Mbps. Aside, this is the only 400 Mbps DragonWave link in PSnet. This used to also be the primary Internet connection for EOPSS out of MITC, but they now use their fiber connection for Internet traffic.

Even though the traffic load is not as high as it used to be, this link between MITC and EBHS is very important for PSnet resilience and capacity. Because PSnet also has a BridgeWave microwave link between MITC and the Chelsea E911 facility at 45 Washington Avenue, there are two diverse paths out of MITC into the PSnet backbone. Since all of the CJIS applications that are delivered via PSnet depend on connectivity to MITC, resilience is important for this site.

At the same time, this path from the Chelsea EOC/E911 facility to MITC to EBHS provides a second path out of Chelsea. Before this path came online back in 2010, Chelsea was completely reliant on its connection to Soldiers' Home for any regional communications. There have even been occasions when Chelsea cameras that connect back via Soldiers' Home were re-routed over the PSnet backbone to come in over the connection from EBHS via MITC.

...Chuck

-------- Forwarded Message --------
Subject: PSnet: Repairs completed successfully at MITC today
Date: Mon, 21 Dec 2015 17:46:52 -0500
From: Chuck Wade <Chuck@Interisle.net>
Organization: Interisle Consulting Group, LLC
To: Michael Leary <Michael.Leary@MassMail.State.MA.US>
CC: Michael Janielis <Michael.Janielis@State.MA.US>, Sean Hughes <Sean.Hughes@State.MA.US>, Timothy Mitchell <Timothy.Mitchell@State.MA.US>, Robert Guerriero <Robert.Guerriero@State.MA.US>

Mike,

Thanks again for your help today in repairing the microwave link from your site to East Boston High School (EBHS). I replaced the power supply, and also fixed a loose cable connection for the management interface to this same microwave radio. The primary licensed microwave link is back online and passing traffic. The parallel unlicensed microwave link to EBHS had been carrying the load just fine, but now it is again the backup radio.

In doing this repair work, I also found a loose power connection for the microwave link into Chelsea, and this problem was also resolved.

Finally, thanks for letting me swap out the management card on the PSnet PDU. Now we don't have to worry that the vendor's firmware bug might kill the flash memory on another one of these cards.

Best wishes to all for a safe and quiet holiday, and a productive new year.

...Chuck
--

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile

From: Chuck Wade <Chuck@Interisle.net>
Sent: Tuesday, December 22, 2015 7:48 PM EST
To: Andrew Murphy <Andrew Murphy <Andrew.Murphy@Boston.gov>>; Scott Wilder <Scott Wilder <SWilder@BrooklineMA.gov>>
CC: Eamon Miller <Eamon Miller <Eamon.Miller@Boston.gov>>; Brenda Jones <Brenda Jones <Brenda.Jones@Boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <Deirdre.Habershaw@Boston.gov>>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; James Fitzpatrick <James Fitzpatrick <Jim.Fitzpatrick@PD.Boston.gov>>; David Carabin <David Carabin <David.Carabin@PD.Boston.gov>>; Richard Laird <Richard Laird <Richard.Laird@PD.Boston.gov>>; Ryan Walsh <Ryan Walsh <Ryan.Walsh@PD.Boston.gov>>; Kenneth Pitts <Kenneth Pitts <KPitts@Cambridge911.org>>; Maywalt, Stephen; Colin Strutt <Colin Strutt <Colin@Interisle.net>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; David Menzies <David Menzies <David.Menzies@D2Five.com>>
Subject: Re: PSnet: Update on Juniper ScreenOS "unauthorized code" vulnerabilities and options to mitigate risks
Attachment(s): "Juniper Networks - 2015-12 Out of Cycle Security Bulletin- ScreenOS- Multiple Security issues with ScreenOS (CVE-2015-7755, CVE-2015-7756) - Knowledge Base.pdf","smime.p7s"

Folks,

I am following up with further information on the Juniper "unauthorized code" problem with new information that indicates a much lower risk profile for PSnet SSGs.

Security researchers were able to reverse engineer the Juniper code modifications, and from there, to discover that a special fixed password was implanted in recent versions of ScreenOS. This password was also disclosed. Since such disclosure (which was inevitable) potentially increased our risk profile, I started trying to test out attacks on lab SSG firewalls to determine if I could reproduce the problem. I was unable to do so, and at least one researcher (hdmoore) confirmed that this particular backdoor only applied to recent firmware releases on the 6.0.3 version fork. However, PSnet only uses firmware on the 6.2.0 fork.

Juniper subsequently re-issued their notification and confirmed that the SSH/Telnet back door vulnerability does not apply to the versions of firmware we are using. I have attached a pdf of Juniper's updated notice, but the relevant text is:

> *Administrative Access (CVE-2015-7755) allows unauthorized remote administrative access to the device. Exploitation of this vulnerability can lead to complete compromise of the affected device.*
> *This issue only affects ScreenOS 6.3.0r17 through 6.3.0r20.* ***No other Juniper products or versions of ScreenOS are affected by this issue.***

For the record, PSnet only uses 6.2.0r17 and 6.2.0r18 versions of firmware.

However, Juniper also confirmed that the other reported problem of a cryptographic weakness having been introduced that potentially allows decryption of encrypted VPN communications does still apply to the versions of firmware used by PSnet. Here is the text from Juniper:

> *VPN Decryption (CVE-2015-7756) may allow a knowledgeable attacker who can monitor VPN traffic to decrypt that traffic. It is independent of the first issue.*
> *This issue affects ScreenOS 6.2.0r15 through 6.2.0r18 and 6.3.0r12 through 6.3.0r20.* ***No other Juniper products or versions of ScreenOS are affected by this issue.***

Unfortunately, details about this second vulnerability are still scant. The full implications of this are not known outside of Juniper, and perhaps not even by them. Given my previous assessment of the threat this vulnerability represents, I continue to consider the actual risks to be slight, especially given that our sensitive applications already use end-to-end encryption inside of the encrypted tunnels maintained by PSnet SSG firewalls.

Colin and I have been continuing to review our SSG configurations and logs, and we will continue to take steps to harden access. We have also expanded the scope of our regular audits of firewall logs to consider additional sources of potential attacks. So far, we have not found anything that raises our concerns or triggers any alarms.

Bottom line: This is welcome news. As previously reported, significant effort would be required to upgrade to current firmware on all of the PSnet SSGs. It was the SSH backdoor that represented the greatest threat, and we have confirmed via our own testing, and Juniper's updated notice that this is no longer a concern for us.

As a final aside, I have purposely held off on providing this update so I could be assured that no additional evidence emerged today that would cause any further concerns. So far, no new news is good news in this case. Unless I've missed something, any new reporting on these issues has just been catching up on what has already been reported. I am also intentionally leaving out the various conjectures and conspiracy theories being bandied about regarding this unusual situation. Such speculation is interesting, and may well lead to further insights, but nothing has yet been confirmed.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
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www.interisle.net

On 12/21/15 12:33 AM, Chuck Wade wrote:

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> After a lot of research and review of the situation with the recently announced out-of-cycle firmware updates for all Juniper ScreenOS-based products (SSG and ISG families), I can now offer a more complete assessment and put forward some recommendations for mitigating the risks associated with the vulnerabilities described in Juniper's notifications.
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> Because this is a complex topic that gets into a lot of technically dense material, I have provided an Executive Summary up front. I follow this up with a Threat Assessment, Threat Mitigation, and an outline of an Approach for upgrading PSnet's firewalls.
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> **Threat Assessment**
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> On December 17, Juniper disclosed a total of three vulnerabilities in two separate notifications, both distributed as "out of cycle" updates. One notification announced that there is a denial of service (i.e., crash) vulnerability in their most recent firmware release involving SSH authentication. This vulnerability does not affect PSnet SSGs since we are still operating on the prior code branch, and so we have not installed this latest firmware (nor could we easily, given the conflict with the new code signing keys and fips-mode).
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> The other notification disclosed two distinct vulnerabilities in all releases of the ScreenOS firmware for all SSG and ISG products introduced since September 2012. Juniper has declared that these vulnerabilities were introduced as *"unauthorized code"* modifications, with the clear implication that code was planted in their software that was specifically designed to introduce these vulnerabilities. Their notification also announced

availability of patched versions of all currently available ScreenOS firmware releases that remove the "unauthorized code."

All PSnet Juniper SSGs are running firmware releases that contain the unauthorized code, and hence have the vulnerabilities described in the Juniper notification. Aside, there was an earlier version of their notification that seemed to imply that only some of the PSnet SSGs included affected firmware, however a subsequent update corrected a typo to indicate that all versions in use within PSnet are affected.

The first vulnerability associated with the unauthorized code results in compromised authentication and access control methods used for establishing administrative access via the SSH protocol to Juniper's firewalls for command line access. This is effectively a "back door" into the firewall that provides an attacker with full privileges to change anything. Juniper has provided a means for detecting unauthorized access via SSH by reviewing log records, assuming these records were not subsequently removed by an attacker, which would be expected of an attacker using this back door. This vulnerability clearly represents a grave concern.

The other vulnerability introduced by the unauthorized code was described by Juniper as potentially allowing an attacker to decrypt encrypted traffic. However, Juniper provided no additional information on this vulnerability. Some security researchers have subsequently analyzed the differences between the prior code, and the new releases where the unauthorized code has been removed. This appears to indicate that a cryptographic parameter was modified, probably with the intent of weakening key generation for encrypted communications. Again, this is a matter of grave concern.

In order to assess risks to PSnet users and applications, we need to determine how feasible it is that either of these two introduced vulnerabilities could be used to attack PSnet firewalls or secure communications. I will first examine the SSH access control vulnerability. In this case, it is important to note that an attacker must be in a position to establish an SSH connection to a PSnet Juniper firewall. However, most PSnet firewalls are internal, and cannot be directly accessed from the public Internet. Only four PSnet Juniper firewalls have Internet-facing connections, and none of these will allow an SSH connection from their Internet interfaces. Furthermore, we constrain the Internet connections to a separate virtual router, so the barrier to overcoming our firewall protections is much higher than for a typical firewall. While it is always possible that implanted code could allow SSH connections for select users even when all other SSH access is disallowed, there is no indication that this is the case. In particular, this would require significant modifications to multiple internal code libraries, and such changes would have been easy for Juniper to spot long before now.

However, while SSH access from the public Internet is not allowed, we do allow SSH access from various internal subnets. Therefore, our primary concern is from attackers operating within the PSnet borders. This also introduces a concern raised by Scott that an attacker could successfully gain access to a non-PSnet Juniper firewall, and then use inside connections to get to PSnet firewalls. In this case, we believe we are largely protected, simply because we do not allow SSH access from other "private" networks we connect to. Furthermore, we use the virtual router scheme to further harden access from connected private networks. This still leaves us exposed to anyone who does have internal access to PSnet, and so we will be taking some further steps to restrict internal SSH access (see below for mitigation measures).

Regarding threats from attackers who might decrypt our private communications, the first point to note is that this requires someone to be able to intercept our encrypted communications. However, since nearly all of our encrypted traffic flows over PSnet, and not the public Internet nor any other external network, the bar is much higher for such an attack. While traffic intercepts could be deployed, these would require adding equipment and gaining physical access to PSnet circuits. This is certainly feasible, but it requires considerable motivation, non-trivial resources, and physical access, plus the attacker would have to know the means for exploiting whatever vulnerability was introduced into the cryptographic parameters.

Even if an attacker were able to intercept our encrypted tunnel traffic and decrypt this traffic, most of the sensitive applications (e.g., CrimeView, FATPOT) utilize end-to-end encryption, typically via the HTTPS protocol family. In other words, we're transporting encrypted application traffic inside of PSnet's encrypted tunnels.

Based on what we currently understand of these vulnerabilities, we have to rate the SSH back door as a moderate threat, though we believe PSnet systems are already hardened against this threat. The potential for exposing secure communications via the weakened crypto parameters appears to be a minor concern that we deem an unlikely threat.

Threat Mitigation

Based on our threat assessment, it is the SSH back door that we most need to mitigate as a threat. However, before discussing mitigation steps, let me note that we employ other practices that should help us detect past or future attacks leveraging this back door. The first of these practices is that we do send syslog records from our SSG firewalls to a central syslog server, where every record is stored and archived. This means we have the ability to scan prior log records to search for patterns that match the attack profile provided by Juniper. Since

these log records are sent immediately with each event to our central syslog server, any attempt by an attacker to cover their tracks on the SSG they log into would be ineffective, since we have the same log records on another system. Of course, a truly sophisticated attacker could also compromise our syslog server, and remove evidence. This does raise the bar, though.

Another practice we've used for years is that we periodically (every hour) extract configuration files from all of our Juniper SSGs and deposit these into a source control repository. What this means is that the current configurations are constantly being compared to prior configurations, and any changes are reflected in the source control repository. Not only is this a very useful facility for tracking configuration changes, it also makes it more likely that we would detect unauthorized changes to our firewall configurations.

A third relevant practice is that Colin regularly audits our firewall logs for all Internet communications, both inbound and outbound. I review his audit reports, so two sets of eyes are on this. We compare current audit statistics against prior reports, and investigate any differences or aberrant behavior. The primary benefit so far to doing this is that we detect misconfigured systems operating within PSnet. We have also used these audits to recognize new ways to filter traffic that improves visibility and reduces potential exposures.

Yet another practice is that we have installed the public keys for administrators on every Juniper SSG, so that only users with the corresponding private keys can establish SSH connections. It is likely that this may limit the ability of an attacker to exploit the SSH back door, but we cannot fully assess this given the scant information provided so far by Juniper. It does help by causing any unauthorized access to send a different pattern of login authentication records than would be seen for legitimate access. Note that this same technique of pre-installed public keys is also used for the tool that periodically captures configurations.

The primary new step we have taken to mitigate the SSH back door threat has been to change the port number used for establishing SSH connections. This means that an attacker cannot use the standard port number (22), and would have to know the special port number we are using. While a scan could be done to find this custom port number, the scan itself would be a detectable event, and would be logged and likely blocked by the firewall. While this is a simple step, it has been proven to be an effective mitigation technique over decades of use. It works equally well for external and internal sources of attack, while minimizing any impact on operations since only 2 - 3 of us ever access the firewalls for administrative purposes anyway.

Another step we will be taking over the coming days is to further restrict administrative access to the SSG firewalls. The only administrative access methods are via SSH and a web GUI. However, the web GUI can only be accessed via encrypted tunnels, and access is tightly controlled. Since SSH access needs to only come from a few subnets, we will take measures to block SSH access from all other subnets. As previously noted, we already disallow SSH access from networks that PSnet connects to, such as police department networks. Two methods will be employed for blocking access, (1) firewall rules and (2) a separate mechanism for restricting administrative access to only select IP addresses.

Regarding the threats posed by potential eaves dropping on encrypted communications, we will explore whether there is any other sensitive information flowing over PSnet tunnels that is not already encrypted on an end-to-end basis. Should we find such situations, we will explore what could be done to enable end-to-end encryption. As noted above, CrimeView and FATPOT client-server communications already uses end-to-end communications, as does InterMapper client-server traffic. The Chelsea Sprint mobile traffic is also encrypted between Chelsea's mobiles and internal servers at Chelsea PD.

Finally, we will separately evaluate the encrypted tunnels established to Sprint and ShotSpotter, since both services use Juniper firewalls for establishing encrypted IPsec tunnels to PSnet. We will also evaluate other firewall connections to other agencies that use Juniper firewalls. This includes DCJIS, Boston PD, Cambridge PD, and the Motorola radio systems. However, given the constraints already imposed by PSnet on all of these connections (and vice versa), it seems unlikely that any of these end points could be vectors for attacks on PSnet. Similarly, these same constraints make it difficult for anyone to launch an attack from PSnet against other Juniper firewalls that touch PSnet.

Approach to Upgrading PSnet SSG firewalls to latest firmware

As noted in the Executive Summary, upgrading to the latest Juniper ScreenOS firmware on the PSnet SSGs is going to be a difficult and time-consuming project. Although we have a pretty good idea of what will be required to accomplish this, we cannot assess how much effort, how long it will take, or how disruptive this will be until we have developed a complete plan and run some exercises to assess real world aspects. There are various scenarios we might use, and we will have to determine which scenarios will be optimal. For example, it might be easiest to stage upgraded SSGs in a lab context, and perform a swap of the upgraded unit with the existing unit at each site. This could be less disruptive than performing in-place upgrades, though it might be more labor intensive.

Another issue is that, given the effort involved, we should use this as an opportunity to move to the current code

branch for the ScreenOS firmware. Currently, PSnet SSGs are on the 6.2.0 code branch, but the current code branch is 6.3.0. The reason we have not already transitioned to the new code branch is that we have been unable to achieve interoperability for our IPsec tunnels between SSGs running 6.2.0 and 6.3.0. Although the additional testing required to validate operations using the new code branch will add to the overall effort, it is recommended as it will improve future access to firmware upgrades.

One issue we will explore is whether we should discontinue use of "fips-mode." To be blunt, the FIPS 140 series of standards is quite old, is known to be ineffective, and NIST has stalled for almost a decade on moving to FIPS 140-3 to address the many known deficiencies in the current FIPS 140-2 standard. Furthermore, products that are configured to be compliant with FIPS 140-2 are actually less secure for a variety of complex reasons, while also being brittle and difficult to support. In addition, it is my understanding that the CJIS firewalls deployed by EOPSS are not configured to be FIPS 140-2 compliant. Based on my experience, EOPSS has taken the preferred approach.

Finally, we may want to evaluate another alternative. Juniper has announced End-of-Life (EOL) for the entire ScreenOS firewall line. They have a new family of firewalls based on JunOS, though there are other vendors with offerings that might be better suited to our purposes. While an EOL declaration for most products is of limited concern, it is a more serious issue for firewalls and other security appliances due to the need for continued vendor support in the face of constant escalation of security threats.

Therefore, depending on budget and timeframes, we may want to consider making a transition to a replacement product set instead of just going through the process of upgrading firmware on the existing SSGs. Once we have a new firewall family selected, and we have the template configurations and deployment strategies worked out, the incremental effort might be modest to cut over to a new product set instead of merely upgrading the existing SSGS. On the other hand, qualifying and selecting a new firewall family and devising the configurations and deployment practices is a significant effort. But, if we're going to have to do this anyway at some point, then maybe it would be prudent to do this now.

Bottom line

At this point, it appears we do not need to rush into upgrading the PSnet SSGs. This is good, since performing the upgrade to latest firmware is going to be a major effort. However, we will have to take steps to harden PSnet SSGs in the face of these new threats and to minimize exposure to the vulnerabilities associated with the "unauthorized code" implanted in our currently deployed firmware. We will also need to take a more diligent approach to monitoring for potential attacks leveraging these vulnerabilities.

In addition, we will need to develop comprehensive plans for either upgrading the current SSG firewalls, or transitioning to a new family of firewalls within a reasonable timeframe. This probably means within the next two to three months. The plans will also have to detail anticipated effort and impact on operations.

This is not a great position to be in, but it is by no means dire. In fact, it does not appear that our current threat levels and associated risks have increased significantly as a result of these announcements from Juniper. The major concern is that there could be increasing risks as we go forward until we are able to either upgrade or replace our current PSnet firewalls.

I will certainly try to answer any questions, and we will provide further updates as our planning progresses or if we learn anything significant about the threat situation. Please note that Colin is also quite familiar with the SSG firewalls and our deployed configurations, so he can help answer questions should I tied up with other efforts.

...Chuck
--

Chuck Wade, Principal
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+1 508 435-3050 Office
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From: Vickie Balaschi <VBalaschi@Lan-Tel.com>
Sent: Wednesday, December 23, 2015 8:52 AM EST
To: Andrew Murphy (andrew.murphy@boston.gov) < Andrew Murphy (andrew.murphy@boston.gov) <andrew.murphy@boston.gov>>
CC: Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: November 2015 CIMS Billing
Attachment(s): "November Invoice #9914445.pdf","November 2015 Billing.xls"

Hi Andrew,

Please see the attached invoice and billing for CIMS work performed in November. Please feel free to reach out with any questions. Have a happy and safe holiday!

Thank you,
Vickie

LAN-TEL
COMMUNICATIONS, INC.

Vickie Balaschi
Marketing Manager
1400 Providence Highway, Suite 2000
Norwood, MA 02062
Phone: 781.352.4637
Fax: 781.551.8667
Cell: 774.766.8616
vbalaschi@lan-tel.com
www.lan-tel.com

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Wednesday, December 23, 2015 9:11 AM EST
To: Vickie Balaschi <Vickie Balaschi <VBalaschi@lan-tel.com>>
CC: Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
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Thanks so much Vickie. Just an FYI I'm paying this and October's invoices together, I just needed to increase the amount of funding on the PO. Happy holidays to you as well.

Andrew

Andrew Murphy
Regional Planner

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Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

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Subject: RE: November 2015 CIMS Billing
Attachment(s): "image001.jpg"

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From: Scott Wilder <swilder@brooklinema.gov>
Sent: Wednesday, December 23, 2015 11:33 AM EST
To: Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Andrew Murphy <Andrew Murphy <Andrew.Murphy@Boston.gov>>
CC: Eamon Miller <Eamon Miller <Eamon.Miller@Boston.gov>>; Brenda Jones <Brenda Jones <Brenda.Jones@Boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <Deirdre.Habershaw@Boston.gov>>; Eric Johnson <Eric Johnson <EJohnson@LAN-TEL.com>>; James Fitzpatrick <James Fitzpatrick <Jim.Fitzpatrick@PD.Boston.gov>>; David Carabin <David Carabin <David.Carabin@PD.Boston.gov>>; Richard Laird <Richard Laird <Richard.Laird@PD.Boston.gov>>; Ryan Walsh <Ryan Walsh <Ryan.Walsh@PD.Boston.gov>>; Kenneth Pitts <Kenneth Pitts <KPitts@Cambridge911.org>>; Maywalt, Stephen; Colin Strutt <Colin Strutt <Colin@Interisle.net>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; David Menzies <David Menzies <David.Menzies@D2Five.com>>
Subject: RE: PSnet: Update on Juniper ScreenOS "unauthorized code" vulnerabilities and options to mitigate risks

Chuck,

Thanks for checking into every angle that could have been compromised.
What you have reported is good news for Psnet.
Thanks again,
Scott

Officer Scott Wilder
Director of Technology
Brookline Police Department
350 Washington Street
Brookline, MA. 02445-6800
Office : 617-730-2259
swilder@brooklinema.gov

From: Chuck Wade [mailto:Chuck@Interisle.net]
Sent: Tuesday, December 22, 2015 7:48 PM
To: Andrew Murphy; Scott Wilder
Cc: Eamon Miller; Brenda Jones; Deirdre Habershaw; Eric Johnson; James Fitzpatrick; David Carabin; Richard Laird; Ryan Walsh; Kenneth Pitts; Maywalt, Stephen; Colin Strutt; Fred Goldstein; David Menzies
Subject: Re: PSnet: Update on Juniper ScreenOS "unauthorized code" vulnerabilities and options to mitigate risks
Importance: High

Folks,

I am following up with further information on the Juniper "unauthorized code" problem with new information that indicates a much lower risk profile for PSnet SSGs.

Security researchers were able to reverse engineer the Juniper code modifications, and from there, to discover that a special fixed password was implanted in recent versions of ScreenOS. This password was also disclosed. Since such disclosure (which was inevitable) potentially increased our risk profile, I started trying to test out attacks on lab SSG firewalls to determine if I could reproduce the problem. I was unable to do so, and at least one researcher (hdmoore) confirmed that this particular backdoor only applied to recent firmware releases on the 6.0.3 version fork. However, PSnet only uses firmware on the 6.2.0 fork.

Juniper subsequently re-issued their notification and confirmed that the SSH/Telnet back door vulnerability does not apply to the versions of firmware we are using. I have attached a pdf of Juniper's updated notice, but the relevant text is:

Administrative Access (CVE-2015-7755) allows unauthorized remote administrative access to the device. Exploitation of this vulnerability can lead to complete compromise of the affected device.
This issue only affects ScreenOS 6.3.0r17 through 6.3.0r20. ***No other Juniper products or versions of ScreenOS are affected by this issue.***

For the record, PSnet only uses 6.2.0r17 and 6.2.0r18 versions of firmware.

However, Juniper also confirmed that the other reported problem of a cryptographic weakness having been introduced that potentially allows decryption of encrypted VPN communications does still apply to the versions of firmware used by PSnet. Here is the text from Juniper:

VPN Decryption (CVE-2015-7756) may allow a knowledgeable attacker who can monitor VPN traffic to decrypt that traffic. It is independent of the first issue.
This issue affects ScreenOS 6.2.0r15 through 6.2.0r18 and 6.3.0r12 through 6.3.0r20. ***No other Juniper products or versions of ScreenOS are affected by this issue.***

Unfortunately, details about this second vulnerability are still scant. The full implications of this are not known outside of Juniper, and perhaps not even by them. Given my previous assessment of the threat this vulnerability represents, I continue to consider the actual risks to be slight, especially given that our sensitive applications already use end-to-end encryption inside of the encrypted tunnels maintained by PSnet SSG firewalls.

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Bottom line: This is welcome news. As previously reported, significant effort would be required to upgrade to current firmware on all of the PSnet SSGs. It was the SSH backdoor that represented the greatest threat, and we have confirmed via our own testing, and Juniper's updated notice that this is no longer a concern for us.

As a final aside, I have purposely held off on providing this update so I could be assured that no additional evidence emerged today that would cause any further concerns. So far, no new news is good news in this case. Unless I've missed something, any new reporting on these issues has just been catching up on what has already been reported. I am also intentionally leaving out the various conjectures and conspiracy theories being bandied about regarding this unusual situation. Such speculation is interesting, and may well lead to further insights, but nothing has yet been confirmed.

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> ---

Threat Assessment

On December 17, Juniper disclosed a total of three vulnerabilities in two separate notifications, both distributed as "out of cycle" updates. One notification announced that there is a denial of service (i.e., crash) vulnerability in their most recent firmware release involving SSH authentication. This vulnerability does not affect PSnet SSGs since we are still operating on the prior code branch, and so we have not installed this latest firmware (nor could we easily, given the conflict with the new code signing keys and fips-mode).

The other notification disclosed two distinct vulnerabilities in all releases of the ScreenOS firmware for all SSG and ISG products introduced since September 2012. Juniper has declared that these vulnerabilities were introduced as *"unauthorized code"* modifications, with the clear implication that code was planted in their software that was specifically designed to introduce these vulnerabilities. Their notification also announced availability of patched versions of all currently available ScreenOS firmware releases that remove the "unauthorized code."

