

Victor Flaherty <vflaherty@wbpd.com>

Tue, Mar 26, 2019 at 4:53 PM

## Re: URGENT - LPR time stamp error -West Bridgewater PD

11 messages

#### Max.Alfieri <Max.Alfieri@hikvision.com> To: Victor Flaherty <vflaherty@wbpd.com>

C: "Isaac.Shi" <shijuting@hikvision.com>, "Armen.Barseghyan" <Armen.Barseghyan@hikvision.com>, "Mingran.Guo" <Mingran.Guo@hikvision.com>, "Andre.Greco" <Andre.Greco@hikvision.com>

Victor,

We will take care of it ASAP.

Thank you

Max Alfieri SE Hikvision USA - New England Cell: 339-201-0304 Tech support hotline: 909-612-9039

Sent from my Samsung Galaxy smartphone.

------ Original message ------From: Victor Flaherty <vflaherty@wbpd.com> Date: 3/26/19 16:46 (GMT-05:00) To: "Max.Alfieri" <Max.Alfieri@hikvision.com> Cc: "Isaac.Shi" <shiyiting@hikvision.com>, "Armen.Barseghyan" <Armen.Barseghyan@hikvision.com>, "Mingran.Guo" <Mingran.Guo@hikvision.com> Subject: Re: URGENT - LPR time stamp error

Max,

Just an update, the NVR is now 1/2 hour off Hik-Central. the gap is getting wider. see attached

Vic

On Tue, Mar 26, 2019 at 1:40 PM Max.Alfieri <Max.Alfieri@hikvision.com> wrote:

Team,

We keep having issues with West Bridgewater PD and Hikcentral.

Now we have a 1 hour difference between the NVR and the LPR cameras(check the time and the pictures saved). I've already setup the DTS server + the DTS (daylight savings time), it was working this morning and now we have the issue again.

Please support the Police ASAP! The Chief is here CC. The police needs the system to be perfect immediately due to pending investigations!

Hikcentral IP: 50.237.236.25

User: admin

Password: Police2018!

\*NVR and cameras password is : Police2018 (without  $\underline{!})$ 

Please copy me or call me if further information are needed.

Thank you all in advance.

### Max Alfieri

Sales Engineer

RI, MA, ME, VT, NH – USA

cid:storage\_emulated\_0\_Download\_logo\_hikvision

Cell: <u>339-201-0304</u>

Main: <u>909-895-0400</u>

Fax: <u>909-595-2788</u>

Email: <u>max.alfieri@hikvision.com</u>

## Cybersecurity-Hotline-866

Visit our tech support website: http://tech.hikvisionusa.com

TechSupport Hotline: (909) 612-9039

## Web: www.hikvision.com

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From: Victor Flaherty [mailto:vflaherty@wbpd.com] Sent: Tuesday, March 26, 2019 1:18 PM To: Max.Alfieri Subject: Re: LPR time stamp error

Max,

Internet explorer worked. Times off again. Live screen states 12:48:03 plate reader on right shows 13:19:13 at same time

Vic

On Tue, Mar 26, 2019 at 11:30 AM Max.Alfieri < Max.Alfieri@hikvision.com> wrote:

Yes,

Use internet explorer not Chrome (copy/paste the address).

Then it will work.