All PSnet Juniper SSGs are running firmware releases that contain the unauthorized code, and hence have the vulnerabilities described in the Juniper notification. Aside, there was an earlier version of their notification that seemed to imply that only some of the PSnet SSGs included affected firmware, however a subsequent update corrected a typo to indicate that all versions in use within PSnet are affected.

The first vulnerability associated with the unauthorized code results in compromised authentication and access control methods used for establishing administrative access via the SSH protocol to Juniper's firewalls for command line access. This is effectively a "back door" into the firewall that provides an attacker with full privileges to change anything. Juniper has provided a means for detecting unauthorized access via SSH by reviewing log records, assuming these records were not subsequently removed by an attacker, which would be expected of an attacker using this back door. This vulnerability clearly represents a grave concern.

The other vulnerability introduced by the unauthorized code was described by Juniper as potentially allowing an attacker to decrypt encrypted traffic. However, Juniper provided no additional information on this vulnerability. Some security researchers have subsequently analyzed the differences between the prior code, and the new releases where the unauthorized code has been removed. This appears to indicate that a cryptographic parameter was modified, probably with the intent of weakening key generation for encrypted communications. Again, this is a matter of grave concern.

In order to assess risks to PSnet users and applications, we need to determine how feasible it is that either of these two introduced vulnerabilities could be used to attack PSnet firewalls or secure communications. I will first examine the SSH access control vulnerability. In this case, it is important to note that an attacker must be in a position to establish an SSH connection to a PSnet Juniper firewall. However, most PSnet firewalls are internal, and cannot be directly accessed from the public Internet. Only four PSnet Juniper firewalls have Internet-facing connections, and none of these will allow an SSH connection from their Internet interfaces. Furthermore, we constrain the Internet connections to a separate virtual router, so the barrier to overcoming our firewall protections is much higher than for a typical firewall. While it is always possible that implanted code could allow SSH connections for select users even when all other SSH access is disallowed, there is no indication that this is the case. In particular, this would require significant modifications to multiple internal code libraries, and such changes would have been easy for Juniper to spot long before now.

However, while SSH access from the public Internet is not allowed, we do allow SSH access from various internal subnets. Therefore, our primary concern is from attackers operating within the PSnet borders. This also introduces a concern raised by Scott that an attacker could successfully gain access to a non-PSnet Juniper firewall, and then use inside connections to get to PSnet firewalls. In this case, we believe we are largely protected, simply because we do not allow SSH access from other "private" networks we connect to. Furthermore, we use the virtual router scheme to further harden access from connected private networks. This still leaves us exposed to anyone who does have internal access to PSnet, and so we will be taking some further steps to restrict internal SSH access (see below for mitigation measures).

Regarding threats from attackers who might decrypt our private communications, the first point to note is that this requires someone to be able to intercept our encrypted communications. However, since nearly all of our encrypted traffic flows over PSnet, and not the public Internet nor any other external network, the bar is much higher for such an attack. While traffic intercepts could be deployed, these would require adding equipment and gaining physical access to PSnet circuits. This is certainly feasible, but it requires considerable motivation, non-trivial resources, and physical access, plus the attacker would have to know the means for exploiting whatever vulnerability was introduced into the cryptographic parameters.

Even if an attacker were able to intercept our encrypted tunnel traffic and decrypt this traffic, most of the sensitive applications (e.g., CrimeView, FATPOT) utilize end-to-end encryption, typically via the HTTPS protocol family. In other words, we're transporting encrypted application traffic inside of PSnet's encrypted tunnels.

Based on what we currently understand of these vulnerabilities, we have to rate the SSH back door as a moderate threat, though we believe PSnet systems are already hardened against this threat. The potential for exposing secure communications via the weakened crypto parameters appears to be a minor concern that we deem an unlikely threat.

Threat Mitigation

Based on our threat assessment, it is the SSH back door that we most need to mitigate as a threat. However, before discussing mitigation steps, let me note that we employ other practices that should help us detect past or future attacks leveraging this back door. The first of these practices is that we do send syslog records from our SSG firewalls to a central syslog server, where every record is stored and archived. This means we have the ability to scan prior log records to search for patterns that match the attack profile provided by Juniper. Since these log records are sent immediately with each event to our central syslog server, any attempt by an attacker to cover their tracks on the SSG they log into would be ineffective, since we have the same log records on another system. Of course, a truly sophisticated attacker could also compromise our syslog server, and remove evidence. This does raise the bar, though.

Another practice we've used for years is that we periodically (every hour) extract configuration files from all of our Juniper SSGs and deposit these into a source control repository. What this means is that the current configurations are constantly being compared to prior configurations, and any changes are reflected in the source control repository. Not only is this a very useful facility for tracking configuration changes, it also makes it more likely that we would detect unauthorized changes to our firewall configurations.

A third relevant practice is that Colin regularly audits our firewall logs for all Internet communications, both inbound and outbound. I review his audit reports, so two sets of eyes are on this. We compare current audit statistics against prior reports, and investigate any differences or aberrant behavior. The primary benefit so far to doing this is that we detect misconfigured systems operating within PSnet. We have also used these audits to recognize new ways to filter traffic that improves visibility and reduces potential exposures.

Yet another practice is that we have installed the public keys for administrators on every Juniper SSG, so that only users with the corresponding private keys can establish SSH connections. It is likely that this may limit the ability of an attacker to exploit the SSH back door, but we cannot fully assess this given the scant information provided so far by Juniper. It does help by causing any unauthorized access to send a different pattern of login authentication records than would be seen for legitimate access. Note that this same technique of pre-installed public keys is also used for the tool that periodically captures configurations.

The primary new step we have taken to mitigate the SSH back door threat has been to change the port number used for establishing SSH connections. This means that an attacker cannot use the standard port number (22), and would have to know the special port number we are using. While a scan could be done to find this custom port number, the scan itself would be a detectable event, and would be logged and likely blocked by the firewall. While this is a simple step, it has been proven to be an effective mitigation technique over decades of use. It works equally well for external and internal sources of attack, while minimizing any impact on operations since only 2 - 3 of us ever access the firewalls for administrative purposes anyway.

Another step we will be taking over the coming days is to further restrict administrative access to the SSG firewalls. The only administrative access methods are via SSH and a web GUI. However, the web GUI can only be accessed via encrypted tunnels, and access is tightly controlled. Since SSH access needs to only come from a few subnets, we will take measures to block SSH access from all other subnets. As previously noted, we already disallow SSH access from networks that PSnet connects to, such as police department networks. Two methods will be employed for blocking access, (1) firewall rules and (2) a separate mechanism for restricting administrative access to only select IP addresses.

Regarding the threats posed by potential eaves dropping on encrypted communications, we will explore whether there is any other sensitive information flowing over PSnet tunnels that is not already encrypted on an end-to-end basis. Should we find such situations, we will explore what could be done to enable end-to-end encryption. As noted above, CrimeView and FATPOT client-server communications already uses end-to-end communications, as does InterMapper client-server traffic. The Chelsea Sprint mobile traffic is also encrypted between Chelsea's mobiles and internal servers at Chelsea PD.

Finally, we will separately evaluate the encrypted tunnels established to Sprint and ShotSpotter, since both services use Juniper firewalls for establishing encrypted IPsec tunnels to PSnet. We will also evaluate other firewall connections to other agencies that use Juniper firewalls. This includes DCJIS, Boston PD, Cambridge PD, and the Motorola radio systems. However, given the constraints already imposed by PSnet on all of these connections (and vice versa), it seems unlikely that any of these end points could be vectors for attacks on PSnet. Similarly, these same constraints make it difficult for anyone to launch an attack from PSnet against other Juniper firewalls that touch PSnet.

Approach to Upgrading PSnet SSG firewalls to latest firmware

As noted in the Executive Summary, upgrading to the latest Juniper ScreenOS firmware on the PSnet SSGs is going to be a difficult and time-consuming project. Although we have a pretty good idea of what will be required to accomplish this, we cannot assess how much effort, how long it will take, or how disruptive this will be until we have developed a complete plan and run some exercises to assess real world aspects. There are various scenarios we might use, and we will have to determine which scenarios will be optimal. For example, it might be easiest to stage upgraded SSGs in a lab context, and perform a swap of the upgraded unit with the existing unit at each site. This could be less disruptive than performing in-place upgrades, though it might be more labor intensive.

Another issue is that, given the effort involved, we should use this as an opportunity to move to the current code branch for the ScreenOS firmware. Currently, PSnet SSGs are on the 6.2.0 code branch, but the current code branch is 6.3.0. The reason we have not already transitioned to the new code branch is that we have been unable to achieve interoperability for our IPsec tunnels between SSGs running 6.2.0 and 6.3.0. Although the additional testing required to validate operations using the new code branch will add to the overall effort, it is recommended as it will improve future access to firmware upgrades.

One issue we will explore is whether we should discontinue use of "fips-mode." To be blunt, the FIPS 140 series of standards is quite old, is known to be ineffective, and NIST has stalled for almost a decade on moving to FIPS 140-3 to address the many known deficiencies in the current FIPS 140-2 standard. Furthermore, products that are configured to be compliant with FIPS 140-2 are actually less secure for a variety of complex reasons, while also being brittle and difficult to support. In addition, it is my understanding that the CJIS firewalls deployed by EOPSS are not configured to be FIPS 140-2 compliant. Based on my experience, EOPSS has taken the preferred approach.

Finally, we may want to evaluate another alternative. Juniper has announced End-of-Life (EOL) for the entire ScreenOS firewall line. They have a new family of firewalls based on JunOS, though there are other vendors with offerings that might be better suited to our purposes. While an EOL declaration for most products is of limited concern, it is a more serious issue for firewalls and other security appliances due to the need for continued vendor support in the face of constant escalation of security threats.

Therefore, depending on budget and timeframes, we may want to consider making a transition to a replacement product set instead of just going through the process of upgrading firmware on the existing SSGs. Once we have a new firewall family selected, and we have the template configurations and deployment strategies worked out, the incremental effort might be modest to cut over to a new product set instead of merely upgrading the existing SSGS. On the other hand, qualifying and selecting a new firewall family and devising the configurations and deployment practices is a significant effort. But, if we're going to have to do this anyway at some point, then maybe it would be prudent to do this now.

Bottom line

At this point, it appears we do not need to rush into upgrading the PSnet SSGs. This is good, since performing the upgrade to latest firmware is going to be a major effort. However, we will have to take steps to harden PSnet SSGs in the face of these new threats and to minimize exposure to the vulnerabilities associated with the "unauthorized code" implanted in our currently deployed firmware. We will also need to take a more diligent approach to monitoring for potential attacks leveraging these vulnerabilities.

In addition, we will need to develop comprehensive plans for either upgrading the current SSG firewalls, or transitioning to a new family of firewalls within a reasonable timeframe. This probably means within the next two to three months. The plans will also have to detail anticipated effort and impact on operations.

This is not a great position to be in, but it is by no means dire. In fact, it does not appear that our current threat levels and associated risks have increased significantly as a result of these announcements from Juniper. The major concern is that there could be increasing risks as we go forward until we are able to either upgrade or replace our current PSnet firewalls.

I will certainly try to answer any questions, and we will provide further updates as our planning progresses or if we learn anything significant about the threat situation. Please note that Colin is also quite familiar with the SSG firewalls and our deployed configurations, so he can help answer questions should I tied up with other efforts.

...Chuck
--

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

The substance of this message, including any attachments, may be confidential, legally privileged and/or exempt from disclosure pursuant to Massachusetts law. It is intended solely for the addressee. If you received this in error, please contact the sender and delete the material from any computer.

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Monday, December 28, 2015 6:58 PM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Michael Kane <Michael Kane <michael.kane@boston.gov>>
Subject: Fwd: Internet access audit

Andrew
I just wanted to share this email trail with you . I thought it was a bit bizarre since we did the upgrade quite sometime ago on the other cities and towns, and this is the first we are hearing of these issues on the other equipment (less the Everett FD server that we worked on the other day) it's odd that it seems that in beginning of email he wants information and be in the loop but at the end of the string there is no budget to do anything . So it's conflicting.

I would guess that "someone" was hoping I would forward upstream to send the message ?

Just keeping you in the loop.

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

Begin forwarded message:

> **From:** Eric Johnson <ejohnson@Lan-Tel.com>
> **Date:** December 28, 2015 at 2:08:41 PM EST
> **To:** Chuck Wade <Chuck@Interisle.net>
> **Cc:** "Eric W. Nisbet" <enisbet@lan-tel.com>, Mark Savage <msavage@lan-tel.com>, Colin Strutt <Colin@Interisle.net>
> **Subject: Re: Internet access audit**
>
> Understood Chuck
>
> Respectfully ,
>
> Eric Johnson
> Project Manager
> Lan-Tel Communications
> 1400 Providence Highway, Suite 2000
> Norwood, MA 02062
>
> Cell: 617-413-2148
> Phone: 781-352-4656
> Fax: 781-551-8667
>
> ejohnson@lan-tel.com
> www.lan-tel.com
>
> On Dec 28, 2015, at 1:59 PM, Chuck Wade <Chuck@Interisle.net> wrote:
>
> > Eric,
> >
> > This is a CIMS issue. We're merely reporting on a traffic anomaly that resulted from the upgrade of the Archiver server now at <[redacted]. We are not tasked with fixing CIMS server issues, and we've already exceeded our labor budget for the month, anyway. We are trying to be helpful, and flag an issue that has resulted from this new server deployment, but we are not in a position to do much more at this time.
> >
> > Thanks...
> > ...Chuck

Chuck Wade, Principal
Interisle Consulting Group
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+1 508 277-6439 Mobile
www.interisle.net

On 12/28/15 1:18 PM, Eric Johnson wrote:

> Would you like access to the server ?
>
> Respectfully ,
>
> Eric Johnson
> Project Manager
> Lan-Tel Communications
> 1400 Providence Highway, Suite 2000
> Norwood, MA 02062
>
> Cell: 617-413-2148
> Phone: 781-352-4656
> Fax: 781-551-8667
>
> ejohnson@lan-tel.com
> www.lan-tel.com
>
> On Dec 28, 2015, at 1:09 PM, Chuck Wade <Chuck@Interisle.net> wrote:
>
> > Eric, Eric,
> >
> > To be[redacted] that is reaching th[redacted]l firewall is coming from <[redacted]nd trying to get to <[redacted]. This is not something on the Everett PD network trying to reach the Archiver at Fire HQ. We are not in a position to debug this, but we can confirm that this is a CIMS server trying to get to an unreachable address.
> >
> > I'd suggest you review the configuration of the server at Fire HQ and try to determine why it is trying to initiate communications to <10.10.50.143>. You may need to coordinate with Allen Peluso or Pat Johnston, but I don't believe they'll be in a position to do anything about this, as the traffic is being sourced from the Archiver, and I don't believe they are doing anything with the configuration or setup of this DVTel server.
> >
> > ...Chuck
> >
> > Chuck Wade, Principal
> > Interisle Consulting Group
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> > +1 508 277-6439 Mobile
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> >
> > On 12/28/15 12:32 PM, Eric Johnson wrote:
> >
> > > Chuck
> > > Eric N only put in what was there prior . Have you checked with Allan and Pat J ? We have no idea what this up scheme is . This sounds like it is on the Everett corporate network side . You are correct the Archiver is only reaching the Dvtel server . Whatever Everett PD IT does to route video onto their network is upstream from what we do . I would get them involved to rule any changes they could have done .
> > >
> > > Thanks !
> > >
> > > Respectfully ,
> > >
> > > Eric Johnson
> > > Project Manager
> > > Lan-Tel Communications
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> > > Norwood, MA 02062

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On Dec 28, 2015, at 11:59 AM, Chuck Wade <Chuck@Interisle.net> wrote:

> Eric,
>
> Please don't take this as me being flip, but we are unable to assist in these situations without more information. We have no insights as to what you're trying to do, or why this traffic is being generated in the first place. We do not know what [redacted], or why [redacted] is trying to communicate with it.
>
> The essential point is that PSnet does not advertise any routes to the Everett PD LAN, and if we did, PSnet and the Everett Police Department would be in violation of FBI CJIS guidelines, as well as Commonwealth EOPSS security policies. In this case, the only IP addresses that the Archiver at Fire HQ should be communicating with via PSnet are in the [redacted] and [redacted] subnets. Reminder, the <..72.> addresses are associated with Whidden Hospital, while the <..73.> addresses are associated with Everett PD.
>
> I suspect that the DVTEL server at Everett PD does have a connection to [redacted], though this connection should probably be through a firewall. However, the Archiver at Fire HQ needs some other means for reaching the Everett PD, and this mechanism ***must*** be encrypted to comply with FBI CJIS policies. However, if you're just trying to have the Archiver reach the DVTEL Server at PD, then that probably does not come under FBI policies.
>
> When you get a chance, we would also like to review with you all of the other traffic from CIMS sources (ref. Colin's first table) going to unreachable destination addresses (ref. Colin's second table). Each of these attempts at communication to unreachable addresses probably represents some sort of misconfiguration that should be corrected. We can help identify the specific instances, but we lack sufficient insight into the CIMS installations to be able to precisely identify the misconfiguration. In all likelihood this dropped traffic is a result of recent CIMS upgrades, and may represent devices no longer in place, or devices that have been moved. I'll note that we occasionally have these issues with PSnet maintained equipment, but we can fix our problems when we find them.
>
> ...Chuck

Chuck Wade, Principal
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On 12/28/15 11:35 AM, Eric W. Nisbet wrote:

> Ok. Sorry. Quite a bit of this is over my head. Is there anything I should do to the new server to correct this?
>
> Eric
>
> -------- Original message --------
> From: Chuck Wade <Chuck@Interisle.net>
> Date: 12/28/2015 11:33 AM (GMT-05:00)
> To: "Eric W. Nisbet" <enisbet@lan-tel.com>
> Cc: Eric Johnson <ejohnson@Lan-Tel.com>, Mark Savage <msavage@lan-tel.com>, Colin Strutt <Colin@Interisle.net>
> Subject: Re: Internet access audit
>
> Eric,
>
> We recognized that you have a new server deployed at <10.0.72.201>. However, our point was that it, and other CIMS devices listed in the source table are attempting to communicate with IP addresses that either do not exist, or that are not reachable via PSnet.
>
> In the example cited, <10.0.72.201> is attempting to communicate with <10.10.50.143>. That source address is probably intended for something on the Everett Police LAN, but there is no path via PSnet to that LAN, which is obviously restricted. The only paths we have to the Everett PD LAN are via encrypted tunnels to comply with FBI CJIS Security Policies.
>
> ...Chuck
>
> Chuck Wade, Principal
> Interisle Consulting Group
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>
> On 12/28/15 11:24 AM, Eric W. Nisbet wrote:
>
> > That address is the new archiver at the Everett Fire Dept. 10.0.72.200 was replaced with 10.0.72.201. 200 eas running server 2003 and could not run version 6.4 of the software. It was 8nstalled last week during the Everett 6.4 upgrade. Those ports are the typical ports that DVTel uses for video transport.
> >
> > Eric
> >
> > -------- Original message --------
> > From: Chuck Wade <Chuck@Interisle.net>
> > Date: 12/28/2015 11:20 AM (GMT-05:00)
> > To: "Eric W. Nisbet" <enisbet@lan-

tel.com>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>, Mark Savage <msavage@lan-tel.com>, Colin Strutt <Colin@Interisle.net>
Subject: Fwd: Internet access audit

Eric N.,

I am forwarding this note from Colin regarding a large increase in traffic from CIMS sources that could not be forwarded within PSnet. This results in these being sent to the default gateway for access to the Internet, where we drop this traffic and log these events.

It would help if we could get this "noise" reduced. This information may also be helpful to you in finding misconfigured servers and devices.

As an aside, we do regularly audit all Internet traffic, both outbound and inbound. We may subsequently reach out to you to investigate some other CIMS traffic that is traversing the Internet to confirm that this traffic is appropriate, and should be allowed.

Colin and I will be happy to address any questions or assist in debugging any of this dead-end traffic.

...Chuck

-------- Forwarded Message --------
Subject: Internet access audit
Date: Mon, 28 Dec 2015 11:01:12 -0500
From: Colin Strutt <colin@interisle.net>
To: Chuck Wade <Chuck@Interisle.net>
CC: 'Colin Strutt' <colin@interisle.net>

One problem jumps out at me from last week's data, from the "usual" set of data I've been monitoring for months now.

SSG .16 Policy #6 (All CIMS, to RFC1918 et al., ANY service) had a very large increase in attempted accesses to invalid addresses.
Previous weeks it has averaged less than 100k access attempts (which number is still far too high).
This past week, there were over 1 million attempts.

There's too much data to be analyzed with Excel (so I cannot analyze the last ~16k items).
But 950k of those attempts came from a CIMS address (10.0.72.201) attempting to send nearly 1GB of data to 16 different UDP ports in the 8000-9000 range to the address 10.10.50.143, which, of course, we threw away.

Our InterMapper does not include that address – but I'll guess it's a mis-configured camera or video server.

Overall for this blocking policy shows that there are 38 separate addresses of devices that are misconfigured (or routing misconfigured) attempting to access RFC1918-style addresses:

10.0.66.53	10.0.67.114	10.0.67.6	10.0.71.105	10.0.72.100	10.0.72.140
10.0.72.141	10.0.72.143	10.0.72.145	10.0.72.201	10.0.72.46	10.0.72.48
10.0.72.52	10.0.72.54	10.0.72.59	10.0.72.62	10.0.73.109	10.0.73.110
10.0.73.111	10.0.73.123	10.0.73.124	10.0.73.48	10.0.73.52	10.0.73.54
10.0.73.56	10.0.73.58	10.0.74.151	10.0.77.110	10.0.77.140	10.0.77.143
10.0.77.153	10.0.77.155	10.0.77.165	10.0.77.166	10.0.77.198	10.0.77.209
10.0.77.221	10.0.77.250				

There were 9 separate destination addresses attempted for this policy:

10.10.50.143	172.16.10.161	172.16.10.181
172.16.10.252	192.168.0.1	192.168.0.255
192.168.1.102	192.168.13.105	192.168.7.59

colin

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Monday, December 28, 2015 8:17 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Eamon Miller <Eamon Miller <eamon.miller@boston.gov>>; Brenda Jones <Brenda Jones <brenda.jones@boston.gov>>
Subject: Re: Internet access audit

Thanks Eric. Yes, I'm willing to bet Chuck is trying to make a point with this exchange but he is correct that he has a strict monthly budget. It is unfortunate though as LanTel consistently assists with PSnet issues.

What do you think is the best course of action? It's clearly a CIMS device but it's affecting PSnet with unnecessary traffic. Do you think Everett can offer any insight or assist in any way. How do we establish what's connected to [redacted] and re-route the traffic to the proper location?

Let me know if we can be of any assistance. Thanks.

Andrew

_____

Andrew Murphy
Regional Planner

City of Boston
Office of Emergency Management

Sent from my iPhone

On Dec 28, 2015, at 6:58 PM, Eric Johnson <ejohnson@lan-tel.com> wrote:

> Andrew
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> Respectfully ,
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>
> ejohnson@lan-tel.com
> www.lan-tel.com
>
> Begin forwarded message:
>
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> >
> > On Dec 28, 2015, at 1:09 PM, Chuck Wade <Chuck@Interisle.net> wrote:
> >
> > > Eric, Eric,
> > >
> > > To be clear, t[redacted]eaching the PSnet[redacted] is coming from <[redacted]d trying to get to <[redacted]This is not something on the Everett PD network trying to reach the Archiver at Fire HQ. We are not in a position to debug this, but we can confirm that this is a CIMS server trying to get to an unreachable address.
> > >
> > > I'd suggest you review the configuration of the server at Fire HQ and [redacted]hy it is trying to initiate communications to [redacted]You may need to coordinate with Allen Peluso or Pat Johnston, but I don't believe they'll be in a position to do anything about this, as the traffic is being sourced from the Archiver, and I don't believe they are doing anything with the configuration or setup of this DVTel server.
> > >
> > > ...Chuck
> > >
> > > Chuck Wade, Principal
> > > Interisle Consulting Group
> > > +1 508 435-3050 Office
> > > +1 508 277-6439 Mobile

www.interisle.net

On 12/28/15 12:32 PM, Eric Johnson wrote:

> Chuck
> Eric N only put in what was there prior . Have you checked with Allan and Pat J ? We have no idea what this up scheme is . This sounds like it is on the Everett corporate network side . You are correct the Archiver is only reaching the Dvtel server . Whatever Everett PD IT does to route video onto their network is upstream from what we do . I would get them involved to rule any changes they could have done .
>
> Thanks !
>
> Respectfully ,
>
> Eric Johnson
> Project Manager
> Lan-Tel Communications
> 1400 Providence Highway, Suite 2000
> Norwood, MA 02062
>
> Cell: 617-413-2148
> Phone: 781-352-4656
> Fax: 781-551-8667
>
> ejohnson@lan-tel.com
> www.lan-tel.com
>
> On Dec 28, 2015, at 11:59 AM, Chuck Wade <Chuck@Interisle.net> wrote:
>
> > Eric,
> >
> > Please don't take this as me being flip, but we are unable to assist in these situations without more information. We have no insights as to what you're trying to do, or why this traffic is being generated in the first place. We do not know what [redacted] is trying to communicate with it.
> >
> > The essential point is that PSnet does not advertise any routes to the Everett PD LAN, and if we did, PSnet and the Everett Police Department would be in violation of FBI CJIS guidelines, as well as Commonwealth EOPSS security policies. In this case, the only IP addresses that the Archiver at Fire HQ should be [redacted] and [redacted] subnets. Reminder, the <..72.> addresses are associated with Whidden Hospital, while the <..73.> addresses are associated with Everett PD.
> >
> > I suspect that the DVTEL server at Everett PD does have a connection to <10.10.50/24>, though this connection should probably be through a firewall. However, the Archiver at Fire HQ needs some other means for reaching the Everett PD, and this mechanism ***must*** be encrypted to comply with FBI CJIS policies. However, if you're just trying to have the Archiver reach the DVTEL Server at PD, then that probably does not come under FBI policies.
> >
> > When you get a chance, we would also like to review with you all of the other traffic from CIMS

sources (ref. Colin's first table) going to unreachable destination addresses (ref. Colin's second table). Each of these attempts at communication to unreachable addresses probably represents some sort of misconfiguration that should be corrected. We can help identify the specific instances, but we lack sufficient insight into the CIMS installations to be able to precisely identify the misconfiguration. In all likelihood this dropped traffic is a result of recent CIMS upgrades, and may represent devices no longer in place, or devices that have been moved. I'll note that we occasionally have these issues with PSnet maintained equipment, but we can fix our problems when we find them.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 12/28/15 11:35 AM, Eric W. Nisbet wrote:

> Ok. Sorry. Quite a bit of this is over my head. Is there anything I should do to the new server to correct this?
>
> Eric
>
> -------- Original message --------
> From: Chuck Wade <Chuck@Interisle.net>
> Date: 12/28/2015 11:33 AM (GMT-05:00)
> To: "Eric W. Nisbet" <enisbet@lan-tel.com>
> Cc: Eric Johnson <ejohnson@Lan-Tel.com>, Mark Savage <msavage@lan-tel.com>, Colin Strutt <Colin@Interisle.net>
> Subject: Re: Internet access audit
>
> Eric,
>
> We recognized that you have a new server deployed at [redacted] However, our point was that it, and other CIMS devices listed in the source table are attempting to communicate with IP addresses that either do not exist, or that are not reachable via PSnet.
>
> In the example cited, <[redacted] is a[redacted]mmunicate with <[redacted] That source address is probably intended for something on the Everett Police LAN, but there is no path via PSnet to that LAN, which is obviously restricted. The only paths we have to the Everett PD LAN are via encrypted tunnels to comply with FBI CJIS Security Policies.
>
> ...Chuck
>
> Chuck Wade, Principal
> Interisle Consulting Group
> +1 508 435-3050 Office

+1 508 277-6439 Mobile
www.interisle.net

On 12/28/15 11:24 AM, Eric W. Nisbet wrote:

> That address is the new archiver at the Everett Fire Dept. [redacted] was replaced with [redacted]s running server 2003 and could not run version 6.4 of the software. It was 8nstalled last week during the Everett 6.4 upgrade. Those ports are the typical ports that DVTel uses for video transport.
>
> Eric
>
> -------- Original message --------
> From: Chuck Wade <Chuck@Interisle.net>
> Date: 12/28/2015 11:20 AM (GMT-05:00)
> To: "Eric W. Nisbet" <enisbet@lan-tel.com>
> Cc: Eric Johnson <ejohnson@Lan-Tel.com>, Mark Savage <msavage@lan-tel.com>, Colin Strutt <Colin@Interisle.net>
> Subject: Fwd: Internet access audit
>
> Eric N.,
>
> I am forwarding this note from Colin regarding a large increase in traffic from CIMS sources that could not be forwarded within PSnet. This results in these being sent to the default gateway for access to the Internet, where we drop this traffic and log these events.
>
> It would help if we could get this "noise" reduced. This information may also be helpful to you in finding misconfigured servers and devices.
>
> As an aside, we do regularly audit all Internet traffic, both outbound and inbound. We may subsequently reach out to you to investigate some other CIMS traffic that is traversing the Internet to confirm that this traffic is appropriate, and should be allowed.
>
> Colin and I will be happy to address any questions or assist in debugging any of this dead-end traffic.