## Max Alfieri

Sales Engineer

RI, MA, ME, VT, NH – USA

provide the second second

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2020	West Bridgewater Public Schools Mail - Re: URGENT - LPR time stamp error -West Bridgewater PD
	HIK
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	om: Victor Flaherty [mailto:vflaherty@wbpd.com] Int: Tuesday, March 26, 2019 9:59 AM
То	: Max.Alfieri
Su	bject: Re: LPR time stamp error
Ma	
	went to the Web client physical view, see Police NVR, open using the configuration wheel (far right), select vehicle detection and select LPR Rt 106 west and I see the yellow es but unable to see the detection as a NOTE comes up Live view failed. So I can't see how the camera is working. Suggestions??
Vic	
0	1 Tue, Mar 26, 2019 at 9:10 AM Victor Flaherty < <u>vflaherty@wbpd.com</u> > wrote:
	Max,
	Nothing should have changed. I will look at that camera
	Thanks
	Vic
	On Tue, Mar 26, 2019 at 9:08 AM Max.Alfieri <max.alfieri@hikvision.com> wrote:</max.alfieri@hikvision.com>
	Good morning Victor,
	The cameras are all set now. I enabled the DTS (daylight savings time) on the NVR – under GENERAL – TIME SETTINGS.
	FYI – I noticed that RT 106 West was not performing as usually, but from here I can't access to the single camera. Did you guys changed the PTZ view of the camera?
	······································
	You can remote into the camera itself and see the "yellow lines" that define the detection area.
	Please let me know how it works out.
	Thank you and have a great day
	Max Alfieri
	Sales Engineer
	RI, MA, ME, VT, NH - USA
	<pre>cid:storage_emulated_0_Download_logo_hikvision</pre>
	Cell: <u>339-201-0304</u>
	Main: <u>909-895-0400</u>
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From: Victor Flaherty [mailto:vflaherty@wbpd.com] Sent: Monday, March 25, 2019 1:08 PM To: Max.Alfieri Subject: Re: LPR time stamp error
Max, .
All set but I did that before. Isn't the Hik-central and the NVR linked for time settings? I must have changed the Hik-central before or the NVR time changed after I made the changes. I will continue to monitor
Vic
On Mon, Mar 25, 2019 at 12:20 PM Max.Alfieri < <u>Max.Alfieri@hikvision.com</u> > wrote:
Victor,
Go to web client - physical view - you will see the NVR (DS-7716NI-I8) and on the right side a "gear" icon.
Click on it and you will be prompted to the NVR webpage.
On top right you'll see configuration (unless the oage will be already under such page), under GENERAL you have the time.
Check the time savings or adjust the time manually.
Please let me know if you did it or later, aftwr my meeting, i'll remote into it.
Thank you
Max Alfieri
SE Hikvision USA - New England
Cell: 339-201-0304
Tech support hotline: 909-612-9039
Sent from my Samsung Galaxy smartphone.
Original message
From: Victor Flaherty@wbpd.com>
Date: 3/25/19 11:32 (GMT-05:00)
To: "Max.Alfieri" <max.alfieri@hikvision.com></max.alfieri@hikvision.com>
Subject: Re: LPR time stamp error

Max,

T	West Bridgewater Public Schools Mail - Re: URGENT - LPR time stamp error -West Bridgewater PD he NVR is off. Send me instructions on how to change it
Vic	
On	n Mon, Mar 25, 2019 at 10:39 AM Max.Alfieri <max.alfieri@hikvision.com> wrote:</max.alfieri@hikvision.com>
	Hi Victor,
	I see the issue.
	Did we setup the time after the 20th?
	Driving toward Springfield right now, please check if the plates captured this morning have the same time of the NVR, if not let me know.
	Thank you
	Max Alfieri
	SE Hikvision USA - New England
	Cell: 339-201-0304
	Tech support hotline: 909-612-9039
	Sent from my Samsung Galaxy smartphone.
	Original message
	From: Victor Flaherty <vflaherty@wbpd.com></vflaherty@wbpd.com>
	Date: 3/25/19 09:58 (GMT-05:00)
	To: "Max.Alfieri" <max.alfieri@hikvision.com>, Whitey Obrien <ossyt@aol.com></ossyt@aol.com></max.alfieri@hikvision.com>
	Subject: Fwd: LPR time stamp error
	max,
	See below photo's. Appears the HikVision software is showing one time and the NVR is showing a second time. I thought they both got their time from the computer. Appears due to time change.
	Vic
	Forwarded message From: Jonathan Craven <jcraven@wbpd.com> Date: Fri, Mar 22, 2019 at 4:39 PM Subject: LPR time stamp error To: Vic Flaherty <vflaherty@wbpd.com></vflaherty@wbpd.com></jcraven@wbpd.com>
	Chief,
	Maybe you can forward this to Max. While doing my investigation into that vehicle from the other night I noticed that the time stamp on the actual image is an hour behind. Everything else is accurate to 21:01 but the time stamp says 20:01. I have attached a screen shot for them to look at. You probably wont be able to see it on your phone.
	Sgt Craven
	_
	 Victor R. Flaherty Jr.

Chief of Police

508-894-1294

West Bridgewater Police Dept.

## West Bridgewater Public Schools Mail - Re: URGENT - LPR time stamp error -West Bridgewater PD

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Victor R. Flaherty Jr.