...Chuck

-------- Forwarded Message --------
Subject: Internet access audit
Date: Mon, 28 Dec 2015 11:01:12 -0500
From: Colin Strutt <colin@interisle.net>
To: Chuck Wade <Chuck@Interisle.net>
CC: 'Colin Strutt' <colin@interisle.net>

One problem jumps out at me from last week's data, from the "usual" set of data I've been monitoring for months now.

SSG .16 Policy #6 (All CIMS, to RFC1918 et al., ANY service) had a very large increase in attempted accesses to invalid addresses. Previous weeks it has averaged less than 100k access attempts (which number is still far too high). This past week, there were over 1 million attempts.

There's too much data to be analyzed with Excel (so I cannot analyze the last ~16k items). But 950k of those attempts came from a CIMS address (10.0.72.201) attempting to send nearly 1GB of data to 16 different UDP ports in the 8000-9000 range to the address 10.10.50.143, which, of course, we threw away.

Our InterMapper does not include that address – but I'll guess it's a mis-configured camera or video server.

Overall for this blocking policy shows that there are 38 separate addresses of devices that are misconfigured (or routing

misc
acce

There
addre

colin

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Monday, December 28, 2015 8:23 PM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Eamon Miller <Eamon Miller <eamon.miller@boston.gov>>; Brenda Jones <Brenda Jones <brenda.jones@boston.gov>>
Subject: Re: Internet access audit

Andrew
We are going to take a look at this . I was only offering up to Chuck to be seamless. I will keep you in loop in what we find tomorrow .

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Dec 28, 2015, at 8:17 PM, Andrew Murphy <andrew.murphy@boston.gov> wrote:

> Thanks Eric. Yes, I'm willing to bet Chuck is trying to make a point with this exchange but he is correct that he has a strict monthly budget. It is unfortunate though as LanTel consistently assists with PSnet issues.
>
> What do you think is the best course of action? It's clearly a CIMS device but it's affecting PSnet with unnecessary traffic. Do you think Everett can offer any insight or assist in any way. How do we establish what's connected to [redacted] and re-route the traffic to the proper location?
>
> Let me know if we can be of any assistance. Thanks.
>
> Andrew
>
> _____
>
> Andrew Murphy
> Regional Planner
>
> City of Boston
> Office of Emergency Management
>
> Sent from my iPhone
>
> On Dec 28, 2015, at 6:58 PM, Eric Johnson <ejohnson@lan-tel.com> wrote:
>
> > Andrew
> > I just wanted to share this email trail with you . I thought it was a bit bizarre since we did the upgrade quite sometime ago on the other cities and towns, and this is the first we are hearing of these issues on the other equipment (less the Everett FD server that we worked on the other day) it's odd that it seems that in beginning of email he wants information and be in the loop but at the end of the string there is no budget to do anything . So it's conflicting.
> >
> > I would guess that "someone" was hoping I would forward upstream to send the message ?
> >
> > Just keeping you in the loop.
> >
> > Respectfully ,
> >
> > Eric Johnson
> > Project Manager
> > Lan-Tel Communications
> > 1400 Providence Highway, Suite 2000
> > Norwood, MA 02062
> >
> > Cell: 617-413-2148
> > Phone: 781-352-4656
> > Fax: 781-551-8667
> >
> > ejohnson@lan-tel.com
> > www.lan-tel.com
> >
> > Begin forwarded message:

From: Eric Johnson <ejohnson@Lan-Tel.com>
Date: December 28, 2015 at 2:08:41 PM EST
To: Chuck Wade <Chuck@Interisle.net>
Cc: "Eric W. Nisbet" <enisbet@lan-tel.com>, Mark Savage <msavage@lan-tel.com>, Colin Strutt <Colin@Interisle.net>
Subject: Re: Internet access audit

Understood Chuck

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Dec 28, 2015, at 1:59 PM, Chuck Wade <Chuck@Interisle.net> wrote:

> Eric,
>
> This is a CIMS issue. We're merely reporting on a traffic anomaly that resulted from the upgrade of the Archiver server now at [redacted] We are not tasked with fixing CIMS server issues, and we've already exceeded our labor budget for the month, anyway. We are trying to be helpful, and flag an issue that has resulted from this new server deployment, but we are not in a position to do much more at this time.
>
> Thanks...
> ...Chuck
>
> Chuck Wade, Principal
> Interisle Consulting Group
> +1 508 435-3050 Office
> +1 508 277-6439 Mobile
> www.interisle.net
>
> On 12/28/15 1:18 PM, Eric Johnson wrote:
>
> > Would you like access to the server ?
> >
> > Respectfully ,
> >
> > Eric Johnson
> > Project Manager
> > Lan-Tel Communications
> > 1400 Providence Highway, Suite 2000
> > Norwood, MA 02062
> >
> > Cell: 617-413-2148
> > Phone: 781-352-4656
> > Fax: 781-551-8667
> >
> > ejohnson@lan-tel.com
> > www.lan-tel.com
> >
> > On Dec 28, 2015, at 1:09 PM, Chuck Wade <Chuck@Interisle.net> wrote:
> >
> > > Eric, Eric,
> > >
> > > To be clear, the traffic that is reaching the PSnet external firewall is coming from [redacted] and trying to get to [redacted] This is not something on the Everett PD network trying to reach the Archiver at Fire HQ. We are not in a position to debug this, but we can confirm that this is a CIMS server trying to get to an unreachable address.

I'd suggest you review the configuration of the server at Fire HQ and try to determine why it is trying to initiate communications to <[redacted]>. You may need to coordinate with Allen Peluso or P at Johnston, but I don't believe they'll be in a position to do anything about this, as the traffic is being sourced from the Archiver, and I don't believe they are doing anything with the configuration or setup of this DVTel server.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 12/28/15 12:32 PM, Eric Johnson wrote:

> Chuck
> Eric N only put in what was there prior . Have you checked with Allan and Pat J ? We have no idea what this up scheme is . This sounds like it is on the Everett corporate network side . You are correct the Archiver is only reaching the Dvtel server . Whatever Everett PD IT does to route video onto their network is upstream from what we do . I would get them involved to rule any changes they could have done .
>
> Thanks !
>
> Respectfully ,
>
> Eric Johnson
> Project Manager
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> Cell: 617-413-2148
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> www.lan-tel.com
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> On Dec 28, 2015, at 11:59 AM, Chuck Wade <Chuck@Interisle.net> wrote:
>
> > Eric,
> >
> > Please don't take this as me being flip, but we are unable to assist in these situations without more information. We have no insights as to what you're trying to do, or why this traffic is being generated in the first place. We do not know what <[redacted]> is, or why <[redacted]> is trying to communicate with it.
> >
> > The essential point is that PSnet does not advertise any routes to the Everett PD LAN, and if we did, PSnet and the Everett Police Department would be in violation of FBI CJIS guidelines, as well as Commonwealth EOPSS security policies. In this case, the only IP addresses that the Archiver at Fire HQ should be communicating with via PSnet are in the <[redacted]> subnets. Reminder, the <..72.> addresses are associated with Whidden Hospital, while the <..73.> addresses are associated with Everett PD.
> >
> > I suspect that the DVTEL server at Everett

PD does have a connection to [redacted] though this connection should probably be through a firewall. However, the Archiver at Fire HQ needs some other means for reaching the Everett PD, and this mechanism ***must*** be encrypted to comply with FBI CJIS policies. However, if you're just trying to have the Archiver reach the DVTEL Server at PD, then that probably does not come under FBI policies.

When you get a chance, we would also like to review with you all of the other traffic from CIMS sources (ref. Colin's first table) going to unreachable destination addresses (ref. Colin's second table). Each of these attempts at communication to unreachable addresses probably represents some sort of misconfiguration that should be corrected. We can help identify the specific instances, but we lack sufficient insight into the CIMS installations to be able to precisely identify the misconfiguration. In all likelihood this dropped traffic is a result of recent CIMS upgrades, and may represent devices no longer in place, or devices that have been moved. I'll note that we occasionally have these issues with PSnet maintained equipment, but we can fix our problems when we find them.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 12/28/15 11:35 AM, Eric W. Nisbet wrote:

> Ok. Sorry. Quite a bit of this is over my head. Is there anything I should do to the new server to correct this?
>
> Eric
>
> -------- Original message --------
> From: Chuck Wade <Chuck@Interisle.net>
> Date: 12/28/2015 11:33 AM (GMT-05:00)
> To: "Eric W. Nisbet" <enisbet@lan-tel.com>
> Cc: Eric Johnson <ejohnson@Lan-Tel.com>, Mark Savage <msavage@lan-tel.com>, Colin Strutt <Colin@Interisle.net>
> Subject: Re: Internet access audit
>
> Eric,
>
> We recognized that you have a new server deployed at [redacted] however, our point was that it, and other CIMS devices listed in the source table are attempting to communicate with IP addresses that either do not exist, or that are not reachable via PSnet.

In the example cited, [redacted]s attempting to communicate with [redacted]That source address is probably intended for something on the Everett Police LAN, but there is no path via PSnet to that LAN, which is obviously restricted. The only paths we have to the Everett PD LAN are via encrypted tunnels to comply with FBI CJIS Security Policies.

...Chuck

Chuck Wade, Principal
Interisle Consulting Group
+1 508 435-3050 Office
+1 508 277-6439 Mobile
www.interisle.net

On 12/28/15 11:24 AM, Eric W. Nisbet wrote:

> That address is the new archiver at the Everett Fire Dept. [redacted] 200 eas running server 2003 and could not run version 6.4 of the software. It was 8nstalled last week during the Everett 6.4 upgrade. Those ports are the typical ports that DVTel uses for video transport.
>
> Eric
>
> -------- Original message --------
> From: Chuck Wade <Chuck@Interisle.net>
> Date: 12/28/2015 11:20 AM (GMT-05:00)
> To: "Eric W. Nisbet" <enisbet@lan-tel.com>
> Cc: Eric Johnson <ejohnson@Lan-Tel.com>, Mark Savage <msavage@lan-tel.com>, Colin Strutt <Colin@Interisle.net>
> Subject: Fwd: Internet access audit
>
> Eric N.,
>
> I am forwarding this note from Colin regarding a large increase in traffic from CIMS sources that could not be forwarded within PSnet. This results in these being sent to the default gateway for access to the Internet, where we drop this traffic and log these events.
>
> It would help if we could

get this "noise" reduced. This information may also be helpful to you in finding misconfigured servers and devices.

As an aside, we do regularly audit all Internet traffic, both outbound and inbound. We may subsequently reach out to you to investigate some other CIMS traffic that is traversing the Internet to confirm that this traffic is appropriate, and should be allowed.

Colin and I will be happy to address any questions or assist in debugging any of this dead-end traffic.

...Chuck

-------- Forwarded Message --------
Subject: Internet access audit
Date: Mon, 28 Dec 2015 11:01:12 -0500
From: Colin Strutt <colin@interisle.net>
To: Chuck Wade <Chuck@Interisle.net>
CC: 'Colin Strutt' <colin@interisle.net>

One problem jumps out at me from last week's data, from the "usual" set of data I've been monitoring for months now.

SSG .16 Policy #6 (All CIMS, to RFC1918 et al., ANY service) had a very large increase in attempted accesses to invalid addresses.
Previous weeks it has averaged less than 100k access attempts (which number is still far too high). This past week, there were over 1 million attempts.

There's too much data to be analyzed with Excel (so I cannot analyze the last ~16k items).
But 950k of those attempts came from a CIMS address (10.0.72.201) attempting to send nearly 1GB of data to 16 different UDP ports in the 8000-9000 range to the address 10.10.50.143, which, of course, we threw away.

Our InterMapper does not include that address – but I'll guess it's a mis-configured camera or video server.

Overall for this blocking policy shows that there are 38 separate addresses of devices that are misconfigured (or routing misconfigured) attempting to access RFC1918-style addresses:

There were 9 separate destination addresses attempted for this policy:

colin

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Tuesday, December 29, 2015 2:58 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: Boston Phase 1 Upgrade

Hi Eric. I'm just wondering if you could provide a brief status on phase 1 of Boston's Upgrade? Thanks so much.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, December 29, 2015 5:22 PM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: Re: Boston Phase 1 Upgrade

Andrew
I will have detailed update for you tomorrow . On another note here was a ton of dialogue today . I believe we fixed their issue . We have to confirm with them .

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Dec 29, 2015, at 2:59 PM, Andrew Murphy <andrew.murphy@boston.gov> wrote:

> Hi Eric. I'm just wondering if you could provide a brief status on phase 1 of Boston's Upgrade? Thanks so much.
>
> Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, December 30, 2015 5:43 PM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: Sorry

Andrewi
Sorry I was tied up with 1 Beacon st It will be late

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Thursday, December 31, 2015 5:21 AM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Brenda Jones <Brenda Jones <brenda.jones@boston.gov>>
Subject: Fwd: Internet access audit

This is all set and confirmed by Interisle.

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

Begin forwarded message:

> **From:** Eric Johnson <ejohnson@Lan-Tel.com>
> **Date:** December 31, 2015 at 5:17:45 AM EST
> **To:** Colin Strutt <colin@interisle.net>
> **Cc:** Chuck Wade <Chuck@Interisle.net>, Mike French <mfrench@lan-tel.com>, Zach Staffier <zstaffier@lan-tel.com>, "Eric W. Nisbet" <enisbet@lan-tel.com>, Mark Savage <msavage@lan-tel.com>
> **Subject: Re: Internet access audit**
>
> Thank you
>
> Respectfully ,
>
> Eric Johnson
> Project Manager
> Lan-Tel Communications
> 1400 Providence Highway, Suite 2000
> Norwood, MA 02062
>
> Cell: 617-413-2148
> Phone: 781-352-4656
> Fax: 781-551-8667
>
> ejohnson@lan-tel.com
> www.lan-tel.com
>
> On Dec 30, 2015, at 10:53 PM, Colin Strutt <colin@interisle.net> wrote:
>
> > I can confirm that there have been no firewall log entries from pertaining to [redacted] since the ICMP messages yesterday between 7am and 8am.
> >
> > Regards,
> > colin
> >
> > ---
> >
> > **From:** Eric Johnson [mailto:ejohnson@Lan-Tel.com]
> > **Sent:** Wednesday, December 30, 2015 5:44 PM
> > **To:** Chuck Wade <Chuck@Interisle.net>
> > **Cc:** Mike French <mfrench@lan-tel.com>; Colin Strutt <colin@interisle.net>; Zach Staffier <zstaffier@lan-tel.com>; Eric W. Nisbet <enisbet@lan-tel.com>; Mark Savage <msavage@lan-tel.com>
> > **Subject:** Re: Internet access audit
> >
> > Chuck
> > Can you check that we made some changes
> >
> > Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Dec 29, 2015, at 12:28 PM, Chuck Wade <Chuck@Interisle.net> wrote:

> Mike,
>
> The [redacted] network is Everett Police. It is pretty clear that there is some issue with accessing the Archiver from Everett PD, and we suspect this is the reason for the UDP traffic going off into the ether and getting dropped by the PSnet Internet firewall. What is unusual in this case is that the traffic is being *sourced* from the Archiver at Fire HQ. Note that the DVTEL server at Everett PD is on the [redacted], whereas the Archiver is on [redacted] (due to the way that the CIMS network was originally deployed).
>
> The Archiver is able to communicate with the DVTEL server at the PD, and vice versa. Furthermore, we believe that users on the Everett PD LAN are able to communicate with their local DVTEL server, but there is no route from the Everett PD LAN to the Archiver at Fire HQ via PSnet, though Everett could use their own City network to provide access. Perhaps the new Archiver is missing a route that would direct traffic over a local path. As you've already noted, the Archiver has no routes to [redacted] yet such a route is necessary if it is going to communicate with the Everett PD LAN. Alternatively, Everett PD should be accessing the Archiver via their local DVTEL server.
>
> All we can do is observe that something is not working correctly, as we would not expect packets from the Archiver to be directed over PSnet to Everett PD. As I noted previously, the FBI CJIS policies do not allow us to provide unprotected access to a law enforcement network where criminal justice information resides.
>
> There are certainly ways to achieve the services that Everett needs, but if this is going to be done via PSnet, then we need to actually engineer a solution, and we need to assure all parties that appropriate security practices are employed and that we comply with relevant policies. Note that this does not strictly require encryption, though we need to practice care in how the traffic flows, and what is contained in the traffic, as well as what end systems are involved.
>
> Let me reiterate that our purpose in sharing this information with the CIMS team was to be helpful. We have information that something is not working correctly after a recent upgrade, and we wanted to let you know about our observations. We also appreciate it when the CIMS team lets us know about problems you guys observe. We try to watch your back, and we appreciate it when you watch our back.
>
> ...Chuck
>
> ---
>
> Chuck Wade, Principal
> Interisle Consulting Group
> +1 508 435-3050 Office
> +1 508 277-6439 Mobile
> www.interisle.net

On 12/29/15 11:43 AM, Mike French wrote:

Colin,

Currently there is no traffic from this server to the address you mention and there is nothing on the server that is configured to look for that address, so it will be impossible to troubleshoot when it is not happening. I do have WireShark installed and we can revisit this if need be, but without realtime data I will not be able track the issue. Do we know what the 10.10.50.x network is?

Mike

From: Colin Strutt <colin@interisle.net>
Date: Tuesday, December 29, 2015 at 11:34 AM
To: Michael French <mfrench@lan-tel.com>, Eric Johnson <ejohnson@Lan-Tel.com>, Zach Staffier <zstaffier@lan-tel.com>, Eric Nisbet <enisbet@lan-tel.com>, Mark Savage <msavage@lan-tel.com>
Cc: 'Chuck Wade' <Chuck@Interisle.net>, 'Colin Strutt' <colin@interisle.net>
Subject: RE: Internet access audit

Hi Mike,
Attached is an extract from this week's log from a Juniper SSG firewall which connects PSnet to the Internet.
I've "grep"ed the lines which apply to the specific firewall policy, and then "grep"ed the lines which include the address 10.0.72.201 so you only see those entries that are relevant to this particular address.

But let me back up and explain how this data is collected.
The Juniper SSG firewall is one of the places where PSnet connects to the Internet.
One of the firewall policies (policy_id=6) checks to see if any messages are being sent to RFC1918-style addresses. (These addresses should never be sent to the Internet, as you know.)
If the checks match, the message is dropped (i.e., not sent to the Internet because it could not be delivered) but also logged.
Specifically, the log message is sent to a syslog server, where it is date/time stamped as well as identifying the source of the syslog message.
These log files are analyzed regularly.

Note that no harm is being caused by these messages; the log is merely reflecting information about packets received by the firewall that could not be delivered to their intended destination. We shared this information with you because you might be interested to know why it is occurring, especially if it could be causing unintended effects for applications.

Now all the firewall sees is a message with a source address (in this case 10.0.72.201) and an RFC-style destination address.
It is, presumably, possible for a system other than the one with that source address to spoof the source address. Possible, but I think it is unlikely.

If you look at the attached syslog extract, you'll see that the first 3,407 entries (from Dec 28 06:19:56 to Dec 28 08:04:17) show packets with a source address of 10.0.72.201 and a destination address of 10.10.50.143. Each is a UDP message directed at a variety of ports in the 8006-8938 range. Perhaps the pattern of port usage will provide some information as to the potential cause of these messages.
The next 186 entries (from Dec 29 07:34:58 to Dec 29 08:00:14) are all ICMP type 8 requests – which probably reflects PING or TRACERT testing this morning.

In looking over the previous week's data, I note that the requests were not evenly spaced over the week. Here's the breakdown of requests by date for last week:

12/22/2015	949441
12/25/2015	679
12/26/2015	452

The requests started at 11:53:29 on Dec 22 and ended 21:44:21 that day.
They started again at 16:37:40 on Dec 25 and ended 15:37:55.
They started again at 01:46:51 on Dec 26 and ended at 1:47:16, then restarted at 21:19:31 and ended 21:19:46.
Again, this time pattern might help you understand the possible source of these requests.

I hope that this information will be useful for you, both to explain how we observed these traffic patterns and possibly to lead to a root cause for the generation of these

messages.

Regards,
colin

From: Mike French [mailto:mfrench@lan-tel.com]
Sent: Tuesday, December 29, 2015 10:40 AM
To: Eric Johnson <ejohnson@Lan-Tel.com>; Zach Staffier <zstaffier@lan-tel.com>; Eric W. Nisbet <enisbet@lan-tel.com>; Mark Savage <msavage@lan-tel.com>; Colin@Interisle.net; Chuck Wade <Chuck@Interisle.net>
Subject: Re: Internet access audit

Chuck/Colin,

I spent some time today on the DVTEL server for Everett (10.0.72.201) to investigate the problems you outlined below. I am not sure how you are collecting your data and correlating it, but I have found ZERO evidence of this particular server reaching out and trying to connect to 10.10.50.143. This server has no static routes, it has two NIC cards one which is disabled and the other is assigned the 10.0.72.201 address that you claim is the heavy offender in your report below. As you can see this is the output from the routing table from that server:

```
C:\Users\Administrator>route print 10.10.50.143
===========================================================================
Interface List
 11...00 22 19 18 6a d3 ......Broadcom BCM5708C NetXtreme II GigE (NDIS VBD Clie
nt)
  1...........................Software Loopback Interface 1
 12...00 00 00 00 00 00 00 e0 Microsoft ISATAP Adapter
===========================================================================

IPv4 Route Table
===========================================================================
Active Routes:
  None
Persistent Routes:
  None

IPv6 Route Table
===========================================================================
Active Routes:
  None
Persistent Routes:

Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation.  All rights reserved.

C:\Users\Administrator>route print
===========================================================================
Interface List
 11...00 22 19 18 6a d3 ......Broadcom BCM5708C NetXtreme II GigE (NDIS VBD Clie
nt)
  1...........................Software Loopback Interface 1
 12...00 00 00 00 00 00 00 e0 Microsoft ISATAP Adapter
===========================================================================

IPv4 Route Table
===========================================================================
Active Routes:
Network Destination        Netmask          Gateway       Interface  Metric
          0.0.0.0          0.0.0.0       10.0.72.1     10.0.72.201    266
       10.0.72.0    255.255.255.0         On-link      10.0.72.201    266
     10.0.72.201  255.255.255.255         On-link      10.0.72.201    266
     10.0.72.255  255.255.255.255         On-link      10.0.72.201    266
       127.0.0.0        255.0.0.0         On-link       127.0.0.1    306
       127.0.0.1  255.255.255.255         On-link       127.0.0.1    306
  127.255.255.255  255.255.255.255         On-link       127.0.0.1    306
       224.0.0.0        240.0.0.0         On-link       127.0.0.1    306
       224.0.0.0        240.0.0.0         On-link      10.0.72.201    266
  255.255.255.255  255.255.255.255         On-link       127.0.0.1    306
  255.255.255.255  255.255.255.255         On-link      10.0.72.201    266
===========================================================================
Persistent Routes:
  Network Address          Netmask  Gateway Address  Metric
          0.0.0.0          0.0.0.0       10.0.72.1  Default
===========================================================================

IPv6 Route Table
===========================================================================
Active Routes:
 If Metric Network Destination      Gateway
  1    306 ::1/128                  On-link
 11    266 fe80::/64                On-link
 11    266 fe80::79cc:bfcf:341f:5954/128
                                    On-link
  1    306 ff00::/8                 On-link
 11    266 ff00::/8                 On-link
===========================================================================
Persistent Routes:
  None
```

If you take note there are no static or persistent routes configured on this server for 10.10.50.143 or the 10.10.50.xx network in question.

I also searched the registry and all configuration files for any mention of the 10.10.50.143 address and the 10.10.50.xx network and came up with nothing.