Chief of Police

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Victor R. Flaherty Jr.

Chief of Police

West Bridgewater Police Dept.

508-894-1294

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17/2	/2020 West Bridgewater Public Schools Mail - Re: URGENT - LPR time stamp error -West Bridgewa	ter PD
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	Chief of Police	
	West Bridgewater Police Dept.	
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Ch We	- ictor R. Flaherty Jr. Chief of Police Vest Bridgewater Police Dept. 308-894-1294	
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To: "	"Max.Alfieri" , Victor Flaherty <vflaherty@wbpd.com></vflaherty@wbpd.com>	Tue, Mar 26, 2019 at 4:58 PM
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[Quoted text hidden] [Quoted text hidden] [Quoted text hidden]

[Quoted text hidden]

West Bridgewater Public Schools Mail - Re: URGENT - LPR time stamp error -West Bridgewater PD

错误!未指定文件名。

Cell: <u>339-201-0304</u>

Main: 909-895-0400

Fax: <u>909-595-2788</u>

Email: max.alfieri@hikvision.com

## 错误!未指定文件名。

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TechSupport Hotline: (909) 612-9039

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Use internet explorer not Chrome (copy/paste the address).

Then it will work.

## Max Alfieri

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From: Victor Flaherty [mailto:vflaherty@wbpd.com] Sent: Tuesday, March 26, 2019 9:59 AM To: Max.Alfieri Subject: Re: LPR time stamp error

Max,

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Please let me know how it works out.

Thank you and have a great day

### Max Alfieri

Sales Engineer

**RI, MA, ME, VT, NH** – USA

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	Fax: <u>909-595-2788</u>
	Email: <u>max.alfieri@hikvision.com</u>
	错误!未指定文件名。
	Visit our tech support website: http://tech.hikvisionusa.com
	TechSupport Hotline: (909) 612-9039
	Web: www.hikvision.com
	错误!未指定文件名。
	[Quoted text hidden] [Quoted text hidden]
[Q	uoted text hidden]
	ad text hidden] ad text hidden]
	ext hidden] ext hidden]
[Quoted text [Quoted text [Quoted text	hidden]

Tue, Mar 26, 2019 at 5:02 PM

Isaac.Shi <shiyiting@hikvision.com>

To: "Max.Alfieri" <Max.Alfieri@hikvision.com>, Victor Flaherty <vflaherty@wbpd.com>

Cc: "Armen.Barseghyan" < Armen.Barseghyan@hikvision.com>, "Mingran.Guo" < Mingran.Guo@hikvision.com>, "Andre.Greco@ < Andre.Greco@hikvision.com>

I am login and checking. Will update soon

Thanks

Best Regards !

发件人并删除本邮件!

Isaac.Shi

Technical Support Team

Email: shiyiting@hikvision.com

Address: No.555 Qianmo Road, Binjiang District, Hangzhou 310052, China

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Email: max.alfieri@hikvision.com

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From: Victor Flaherty [mailto:vflaherty@wbpd.com] Sent: Tuesday, March 26, 2019 1:18 PM To: Max.Alfieri Subject: Re: LPR time stamp error

Max,

Internet explorer worked. Times off again. Live screen states 12:48:03 plate reader on right shows 13:19:13 at same time

Vic

On Tue, Mar 26, 2019 at 11:30 AM Max.Alfieri < Max.Alfieri@hikvision.com> wrote:

Yes,

Use internet explorer not Chrome (copy/paste the address).

Then it will work.

## Max Alfieri

Sales Engineer

RI, MA, ME, VT, NH – USA

错误!未指定文件名。

Cell: <u>339-201-0304</u>

Main: <u>909-895-0400</u>

Fax: <u>909-595-2788</u>

Email: max.alfieri@hikvision.com

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From: Victor Flaherty [mailto:vflaherty@wbpd.com] Sent: Tuesday, March 26, 2019 9:59 AM To: Max.Alfieri Subject: Re: LPR time stamp error

#### Max,

I went to the Web client physical view, see Police NVR, open using the configuration wheel (far right), select vehicle detection and select LPR Rt 106 west and I see the yellow lines but unable to see the detection as a NOTE comes up Live view failed. So I can't see how the camera is working. Suggestions??

Vic

On Tue, Mar 26, 2019 at 9:10 AM Victor Flaherty <vflaherty@wbpd.com> wrote:

### Max,

Nothing should have changed. I will look at that camera

### Thanks

Vic

On Tue, Mar 26, 2019 at 9:08 AM Max.Alfieri < Max.Alfieri@hikvision.com> wrote:

Good morning Victor,

The cameras are all set now. I enabled the DTS (daylight savings time) on the NVR – under GENERAL – TIME SETTINGS.

FYI - I noticed that RT 106 West was not performing as usually, but from here I can't access to the single camera. Did you guys changed the PTZ view of the camera?

You can remote into the camera itself and see the "yellow lines" that define the detection area.

Please let me know how it works out.

Thank you and have a great day

## Max Alfieri

Sales Engineer RI, MA, ME, VT, NH – USA

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C: "Andre.Greco" <andre.greco@hikvision.com>, "Armen.Barseghyan" <armen.barseghyan@hikvision.com>, "Isaac.Shi" <shiyiting@hikvision.com>, "Mingra Mingran.Guo@hikvision.com&gt;</shiyiting@hikvision.com></armen.barseghyan@hikvision.com></andre.greco@hikvision.com>	in.Guo"
/ictor Flaherty <vflaherty@wbpd.com> o: "Max.Alfieri" <max.alfieri@hikvision.com></max.alfieri@hikvision.com></vflaherty@wbpd.com>	Tue, Mar 26, 2019 at 5:07 PM
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From: Max.Alfieri Sent: Tuesday, March 26, 2019 4:54 PM To: Victor Flaherty Cc: Isaac.Shi; Armen.Barseghyan; Mingran.Guo; Andre.Greco

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[Quoted text hidden] [Quoted text hidden]

> [Quoted text hidden] 错误!未指定文件名。

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Main: <u>909-895-0400</u>

Fax: <u>909-595-2788</u>

Email: max.alfieri@hikvision.com

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From: Victor Flaherty [mailto:vflaherty@wbpd.com] Sent: Tuesday, March 26, 2019 1:18 PM To: Max.Alfieri Subject: Re: LPR time stamp error

Max,

Internet explorer worked. Times off again. Live screen states 12:48:03 plate reader on right shows 13:19:13 at same time

Vic

On Tue, Mar 26, 2019 at 11:30 AM Max.Alfieri < Max.Alfieri@hikvision.com> wrote:

Yes,

Use internet explorer not Chrome (copy/paste the address).

Then it will work.

### Max Alfieri

Sales Engineer

**RI, MA, ME, VT, NH** – USA

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From: Victor Flaherty [mailto:vflaherty@wbpd.com] Sent: Tuesday, March 26, 2019 9:59 AM To: Max.Alfieri Subject: Re: LPR time stamp error

### Max,

I went to the Web client physical view, see Police NVR, open using the configuration wheel (far right), select vehicle detection and select LPR Rt 106 west and I see the yellow lines but unable to see the detection as a NOTE comes up Live view failed. So I can't see how the camera is working. Suggestions??

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Vic
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On Tue, Mar 26, 2019 at 9:10 AM Victor Flaherty <vflaherty@wbpd.com> wrote:

Max,

Nothing should have changed. I will look at that camera

### Thanks

Vic

On Tue, Mar 26, 2019 at 9:08 AM Max.Alfieri </a> Max.Alfieri@hikvision.com> wrote:

Good morning Victor,

The cameras are all set now. I enabled the DTS (daylight savings time) on the NVR – under GENERAL – TIME SETTINGS.

FYI - I noticed that RT 106 West was not performing as usually, but from here I can't access to the single camera. Did you guys changed the PTZ view of the camera?

You can remote into the camera itself and see the "yellow lines" that define the detection area.

Please let me know how it works out.