Below is the IP Configuration of the server:

```
C:\Users\Administrator>ipconfig /all

Windows IP Configuration

   Host Name . . . . . . . . . . . . : EverettFDArchiver
   Primary Dns Suffix  . . . . . . . :
   Node Type . . . . . . . . . . . . : Hybrid
   IP Routing Enabled. . . . . . . . : No
   WINS Proxy Enabled. . . . . . . . : No

Ethernet adapter Local Area Connection:

   Connection-specific DNS Suffix  . :
   Description . . . . . . . . . . . : Broadcom BCM5708C NetXtreme II GigE (NDIS
 VBD Client)
   Physical Address. . . . . . . . . : 00-22-19-18-6A-D3
   DHCP Enabled. . . . . . . . . . . : No
   Autoconfiguration Enabled . . . . : Yes
   Link-local IPv6 Address . . . . . : fe80::79cc:bfcf:341f:5954%11(Preferred)
   IPv4 Address. . . . . . . . . . . : 10.0.72.201(Preferred)
   Subnet Mask . . . . . . . . . . . : 255.255.255.0
   Default Gateway . . . . . . . . . : 10.0.72.1
   DHCPv6 IAID . . . . . . . . . . . : 234889753
   DHCPv6 Client DUID. . . . . . . . : 00-01-00-01-1D-E2-82-07-00-22-19-18-6A-D3

   DNS Servers . . . . . . . . . . . : 75.75.75.75
   NetBIOS over Tcpip. . . . . . . . : Enabled

Tunnel adapter isatap.{B19889B2-DCBC-4BBF-B10D-E74A32009F01}:

   Media State . . . . . . . . . . . : Media disconnected
   Connection-specific DNS Suffix  . :
   Description . . . . . . . . . . . : Microsoft ISATAP Adapter
   Physical Address. . . . . . . . . : 00-00-00-00-00-00-00-E0
   DHCP Enabled. . . . . . . . . . . : No
   Autoconfiguration Enabled . . . . : Yes
```

Once again no mention of any rogue connectivity to to offending node or network that you mentioned below.

To take things one step further I ran a WireShark trace for an hour this morning and not one attempt to connect to 10.10.50.143 or to the 10.10.50.xx network from the 10.0.72.201 server. If you consider this to still be a problem, then please provide further details or evidence to the contrary. If you would like to review the Wireshark Capture you can find it at the following address:

https://lantel-my.sharepoint.com/personal/mfrench_lan-tel_com/Documents/Intersile

Mike French

<snip>

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Thursday, December 31, 2015 6:22 PM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>
Subject: BPD Upgrade Update
Attachment(s): "BPD to be completed.docx","BPD upgrade completed.docx"

Andrew/ Deirdre:

Good evening,

Sorry for the delay, we were working on First Night prep and this upgrade project at City Hall.

I have attached two lists: One is for completed and to be completed .

I will not deny that it has been much slower in Boston since its more of a chess match then in the other CIMS towns that we have completed. BONET and spikes in crime are part of it. We started out replacing cameras in the Humboldt / Seaver St area due to the increase of crime. We held off on some antennas since we were told that the Walnut park hub was to be upgraded and existing equipment would have to be moved.

We shifted to the Dudley / Warren area since this has always been a complaint from the BRIC. We will be moving many antennas off the roof of 35 Northampton and really clean this up since these cameras and others in Phase 2 and 3 are associated with 35 Northampton St.

We then moved to around City Hall since these antennas were experiencing more than usual failures, we also wanted to get all on BONET before Officer Stancato's imminent retirement, and lastly set us up for Chuck Wades wishes to clean up the JFK roof since most of these were associated with this hub. In addition to this and it is not reflected on attachments, we have realigned the Ritz hub antenna from JFK as well, and with Chucks help have moved to The MIT building where there is fiber into the PSNET network.

I anticipate ramping up and finishing the cameras within the next 3 weeks and close out Phase 1.

On another note I can also report that all of the 200 cameras cameras in Boston were at 100 percent today.
(There are only 5 Cameras down across the whole network)

Have a Happy New Year !

Thanks
Eric

From: Michael Kane <michael.kane@boston.gov>
Sent: Thursday, December 31, 2015 6:38 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: John Cunniffe <John Cunniffe <john.cunniffe@pd.boston.gov>>
Subject: Mike Kane Dvtel issue at BRAGDON st OEM

Eric can you give Sgt Mike Cunniffe a call at 617 343 2400. We seem to be having some issues with cameras you might be able to trouble shoot.

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

On Dec 31, 2015, at 2:20 PM, Eric Johnson <ejohnson@lan-tel.com> wrote:

> You too sir God luck tonite we are monitoring
>
> Respectfully ,
>
> Eric Johnson
> Project Manager
> Lan-Tel Communications
> 1400 Providence Highway, Suite 2000
> Norwood, MA 02062
>
> Cell: 617-413-2148
> Phone: 781-352-4656
> Fax: 781-551-8667
>
> ejohnson@lan-tel.com
> www.lan-tel.com
>
> On Dec 31, 2015, at 1:16 PM, Michael Kane <michael.kane@boston.gov> wrote:
>
> > Have a great New Year Eric.
> >
> > Be Well,
> >
> > Mike
> >
> > --
> > **Michael Kane**
> > **Logistics Section Coordinator**
> > **Office of Emergency Management (OEM)**
> > 85 Bragdon Street | Boston, MA 02201
> > Phone: 617-343-2413| Cell: 617-895-7215
> > michael.kane@boston.gov

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Monday, January 04, 2016 9:28 AM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>
Subject: Re: BPD Upgrade Update

Hi Eric. Happy New Year! Thank you very much for this update. We are in the process of issuing the PO for phase 2 of Boston's upgrade so that should make it's to you within the next couple days. Stay warm out there today.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Thu, Dec 31, 2015 at 6:22 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:

> Andrew/ Deirdre:
>
> Good evening,
>
> Sorry for the delay, we were working on First Night prep and this upgrade project at City Hall.
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> I have attached two lists: One is for completed and to be completed .
>
> I will not deny that it has been much slower in Boston since its more of a chess match then in the other CIMS towns that we have completed. BONET and spikes in crime are part of it. We started out replacing cameras in the Humboldt / Seaver St area due to the increase of crime. We held off on some antennas since we were told that the Walnut park hub was to be upgraded and existing equipment would have to be moved.
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>
> I anticipate ramping up and finishing the cameras within the next 3 weeks and close out Phase 1.
>
> On another note I can also report that all of the 200 cameras cameras in Boston were at 100 percent today.

(There are only 5 Cameras down across the whole network)

Have a Happy New Year !

Thanks

Eric

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Monday, January 04, 2016 9:34 AM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>
Subject: Re: BPD Upgrade Update

Thanks Andrew I will give you another update on 1 / 15

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Jan 4, 2016, at 9:29 AM, Andrew Murphy <andrew.murphy@boston.gov> wrote:

> Hi Eric. Happy New Year! Thank you very much for this update. We are in the process of issuing the PO for phase 2 of Boston's upgrade so that should make it's way to you within the next couple days. Stay warm out there today.
>
> Andrew
>
> ---
>
> **Andrew Murphy**
> **Regional Planner**
>
> **Office of Emergency Management (OEM)**
> Boston City Hall, Room 204 | Boston, MA 02201
> Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov
>
> On Thu, Dec 31, 2015 at 6:22 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:
>
> > Andrew/ Deirdre:
> >
> > Good evening,
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Have a Happy New Year !

Thanks

Eric

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Friday, January 15, 2016 10:14 PM EST
To: Shawn <RomanoskiS. bpd@cityofboston. gov> Romanoski; Mark Savage <Mark Savage <msavage@lan-tel.com>>; Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; John Bartolomucci < John Bartolomucci <jbarts@lan-tel.com>>; Michael Kane <Michael Kane <michael.kane@boston.gov>>; DVTEL Cameras <DVTEL Cameras <dvtel-cameras@pd.boston.gov>>
Subject: Cameras down

There is a power outage in Dorchester it affecting about 15 -20 cameras . Just an FYI

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Saturday, January 16, 2016 7:39 AM EST
To: Shawn <RomanoskiS. bpd@cityofboston. gov> Romanoski; Mark Savage <Mark Savage <msavage@lan-tel.com>>; Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; John Bartolomucci < John Bartolomucci <jbarts@lan-tel.com>>; Michael Kane <Michael Kane <michael.kane@boston.gov>>; DVTEL Cameras <DVTEL Cameras <dvtel-cameras@pd.boston.gov>>
Subject: Re: Cameras down

These cameras came back up at 1:08 AM

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
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ejohnson@lan-tel.com
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On Jan 15, 2016, at 10:14 PM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

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> Fax: 781-551-8667
>
> ejohnson@lan-tel.com
> www.lan-tel.com

From: Michael Kane <michael.kane@boston.gov>
Sent: Saturday, January 16, 2016 8:42 AM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Cameras down

Thank you Eric we appreciate the update

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

On Jan 16, 2016, at 7:39 AM, Eric Johnson <ejohnson@lan-tel.com> wrote:

> These cameras came back up at 1:08 AM
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> > Phone: 781-352-4656
> > Fax: 781-551-8667
> >
> > ejohnson@lan-tel.com
> > www.lan-tel.com

From: Linda Calnan <linda.calnan@boston.gov>
Sent: Wednesday, January 20, 2016 1:35 PM EST
To: Larry Louis <Larry Louis <larry.louis@boston.gov>>; Jason Marshall <Jason Marshall <Jason.Marshall@pd.boston.gov>>; michael.flaherty2@boston.gov <michael.flaherty2@boston.gov>; richard.reidy@siemens.com <richard.reidy@siemens.com>; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; don.burgess@boston.gov <don.burgess@boston.gov>; robert.slade@boston.gov <robert.slade@boston.gov>; McDavitt, Conor; jbeers@bphc.org <jbeers@bphc.org>; nelson.vasconcelos@siemens.com <nelson.vasconcelos@siemens.com>; jwarchol@bpl.org <jwarchol@bpl.org>; Anne Vaillancourt <Anne Vaillancourt <availlancourt@genetec.com>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; apelekanakis@genetec.com <apelekanakis@genetec.com>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>>; William Joyce <William Joyce <william.joyce@boston.gov>>; jfullerton@genetec.com <jfullerton@genetec.com>; stephanie.nappi@siemens.com <stephanie.nappi@siemens.com>; mfrench@lan-tel.com <mfrench@lan-tel.com>; wilson.aleman@boston.gov <wilson.aleman@boston.gov>; Vincent Stancato <Vincent Stancato <vincent.stancato@pd.boston.gov>>; jwagner@vidsys.com <jwagner@vidsys.com>; zpena@genetec.com <zpena@genetec.com>; bhenry@mbta.com <bhenry@mbta.com>; michael.kane@boston.gov <michael.kane@boston.gov>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Brian.Barcelou@pd.boston.gov <Brian.Barcelou@pd.boston.gov>; Abhishek Khule <Abhishek Khule <akhule@bphc.org>>; Mike Lynch (DoIT) < Mike Lynch (DoIT) <mike.lynch@boston.gov>>; Shawn.Romanoski@pd.boston.gov <Shawn.Romanoski@pd.boston.gov>; ithomas@vidsys.com <ithomas@vidsys.com>; ejohnson@lan-tel.com <ejohnson@lan-tel.com>; daniel.keeler@pd.boston.gov <daniel.keeler@pd.boston.gov>; mdriscoll@dvtel.com <mdriscoll@dvtel.com>; Deloriea, Tom
Subject: Camera Strategy Meeting - Notes and Action Items from Today's Meeting
Attachment(s): "Security Camera Strategy Meeting_1-20 Notes_ 01202016.docx"

Team - attached are the meeting notes from today's Camera Strategy meeting. Key items to note:

1.) VidSys representation is required.
2.) Meetings changed to bi-weekly (every other week) for now. *(We will meet weekly when planning for major events.)*
3.) Next meeting = Feb 3rd. Please plan to attend with your updates.

Please review the notes and let me know if there are any comments or corrections.

Thanks,

Linda Calnan
Sr. Project Manager
Department of Innovation & Technology, City of Boston
1 City Hall Square, Room 109
Boston, MA 02201
617-635-2875
Linda.Calnan@Boston.gov

From: Google Calendar <calendar-notification@google.com>
Sent: Tuesday, January 26, 2016 3:28 PM EST
To: michael.kane@boston.gov <michael.kane@boston.gov>; apelekanakis@genetec.com <apelekanakis@genetec.com>; jim.fitzpatrick@pd.boston.gov <jim.fitzpatrick@pd.boston.gov>; jerry.turner@boston.gov <jerry.turner@boston.gov>; wilson.aleman@boston.gov <wilson.aleman@boston.gov>; don.burgess@boston.gov <don.burgess@boston.gov>; jbeers@bphc.org <jbeers@bphc.org>; availlancourt@genetec.com <availlancourt@genetec.com>; Brian.Barcelou@pd.boston.gov; zpena@genetec.com <zpena@genetec.com>; dan.rothman@boston.gov <dan.rothman@boston.gov>; Jason.Marshall@pd.boston.gov; mdriscoll@dvtel.com <mdriscoll@dvtel.com>; mike.lynch@boston.gov <mike.lynch@boston.gov>; jgrennon@lan-tel.com <jgrennon@lan-tel.com>; jwagner@vidsys.com <jwagner@vidsys.com>; ejohnson@lan-tel.com <ejohnson@lan-tel.com>; Shawn.Romanoski@pd.boston.gov; jfullerton@genetec.com <jfullerton@genetec.com>; mfrench@lan-tel.com <mfrench@lan-tel.com>; brett.haynes@boston.gov <brett.haynes@boston.gov>; william.joyce@boston.gov <william.joyce@boston.gov>; michael.flaherty2@boston.gov <michael.flaherty2@boston.gov>; richard.reidy@siemens.com <richard.reidy@siemens.com>; robert.slade@boston.gov <robert.slade@boston.gov>; daniel.keeler@pd.boston.gov <daniel.keeler@pd.boston.gov>; ithomas@vidsys.com <ithomas@vidsys.com>; tom.deloriea@isilon.com <tom.deloriea@isilon.com>; akhule@bphc.org <akhule@bphc.org>; conor.mcdavitt@siemens.com <conor.mcdavitt@siemens.com>; larry.louis@boston.gov <larry.louis@boston.gov>; vincent.stancato@pd.boston.gov <vincent.stancato@pd.boston.gov>; nelson.vasconcelos@siemens.com <nelson.vasconcelos@siemens.com>; bhenry@mbta.com <bhenry@mbta.com>; linda.calnan@boston.gov <linda.calnan@boston.gov>
CC: michael.kane@boston.gov <michael.kane@boston.gov>; jwagner@vidsys.com <jwagner@vidsys.com>; mdriscoll@dvtel.com <mdriscoll@dvtel.com>; don.burgess@boston.gov <don.burgess@boston.gov>; robert.slade@boston.gov <robert.slade@boston.gov>; akhule@bphc.org <akhule@bphc.org>; daniel.keeler@pd.boston.gov <daniel.keeler@pd.boston.gov>; mfrench@lan-tel.com <mfrench@lan-tel.com>; mike.lynch@boston.gov <mike.lynch@boston.gov>; shawn.romanoski@pd.boston.gov <shawn.romanoski@pd.boston.gov>; ejohnson@lan-tel.com <ejohnson@lan-tel.com>; ithomas@vidsys.com <ithomas@vidsys.com>; jerry.turner@boston.gov <jerry.turner@boston.gov>; availlancourt@genetec.com <availlancourt@genetec.com>; dan.rothman@boston.gov <dan.rothman@boston.gov>; brian.barcelou@pd.boston.gov <brian.barcelou@pd.boston.gov>; wilson.aleman@boston.gov <wilson.aleman@boston.gov>; tom.deloriea@isilon.com <tom.deloriea@isilon.com>; jim.fitzpatrick@pd.boston.gov <jim.fitzpatrick@pd.boston.gov>; conor.mcdavitt@siemens.com <conor.mcdavitt@siemens.com>; nelson.vasconcelos@siemens.com <nelson.vasconcelos@siemens.com>; larry.louis@boston.gov <larry.louis@boston.gov>; jgrennon@lan-tel.com <jgrennon@lan-tel.com>; jbeers@bphc.org <jbeers@bphc.org>; zpena@genetec.com <zpena@genetec.com>; brett.haynes@boston.gov <brett.haynes@boston.gov>; jfullerton@genetec.com <jfullerton@genetec.com>; jason.marshall@pd.boston.gov <jason.marshall@pd.boston.gov>; bhenry@mbta.com <bhenry@mbta.com>; william.joyce@boston.gov <william.joyce@boston.gov>; vincent.stancato@pd.boston.gov <vincent.stancato@pd.boston.gov>; richard.reidy@siemens.com <richard.reidy@siemens.com>; michael.flaherty2@boston.gov <michael.flaherty2@boston.gov>; apelekanakis@genetec.com <apelekanakis@genetec.com>
Subject: [Update] Security Camera Strategy Status Meeting - Next Meeting = Feb 3rd

All - Just a reminder that this meeting is now every other week and our next meeting is next Wed, Feb 3rd. Please feel free to send me your updates throughout the week. Thanks.

Security Camera Strategy Status Meeting

Attached are the notes from last week's meeting for your reference. See you all tomorrow. We are back in the first floor conference room.

When Wed Feb 3, 2016 9am – 10am Eastern Time

Where DoIT-CityHall-115-1st Floor Conference Room / Dial in: 1-866-715-6967, Passcode: 4466461 (map)

Who
- linda.calnan@boston.gov - organizer
- michael.flaherty2@boston.gov
- Jerry Turner
- availlancourt@genetec.com
- jfullerton@genetec.com
- Shawn.Romanoski@pd.boston.gov
- william.joyce@boston.gov
- bhenry@mbta.com
- michael.kane@boston.gov
- Brian.Barcelou@pd.boston.gov
- conor.mcdavitt@siemens.com
- Dan Rothman
- Larry Louis
- daniel.keeler@pd.boston.gov
- ejohnson@lan-tel.com
- apelekanakis@genetec.com
- mike.lynch@boston.gov
- mfrench@lan-tel.com
- robert.slade@boston.gov
- don.burgess@boston.gov
- Jason Marshall

- Jim Fitzpatrick
- ithomas@vidsys.com
- nelson.vasconcelos@siemens.com
- jbeers@bphc.org
- wilson.aleman@boston.gov
- tom.deloriea@isilon.com
- Brett Haynes
- Vincent Stancato
- richard.reidy@siemens.com
- zpena@genetec.com
- akhule@bphc.org
- mdriscoll@dvtel.com
- jwagner@vidsys.com
- jgrennon@lan-tel.com

From: Vickie Balaschi <VBalaschi@Lan-Tel.com>
Sent: Friday, January 29, 2016 8:03 AM EST
To: Andrew Murphy (andrew.murphy@boston.gov) < Andrew Murphy (andrew.murphy@boston.gov) <andrew.murphy@boston.gov>>
CC: Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: CIMS December 2015 Billing
Attachment(s): "Invoice #9914564.pdf","December 2015 Billing.xls"

Hi Andrew,

Please see the attached invoice and backup for CIMS work completed in December 2015. Please feel free to reach out with any questions or concerns. Have a great day!

Thank you,
Vickie

LAN-TEL
COMMUNICATIONS, INC.

Vickie Balaschi
Marketing Manager
1400 Providence Highway, Suite 2000
Norwood, MA 02062
Phone: 781.352.4637
Fax: 781.551.8667
Cell: 774.766.8616
vbalaschi@lan-tel.com
www.lan-tel.com

From: Michael Kane <michael.kane@boston.gov>
Sent: Tuesday, February 02, 2016 3:47 PM EST
To: Jason MacDonald <Jason MacDonald <jason.macdonald@boston.gov>>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>
CC: linda.calnan@boston.gov; Chuck Wade <Chuck Wade <Chuck@interisle.net>>; dschremp@integrationpartners.com; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>
BCC: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Fwd: Access to Vidsys/CIMS at Boston Fire Alarm CIMS

Jason,

I believe Shawn is the lead on this request and resource coordination now since Vin retired from BPD.

We will discuss tomorrow and get you an update.

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

Begin forwarded message:

> **From:** Jason MacDonald <jason.macdonald.bfd@cityofboston.gov>
> **Date:** February 2, 2016 at 3:33:34 PM EST
> **To:** Chuck Wade <Chuck@interisle.net>, Vincent Stancato <vincent.stancato@pd.boston.gov>, Michael Kane <michael.kane@boston.gov>
> **Cc:** Sally Chung <sally.chung@boston.gov>, Peter Clifford <peter.clifford@boston.gov>
> **Subject: Access to Vidsys/CIMS at Boston Fire Alarm**
>
> Hello,
>
> I was wondering if someone could let me know where we stand with this install of Vidsys/CIMS at Boston Fire Alarm office.
>
> We could really use this access and would like to know what we can do to get this installed ASAP at Fire Alarm?
>
> Is there something we need to do on our end?
>
> I look forward to hearing from someone on this issue. I sent out an email on December 8th 2015 and didn't hear back from anyone, So I am trying again.
>
> Thank you for all your time and help and look forward to getting this up and running.
>
> Have a great day
>
>
>
> ***Jason MacDonald***
> Boston *Fire* Department
> Information Technology
> Fire Alarm Division
> 617-343-2903 (*office*)
> 617-908-0487 (*mobile*)
> Jason.MacDonald@boston.gov

This message contains confidential information and is intended only for the individual or entity named above. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. E-mail transmissions cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender therefore does not accept liability for any errors or omissions or for any loss or damage arising from the use of this e-mail or attachments. If verification is required please request a hard-copy version.

From: Michael Kane <michael.kane@boston.gov>
Sent: Tuesday, February 02, 2016 4:35 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: MK: Thank You

Eric - I appreciate your help on this help with Fire and VIDSYS.

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, February 02, 2016 4:36 PM EST
To: Michael Kane <Michael Kane <michael.kane@boston.gov>>
Subject: Re: MK: Thank You

I am working it now

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Feb 2, 2016, at 4:35 PM, Michael Kane <michael.kane@boston.gov> wrote:

> Eric - I appreciate your help on this help with Fire and VIDSYS.
>
> Michael Kane
> Logistics Section
> City of Boston
> Office of Emergency Management
> 617-343-2413
> 617-895-7215

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, February 02, 2016 4:44 PM EST
To: Michael Kane <Michael Kane <michael.kane@boston.gov>>
Subject: Re: MK: Thank You

Confirmed Vidsys will be on call tomorrow . Ian Thomas

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Feb 2, 2016, at 4:35 PM, Michael Kane <michael.kane@boston.gov> wrote:

> Eric - I appreciate your help on this help with Fire and VIDSYS.
>
> Michael Kane
> Logistics Section
> City of Boston
> Office of Emergency Management
> 617-343-2413
> 617-895-7215

From: Google Calendar <calendar-notification@google.com>
Sent: Wednesday, February 03, 2016 8:53 AM EST
To: michael.kane@boston.gov <michael.kane@boston.gov>; jim.fitzpatrick@pd.boston.gov <jim.fitzpatrick@pd.boston.gov>; jerry.turner@boston.gov <jerry.turner@boston.gov>; wilson.aleman@boston.gov <wilson.aleman@boston.gov>; don.burgess@boston.gov <don.burgess@boston.gov>; jbeers@bphc.org <jbeers@bphc.org>; availlancourt@genetec.com <availlancourt@genetec.com>; Brian.Barcelou@pd.boston.gov; zpena@genetec.com <zpena@genetec.com>; dan.rothman@boston.gov <dan.rothman@boston.gov>; Jason.Marshall@pd.boston.gov; dschremp@integrationpartners.com <dschremp@integrationpartners.com>; mdriscoll@dvtel.com <mdriscoll@dvtel.com>; mike.lynch@boston.gov <mike.lynch@boston.gov>; jgrennon@lan-tel.com <jgrennon@lan-tel.com>; jwagner@vidsys.com <jwagner@vidsys.com>; ejohnson@lan-tel.com <ejohnson@lan-tel.com>; chuck@interisle.net <chuck@interisle.net>; Shawn.Romanoski@pd.boston.gov; jfullerton@genetec.com <jfullerton@genetec.com>; mfrench@lan-tel.com <mfrench@lan-tel.com>; brett.haynes@boston.gov <brett.haynes@boston.gov>; william.joyce@boston.gov <william.joyce@boston.gov>; michael.flaherty2@boston.gov <michael.flaherty2@boston.gov>; richard.reidy@siemens.com <richard.reidy@siemens.com>; robert.slade@boston.gov <robert.slade@boston.gov>; daniel.keeler@pd.boston.gov <daniel.keeler@pd.boston.gov>; ithomas@vidsys.com <ithomas@vidsys.com>; tom.deloriea@isilon.com <tom.deloriea@isilon.com>; akhule@bphc.org <akhule@bphc.org>; larry.louis@boston.gov <larry.louis@boston.gov>; conor.mcdavitt@siemens.com <conor.mcdavitt@siemens.com>; vincent.stancato@pd.boston.gov <vincent.stancato@pd.boston.gov>; nelson.vasconcelos@siemens.com <nelson.vasconcelos@siemens.com>; bhenry@mbta.com <bhenry@mbta.com>; linda.calnan@boston.gov <linda.calnan@boston.gov>
CC: michael.kane@boston.gov <michael.kane@boston.gov>; jwagner@vidsys.com <jwagner@vidsys.com>; mdriscoll@dvtel.com <mdriscoll@dvtel.com>; don.burgess@boston.gov <don.burgess@boston.gov>; robert.slade@boston.gov <robert.slade@boston.gov>; daniel.keeler@pd.boston.gov <daniel.keeler@pd.boston.gov>; akhule@bphc.org <akhule@bphc.org>; mfrench@lan-tel.com <mfrench@lan-tel.com>; mike.lynch@boston.gov <mike.lynch@boston.gov>; shawn.romanoski@pd.boston.gov <shawn.romanoski@pd.boston.gov>; ejohnson@lan-tel.com <ejohnson@lan-tel.com>; dschremp@integrationpartners.com <dschremp@integrationpartners.com>; ithomas@vidsys.com <ithomas@vidsys.com>; jerry.turner@boston.gov <jerry.turner@boston.gov>; dan.rothman@boston.gov <dan.rothman@boston.gov>; availlancourt@genetec.com <availlancourt@genetec.com>; brian.barcelou@pd.boston.gov <brian.barcelou@pd.boston.gov>; wilson.aleman@boston.gov <wilson.aleman@boston.gov>; tom.deloriea@isilon.com <tom.deloriea@isilon.com>; jim.fitzpatrick@pd.boston.gov <jim.fitzpatrick@pd.boston.gov>; conor.mcdavitt@siemens.com <conor.mcdavitt@siemens.com>; nelson.vasconcelos@siemens.com <nelson.vasconcelos@siemens.com>; larry.louis@boston.gov <larry.louis@boston.gov>; jgrennon@lan-tel.com <jgrennon@lan-tel.com>; jbeers@bphc.org <jbeers@bphc.org>; zpena@genetec.com <zpena@genetec.com>; brett.haynes@boston.gov <brett.haynes@boston.gov>; jfullerton@genetec.com <jfullerton@genetec.com>; jason.marshall@pd.boston.gov <jason.marshall@pd.boston.gov>; bhenry@mbta.com <bhenry@mbta.com>; william.joyce@boston.gov <william.joyce@boston.gov>; vincent.stancato@pd.boston.gov <vincent.stancato@pd.boston.gov>; chuck@interisle.net <chuck@interisle.net>; richard.reidy@siemens.com <richard.reidy@siemens.com>; michael.flaherty2@boston.gov <michael.flaherty2@boston.gov>
Subject: Security Camera Strategy Status Meeting

Reminder: we are meeting today at 9:00am. Key points from last meeting are below:
Locations:
• Public Health - Jeff, Abhishek
o 203 River Street / EMS Storage Facility –VPN tunnel being completed. Next steps: confirm VPN tunnel; buy licensing (PO follow-up); create account; configuration & testing for validation. Cisco ASA firewall installed.
o Strand Theater – Axis-180 degree camera broken – location to be identified; camera to be replaced. Rich has 360 degree camera for trial use as replacement.
o ISD/1010 Mass Ave. – Bill Joyce to follow-up with Leon Graves and Joe Callahan on funding. Internal rewiring completed per Jerry. Callahan to split costs across tenants.
• City Hall New Camera Install – Waiting on funding and in-house techs. OEM will fund 39 cameras to replace existing analog cameras.
• VidSys – Connecting State and City VidSys servers:
o Interagency MOU – Shawn to provide MOU. Linda to coordinate MOU mtg.
o 2nd Vid Sys server buildout to connect to 45 High St/MBTA – In progress.
• MIT Lincoln Labs – Follow-up meeting BPD/MIT scheduled-Shawn.