Thank you and have a great day

## Max Alfieri

Sales Engineer

RI, MA, ME, VT, NH – USA

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To: "Is	aac.S	<max.alfieri@hikvision.com> hi" <shiyiting@hikvision.com>, Victor Flaherty <vflaherty@wbpd.com> Barseghyan" <armen.barseghyan@hikvision.com>, "Mingran.Guo" <mingran.guo@hikvision.com></mingran.guo@hikvision.com></armen.barseghyan@hikvision.com></vflaherty@wbpd.com></shiyiting@hikvision.com></max.alfieri@hikvision.com>	Tue, Mar 26, 2019 at 5:15 PM
Hi Is	aac,		
Time	zon	: is eastern time (Boston area).	
		t the police dept now. I will check to see if i can send you the TeamViewer credentials when i get back to my office.	
	nk yo ed text	I, hidden]	
Isaac.	Shi <	shiyiting@hikvision.com> ieri" <max.alfieri@hikvision.com>, Victor Flaherty <vflaherty@wbpd.com></vflaherty@wbpd.com></max.alfieri@hikvision.com>	Tue, Mar 26, 2019 at 5:35 PM
Cc: "A	men	Barseghyan" <armen.barseghyan@hikvision.com>, "Mingran.Guo" <mingran.guo@hikvision.com></mingran.guo@hikvision.com></armen.barseghyan@hikvision.com>	
Hello	) Max	and Victor	
Thar	ks fo	the information.	
l che	cked	the time point on the device and found the NVR DST Bias was set to 30mins so that the NVR time was 30 mins slower than HikCentral.	
I cha	nge i	to 60mins so that NVR and HikCentral have the same time point.	
Now	it wo	rks normally and we can monitor for hours to confirm it can work well.	
	¢	03-26-2019 Tue 17:27:11	8RY293 03-26 17:27:08 3TJ352 03-26 17:26:52

We need to make HikCentral time point be same with NVR so that the LPR data time point can work well.

If you have any questions, please let me know .

[Quoted text hidden] [Quoted text hidden]

#### Victor Flaherty <vflaherty@wbpd.com> To: "Isaac.Shi" <shiyiting@hikvision.com>

Cc: "Armen.Barseghyan" < Armen.Barseghyan@hikvision.com>, "Max.Alfieri" < Max.Alfieri@hikvision.com>, "Mingran.Guo" < Mingran.Guo@hikvision.com>

Will that change create any search issues

[Quoted text hidden]

Tue, Mar 26, 2019 a

Tue, Mar 26, 2019 at 5:38 PM

Isaac.Shi <shiyiting@hikvision.com> To: Victor Flaherty <vflaherty@wbpd.com>

Cc: "Armen.Barseghyan" <Armen.Barseghyan@hikvision.com>, "Max.Alfieri" <Max.Alfieri@hikvision.com>, "Mingran.Guo" <Mingran.Guo@hikvision.com>

### Hello Victor

Do you mean the search issue caused by the time differences between HikCentral and devices?

HikCentreal searches the LPR records based on the time it received the record (HikCentreal server time point).

When the time point is different between HikCentreal and device, you will see a time point on the LPR picture( device time) and the other time point in the HikCentreal search list (HikCentreal s time)

P	1KJ871	2019-03-26 16:40:02	LPR 106	Not supp
P	23VD	2019-03-26 16:40:04	LPR 106	Not supp
P	1AX916	2019-03-26 16:40:07	LPR 106	Not supp [7
Þ	95AE	2019-03-26 16:40:07	LPR 106	Not supp [2
p	88AY13	2019-03-26 16:40:08	LPR 106	Not supp [] Concre Ro.: Demice Ro.: General 01 Captore Time 2019 03 26 16:10:09 Flate No.: 10/0316
P	365TTF	2019-03-26 16:40:13	LPR 106	Not supp []
þ	728V18	2019-03-26 16:40:26	LPR 106	Not supp [4
P	797WP2	2019-03-26 16:40:28	LPR 106	Not supp
P	5LX299	2019-03-26 16:40:31	LPR 106	Not supp
P	4WX718	2019-03-26 16:40:33	LPR 106	Not supp
F3	6KC377	2019-03-26 16:40:37	LPR 106	Not supp [4]

Normally HikCentral server and LPR device are in the same time zone and they should have the same time points.

### Thanks

Best Regards !