• 85 Bragdon St. – Issue – can only access 24 of 32 VidSys panels – need to determine root cause Shawn/Mike working issues.
• Boston Housing Authority – Shawn to follow-up on with BPD legal. Insurance liability issue to be worked through for MOU. Next steps: Shawn/Linda to meet with Nicole Tom, BPD legal and Sully Mac to move this forward. (300 cameras, 34 facilities.)
• Canterbury Street, Public Works – Rich to follow-up on. (Comcast) (Warehouse for city lighting-theft & security issues); ties in with 1010 Mass Ave; waiting for electrical connectivity for cabling to the roof;
• Faneuil Hall – Ancient & Honorable – Mike/Rich did site survey and quote received. Will use existing 4 cameras.
• BFD – Headquarters and Fire alarm – Follow-up with BPD, BFD. PSNet, & COB for network connectivity and video sharing. Linda to provide Shawn with requirements email to follow-up with BPD and BFD. Linda to follow-up with Chuck Wade and Doug Schremp. Lantel switch at BPD HQ and need to link 10.240 network to 10.250 network; Jim Fitz, Chuck Wade and Brett are needed to make this connection.

II. Next Meeting: February 3rd, 2016 - 9:00-10:00AM,

City Hall Room 115
Conference Bridge: 1-866-715-6967 / Passcode: 4466461

Security Camera Strategy Status Meeting

Attached are the notes from last week's meeting for your reference. See you all tomorrow. We are back in the first floor conference room.

When Wed Feb 3, 2016 9am – 10am Eastern Time

Where DoIT-CityHall-115-1st Floor Conference Room / Dial in: 1-866-715-6967, Passcode: 4466461 (map)

Who
- linda.calnan@boston.gov - organizer
- Larry Louis
- jbeers@bphc.org
- availlancourt@genetec.com
- ithomas@vidsys.com
- don.burgess@boston.gov
- wilson.aleman@boston.gov
- ejohnson@lan-tel.com
- Jason Marshall
- jfullerton@genetec.com
- Brett Haynes
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- william.joyce@boston.gov
- mike.lynch@boston.gov
- jgrennon@lan-tel.com
- Jerry Turner
- chuck@interisle.net
- dschremp@integrationpartners.com

From: Brett Haynes <brett.haynes@boston.gov>
Sent: Wednesday, February 03, 2016 8:54 AM EST
To: Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>
CC: Michael Kane <Michael Kane <michael.kane@boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>>; Don Burgess <Don Burgess <don.burgess@boston.gov>>; Beers, Jeff; Anne Vaillancourt <Anne Vaillancourt <availlancourt@genetec.com>>; Brian.Barcelou@pd.boston.gov; Zebedeo Pena <Zebedeo Pena <zpena@genetec.com>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; Jason.Marshall@pd.boston.gov; Doug Schremp <Doug Schremp <dschremp@integrationpartners.com>>; Michael Driscoll (mdriscoll@dvtel.com) < Michael Driscoll (mdriscoll@dvtel.com) <mdriscoll@dvtel.com>>; Mike Lynch (DoIT) < Mike Lynch (DoIT) <mike.lynch@boston.gov>>; jgrennon@lan-tel.com <jgrennon@lan-tel.com>; jwagner@vidsys.com <jwagner@vidsys.com>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Chuck Wade < 'Chuck Wade' <chuck@interisle.net>>; Shawn.Romanoski@pd.boston.gov; Jarrod Fullerton <Jarrod Fullerton <jfullerton@genetec.com>>; mfrench@lan-tel.com <mfrench@lan-tel.com>; William Joyce <William Joyce <william.joyce@boston.gov>>; Michael Flaherty <Michael Flaherty <michael.flaherty2@boston.gov>>; richard.reidy@siemens.com <richard.reidy@siemens.com>; Robert Slade <Robert Slade <robert.slade@boston.gov>>; Daniel Keeler <Daniel Keeler <daniel.keeler@pd.boston.gov>>; ithomas@vidsys.com <ithomas@vidsys.com>; Deloriea, Tom; Abhishek Khule <Abhishek Khule <akhule@bphc.org>>; Larry Louis <Larry Louis <larry.louis@boston.gov>>; conor.mcdavitt@siemens.com <conor.mcdavitt@siemens.com>; Vincent Stancato <Vincent Stancato <vincent.stancato@pd.boston.gov>>; Nelson Vasconcelos <Nelson Vasconcelos <nelson.vasconcelos@siemens.com>>; Brian Henry <Brian Henry <bhenry@mbta.com>>
Subject: Re: Security Camera Strategy Status Meeting

Note: Abhishek and BoNet Support personnel will be working on turning up the IPSec tunnel at 203 River St tomorrow at 12:00 pm.

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
(617) 635-2342
Brett.Haynes@Boston.Gov
Network Technical Support – W: (617) 635-2167
NOC@Boston.Gov
Department of Innovation and Technology
City of Boston, City Hall

On Wed, Feb 3, 2016 at 8:53 AM, <linda.calnan@boston.gov> wrote:

> Reminder: we are meeting today at 9:00am. Key points from last meeting are below:
> Locations:
> • Public Health - Jeff, Abhishek
> o 203 River Street / EMS Storage Facility –VPN tunnel being completed. Next steps: confirm VPN tunnel; buy licensing (PO follow-up); create account; configuration & testing for validation. Cisco ASA firewall installed.
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>
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> • Faneuil Hall – Ancient & Honorable – Mike/Rich did site survey and quote received. Will use existing 4 cameras.
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II. Next Meeting: February 3rd, 2016 - 9:00-10:00AM,
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Conference Bridge: 1-866-715-6967 / Passcode: 4466461

Security Camera Strategy Status Meeting

Attached are the notes from last week's meeting for your reference. See you all tomorrow. We are back in the first floor conference room.

When Wed Feb 3, 2016 9am – 10am Eastern Time

Where DoIT-CityHall-115-1st Floor Conference Room / Dial in: 1-866-715-6967, Passcode: 4466461 (map)

Who
- linda.calnan@boston.gov - organizer
- Larry Louis
- jbeers@bphc.org
- availlancourt@genetec.com
- ithomas@vidsys.com
- don.burgess@boston.gov
- wilson.aleman@boston.gov
- ejohnson@lan-tel.com
- Jason Marshall
- jfullerton@genetec.com
- Brett Haynes
- zpena@genetec.com
- conor.mcdavitt@siemens.com
- Vincent Stancato
- Dan Rothman
- Jim Fitzpatrick
- Shawn.Romanoski@pd.boston.gov
- daniel.keeler@pd.boston.gov
- Brian.Barcelou@pd.boston.gov
- tom.deloriea@isilon.com
- michael.kane@boston.gov
- mdriscoll@dvtel.com
- akhule@bphc.org
- nelson.vasconcelos@siemens.com
- jwagner@vidsys.com
- michael.flaherty2@boston.gov
- robert.slade@boston.gov
- mfrench@lan-tel.com
- richard.reidy@siemens.com
- bhenry@mbta.com
- william.joyce@boston.gov
- mike.lynch@boston.gov
- jgrennon@lan-tel.com
- Jerry Turner
- chuck@interisle.net
- dschremp@integrationpartners.com

From: Michael Kane <michael.kane@boston.gov>
Sent: Wednesday, February 03, 2016 9:29 AM EST
To: Rich Perito <Rich Perito <richard.perito@boston.gov>>; Ronald Bashista <Ronald Bashista <ronald.bashista@boston.gov>>; John Cunniffe <John Cunniffe <john.cunniffe@pd.boston.gov>>
CC: Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>; Rene Fielding <Rene Fielding <rene.fielding@boston.gov>>; linda.calnan@boston.gov <linda.calnan@boston.gov>
BCC: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: mike kane:VIDSYS

Per our discussion with VIDSYS today.

Our VIDSYS system with the current configuration has a maximum of 24 active panels which we able to currently deliver at the EOC.

BPD will test our system the week of March 14 prior to our planned activation on 3/20.

BPD will also be actively monitoring our load capabilities during the activation to see if there are discrepancies. Any issues identified will be worked on and rectified prior to marathon.

Ian Thomas from VIDSYS may be onsite to assist.

Mike

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Wednesday, February 03, 2016 9:55 AM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>
Subject: Re: BPD Upgrade Update

Hi Eric. Just checking in on Boston's upgrade. Thanks.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Mon, Jan 4, 2016 at 9:34 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

> Thanks Andrew I will give you another update on 1 / 15
>
> Respectfully ,
>
> Eric Johnson
> Project Manager
> Lan-Tel Communications
> 1400 Providence Highway, Suite 2000
> Norwood, MA 02062
>
> Cell: 617-413-2148
> Phone: 781-352-4656
> Fax: 781-551-8667
>
> ejohnson@lan-tel.com
> www.lan-tel.com
>
> On Jan 4, 2016, at 9:29 AM, Andrew Murphy <andrew.murphy@boston.gov> wrote:
>
> > Hi Eric. Happy New Year! Thank you very much for this update. We are in the process of issuing the PO for phase 2 of Boston's upgrade so that should make it's way to you within the next couple days. Stay warm out there today.
> >
> > Andrew
> >
> > **Andrew Murphy**
> > **Regional Planner**
> >
> > **Office of Emergency Management (OEM)**
> > Boston City Hall, Room 204 | Boston, MA 02201
> > Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov
> >
> >
> >
> > On Thu, Dec 31, 2015 at 6:22 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:

Andrew/ Deirdre:

Good evening,

Sorry for the delay, we were working on First Night prep and this upgrade project at City Hall.

I have attached two lists: One is for completed and to be completed .

I will not deny that it has been much slower in Boston since its more of a chess match then in the other CIMS towns that we have completed. BONET and spikes in crime are part of it. We started out replacing cameras in the Humboldt / Seaver St area due to the increase of crime. We held off on some antennas since we were told that the Walnut park hub was to be upgraded and existing equipment would have to be moved.

We shifted to the Dudley / Warren area since this has always been a complaint from the BRIC. We will be moving many antennas off the roof of 35 Northampton and really clean this up since these cameras and others in Phase 2 and 3 are associated with 35 Northampton St.

We then moved to around City Hall since these antennas were experiencing more than usual failures, we also wanted to get all on BONET before Officer Stancato's imminent retirement, and lastly set us up for Chuck Wades wishes to clean up the JFK roof since most of these were associated with this hub. In addition to this and it is not reflected on attachments, we have realigned the Ritz hub antenna from JFK as well, and with Chucks help have moved to The MIT building where there is fiber into the PSNET network.

I anticipate ramping up and finishing the cameras within the next 3 weeks and close out Phase 1.

On another note I can also report that all of the 200 cameras cameras in Boston were at 100 percent today.

(There are only 5 Cameras down across the whole network)

Have a Happy New Year !

Thanks

Eric

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, February 03, 2016 10:08 AM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>
Subject: Re: BPD Upgrade Update

Yes Andrew I will have it . I am sorry we have been moving our office in South Boston and last two weeks have been out of pocket

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Feb 3, 2016, at 9:56 AM, Andrew Murphy <andrew.murphy@boston.gov> wrote:

> Hi Eric. Just checking in on Boston's upgrade. Thanks.
>
> Andrew
>
> ---
>
> **Andrew Murphy**
> **Regional Planner**
>
> **Office of Emergency Management (OEM)**
> Boston City Hall, Room 204 | Boston, MA 02201
> Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov
>
>
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> >
> > Respectfully ,
> >
> > Eric Johnson
> > Project Manager
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Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

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>
> Good evening,
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>
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>
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>
> (There are only 5 Cameras down across the whole network)

Have a Happy New Year !

Thanks

Eric

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Wednesday, February 03, 2016 12:40 PM EST
To: Vickie Balaschi <Vickie Balaschi <VBalaschi@lan-tel.com>>
CC: Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: CIMS December 2015 Billing

Thanks Vickie. Just an FYI there may be a slight delay on this payment as we need to move a bit of money around. I'll keep you posted.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Fri, Jan 29, 2016 at 8:03 AM, Vickie Balaschi<VBalaschi@lan-tel.com> wrote:

> Hi Andrew,
>
> Please see the attached invoice and backup for CIMS work completed in December 2015. Please feel free to reach out with any questions or concerns. Have a great day!
>
> Thank you,
>
> Vickie
>
> LAN-TEL COMMUNICATIONS, INC.
>
> Vickie Balaschi
>
> Marketing Manager
>
> 1400 Providence Highway, Suite 2000
>
> Norwood, MA 02062
>
> Phone: 781.352.4637
>
> Fax: 781.551.8667
>
> Cell: 774.766.8616
>
> vbalaschi@lan-tel.com
>
> www.lan-tel.com

From: Vickie Balaschi <VBalaschi@Lan-Tel.com>
Sent: Wednesday, February 03, 2016 12:57 PM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: RE: CIMS December 2015 Billing

Thank you for the update Andrew. Have a great day!

From: Andrew Murphy [mailto:andrew.murphy@boston.gov]
Sent: Wednesday, February 03, 2016 12:41 PM
To: Vickie Balaschi <VBalaschi@Lan-Tel.com>
Cc: Kate Waldron <kwaldron@lan-tel.com>; Eric Johnson <ejohnson@Lan-Tel.com>
Subject: Re: CIMS December 2015 Billing

Thanks Vickie. Just an FYI there may be a slight delay on this payment as we need to move a bit of money around. I'll keep you posted.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
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> Phone: 781.352.4637
> Fax: 781.551.8667
> Cell: 774.766.8616
> vbalaschi@lan-tel.com
> www.lan-tel.com

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Wednesday, February 03, 2016 4:12 PM EST
To: Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>
Subject: FAC64 contract

Hi Kate. I'm noticing the current FAC64 contract expires end of May. I'm wondering if you have any plans to renew. Perhaps this process has already started. I'd like to amend our contract ASAP but need to make sure the State contract is squared away first. Thanks so much.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Wednesday, February 03, 2016 4:14 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: Fwd: FAC64 contract

Hi Eric. I see Kate is out and was just wondering if you knew anything about the State contract we piggy back for our contract (FAC64). See below. Thanks.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

---------- Forwarded message ----------
From: **Andrew Murphy** <andrew.murphy@boston.gov>
Date: Wed, Feb 3, 2016 at 4:12 PM
Subject: FAC64 contract
To: Kate Waldron <kwaldron@lan-tel.com>

Hi Kate. I'm noticing the current FAC64 contract expires end of May. I'm wondering if you have any plans to renew. Perhaps this process has already started. I'd like to amend our contract ASAP but need to make sure the State contract is squared away first. Thanks so much.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

From: Kate Waldron <kwaldron@lan-tel.com>
Sent: Wednesday, February 03, 2016 5:28 PM EST
To: Andrew Murphy (andrew.murphy@boston.gov) < Andrew Murphy (andrew.murphy@boston.gov) <andrew.murphy@boston.gov>>
CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: FW: FAC64 contract
Attachment(s): "FAC64 Contract Renewal.msg"

Hi Andrew,

As a follow up to my VM, I am attaching the email we received from Steve Lyons, the OSD FAC64 Procurement Manager, regarding the FAC64 renewal. This is the last information I received regarding the renewal. I am hopeful (and really, really hoping!) that the existing contract is renewed for two more years. I will let you know if I receive any additional updates. In the interim, feel free to reach out to Steve directly.

Let me know if there is anything else I can do at this point.

Regards,

Kate

From: Andrew Murphy [mailto:andrew.murphy@boston.gov]
Sent: Wednesday, February 03, 2016 4:13 PM
To: Kate Waldron <kwaldron@lan-tel.com>
Subject: FAC64 contract

Hi Kate. I'm noticing the current FAC64 contract expires end of May. I'm wondering if you have any plans to renew. Perhaps this process has already started. I'd like to amend our contract ASAP but need to make sure the State contract is squared away first. Thanks so much.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

From: Lyons, Steve (OSD) <steve.lyons@state.ma.us>
Sent: Tuesday, December 29, 2015 3:03 PM EST
Subject: FAC64 Contract Renewal

Hello

I am sending this email out to each vendor on FAC64. As you should be aware FAC64 will be up for renewal in May (currently expires 5/31/16). It is my intention to renew the contract for the next 2 years (6/1/16 – 5/31/18). Please provide me with any feedback you feel necessary: good comments, bad comments, ideas for improvement, obstacles for performance, etc. I will use this feedback as supporting arguments for why OSD should retain and renew FAC64.

If you have questions about this let me know. This is an informal request from me for general feedback. It does not need to be extensive and I would prefer a simple response by next week.

Thank you for your time and help.
-Steve

Stephen Lyons | Deputy Strategic Sourcing Lead
Operational Services Division | One Ashburton Place, RM 1017
Boston, MA 02108 | (617-720-3373 | Fax: 617-727-4527 |
steve.lyons@state.ma.us

THIS EMAIL AND ANY FILES TRANSMITTED WITH IT ARE CONFIDENTIAL AND INTENDED SOLELY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHOM THEY ARE ADDRESSED. IF YOU ARE NOT THE NAMED ADDRESSEE YOU SHOULD NOT DISSEMINATE, DISTRIBUTE OR COPY THIS E-MAIL. IF YOU HAVE RECEIVED THIS EMAIL IN ERROR PLEASE NOTIFY THE SYSTEM MANAGER AT OSDMIS@MASSMAIL.STATE.MA.US

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Thursday, February 04, 2016 8:51 AM EST
To: Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>
CC: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: FW: FAC64 contract

Thanks so much Kate. Do you happen to have a copy of your current contract documents? It's possible the State allows for us to utilize the existing FAC64 beyond its expiration date as long as ours is processed before that date. I'm trying to find out if this is true and I think it may be hidden somewhere in your contract terms and conditions. Thanks.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

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> Hi Andrew,
>
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>
> Let me know if there is anything else I can do at this point.
>
> Regards,
>
> Kate
>
> **From:** Andrew Murphy [mailto:andrew.murphy@boston.gov]
> **Sent:** Wednesday, February 03, 2016 4:13 PM
> **To:** Kate Waldron <kwaldron@lan-tel.com>
> **Subject:** FAC64 contract
>
> Hi Kate. I'm noticing the current FAC64 contract expires end of May. I'm wondering if you have any plans to renew. Perhaps this process has already started. I'd like to amend our contract ASAP but need to make sure the State contract is squared away first. Thanks so much.
>
> Andrew
>
> **Andrew Murphy**
> **Regional Planner**
>
> **Office of Emergency Management (OEM)**
> Boston City Hall, Room 204 | Boston, MA 02201
> Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

---------- Forwarded message ----------
From: "Lyons, Steve (OSD)" <steve.lyons@state.ma.us>
To:
Cc:
Date: Tue, 29 Dec 2015 20:03:22 +0000
Subject: FAC64 Contract Renewal

Hello

I am sending this email out to each vendor on FAC64. As you should be aware FAC64 will be up for renewal in May (currently expires 5/31/16). It is my intention to renew the contract for the next 2 years (6/1/16 – 5/31/18). Please provide me with any feedback you feel necessary: good comments, bad comments, ideas for improvement, obstacles for performance, etc. I will use this feedback as supporting arguments for why OSD should retain and renew FAC64.

If you have questions about this let me know. This is an informal request from me for general feedback. It does not need to be extensive and I would prefer a simple response by next week.

Thank you for your time and help.

-Steve

OSD
OPERATIONAL SERVICES DIVISION

Stephen Lyons | Deputy Strategic Sourcing Lead

Operational Services Division | One Ashburton Place, RM 1017
Boston, MA 02108 | (617-720-3373 | Fax: 617-727-4527 |
steve.lyons@state.ma.us

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From: Michael Kane <michael.kane@boston.gov>
Sent: Thursday, February 04, 2016 9:11 AM EST
To: Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>
CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Richard Perito <Richard Perito <richard.perito@boston.gov>>; Michelle Urso <Michelle Urso <michelle.urso@boston.gov>>
Subject: MK: Week of 2/15/16 EOC Vidsys Test

Hi Shawn,

I just confirmed the BRIC will be here all next week lets shoot for any day the following week if you got resources available.

I appreciate the help,

Mike

--
Michael Kane
Logistics Section Coordinator
Office of Emergency Management (OEM)
85 Bragdon Street | Boston, MA 02201
Phone: 617-343-2413| Cell: 617-895-7215
michael.kane@boston.gov

From: Vickie Balaschi <VBalaschi@Lan-Tel.com>
Sent: Thursday, February 04, 2016 9:31 AM EST
To: Andrew Murphy (andrew.murphy@boston.gov) < Andrew Murphy (andrew.murphy@boston.gov) <andrew.murphy@boston.gov>>
CC: Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>
Subject: Contract Info
Attachment(s): "DOC020416-02042016092629.pdf","FAC64 Contract User Guide 1.14.15.docx"

Hi Andrew,

Please see the attached documents per Kate Waldron. She is traveling/on vacation today and tomorrow but said she will reach out to you regarding some of the other items you were discussing as soon as she can. If you need anything else, please feel free to reach out. Have a great day!

Thank you,
Vickie

LAN-TEL
COMMUNICATIONS, INC.

Vickie Balaschi
Marketing Manager
1400 Providence Highway, Suite 2000
Norwood, MA 02062
Phone: 781.352.4637
Fax: 781.551.8667
Cell: 774.766.8616
vbalaschi@lan-tel.com
www.lan-tel.com

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Thursday, February 04, 2016 10:01 AM EST
To: Vickie Balaschi <Vickie Balaschi <VBalaschi@lan-tel.com>>
CC: Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>
Subject: Re: Contract Info

Thanks so much Vickie. I think I found what I was looking for in the terms & conditions, although it's not the info I was hoping for. It appears we can't amend our contract beyond the State's. I've reached out to Steve Lyons with the State to see if he has any updates. Thanks again.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

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> Thank you,
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> Vickie
>
> LAN-TEL COMMUNICATIONS, INC.
>
> Vickie Balaschi
>
> Marketing Manager
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> 1400 Providence Highway, Suite 2000
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> Norwood, MA 02062
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> Phone: 781.352.4637
>
> Fax: 781.551.8667
>
> Cell: 774.766.8616
>
> vbalaschi@lan-tel.com
>
> www.lan-tel.com

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, February 09, 2016 5:59 PM EST
To: DVTEL Cameras <DVTEL Cameras <dvtel-cameras@pd.boston.gov>>; Mark Savage <Mark Savage <msavage@lan-tel.com>>; Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>; John Bartolomucci < John Bartolomucci <jbarts@lan-tel.com>>; Michael Kane <Michael Kane <michael.kane@boston.gov>>
Subject: Re: Cameras down

The backhaul between 330 Bowdoin / Passicou BHA and Mather School is down for the evening. Repairs conducted on 330 side were met with negative results . We will replace link in AM and not troubleshoot further . Cameras associated with Bowdoin st are currently down . We will contact when back up .

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Feb 9, 2016, at 1:06 PM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

> The Passiciou bldg hub on Bowdoin st is down . We are dispatching to site
>
> Respectfully ,
>
> Eric Johnson
> Project Manager
> Lan-Tel Communications
> 1400 Providence Highway, Suite 2000
> Norwood, MA 02062
>
> Cell: 617-413-2148
> Phone: 781-352-4656
> Fax: 781-551-8667
>
> ejohnson@lan-tel.com
> www.lan-tel.com
>
> --
> You received this message because you are subscribed to the Google Groups "DVTEL Cameras (BRIC)" group.
> To unsubscribe from this group and stop receiving emails from it, send an email to dvtel-cameras+unsubscribe@pd.boston.gov.

From: Harold Cataldo <harold.cataldo@pd.boston.gov>
Sent: Tuesday, February 09, 2016 6:50 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: DVTEL Cameras <DVTEL Cameras <dvtel-cameras@pd.boston.gov>>; Mark Savage <Mark Savage <msavage@lan-tel.com>>; Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>; John Bartolomucci <John Bartolomucci <jbarts@lan-tel.com>>; Michael Kane <Michael Kane <michael.kane@boston.gov>>
Subject: Re: Cameras down

Ok

On Feb 9, 2016, at 17:59, Eric Johnson <ejohnson@lan-tel.com> wrote:

> The backhaul between 330 Bowdoin / Passicou BHA and Mather School is down for the evening. Repairs conducted on 330 side were met with negative results . We will replace link in AM and not troubleshoot further . Cameras associated with Bowdoin st are currently down . We will contact when back up .
>
> Respectfully ,
>
> Eric Johnson
> Project Manager
> Lan-Tel Communications
> 1400 Providence Highway, Suite 2000
> Norwood, MA 02062
>
> Cell: 617-413-2148
> Phone: 781-352-4656
> Fax: 781-551-8667
>
> ejohnson@lan-tel.com
> www.lan-tel.com
>
> On Feb 9, 2016, at 1:06 PM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:
>
>> The Passiciou bldg hub on Bowdoin st is down . We are dispatching to site
>>
>> Respectfully ,
>>
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>> Project Manager
>> Lan-Tel Communications
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From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, February 09, 2016 7:44 PM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>
Subject: Fwd: Shot Spotter test tomorrow afternoon 2/10/16

Andrew
We are performing tests with Revere , Chelsea , Somervile and Everett tomorrow . While contacting the SSpotter OIC he indicated that SS was going to change the way they are sending data packets . From what I see this change could affect the integration . I have learned from Dvtel that they were to be notified upon any change to the SS SDK . We have engaged Dvtel about this and they are working with SS to head off any impact or loss of integrity to the system

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
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Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

Begin forwarded message:

From: "Eric W. Nisbet" <enisbet@lan-tel.com>
Date: February 9, 2016 at 7:30:27 PM EST
To: Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>
Cc: Eric Johnson <ejohnson@Lan-Tel.com>
Subject: Shot Spotter test tomorrow afternoon 2/10/16

As part of our ongoing commitment to keep the systems running properly and making sure that all of the integrations are working properly, we will be conducting a test of the Shot Spotter integration tomorrow afternoon 2/10/16 between 1:00 and 2:00 PM. We will contact you around the exact time of the test to let your other personnel who monitor the Shot Spotter system know. The event will come through as a system test. We will remotely monitor the test and report on the results.

If you have any questions or concerns, please do not hesitate to contact me.

Eric

LAN-TEL COMMUNICATIONS, INC.
WWW.LAN-TEL.COM

Eric Nisbet
1400 Providence Highway, Suite 2000
Norwood, MA 02062
Phone: 781.551.8599
Fax: 781.551.8667
Cell: 781.760.8505

Please consider the environment before printing this e-mail
REDUCE, RECYCLE, REUSE AND RESTORE

This electronic transmission may contain information that is privileged, confidential and exempt from disclosure under applicable law. If you are not the intended recipient, please notify me immediately as use of this information is strictly prohibited.

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Tuesday, February 09, 2016 8:46 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Cameras down

Hi Eric. Going forward can you include me in these messages as I oversee CIMS again now that Mike has moved over to Logistics? Thanks.

_____

Andrew Murphy
Regional Planner

City of Boston
Office of Emergency Management

Sent from my iPhone

On Feb 9, 2016, at 6:20 PM, Michael Kane <michael.kane@boston.gov> wrote:

> FYI
>
> ---------- Forwarded message ----------
> From: **Eric Johnson** <ejohnson@lan-tel.com>
> Date: Tuesday, February 9, 2016
> Subject: Re: Cameras down
> To: DVTEL Cameras <dvtel-cameras@pd.boston.gov>, Mark Savage <msavage@lan-tel.com>, "Eric W. Nisbet" <enisbet@lan-tel.com>, John Bartolomucci <jbarts@lan-tel.com>, Michael Kane <michael.kane@boston.gov>
>
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> www.lan-tel.com
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--
Regards,

Michael Kane
Logistics Section
Office of Emergency Management
617 343 2413
617 895 7215

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Tuesday, February 09, 2016 8:48 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>
Subject: Re: Shot Spotter test tomorrow afternoon 2/10/16

Excellent. Thanks for the heads up Eric.

_____

Andrew Murphy
Regional Planner

City of Boston
Office of Emergency Management

Sent from my iPhone

On Feb 9, 2016, at 7:44 PM, Eric Johnson <ejohnson@lan-tel.com> wrote:

> Andrew
> We are performing tests with Revere , Chelsea , Somervile and Everett tomorrow . While contacting the SSpotter OIC he indicated that SS was going to change the way they are sending data packets . From what I see this change could affect the integration . I have learned from Dvtel that they were to be notified upon any change to the SS SDK . We have engaged Dvtel about this and they are working with SS to head off any impact or loss of integrity to the system
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> Fax: 781-551-8667
>
> ejohnson@lan-tel.com
> www.lan-tel.com
>
> Begin forwarded message:
>
> > **From:** "Eric W. Nisbet" <enisbet@lan-tel.com>
> > **Date:** February 9, 2016 at 7:30:27 PM EST
> > **To:** Jeffrey Gilmore <jeffrey.gilmore@cityofeverett.org>
> > **Cc:** Eric Johnson <ejohnson@Lan-Tel.com>
> > **Subject: Shot Spotter test tomorrow afternoon 2/10/16**
> >
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> >
> > If you have any questions or concerns, please do not hesitate to contact me.
> >
> > Eric
> >
> > <image001.jpg>

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Tuesday, February 09, 2016 8:51 PM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: Re: Cameras down

I'm sorry Andrew my mistake I thought Mike was back on this since he's on Wed video call . Understood

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Feb 9, 2016, at 8:46 PM, Andrew Murphy <andrew.murphy@boston.gov> wrote:

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>
> Andrew Murphy
> Regional Planner
>
> City of Boston
> Office of Emergency Management
>
> Sent from my iPhone
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> On Feb 9, 2016, at 6:20 PM, Michael Kane <michael.kane@boston.gov> wrote:
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> > FYI
> >
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> > From: **Eric Johnson** <ejohnson@lan-tel.com>
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> > Subject: Re: Cameras down
> > To: DVTEL Cameras <dvtel-cameras@pd.boston.gov>, Mark Savage <msavage@lan-tel.com>, "Eric W. Nisbet" <enisbet@lan-tel.com>, John Bartolomucci <jbarts@lan-tel.com>, Michael Kane <michael.kane@boston.gov>
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> > Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Feb 9, 2016, at 1:06 PM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

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--
Regards,

Michael Kane
Logistics Section
Office of Emergency Management
617 343 2413
617 895 7215

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Tuesday, February 09, 2016 8:53 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
BCC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>
Subject: Re: Cameras down

No worries. It's a bit complicated. Mike sits on the City's camera working group but I oversee the CIMS region-wide investment. Thanks so much Eric.

_____

Andrew Murphy
Regional Planner

City of Boston
Office of Emergency Management

Sent from my iPhone

On Feb 9, 2016, at 8:51 PM, Eric Johnson <ejohnson@lan-tel.com> wrote:

> I'm sorry Andrew my mistake I thought Mike was back on this since he's on Wed video call . Understood
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> Respectfully ,
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Cell: 617-413-2148
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Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

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Michael Kane
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617 343 2413
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From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Tuesday, February 09, 2016 8:53 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
BCC: deirdre.habershaw@boston.gov <deirdre.habershaw@boston.gov>
Subject: Re: Cameras down

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Andrew Murphy
Regional Planner

City of Boston
Office of Emergency Management

Sent from my iPhone

On Feb 9, 2016, at 8:51 PM, Eric Johnson <ejohnson@lan-tel.com> wrote:

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ejohnson@lan-tel.com
www.lan-tel.com

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617 343 2413
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Subject: Re: Cameras down

10 4

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
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> > > Regional Planner

City of Boston
Office of Emergency Management

Sent from my iPhone

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--
Regards,

Michael Kane
Logistics Section
Office of Emergency Management
617 343 2413
617 895 7215

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Wednesday, February 10, 2016 10:27 AM EST
To: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: Oct and Nov billing questions
Attachment(s): "November 2015 Billing.xls","October 2015 Billing.xls"

Hi Eric. I'm wondering if you could provide some clarification on two things we were billed for from October and November (see attached). Line 24 of the October sheet lists work due to construction damage. If something was damaged by construction we shouldn't be paying for it. Do we know what the damage was or who caused it?

On line 25 of the November sheet you list the install of an antenna. I just need to confirm this was the replacement of an antenna and not a new install. Thanks.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, February 10, 2016 10:40 AM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: Re: Oct and Nov billing questions

Yes in field I will review and get back or could u give me locations of both pleas

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Feb 10, 2016, at 10:28 AM, Andrew Murphy <andrew.murphy@boston.gov> wrote:

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> Andrew
>
> ---
>
> **Andrew Murphy**
> **Regional Planner**
>
> **Office of Emergency Management (OEM)**
> Boston City Hall, Room 204 | Boston, MA 02201
> Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov
>
> <November 2015 Billing.xls>
>
> <October 2015 Billing.xls>

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Wednesday, February 10, 2016 10:49 AM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Oct and Nov billing questions

No worries. Here's the October description: Wardmen Park & Walnut- furnish & install cctv cable to reconnect existing cameras due to damage caused by construction project - LanTel invoice 34384

Here's November: PSNET antenna install MIT for Ritz BPD from JFK - LanTel invoice # 34573

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Wed, Feb 10, 2016 at 10:40 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

> Yes in field I will review and get back or could u give me locations of both pleas
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> Eric Johnson
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> Lan-Tel Communications
> 1400 Providence Highway, Suite 2000
> Norwood, MA 02062
>
> Cell: 617-413-2148
> Phone: 781-352-4656
> Fax: 781-551-8667
>
> ejohnson@lan-tel.com
> www.lan-tel.com
>
>
> On Feb 10, 2016, at 10:28 AM, Andrew Murphy <andrew.murphy@boston.gov> wrote:
>
> > Hi Eric. I'm wondering if you could provide some clarification on two things we were billed for from October and November (see attached). Line 24 of the October sheet lists work due to construction damage. If something was damaged by construction we shouldn't be paying for it. Do we know what the damage was or who caused it?
> >
> > On line 25 of the November sheet you list the install of an antenna. I just need to confirm this was the replacement of an antenna and not a new install. Thanks.
> >
> > Andrew
> >
> >
> > **Andrew Murphy**
> > **Regional Planner**
> >
> > **Office of Emergency Management (OEM)**
> > Boston City Hall, Room 204 | Boston, MA 02201
> > Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov
> >
>
>

<November 2015 Billing.xls>

<October 2015 Billing.xls>

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, February 10, 2016 11:16 AM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: Re: Oct and Nov billing questions

On wardman we pieced together that were doing street work. We also found from the captain that the local gangs some times cut the wire too. we found line cut to camera locations . We attributed to the street work .

The antenna was not a new install. JFK to ritz was flaky . we reconfigured another antenna that we had in stock . Instead of putting back on JFK hub. We had the chance to move to MIT building rather than replace on JFK since fiber backbone is at MIT to Schroder plaza . Grand scheme is that We would like to wean off of JFK hub . Ultimately it was a replacement but just not at same location .

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Feb 10, 2016, at 10:49 AM, Andrew Murphy <andrew.murphy@boston.gov> wrote:

> No worries. Here's the October description: Wardmen Park & Walnut- furnish & install cctv cable to reconnect existing cameras due to damage caused by construction project - LanTel invoice 34384
>
> Here's November: PSNET antenna install MIT for Ritz BPD from JFK - LanTel invoice # 34573
>
> ---
>
> **Andrew Murphy**
> **Regional Planner**
>
> **Office of Emergency Management (OEM)**
> Boston City Hall, Room 204 | Boston, MA 02201
> Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov
>
>
>
> On Wed, Feb 10, 2016 at 10:40 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:
> > Yes in field I will review and get back or could u give me locations of both pleas
> >
> > Respectfully ,
> >
> > Eric Johnson
> > Project Manager
> > Lan-Tel Communications
> > 1400 Providence Highway, Suite 2000
> > Norwood, MA 02062
> >
> > Cell: 617-413-2148
> > Phone: 781-352-4656
> > Fax: 781-551-8667
> >
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On line 25 of the November sheet you list the install of an antenna. I just need to confirm this was the replacement of an antenna and not a new install. Thanks.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

<November 2015 Billing.xls>

<October 2015 Billing.xls>

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, February 10, 2016 8:00 PM EST
To: DVTEL Cameras <DVTEL Cameras <dvtel-cameras@pd.boston.gov>>; Mark Savage <Mark Savage <msavage@lan-tel.com>>; Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>; John Bartolomucci < John Bartolomucci <jbarts@lan-tel.com>>; Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Chuck Wade <Chuck Wade <Chuck@Interisle.net>>; Fred Goldstein <Fred Goldstein <Fred@Interisle.net>>; Colin Strutt < Colin Strutt <colin@interisle.net>>; Mark Savage <Mark Savage <msavage@lan-tel.com>>
Subject: Re: Cameras down

The link between 330 Bowdoin and Mather School has been re established with a better antenna . Thanks to Interisle team with the assist . All cameras are functioning at this time

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Feb 9, 2016, at 5:59 PM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:

> The backhaul between 330 Bowdoin / Passicou BHA and Mather School is down for the evening. Repairs conducted on 330 side were met with negative results . We will replace link in AM and not troubleshoot further . Cameras associated with Bowdoin st are currently down . We will contact when back up .
>
> Respectfully ,
>
> Eric Johnson
> Project Manager
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> Cell: 617-413-2148
> Phone: 781-352-4656
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>
> ejohnson@lan-tel.com
> www.lan-tel.com
>
> On Feb 9, 2016, at 1:06 PM, Eric Johnson <ejohnson@Lan-Tel.com> wrote:
>
> > The Passiciou bldg hub on Bowdoin st is down . We are dispatching to site
> >
> > Respectfully ,
> >
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--
You received this message because you are subscribed to the Google Groups "DVTEL Cameras (BRIC)" group.
To unsubscribe from this group and stop receiving emails from it, send an email to dvtel-cameras+unsubscribe@pd.boston.gov.

From: Shawn Romanoski <shawn.romanoski@pd.boston.gov>
Sent: Wednesday, February 10, 2016 8:57 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: DVTEL Cameras <DVTEL Cameras <dvtel-cameras@pd.boston.gov>>; Mark Savage <Mark Savage <msavage@lan-tel.com>>; Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>; John Bartolomucci <John Bartolomucci <jbarts@lan-tel.com>>; Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Fred Goldstein <Fred Goldstein <Fred@interisle.net>>; Colin Strutt <Colin Strutt <colin@interisle.net>>
Subject: Re: Cameras down

Team LanTel and Interisle, I want to thank you both for a quick response and great service.

Shawn Romanoski
Director of Telecommunications
Boston Police Dept.
(617) 594-2994

On Feb 10, 2016, at 8:00 PM, Eric Johnson <ejohnson@lan-tel.com> wrote:

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> > > The Passiciou bldg hub on Bowdoin st is down . We are dispatching to site

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ejohnson@lan-tel.com
www.lan-tel.com

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To unsubscribe from this group and stop receiving emails from it, send an email to dvtel-cameras+unsubscribe@pd.boston.gov.

From: Kelly Nee <kelly.nee@pd.boston.gov>
Sent: Wednesday, February 10, 2016 9:29 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: DVTEL Cameras <DVTEL Cameras <dvtel-cameras@pd.boston.gov>>; Mark Savage <Mark Savage <msavage@lan-tel.com>>; Eric W. Nisbet < Eric W. Nisbet <enisbet@lan-tel.com>>; John Bartolomucci <John Bartolomucci <jbarts@lan-tel.com>>; Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Chuck Wade <Chuck Wade <Chuck@interisle.net>>; Fred Goldstein <Fred Goldstein <Fred@interisle.net>>; Colin Strutt <Colin Strutt <colin@interisle.net>>
Subject: Re: Cameras down

Thank you Eric

Sent from my iPhone

On Feb 10, 2016, at 8:00 PM, Eric Johnson <ejohnson@lan-tel.com> wrote:

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> www.lan-tel.com
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To unsubscribe from this group and stop receiving emails from it, send an email to dvtel-cameras+unsubscribe@pd.boston.gov.

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Thursday, February 11, 2016 11:51 AM EST
To: Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>
Subject: Re: FW: FAC64 contract

Hi Kate. I still haven't heard back from Steven Lyons on this. I'm sure it will be fine but if it goes much longer we may be in a bit of a pickle. Thanks.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Thu, Feb 4, 2016 at 8:51 AM, Andrew Murphy<andrew.murphy@boston.gov> wrote:

> Thanks so much Kate. Do you happen to have a copy of your current contract documents? It's possible the State allows for us to utilize the existing FAC64 beyond its expiration date as long as ours is processed before that date. I'm trying to find out if this is true and I think it may be hidden somewhere in your contract terms and conditions. Thanks.
>
> Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Wed, Feb 3, 2016 at 5:28 PM, Kate Waldron<kwaldron@lan-tel.com> wrote:

> Hi Andrew,
>
> As a follow up to my VM, I am attaching the email we received from Steve Lyons, the OSD FAC64 Procurement Manager, regarding the FAC64 renewal. This is the last information I received regarding the renewal. I am hopeful (and really, really hoping!) that the existing contract is renewed for two more years. I will let you know if I receive any additional updates. In the interim, feel free to reach out to Steve directly.
>
> Let me know if there is anything else I can do at this point.
>
> Regards,
>
> Kate
>
> **From:** Andrew Murphy [mailto:andrew.murphy@boston.gov]

Sent: Wednesday, February 03, 2016 4:13 PM
To: Kate Waldron <kwaldron@lan-tel.com>
Subject: FAC64 contract

Hi Kate. I'm noticing the current FAC64 contract expires end of May. I'm wondering if you have any plans to renew. Perhaps this process has already started. I'd like to amend our contract ASAP but need to make sure the State contract is squared away first. Thanks so much.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

---------- Forwarded message ----------
From: "Lyons, Steve (OSD)" <steve.lyons@state.ma.us>
To:
Cc:
Date: Tue, 29 Dec 2015 20:03:22 +0000
Subject: FAC64 Contract Renewal

Hello

I am sending this email out to each vendor on FAC64. As you should be aware FAC64 will be up for renewal in May (currently expires 5/31/16). It is my intention to renew the contract for the next 2 years (6/1/16 – 5/31/18). Please provide me with any feedback you feel necessary: good comments, bad comments, ideas for improvement, obstacles for performance, etc. I will use this feedback as supporting arguments for why OSD should retain and renew FAC64.

If you have questions about this let me know. This is an informal request from me for general feedback. It does not need to be extensive and I would prefer a simple response by next week.

Thank you for your time and help.

-Steve

Stephen Lyons | Deputy Strategic Sourcing Lead

Operational Services Division | One Ashburton Place, RM 1017
Boston, MA 02108 | (617-720-3373 | Fax: 617-727-4527 |
steve.lyons@state.ma.us

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From: John Grennon <jgrennon@lan-tel.com>
Sent: Thursday, February 11, 2016 2:25 PM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: Re: Quote for Gunshot Detection

Hi Andrew!

Thanks for the email. I will work something up for you and get back to you ASAP. Also, as far as coming in to present, I would be happy to come in with Eric Johnson to discuss this technology. It really is exciting stuff!

Thanks again, and I will get back to you soon.

John

John M. Grennon
Security Consultant
1400 Providence Highway, Suite 2000
Norwood, MA 02062
Phone: 781-680-5900
jgrennon@lan-tel.com
www.lan-tel.com

LAN-TEL
Communications, Inc.

From: Andrew Murphy
Date: Thursday, February 11, 2016 at 11:49 AM
To: John Michael Grennon
Subject: Quote for Gunshot Detection

Hi John. I'm reach out to you on behalf of Chief Joyce at Boston City Hall and Rene Fielding, the Director of the Office of Emergency Management. We actually met when you did your demo at Brookline PD for body cameras. We'd love to bring you in to discuss the gunshot detection technology and how we can integrate it into current city hall security measures. However, I'm hoping you could provide a rough quote for the following first:

- installation of 3 cameras at 3 separate entrances to City Hall with the gunshot detection technology
- automatic employee desktop notifications
- automatic PD notifications

I may be missing a few items from this quote so if you could be as complete as possible and itemize the costs that would be excellent. Thanks very much.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Sunday, February 14, 2016 9:43 AM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: Fwd: Wendover @ Quincefield

Just an FYI

Respectfully ,

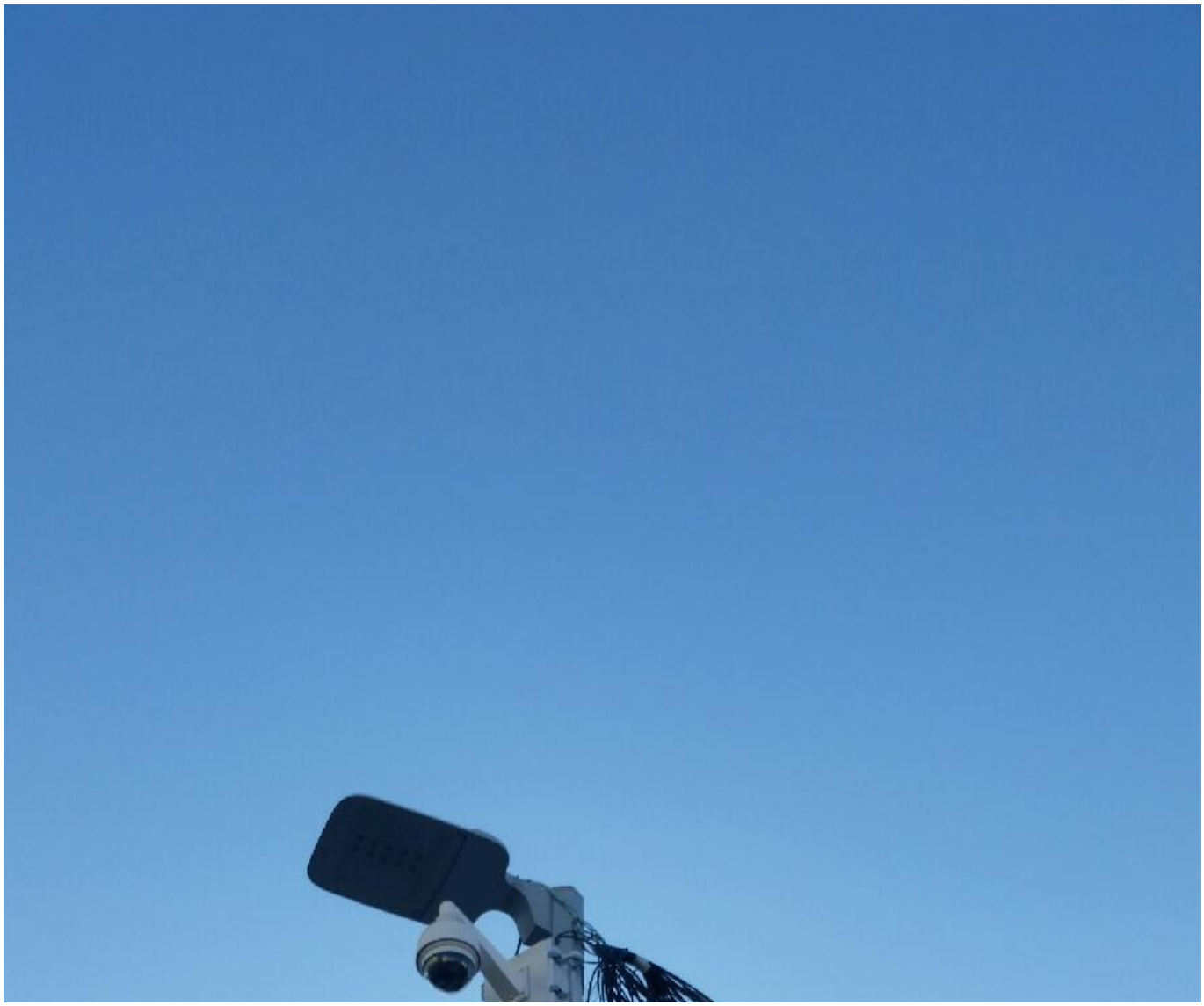
Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

Begin forwarded message:

> **From:** <ejohnson@Lan-Tel.com>
> **Date:** February 14, 2016 at 9:42:00 AM EST
> **To:** DVTEL Cameras <dvtel-cameras@pd.boston.gov>, "Shawn <RomanoskiS. bpd@cityofboston. gov> Romanoski" <shawn.romanoski@pd.boston.gov>
> **Subject: Wendover @ Quincefield**
>
> Camera down contractor or BTD moved pole . Coiled wire up .



Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
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Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

From: Linda Calnan <linda.calnan@boston.gov>
Sent: Tuesday, February 16, 2016 9:29 AM EST
To: Larry Louis <Larry Louis <larry.louis@boston.gov>>; Jason Marshall <Jason Marshall <Jason.Marshall@pd.boston.gov>>; Michael Flaherty <Michael Flaherty <michael.flaherty2@boston.gov>>; richard.reidy@siemens.com <richard.reidy@siemens.com>; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Don Burgess <Don Burgess <don.burgess@boston.gov>>; Robert Slade <Robert Slade <robert.slade@boston.gov>>; McDavitt, Conor; jbeers@bphc.org <jbeers@bphc.org>; nelson.vasconcelos@siemens.com <nelson.vasconcelos@siemens.com>; Anne Vaillancourt <Anne Vaillancourt <availlancourt@genetec.com>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>>; William Joyce <William Joyce <william.joyce@boston.gov>>; jfullerton@genetec.com <jfullerton@genetec.com>; mfrench@lan-tel.com <mfrench@lan-tel.com>; Wilson Aleman <Wilson Aleman <wilson.aleman@boston.gov>>; Vincent Stancato <Vincent Stancato <vincent.stancato@pd.boston.gov>>; jwagner@vidsys.com <jwagner@vidsys.com>; zpena@genetec.com <zpena@genetec.com>; bhenry@mbta.com <bhenry@mbta.com>; Michael Kane <Michael Kane <michael.kane@boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Brian Barcelou <Brian Barcelou <Brian.Barcelou@pd.boston.gov>>; Abhishek Khule <Abhishek Khule <akhule@bphc.org>>; Mike Lynch (DoIT) < Mike Lynch (DoIT) <mike.lynch@boston.gov>>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>; Thomas, Ian; ejohnson@lan-tel.com <ejohnson@lan-tel.com>; Daniel Keeler <Daniel Keeler <daniel.keeler@pd.boston.gov>>; Michael Driscoll <Michael Driscoll <mdriscoll@dvtel.com>>; Deloriea, Tom; John Grennon <John Grennon <jgrennon@lan-tel.com>>
Subject: Security Camera Status Meeting Notes and Next Steps - from 2/3 meeting
Attachment(s): "Security Camera Strategy Meeting_2-03 Updates and Notes.docx"

Attached are the notes from our last meeting on 2/3 along with the next steps to follow up on. Please review the notes before our meeting tomorrow morning at 9am. Same room and same bridge.

Linda Calnan
Sr. Project Manager
Department of Innovation & Technology, City of Boston
1 City Hall Square, Room 109
Boston, MA 02201
617-635-2875
linda.calnan@boston.gov

From: Kate Waldron <kwaldron@lan-tel.com>
Sent: Tuesday, February 16, 2016 10:24 AM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: Re: FW: FAC64 contract

Hi Andrew,

My apologies for just getting back to you on this; I was unavailable for the last several days. I just received a PO for the CIMS project in my email. Does that mean we are all set on this or would you like me to reach out to Steve?

Let me know what I can do to help.

Kate

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Thursday, February 11, 2016 11:51 AM
To: Kate Waldron
Subject: Re: FW: FAC64 contract

Hi Kate. I still haven't heard back from Steven Lyons on this. I'm sure it will be fine but if it goes much longer we may be in a bit of a pickle. Thanks.

Andrew

Andrew Murphy
Regional Planner

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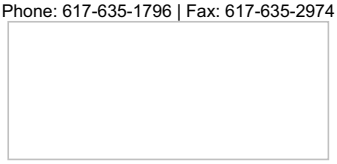
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov



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>
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>
> **Andrew Murphy**
> **Regional Planner**
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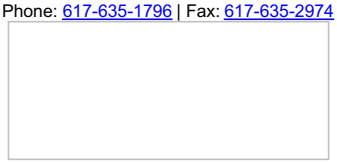
> Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov
>
> 
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> > Let me know if there is anything else I can do at this point.
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> > Regards,
> >
> > Kate

From: Andrew Murphy [mailto:andrew.murphy@boston.gov]
Sent: Wednesday, February 03, 2016 4:13 PM
To: Kate Waldron <kwaldron@lan-tel.com>
Subject: FAC64 contract

Hi Kate. I'm noticing the current FAC64 contract expires end of May. I'm wondering if you have any plans to renew. Perhaps this process has already started. I'd like to amend our contract ASAP but need to make sure the State contract is squared away first. Thanks so much.

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Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

---------- Forwarded message ----------
From: "Lyons, Steve (OSD)" <steve.lyons@state.ma.us>
To:
Cc:
Date: Tue, 29 Dec 2015 20:03:22 +0000
Subject: FAC64 Contract Renewal
Hello

I am sending this email out to each vendor on FAC64. As you should be aware FAC64 will be up for renewal in May (currently expires 5/31/16). It is my intention to renew the contract for the next 2 years (6/1/16 – 5/31/18). Please provide me with any feedback you feel necessary: good comments, bad comments, ideas for improvement, obstacles for performance, etc. I will use this feedback as supporting arguments for why OSD should retain and renew FAC64.

If you have questions about this let me know. This is an informal request from me for general feedback. It does not need to be extensive and I would prefer a simple response by next week.

Thank you for your time and help.
-Steve

OSD
OPERATIONAL SERVICES DIVISION

Stephen Lyons | Deputy Strategic Sourcing Lead
Operational Services Division | One Ashburton Place, RM 1017
Boston, MA 02108 | (617-720-3373 | Fax: 617-727-4527 |
steve.lyons@state.ma.us

THIS EMAIL AND ANY FILES TRANSMITTED WITH IT ARE CONFIDENTIAL AND INTENDED SOLELY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHOM THEY ARE ADDRESSED. IF YOU ARE NOT THE NAMED ADDRESSEE YOU SHOULD NOT DISSEMINATE, DISTRIBUTE OR COPY THIS E-MAIL. IF YOU HAVE RECEIVED THIS EMAIL IN ERROR PLEASE NOTIFY THE SYSTEM MANAGER AT OSDMIS@MASSMAIL.STATE.MA.US

From: Michael Kane <michael.kane@boston.gov>
Sent: Wednesday, February 17, 2016 8:31 AM EST
To: Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>
CC: Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Ryan mcgovern <Ryan mcgovern <ryan.mcgovern@boston.gov>>; Jason MacDonald <Jason MacDonald <jason.macdonald@boston.gov>>
Subject: MK: Security Camera Status OEM Update 2/17

Good Morning,

I will be dialing into the call this am.

- Quick update on Bragdon St, BPD upgraded our switch hardware at the EOC yesterday afternoon. No issues identified post installation. Thank you Shawn.

- Bragdon St will be doing a stress test with BPD on Monday 2/22 to see if this alleviated the bottleneck issues as well identify and any deficiencies for our planned March 17 activation.

- No updates on BFD Commissioner Finn Vidsys access or BFD fire alarm vidsys access.

Speak to you at 9am.

On Tue, Feb 16, 2016 at 9:29 AM, Linda Calnan<linda.calnan@boston.gov> wrote:

> Attached are the notes from our last meeting on 2/3 along with the next steps to follow up on. Please review the notes before our meeting tomorrow morning at 9am. Same room and same bridge.
>
> Linda Calnan
> Sr. Project Manager
> Department of Innovation & Technology, City of Boston
> 1 City Hall Square, Room 109
> Boston, MA 02201
> 617-635-2875
> linda.calnan@boston.gov

--

Michael Kane
Logistics Section Coordinator
Office of Emergency Management (OEM)
85 Bragdon Street | Boston, MA 02201
Phone: 617-343-2413| Cell: 617-895-7215
michael.kane@boston.gov

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Wednesday, February 17, 2016 9:16 AM EST
To: Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>
Subject: Re: FW: FAC64 contract

Hi Kate. Sorry, I should have let you know. This PO is for current funding on the current contract. I did speak to Steve and he said the contract would be renewed although he didn't mention a time frame. We have this $130,829.23 on the PO you received plus an additional $101,595.48 remaining on the City's existing contract. That should be more than enough to cover us until the new State contract is processed.

However, if possible, it would be great if at month's end you could provide an estimated invoice total so we can accurately track draw down and progress. Typically invoicing takes about a month on your end. I want to make sure there are no lapses in service due to inadequate funding on the contract side.

Let me know if you have any questions. Thanks so much.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Tue, Feb 16, 2016 at 10:24 AM, Kate Waldron<kwaldron@lan-tel.com> wrote:

> Hi Andrew,
>
> My apologies for just getting back to you on this; I was unavailable for the last several days. I just received a PO for the CIMS project in my email. Does that mean we are all set on this or would you like me to reach out to Steve?
>
> Let me know what I can do to help.
>
> Kate
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>
> **From:** Andrew Murphy <andrew.murphy@boston.gov>
> **Sent:** Thursday, February 11, 2016 11:51 AM
> **To:** Kate Waldron
> **Subject:** Re: FW: FAC64 contract
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> Hi Kate. I still haven't heard back from Steven Lyons on this. I'm sure it will be fine but if it goes much longer we may be in a bit of a pickle. Thanks.
>
> Andrew
>
> **Andrew Murphy**
> **Regional Planner**
>
> **Office of Emergency Management (OEM)**
> Boston City Hall, Room 204 | Boston, MA 02201
> Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Thu, Feb 4, 2016 at 8:51 AM, Andrew Murphy<andrew.murphy@boston.gov> wrote:

> Thanks so much Kate. Do you happen to have a copy of your current contract documents? It's possible the State allows for us to utilize the existing FAC64 beyond its expiration date as long as ours is processed before that date. I'm trying to find out if this is true and I think it may be hidden somewhere in your contract terms and conditions. Thanks.
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On Wed, Feb 3, 2016 at 5:28 PM, Kate Waldron<kwaldron@lan-tel.com> wrote:

> Hi Andrew,
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> As a follow up to my VM, I am attaching the email we received from Steve Lyons, the OSD FAC64 Procurement Manager, regarding the FAC64 renewal. This is the last information I received regarding the renewal. I am hopeful (and really, really hoping!) that the existing contract is renewed for two more years. I will let you know if I receive any additional updates. In the interim, feel free to reach out to Steve directly.
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> Regards,
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> **From:** Andrew Murphy [mailto:andrew.murphy@boston.gov]
> **Sent:** Wednesday, February 03, 2016 4:13 PM
> **To:** Kate Waldron <kwaldron@lan-tel.com>
> **Subject:** FAC64 contract
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> Hi Kate. I'm noticing the current FAC64 contract expires end of May. I'm wondering if you have any plans to renew. Perhaps this process has already started. I'd like to amend our contract ASAP but need to make sure the State contract is squared away first. Thanks so much.
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To:
Cc:
Date: Tue, 29 Dec 2015 20:03:22 +0000
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Thank you for your time and help.

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From: Kate Waldron <kwaldron@lan-tel.com>
Sent: Wednesday, February 17, 2016 9:27 AM EST
To: Andrew Murphy <'Andrew Murphy' <andrew.murphy@boston.gov>>
Subject: RE: FW: FAC64 contract

Thanks for the update Andrew. Steve Lyons is a great procurement manager so I suspect he will have the new contract renewed in plenty of time so there won't be any lapses between the old and the new. I will let Vickie and Eric know that you need invoice estimates as soon as possible.

Regards,

Kate

From: Andrew Murphy [mailto:andrew.murphy@boston.gov]
Sent: Wednesday, February 17, 2016 9:16 AM
To: Kate Waldron <kwaldron@lan-tel.com>
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From: Michael Kane <michael.kane@boston.gov>
Sent: Wednesday, February 17, 2016 9:49 AM EST
To: Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>; Murphy, Andrew; Jason MacDonald <Jason MacDonald <jason.macdonald@boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
CC: Ryan mcgovern <Ryan mcgovern <ryan.mcgovern@boston.gov>>
Subject: OEM: BFD VIDSYS Licenses confirmed 2 Seats

All:

It is 2 seats (1) BFD headquarters and (1) Fire alarm. Andrew Murphy(OEM) and I can assist with the acquisition of the licenses utilizing UASI CIMS funds.

Many thanks,

Mike

--
Michael Kane
Logistics Section Coordinator
Office of Emergency Management (OEM)
85 Bragdon Street | Boston, MA 02201
Phone: 617-343-2413| Cell: 617-895-7215
michael.kane@boston.gov

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Wednesday, February 17, 2016 10:16 AM EST
To: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: Re: OEM: BFD VIDSYS Licenses confirmed 2 Seats

Hi Eric. Do we know how much this will be? I just want to make sure I'm tracking the expenditures as we're quickly running out of funding on the LanTel contract. Give me a call when you can. 617-635-1796. Thanks.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Wed, Feb 17, 2016 at 9:49 AM, Michael Kane<michael.kane@boston.gov> wrote:

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> Many thanks,
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> Mike
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> **Michael Kane**
> **Logistics Section Coordinator**
> **Office of Emergency Management (OEM)**
> 85 Bragdon Street | Boston, MA 02201
> Phone: 617-343-2413| Cell: 617-895-7215
> michael.kane@boston.gov
>

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, February 17, 2016 12:43 PM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: Re: OEM: BFD VIDSYS Licenses confirmed 2 Seats

Received I will call in 30 mins

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

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> > Phone: 617-343-2413| Cell: 617-895-7215
> > michael.kane@boston.gov

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Wednesday, February 17, 2016 3:10 PM EST
To: John Grennon <John Grennon <jgrennon@lan-tel.com>>
CC: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Quote for Gunshot Detection

Hi John. Just checking in on this quote. Thanks.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Thu, Feb 11, 2016 at 2:25 PM, John Grennon<jgrennon@lan-tel.com> wrote:

> Hi Andrew!
>
> Thanks for the email. I will work something up for you and get back to you ASAP. Also, as far as coming in to present, I would be happy to come in with Eric Johnson to discuss this technology. It really is exciting stuff!
>
> Thanks again, and I will get back to you soon.
>
> John
>
> **John M. Grennon**
> Security Consultant
> 1400 Providence Highway, Suite 2000
> Norwood, MA 02062
> Phone: 781-680-5900
> jgrennon@lan-tel.com
> www.lan-tel.com
>
>
> LAN-TEL
> Communications, Inc.
>
> ---
>
> **From:** Andrew Murphy
> **Date:** Thursday, February 11, 2016 at 11:49 AM
> **To:** John Michael Grennon
> **Subject:** Quote for Gunshot Detection
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>
> - installation of 3 cameras at 3 separate entrances to City Hall with the gunshot detection technology
> - automatic employee desktop notifications
> - automatic PD notifications
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> I may be missing a few items from this quote so if you could be as complete as possible and itemize the costs that would be excellent. Thanks very much.
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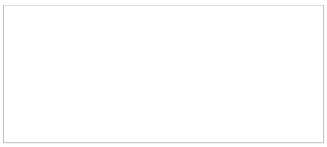

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, February 17, 2016 3:19 PM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: John Grennon <John Grennon <jgrennon@lan-tel.com>>
Subject: Re: Quote for Gunshot Detection
Attachment(s): "68E61AA9-3584-4E8D-9AC4-8DC361EB825B[46].png"

Andrew
I am working on this for John . I have two options . The number is $24,790.00 for hard wired and 23, 256.00 for mobile option. I am working on formal quote and will have for you tonite with the two options and equipment list

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

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Fax: 781-551-8667

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From: John Grennon <jgrennon@lan-tel.com>
Sent: Wednesday, February 17, 2016 3:46 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: Re: Quote for Gunshot Detection

Andrew,

Also, after you receive the quote from Eric I am happy to come by and present the technology and system capabilities to you.

Thanks,

John

Sent from Outlook Mobile

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To: John Michael Grennon
Subject: Quote for Gunshot Detection

Hi John. I'm reach out to you on behalf of Chief Joyce at Boston City Hall and Rene Fielding, the Director of the Office of Emergency Management. We actually met when you did your demo at Brookline PD for body cameras. We'd love to bring you in to discuss the gunshot detection technology and how we can integrate it into current city hall security measures. However, I'm hoping you could provide a rough quote for the following first:

- installation of 3 cameras at 3 separate entrances to City Hall with the gunshot detection technology
- automatic employee desktop notifications
- automatic PD notifications

I may be missing a few items from this quote so if you could be as complete as possible and itemize the costs that would be excellent. Thanks very much.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

From: Vincent Stancato <vpstancato@gmail.com>
Sent: Thursday, February 18, 2016 8:40 AM EST
To: ithomas@vidsys.com <ithomas@vidsys.com>
CC: ejohnson@lan-tel.com <ejohnson@lan-tel.com>; andrew.murphy@boston.gov <andrew.murphy@boston.gov>
Subject: Licenses

Ian I have been reached out to by Andrew Murphy who works for Office of Emergency Management (OEM).

OEM is inquiring about the cost of purchasing 2 licenses for the Boston Fire Department. BFD wants access to all of the camera systems within the city of Boston.
Could you get a proposal together for the cost of these 2 licenses and respond to Andrew & Eric, both have been cc'd on this email.

Thank you
Vin Stancato

Sent from my iPhone

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Thursday, February 18, 2016 8:41 AM EST
To: Vincent Stancato <Vincent Stancato <vpstancato@gmail.com>>
CC: ithomas@vidsys.com <ithomas@vidsys.com>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Licenses

Thanks so much Vin. This is a request from the Commissioner of Boston Fire so anything we can do to expedite would be greatly appreciated.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Thu, Feb 18, 2016 at 8:40 AM, Vincent Stancato<vpstancato@gmail.com> wrote:

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> Could you get a proposal together for the cost of these 2 licenses and respond to Andrew & Eric, both have been cc'd on this email.
>
> Thank you
> Vin Stancato
>
> Sent from my iPhone

From: Singleton, Maurice <SingletM@vidsys.com>
Sent: Thursday, February 18, 2016 5:36 PM EST
To: andrew.murphy@boston.gov
CC: Eric Johnson (ejohnson@Lan-Tel.com) < Eric Johnson (ejohnson@Lan-Tel.com) <ejohnson@Lan-Tel.com>>; vpstancato@gmail.com
Subject: Vidsys Quote
Attachment(s): "Vidsys Pricing_OEM_Boston_Fire_Dept_20160218-signed.pdf"

Andrew,

See attached quote as requested.

Please let me know if you have any questions, or need additional information.

Regards,

Maurice Singleton
VICE PRESIDENT, PRODUCT INNOVATION AND DEPLOYMENT
vidsys
Corporate Headquarters
8219 Leesburg Pike, Suite 250
Vienna, Virginia 22182, USA
+1 (703) 459-6630 mobile
+1 (703) 883-3730 office
msingleton@vidsys.com
www.vidsys.com

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Thursday, February 18, 2016 8:49 PM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: John Grennon <John Grennon <jgrennon@lan-tel.com>>; Steven Sullivan <Steven Sullivan <ssullivan@lan-tel.com>>
Subject: Integrated Threat Mitigation for Boston City Hall
Attachment(s): "Boston city Hall ITM FINAL.pdf"

Andrew:
As requested here is the quote for the ITM .

Thanks
Eric

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Friday, February 19, 2016 10:12 AM EST
To: Singleton, Maurice
CC: Eric Johnson (ejohnson@Lan-Tel.com) < Eric Johnson (ejohnson@Lan-Tel.com) <ejohnson@lan-tel.com>>; vpstancato@gmail.com
Subject: Re: Vidsys Quote

Thanks very much Maurice. Eric and Vin, please proceed with the Boston Fire installation as soon as possible.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

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>
> vidsys
>
> ***Corporate Headquarters***
>
> 8219 Leesburg Pike, Suite 250
>
> Vienna, Virginia 22182, USA
>
> +1 (703) 459-6630 mobile
>
> +1 (703) 883-3730 office
>
> msingleton@vidsys.com
>
> **www.vidsys.com**

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Friday, February 19, 2016 10:31 AM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Singleton, Maurice
CC: vpstancato@gmail.com
Subject: Re: Vidsys Quote

Andrew :
Received we are planning this ASAP.

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Friday, February 19, 2016 10:12 AM
To: Singleton, Maurice
Cc: Eric Johnson; vpstancato@gmail.com
Subject: Re: Vidsys Quote

Thanks very much Maurice. Eric and Vin, please proceed with the Boston Fire installation as soon as possible.

Andrew

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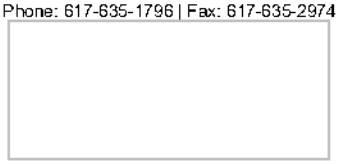
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov



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> Vienna, Virginia 22182, USA
> +1 (703) 459-6630 mobile
> +1 (703) 883-3730 office
> msingleton@vidsys.com
> **www.vidsys.com**

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Saturday, February 20, 2016 11:14 AM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: Fw: BONET Conversion
Attachment(s): "ATT00001.htm","BONET CONVERSION BPD Upgrade - City Hall IPs.xlsx","ATT00002.htm"

Andrew:
Here is the spreadsheet that we formulated requesting BONET IPs. You can see on email original email was sent in October. To date (with Vinnys help before he left). I have only received the City Hall IPs . When we originally quoted upgrade, I didn't think that this would be an issue. My dilemma is twofold; I am in between a political tennis match, and if I go and change out a camera, I have to revisit to change out IPs, and move switch ports etc. My plan was to have these antennas and paths in place, and seamlessly change over as we installed cameras , or pick a hub and just get it done all at once . I also know that over a month ago, Shawn Romo had a discussion with Rothman, and the plan was that an IP request would go in, and the turn around would be 48 hours, that has not happened . This is just my opinion, while the BONET scheme is the definite way to go , and everyone is cheerleading for BONET . There is a disconnect . I don't think DOIT is ready for these requests, or operates at the instantaneous level of the BPD. Or I could be totally wrong and they are just ignoring Romo. I think we have been patient, and we have followed the procedure that they put in place. (If the requests were forwarded) I believe we have given DOIT more than enough lead time to make this happen. Whatever the case may be, and I don't want to make waves , but clearly this is now impacting my performance. If we could push this along discreetly. I know that I can finally move along and finish.

Thanks,
Eric

From: Vincent Stancato <vincent.stancato@pd.boston.gov>
Sent: Friday, November 6, 2015 6:51 AM
To: Eric Johnson
Subject: Fwd: BONET Conversion

Ip's are on the spreadsheet

PO Vincent P Stancato
Boston Police
ITD / Communications

Begin forwarded message:

> **From:** Brett Haynes <brett.haynes@boston.gov>
> **Date:** October 30, 2015 at 8:54:20 AM EDT
> **To:** Vincent Stancato <vincent.stancato@pd.boston.gov>
> **Cc:** Jerry Turner <jerry.turner@boston.gov>, Murray Shafiroff <Murray.Shafiroff@boston.gov>
> **Subject: Re: BONET Conversion**
>
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>
> Here are the City Hall IPs for starters, but we need to meet with your guys before I do any configuration. I have to walk the physical layout before I can engineer this.
>
> Regards,
> **Brett Haynes**
> **Network Operations Manager**
> **City of Boston, City Hall**
> **(617) 635-2342**
> **Brett.Haynes@Boston.Gov**
> **Network Technical Support – W: (617) 635-2167**
> **NOC@Boston.Gov**
> **Department of Innovation and Technology**
> **City of Boston, City Hall**

On Thu, Oct 22, 2015 at 8:54 AM, Vincent Stancato<vincent.stancato@pd.boston.gov> wrote:

> Gentlemen,
> As the DvTel crew begins upgrading our cameras and backhaul antennas based on OEM upgrade monies, I would like to start moving as many of these cameras into a Bonet backhaul at the same time.
> The attached document lists the Bonet site and the number of IP Addresses required to bring in x number of cameras at each site.
> The sites are listed in order of need as they update locations.
> If you have questions reach out to me
>
> Respectfully
> PO Vincent P Stancato
> Boston Police
> ITD / Communications
>
> Begin forwarded message:
>
> **From:** Eric Johnson <ejohnson@Lan-Tel.com>
> **Date:** October 2, 2015 at 8:00:44 AM EDT
> **To:** Vincent Stancato <vincent.stancato@pd.boston.gov>
> **Subject: BONET Conversion**

From: Vickie Balaschi <VBalaschi@Lan-Tel.com>
Sent: Monday, February 22, 2016 7:54 AM EST
To: Andrew Murphy (andrew.murphy@boston.gov) < Andrew Murphy (andrew.murphy@boston.gov) <andrew.murphy@boston.gov>>
CC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Kate Waldron <Kate Waldron <kwaldron@lan-tel.com>>; Jeff Bodio <Jeff Bodio <jeffb@lan-tel.com>>
Subject: January 2016 CIMS Billing
Attachment(s): "Invoice 9914637.pdf","January 2016 CIMS Backup.xlsx"

Hi Andrew,

Please see the attached invoice and back up for January 2016 CIMS maintenance. Please feel free to reach out with any questions. Have a great day!

Thank you,
Vickie

LAN-TEL
COMMUNICATIONS, INC.

Vickie Balaschi
Marketing Manager
1400 Providence Highway, Suite 2000
Norwood, MA 02062
Phone: 781.352.4637
Fax: 781.551.8667
Cell: 774.766.8616
vbalaschi@lan-tel.com
www.lan-tel.com

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Monday, February 22, 2016 9:28 AM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: Fw: BONET Conversion

Thanks Eric. We'll discuss with Linda Calnan and will keep you posted. Thanks.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Sat, Feb 20, 2016 at 11:14 AM, Eric Johnson<ejohnson@lan-tel.com> wrote:

> Andrew:
>
> Here is the spreadsheet that we formulated requesting BONET IPs. You can see on email original email was sent in October. To date (with Vinnys help before he left). I have only received the City Hall IPs . When we originally quoted upgrade, I didn't think that this would be an issue. My dilemma is twofold; I am in between a political tennis match, and if I go and change out a camera, I have to revisit to change out IPs, and move switch ports etc. My plan was to have these antennas and paths in place, and seamlessly change over as we installed cameras , or pick a hub and just get it done all at once . I also know that over a month ago, Shawn Romo had a discussion with Rothman, and the plan was that an IP request would go in, and the turn around would be 48 hours, that has not happened . This is just my opinion, while the BONET scheme is the definite way to go , and everyone is cheerleading for BONET . There is a disconnect . I don't think DOIT is ready for these requests, or operates at the instantaneous level of the BPD. Or I could be totally wrong and they are just ignoring Romo. I think we have been patient, and we have followed the procedure that they put in place. (If the requests were forwarded) I believe we have given DOIT more than enough lead time to make this happen. Whatever the case may be, and I don't want to make waves , but clearly this is now impacting my performance. If we could push this along discreetly. I know that I can finally move along and finish.
>
> Thanks,
> Eric
> •
>
> ---
>
> **From:** Vincent Stancato <vincent.stancato@pd.boston.gov>
> **Sent:** Friday, November 6, 2015 6:51 AM
> **To:** Eric Johnson
> **Subject:** Fwd: BONET Conversion
>
> Ip's are on the spreadsheet
>
> PO Vincent P Stancato
> Boston Police
> ITD / Communications
>
> Begin forwarded message:
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> > **From:** Brett Haynes <brett.haynes@boston.gov>
> > **Date:** October 30, 2015 at 8:54:20 AM EDT
> > **To:** Vincent Stancato <vincent.stancato@pd.boston.gov>
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physical layout before I can engineer this.

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
(617) 635-2342
Brett.Haynes@Boston.Gov
Network Technical Support – W: (617) 635-2167
NOC@Boston.Gov
Department of Innovation and Technology
City of Boston, City Hall

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Monday, February 22, 2016 9:30 AM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: Re: BONET Conversion

Thanks !

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Feb 22, 2016, at 9:29 AM, Andrew Murphy <andrew.murphy@boston.gov> wrote:

> Thanks Eric. We'll discuss with Linda Calnan and will keep you posted. Thanks.
>
> Andrew
>
> ---
>
> **Andrew Murphy**
> **Regional Planner**
>
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Boston Police
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> **NOC@Boston.Gov**
> **Department of Innovation and Technology**
> **City of Boston, City Hall**

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Monday, February 22, 2016 9:31 AM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
Subject: Re: BONET Conversion

Morton at b3 would be highest priority

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Feb 22, 2016, at 9:29 AM, Andrew Murphy <andrew.murphy@boston.gov> wrote:

> Thanks Eric. We'll discuss with Linda Calnan and will keep you posted. Thanks.
>
> Andrew
>
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>
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> **Regional Planner**
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> **NOC@Boston.Gov**
> **Department of Innovation and Technology**
> **City of Boston, City Hall**

From: Michael Kane <michael.kane@boston.gov>
Sent: Monday, February 22, 2016 9:39 AM EST
To: Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>
CC: Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>; Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>>; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>
BCC: Murphy, Andrew; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: MK/OEM: Boston CIMS Camera Update/IP Address Request from DOIT
Attachment(s): "BONET CONVERSION BPD Upgrade - City Hall IPs.xlsx"

Hi Linda,

I would like to add this item to our biweekly meeting hot sheet.

I think this may have slipped with Vin leaving in January.

See attached spreadsheet.

Currently, Lantel is doing Phase I of our city wide CIMS camera upgrade and they have not gotten these IP addresses which were requested back in November yet and it is extending the project timeline significantly.

I will be point from OEM for updates on this matter.

I appreciate the help.

Mike

- :

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> **Network Operations Manager**
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> **Network Technical Support – W: (617) 635-2167**
> **NOC@Boston.Gov**
> **Department of Innovation and Technology**
> **City of Boston, City Hall**

--

Michael Kane
Logistics Section Coordinator
Office of Emergency Management (OEM)
85 Bragdon Street | Boston, MA 02201
Phone: 617-343-2413| Cell: 617-895-7215
michael.kane@boston.gov

From: Michael Kane <michael.kane@boston.gov>
Sent: Monday, February 22, 2016 9:42 AM EST
To: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Murphy, Andrew
Subject: Fwd: MK/OEM: Boston CIMS Camera Update/IP Address Request from DOIT
Attachment(s): "BONET CONVERSION BPD Upgrade - City Hall IPs.xlsx"

Eric,

Do you got a planned timeline on this phase I can use to make my point?

Give my cell a call.

Mike
---------- Forwarded message ----------
From: **Michael Kane** <michael.kane@boston.gov>
Date: Mon, Feb 22, 2016 at 9:39 AM
Subject: MK/OEM: Boston CIMS Camera Update/IP Address Request from DOIT
To: Linda Calnan <linda.calnan@boston.gov>
Cc: Louis Madeira <louis.madeira@pd.boston.gov>, Dan Rothman <dan.rothman@boston.gov>, Jerry Turner <jerry.turner@boston.gov>, Brett Haynes <brett.haynes@boston.gov>, Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>

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>
> Here are the City Hall IPs for starters, but we need to meet with your guys before I do any configuration. I have to walk the physical layout before I can engineer this.
>
> Regards,
>
> **Brett Haynes**
>
> **Network Operations Manager**
> **City of Boston, City Hall**
> **(617) 635-2342**
> **Brett.Haynes@Boston.Gov**
> **Network Technical Support – W: (617) 635-2167**
> **NOC@Boston.Gov**
> **Department of Innovation and Technology**
> **City of Boston, City Hall**

--
Michael Kane
Logistics Section Coordinator
Office of Emergency Management (OEM)
85 Bragdon Street | Boston, MA 02201
Phone: 617-343-2413| Cell: 617-895-7215
michael.kane@boston.gov

--
Michael Kane
Logistics Section Coordinator
Office of Emergency Management (OEM)
85 Bragdon Street | Boston, MA 02201
Phone: 617-343-2413| Cell: 617-895-7215
michael.kane@boston.gov

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Monday, February 22, 2016 9:57 AM EST
To: Michael Kane <Michael Kane <michael.kane@boston.gov>>; Murphy, Andrew
Subject: Re: MK/OEM: Boston CIMS Camera Update/IP Address Request from DOIT

Yes i believe I did submit .

From: Michael Kane <michael.kane@boston.gov>
Sent: Monday, February 22, 2016 9:42 AM
To: Eric Johnson; Murphy, Andrew
Subject: Fwd: MK/OEM: Boston CIMS Camera Update/IP Address Request from DOIT

Eric,

Do you got a planned timeline on this phase I can use to make my point?

Give my cell a call.

Mike
---------- Forwarded message ----------
From: **Michael Kane** <michael.kane@boston.gov>
Date: Mon, Feb 22, 2016 at 9:39 AM
Subject: MK/OEM: Boston CIMS Camera Update/IP Address Request from DOIT
To: Linda Calnan <linda.calnan@boston.gov>
Cc: Louis Madeira <louis.madeira@pd.boston.gov>, Dan Rothman <dan.rothman@boston.gov>, Jerry Turner <jerry.turner@boston.gov>, Brett Haynes <brett.haynes@boston.gov>, Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>

Hi Linda,

I would like to add this item to our biweekly meeting hot sheet.

I think this may have slipped with Vin leaving in January.

See attached spreadsheet.

Currently, Lantel is doing Phase I of our city wide CIMS camera upgrade and they have not gotten these IP addresses which were requested back in November yet and it is extending the project timeline significantly.

I will be point from OEM for updates on this matter.

I appreciate the help.

Mike

- :

> **From:** Brett Haynes <brett.haynes@boston.gov>
> **Date:** October 30, 2015 at 8:54:20 AM EDT
> **To:** Vincent Stancato <vincent.stancato@pd.boston.gov>
> **Cc:** Jerry Turner <jerry.turner@boston.gov>, Murray Shafiroff <Murray.Shafiroff@boston.gov>
> **Subject: Re: BONET Conversion**
>
> Vinny,
>
> Here are the City Hall IPs for starters, but we need to meet with your guys before I do any configuration. I have to walk the physical layout before I can engineer this.
>
> Regards,
> **Brett Haynes**
> **Network Operations Manager**
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85 Bragdon Street | Boston, MA 02201
Phone: 617-343-2413| Cell: 617-895-7215
michael.kane@boston.gov

From: Michael Kane <michael.kane@boston.gov>
Sent: Monday, February 22, 2016 10:10 AM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: MK/OEM: Boston CIMS Camera Update/IP Address Request from DOIT

Yep I remember one too but am out of the office today

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

On Feb 22, 2016, at 9:57 AM, Eric Johnson <ejohnson@lan-tel.com> wrote:

> Yes i believe I did submit .
>
> ---
>
> **From:** Michael Kane <michael.kane@boston.gov>
> **Sent:** Monday, February 22, 2016 9:42 AM
> **To:** Eric Johnson; Murphy, Andrew
> **Subject:** Fwd: MK/OEM: Boston CIMS Camera Update/IP Address Request from DOIT
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>
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> Give my cell a call.
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> Mike
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> To: Linda Calnan <linda.calnan@boston.gov>
> Cc: Louis Madeira <louis.madeira@pd.boston.gov>, Dan Rothman <dan.rothman@boston.gov>, Jerry Turner <jerry.turner@boston.gov>, Brett Haynes <brett.haynes@boston.gov>, Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>
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> Hi Linda,
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> I would like to add this item to our biweekly meeting hot sheet.
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> I think this may have slipped with Vin leaving in January.
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> See attached spreadsheet.
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> Currently, Lantel is doing Phase I of our city wide CIMS camera upgrade and they have not gotten these IP addresses which were requested back in November yet and it is extending the project timeline significantly.
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> I will be point from OEM for updates on this matter.
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> I appreciate the help.
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> > **From:** Brett Haynes <brett.haynes@boston.gov>
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> > **To:** Vincent Stancato <vincent.stancato@pd.boston.gov>
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Subject: Re: BONET Conversion

Vinny,

Here are the City Hall IPs for starters, but we need to meet with your guys before I do any configuration. I have to walk the physical layout before I can engineer this.

Regards,

Brett Haynes

Network Operations Manager
City of Boston, City Hall
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Phone: 617-343-2413| Cell: 617-895-7215
michael.kane@boston.gov

From: Michael Kane <michael.kane@boston.gov>
Sent: Monday, February 22, 2016 1:29 PM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>
CC: Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>; Vin Stancato <Vin Stancato <vstancato@lan-tel.com>>; Rich Perito <Rich Perito <richard.perito@boston.gov>>
Subject: MK: CIMS towers for EOC

Andrew,

Shawn is going to be sending us a spec for 2 new desktops that will be optimized for video specifically VIDSYS and DVTel. This will be a priority purchase for the EOC.

Please give me a call after 3.

Mike

Michael Kane
Logistics Section
City of Boston
Office of Emergency Management
617-343-2413
617-895-7215

From: Michael Kane <michael.kane@boston.gov>
Sent: Monday, February 22, 2016 3:15 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Murphy, Andrew
Subject: Fwd: MK/OEM: Boston CIMS Camera Update/IP Address Request from DOIT
Attachment(s): "BONET CONVERSION BPD Upgrade - City Hall IPs.xlsx"

FYI
---------- Forwarded message ----------
From: **Linda Calnan** <linda.calnan@boston.gov>
Date: Mon, Feb 22, 2016 at 3:14 PM
Subject: Re: MK/OEM: Boston CIMS Camera Update/IP Address Request from DOIT
To: Michael Kane <michael.kane@boston.gov>
Cc: Louis Madeira <louis.madeira@pd.boston.gov>, Dan Rothman <dan.rothman@boston.gov>, Jerry Turner <jerry.turner@boston.gov>, Brett Haynes <brett.haynes@boston.gov>, Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>

All - I have added to this spreadsheet to include key information needed by Jerry and his team for providing the requested BONET IPs, such as:

- address and location details
- location contact
- planned cutover dates (for prioritization)
- confirmation on the # of IPs required

I am setting up a conference call for tomorrow (incite to follow) for all of us to discuss this further to ensure we are aligned. I will be inviting LanTel (Eric Johnson) to attend, also, for the cutover dates and other information he can provide.

Please let me know if you have any questions. Thanks.

Linda Calnan
Sr. Project Manager
Department of Innovation & Technology, City of Boston
1 City Hall Square, Room 109
Boston, MA 02201
617-635-2875
linda.calnan@boston.gov

On Mon, Feb 22, 2016 at 9:39 AM, Michael Kane<michael.kane@boston.gov> wrote:

> Hi Linda,
>
> I would like to add this item to our biweekly meeting hot sheet.
>
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> Mike
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> > **From:** Brett Haynes <brett.haynes@boston.gov>
> > **Date:** October 30, 2015 at 8:54:20 AM EDT
> > **To:** Vincent Stancato <vincent.stancato@pd.boston.gov>
> > **Cc:** Jerry Turner <jerry.turner@boston.gov>, Murray Shafiroff <Murray.Shafiroff@boston.gov>
> > **Subject: Re: BONET Conversion**
> >
> > Vinny,
> >
> > Here are the City Hall IPs for starters, but we need to meet with your guys before I do any configuration. I have to walk the physical layout before I can engineer this.

Regards,

Brett Haynes

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Office of Emergency Management (OEM)
85 Bragdon Street | Boston, MA 02201
Phone: 617-343-2413| Cell: 617-895-7215
michael.kane@boston.gov

From: Linda Calnan <linda.calnan@boston.gov>
Sent: Monday, February 22, 2016 4:46 PM EST
To: ejohnson@lan-tel.com <ejohnson@lan-tel.com>
CC: Michael Kane <Michael Kane <michael.kane@boston.gov>>
Subject: BPD CIMS Camera Analog to Digital IPs
Attachment(s): "BONET CONVERSION BPD Upgrade - City Hall IPs.xlsx"

Eric,
Regarding IPs for the BPD analog to digital replacement project, I have set up a conference call for all involved parties to discuss in detail. I included you on the invite so please plan to attend - tomorrow at 2pm.

I have added to the attached spreadsheet to include key information needed by Jerry and his team for providing the requested BONET IPs, such as:

- address and location details
- location contact
- planned cutover dates (for prioritization)
- confirmation on the # of IPs required

Please let me know if you have any questions. Thanks.

Linda Calnan
Sr. Project Manager
Department of Innovation & Technology, City of Boston
1 City Hall Square, Room 109
Boston, MA 02201
617-635-2875
linda.calnan@boston.gov

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Monday, February 22, 2016 5:46 PM EST
To: Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>
CC: Michael Kane <Michael Kane <michael.kane@boston.gov>>
Subject: Re: BPD CIMS Camera Analog to Digital IPs

Yes thank you I will be there

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Feb 22, 2016, at 4:46 PM, Linda Calnan <linda.calnan@boston.gov> wrote:

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> Sr. Project Manager
> Department of Innovation & Technology, City of Boston
> 1 City Hall Square, Room 109
> Boston, MA 02201
> 617-635-2875
> linda.calnan@boston.gov
>
> <BONET CONVERSION BPD Upgrade - City Hall IPs.xlsx>

From: Michael Kane <michael.kane@boston.gov>
Sent: Wednesday, February 24, 2016 9:52 AM EST
To: Shawn Romanoski <Shawn Romanoski <shawn.romanoski@pd.boston.gov>>; Murphy, Andrew
CC: Deirdre Habershaw <Deirdre Habershaw <deirdre.habershaw@boston.gov>>; Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>; Vin Stancato <Vin Stancato <vstancato@lan-tel.com>>; John Cunniffe <John Cunniffe <john.cunniffe@pd.boston.gov>>; Richard Perito <Richard Perito <richard.perito@boston.gov>>
Subject: Re: Specs for Bragdon Video

Much appreciated Shawn. We will work up the quote and acquire. See you at the Indy Meeting at 1pm.

On Wed, Feb 24, 2016 at 9:49 AM, Shawn Romanoski<shawn.romanoski@pd.boston.gov> wrote:

> Mike,
>
> Attached are the specification for the new machine at Bragdon.
>
> Let me know if you need additional information.
>
> Bragdon Video Specs
>
> **Mac Pro**
>
> - 3.5GHz 6-core with 12MB of L3 cache
> - 32GB (4x8GB) of 1866MHz DDR3 ECC
> - 512GB PCIe-based flash storage
> - Dual AMD FirePro D700 GPUs with 6GB of GDDR5 VRAM each
> - Apple Mouse
> - Apple Keyboard with Numeric Keypad - English (USA)
>
> QTY 2 Apple Thunderbolt Display (27-inch)
>
> QTY 1 VMware Fusion License
>
> QTY 1 Microsoft Windows 10 PRO license
>
> **Shawn Romanoski**
>
> **Director of Telecommunications**
>
> **Boston Police Dept.**
>
> **Cell: (617) 594-2994**

--
Michael Kane
Logistics Section Coordinator
Office of Emergency Management (OEM)
85 Bragdon Street | Boston, MA 02201
Phone: 617-343-2413| Cell: 617-895-7215
michael.kane@boston.gov

From: Linda Calnan <linda.calnan@boston.gov>
Sent: Wednesday, February 24, 2016 12:06 PM EST
To: Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>; Michael Kane <Michael Kane <michael.kane@boston.gov>>; Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: BPD/BFD CIMS Upgrade Spreadsheet
Attachment(s): "BONET CONVERSION BPD Upgrade IP Spreadsheet_02242016.xlsx"

All - thank you for taking the time to meet yesterday. Attached is a spreadsheet updated with the assigned IPs, subnets and gateways for the locations requested.

Based on the prioritization expressed yesterday, let's work together to schedule the cutover dates. Note: key information required are the emails for those assigned to receive the monitoring alarm messages for each location. Please update the spreadsheet or provide the info to me directly.

Thank you.

Linda Calnan
Sr. Project Manager
Department of Innovation & Technology, City of Boston
1 City Hall Square, Room 109
Boston, MA 02201
617-635-2875
linda.calnan@boston.gov

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Wednesday, February 24, 2016 3:46 PM EST
To: Andrew Murphy <Andrew Murphy <andrew.murphy@boston.gov>>; Vincent Stancato <Vincent Stancato <vpstancato@gmail.com>>
Subject: Re: Licenses

Andrew:
I just wanted to double check, and make sure that OEM was purchasing the VidSys licenses directly from VidSys. I just didn't want this to fall through the cracks. Inly since Vidsys can contract directly through City of Boston.

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Thursday, February 18, 2016 8:41 AM
To: Vincent Stancato
Cc: ithomas@vidsys.com; Eric Johnson
Subject: Re: Licenses

Thanks so much Vin. This is a request from the Commissioner of Boston Fire so anything we can do to expedite would be greatly appreciated.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Thu, Feb 18, 2016 at 8:40 AM, Vincent Stancato<vpstancato@gmail.com> wrote:

> Ian I have been reached out to by Andrew Murphy who works for Office of Emergency Management (OEM).
>
> OEM is inquiring about the cost of purchasing 2 licenses for the Boston Fire Department. BFD wants access to all of the camera systems within the city of Boston.
> Could you get a proposal together for the cost of these 2 licenses and respond to Andrew & Eric, both have been cc'd on this email.
>
> Thank you
> Vin Stancato
>
> Sent from my iPhone

From: Michael Kane <michael.kane@boston.gov>
Sent: Thursday, February 25, 2016 2:43 PM EST
To: Jason MacDonald <Jason MacDonald <jason.macdonald@boston.gov>>
CC: Murphy, Andrew; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>; Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>; Ryan mcgovern <Ryan mcgovern <ryan.mcgovern@boston.gov>>
BCC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: MK: Specs for Video Server BFD Commissioner and Fire Alarm

Jason,

Here is the spec of the server that we use for Vidsys at the Boston EOC. Let us know if you will need any funding to get these up and running We utilize dual monitors as well.

Mike

Attached are the specification for the new machine at Bragdon.

Let me know if you need additional information.

Bragdon Video Specs

Mac Pro

- 3.5GHz 6-core with 12MB of L3 cache
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- Apple Mouse
- Apple Keyboard with Numeric Keypad - English (USA)

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QTY 1 VMware Fusion License

QTY 1 Microsoft Windows 10 PRO license

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Logistics Section Coordinator
Office of Emergency Management (OEM)
85 Bragdon Street | Boston, MA 02201
Phone: 617-343-2413| Cell: 617-895-7215
michael.kane@boston.gov

From: Michael Kane <michael.kane@boston.gov>
Sent: Thursday, February 25, 2016 4:09 PM EST
To: Jason MacDonald <Jason MacDonald <jason.macdonald.bfd@cityofboston.gov>>
CC: Murphy, Andrew; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>; Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>; Ryan mcgovern <Ryan mcgovern <ryan.mcgovern@boston.gov>>; Peter Clifford <Peter Clifford <peter.clifford@boston.gov>>; Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>
BCC: Eric Johnson <Eric Johnson <ejohnson@Lan-Tel.com>>
Subject: Re: MK: Specs for Video Server BFD Commissioner and Fire Alarm

Hi Jason,

Let me wait on Shawn and Louis to get the exact spec we expect to roll out to BFD. Let me see what we have in budget for this with CIMS.

Mike

On Thu, Feb 25, 2016 at 4:06 PM, Jason MacDonald<jason.macdonald.bfd@cityofboston.gov> wrote:

> Hello,
>
> If you would Buy us the same setup for both Fire Headquarters and Fire Alarm that would be great.
>
> The only change I would ask IF you could instead of 2 - 27" Monitors we could get 1 - 40 Inch Monitor for the FIRE ALARM setup only.
>
> (Fire HQ would still get the 2-27 Inch)
>
> We plan on displaying this system on multiple 40" inch monitors on the floor of the dispatch center.
> If we could get multiple (6) 40 Inch monitors though this for this system that would be Ideal.
>
> I am not sure if that is possible but figure the only way to find out is to ask.
>
> This system will become an important part of the dispatch center and anything we can get from other resources will go a long way.
>
> Thanks for your time and work and have a great day

Jason MacDonald
Boston *Fire* Department
Information Technology
Fire Alarm Division
617-343-2903 (*office*)
617-908-0487 (*mobile*)
Jason.MacDonald@boston.gov

This message contains confidential information and is intended only for the individual or entity named above. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. E-mail transmissions cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender therefore does not accept liability for any errors or omissions or for any loss or damage arising from the use of this e-mail or attachments. If verification is required please request a hard-copy version.

> On Thu, Feb 25, 2016 at 2:43 PM, Michael Kane<michael.kane@boston.gov> wrote:
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> > Jason,
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QTY 2 Apple Thunderbolt Display (27-inch)

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michael.kane@boston.gov

From: Linda Calnan <linda.calnan@boston.gov>
Sent: Thursday, February 25, 2016 5:58 PM EST
To: Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>>; Shawn Romanoski <Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>; Michael Kane <Michael Kane <michael.kane@boston.gov>>; Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: BPD/BFD CIMS Upgrade Spreadsheet
Attachment(s): "BONET CONVERSION BPD Upgrade IP Spreadsheet_02252016.xlsx"

All - we have updated this spreadsheet with additional information. It is complete with the required IP information.

- Added "Juniper interface" = our port #'s for reference
- Re-analyzed the connection point for the Mathers school and due to the BONET connection there, which is a 100MG shared public wireless link, we do NOT recommend using this link. Instead, we recommend using the secure BONET link at Engine 17.

Friendly reminder to provide the email of the contact to receive the monitoring alarms.

Thanks.

Linda Calnan
Sr. Project Manager
Department of Innovation & Technology, City of Boston
1 City Hall Square, Room 109
Boston, MA 02201
617-635-2875
linda.calnan@boston.gov

On Wed, Feb 24, 2016 at 12:06 PM, Linda Calnan<linda.calnan@boston.gov> wrote:

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> Sr. Project Manager
> Department of Innovation & Technology, City of Boston
> 1 City Hall Square, Room 109
> Boston, MA 02201
> 617-635-2875
> linda.calnan@boston.gov

From: Shawn Romanoski <shawn.romanoski@pd.boston.gov>
Sent: Thursday, February 25, 2016 6:04 PM EST
To: Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>
CC: Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>>; Michael Kane <Michael Kane <michael.kane@boston.gov>>; Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>; Jim Fitzpatrick <Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>; Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
Subject: Re: BPD/BFD CIMS Upgrade Spreadsheet

Linda, Jerry, Dan and Brett,
Thank you for getting this resolved.

Shawn

Shawn Romanoski
Director of Telecommunications
Boston Police Dept.
(617) 594-2994

On Feb 25, 2016, at 5:58 PM, Linda Calnan <linda.calnan@boston.gov> wrote:

> All - we have updated this spreadsheet with additional information. It is complete with the required IP information.
>
> - Added "Juniper interface" = our port #'s for reference
> - Re-analyzed the connection point for the Mathers school and due to the BONET connection there, which is a 100MG shared public wireless link, we do NOT recommend using this link. Instead, we recommend using the secure BONET link at Engine 17.
>
> Friendly reminder to provide the email of the contact to receive the monitoring alarms.
>
> Thanks.
>
> Linda Calnan
> Sr. Project Manager
> Department of Innovation & Technology, City of Boston
> 1 City Hall Square, Room 109
> Boston, MA 02201
> 617-635-2875
> linda.calnan@boston.gov
>
> On Wed, Feb 24, 2016 at 12:06 PM, Linda Calnan<linda.calnan@boston.gov> wrote:
>
> > All - thank you for taking the time to meet yesterday. Attached is a spreadsheet updated with the assigned IPs, subnets and gateways for the locations requested.
> >
> > Based on the prioritization expressed yesterday, let's work together to schedule the cutover dates. Note: key information required are the emails for those assigned to receive the monitoring alarm messages for each location. Please update the spreadsheet or provide the info to me directly.
> >
> > Thank you.
> >
> > Linda Calnan
> > Sr. Project Manager
> > Department of Innovation & Technology, City of Boston
> > 1 City Hall Square, Room 109
> > Boston, MA 02201
> > 617-635-2875
> > linda.calnan@boston.gov
>
> <BONET CONVERSION BPD Upgrade IP Spreadsheet_02252016.xlsx>

From: Eric Johnson <ejohnson@Lan-Tel.com>
Sent: Thursday, February 25, 2016 6:26 PM EST
To: Linda Calnan <Linda Calnan <linda.calnan@boston.gov>>
CC: Dan Rothman <Dan Rothman <dan.rothman@boston.gov>>; Brett Haynes <Brett Haynes <brett.haynes@boston.gov>>; Jerry Turner <Jerry Turner <jerry.turner@boston.gov>>; Shawn Romanoski < Shawn Romanoski <Shawn.Romanoski@pd.boston.gov>>; Michael Kane <Michael Kane <michael.kane@boston.gov>>; Louis Madeira <Louis Madeira <louis.madeira@pd.boston.gov>>; Jim Fitzpatrick < Jim Fitzpatrick <jim.fitzpatrick@pd.boston.gov>>
Subject: Re: BPD/BFD CIMS Upgrade Spreadsheet

Linda
Thank you I will address . I have been busy with FEMA grants (deadline tomorrow) I apologize for the delay . Thank you very much for arranging this information

Respectfully ,

Eric Johnson
Project Manager
Lan-Tel Communications
1400 Providence Highway, Suite 2000
Norwood, MA 02062

Cell: 617-413-2148
Phone: 781-352-4656
Fax: 781-551-8667

ejohnson@lan-tel.com
www.lan-tel.com

On Feb 25, 2016, at 5:59 PM, Linda Calnan <linda.calnan@boston.gov> wrote:

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>
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> - Re-analyzed the connection point for the Mathers school and due to the BONET connection there, which is a 100MG shared public wireless link, we do NOT recommend using this link. Instead, we recommend using the secure BONET link at Engine 17.
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> Friendly reminder to provide the email of the contact to receive the monitoring alarms.
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> Sr. Project Manager
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> Boston, MA 02201
> 617-635-2875
> linda.calnan@boston.gov
>
> On Wed, Feb 24, 2016 at 12:06 PM, Linda Calnan<linda.calnan@boston.gov> wrote:
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>>
>> Linda Calnan
>> Sr. Project Manager
>> Department of Innovation & Technology, City of Boston
>> 1 City Hall Square, Room 109
>> Boston, MA 02201
>> 617-635-2875
>> linda.calnan@boston.gov

<BONET CONVERSION BPD Upgrade IP Spreadsheet_02252016.xlsx>

From: Andrew Murphy <andrew.murphy@boston.gov>
Sent: Friday, February 26, 2016 12:08 PM EST
To: Eric Johnson <Eric Johnson <ejohnson@lan-tel.com>>
CC: Vincent Stancato <Vincent Stancato <vpstancato@gmail.com>>
Subject: Re: Licenses

Hi Eric. We'll just go directly with Vidsys on this one. Initially I thought we could just have it added to our monthly maintenance but I was told we should submit a separate PO. I'll keep you posted. Thanks.

Andrew

Andrew Murphy
Regional Planner

Office of Emergency Management (OEM)
Boston City Hall, Room 204 | Boston, MA 02201
Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov

On Wed, Feb 24, 2016 at 3:46 PM, Eric Johnson<ejohnson@lan-tel.com> wrote:

> Andrew:
>
> I just wanted to double check, and make sure that OEM was purchasing the VidSys licenses directly from VidSys. I just didn't want this to fall through the cracks. Inly since Vidsys can contract directly through City of Boston.
>
> ---
>
> **From:** Andrew Murphy <andrew.murphy@boston.gov>
> **Sent:** Thursday, February 18, 2016 8:41 AM
> **To:** Vincent Stancato
> **Cc:** ithomas@vidsys.com; Eric Johnson
> **Subject:** Re: Licenses
>
> Thanks so much Vin. This is a request from the Commissioner of Boston Fire so anything we can do to expedite would be greatly appreciated.
>
> Andrew
>
> **Andrew Murphy**
> **Regional Planner**
>
> **Office of Emergency Management (OEM)**
> Boston City Hall, Room 204 | Boston, MA 02201
> Phone: 617-635-1796 | Fax: 617-635-2974 | andrew.murphy@boston.gov
>
> On Thu, Feb 18, 2016 at 8:40 AM, Vincent Stancato<vpstancato@gmail.com> wrote:
>
> > Ian I have been reached out to by Andrew Murphy who works for Office of Emergency Management (OEM).
> >
> > OEM is inquiring about the cost of purchasing 2 licenses for the Boston Fire Department. BFD wants access to all of the camera systems within the city of Boston.
> > Could you get a proposal together for the cost of these 2 licenses and respond to Andrew & Eric, both have been cc'd on this email.

Thank you
Vin Stancato

Sent from my iPhone