Isaac.Shi

Technical Support Team

Email: shiyiting@hikvision.com

Address: No.555 Qianmo Road, Binjiang District, Hangzhou 310052, China

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From: Victor Flaherty [mailto:vflaherty@wbpd.com] Sent: Tuesday, March 26, 2019 5:38 PM To: Isaac.Shi Cc: Armen.Barseghyan; Max.Alfieri; Mingran.Guo Subject: Re: URGENT - LPR time stamp error -West Bridgewater PD

8RY293

Will that change create any search issues

On Tue, Mar 26, 2019 at 5:36 PM Isaac.Shi <shiyiting@hikvision.com> wrote:

Hello Max and Victor Thanks for the information. I checked the time point on the device and found the NVR DST Bias was set to 30mins so that the NVR time was 30 mins slower than HikCentral. I change it to 60mins so that NVR and HikCentral have the same time point. Now it works normally and we can monitor for hours to confirm it can work well. 03-26-2019 Tue 17:27:11 We need to make HikCentral time point be same with NVR so that the LPR data time point can work well. If you have any questions, please let me know . Thanks Best Regards ! Isaac.Shi **Technical Support Team** Email: shiyiting@hikvision.com Address: No.555 Qianmo Road, Binjiang District, Hangzhou 310052, China Hangzhou Hikvision Digital Technology Co.,Ltd. 本邮件及其附件含有海康威视公司的保密信息,仅限于发送给上面地址中列出的个人或群组,禁止任何其他人以任何形式使用(包括但不限于全部或部分地泄露、复制、或散发)本邮件中的信息。如果您错收了本邮件,请您立即电话或邮件通知 删除本邮件! This e-mail and its attachments contain confidential information from HIKVISION, which is intended only for the person or entity whose address is listed above. Any use of the information contained here in any way(including,but not limited to,tota disclosure, reproduction, or dissemination) by persons other than the intended recipient(s) is prohibited. If you receive this e-mail in error, please notify the sender by phone or email immediately and delete it

From: Max.Alfieri Sent: Tuesday, March 26, 2019 5:15 PM To: Isaac.Shi; Victor Flaherty Cc: Armen.Barseghyan; Mingran.Guo Subject: Re: URGENT - LPR time stamp error -West Bridgewater PD

Hi Isaac,

Time zone is eastern time (Boston area).

I am not at the police dept now. I will check to see if i can send you the TeamViewer credentials when i get back to my office.

Thank you,

West Bridgewater Public Schools Mail - Re: URGENT - LPR time stamp error -West Bridgewater PD Max Alfieri SE Hikvision USA - New England Cell: 339-201-0304 Tech support hotline: 909-612-9039 Sent from my Samsung Galaxy smartphone. ----- Original message ------From: "Isaac.Shi" <shiyiting@hikvision.com> Date: 3/26/19 17:09 (GMT-05:00) To: "Max.Alfieri" <Max.Alfieri@hikvision.com>, Victor Flaherty <vflaherty@wbpd.com> Cc: "Armen.Barseghyan" < Armen.Barseghyan@hikvision.com>, "Mingran.Guo" < Mingran.Guo@hikvision.com>, "Andre.Greco" < Andre.Greco@hikvision.com> Subject: RE: URGENT - LPR time stamp error -West Bridgewater PD Hello Max and Victor What time zones for the HikCentral server PC, HikCentral Control Client and NVR? Could I do a remote session to the HikCentral server? Remote session: https://hikvision.screenconnect.com/?Session=4d0b2e13-1b45-4e22-ad93-d5a60bef7e96 Or Team Viewer Thanks Best Regards ! Isaac.Shi **Technical Support Team** Email: shiyiting@hikvision.com Address: No.555 Qianmo Road, Binjiang District, Hangzhou 310052, China Hangzhou Hikvision Digital Technology Co.,Ltd. 本邮件及其附件含有海康威视公司的保密信息,仅限于发送给上面地址中列出的个人或群组,禁止任何其他人以任何形式使用(包括但不限于全部或部分地泄露、复制、或散发)本邮件中的信息。如果您错收了本邮件,请您立即电话或邮件通知 删除本邮件

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From: Max.Alfieri Sent: Tuesday, March 26, 2019 4:54 PM To: Victor Flaherty Cc: Isaac.Shi; Armen.Barseghyan; Mingran.Guo; Andre.Greco Subject: Re: URGENT - LPR time stamp error -West Bridgewater PD

Victor,

We will take care of it ASAP.

Thank you

Max Alfieri

SE Hikvision USA - New England Cell: 339-201-0304 Tech support hotline: 909-612-9039 Sent from my Samsung Galaxy smartphone. ----- Original message ------From: Victor Flaherty <vflaherty@wbpd.com> Date: 3/26/19 16:46 (GMT-05:00) To: "Max.Alfieri" <Max.Alfieri@hikvision.com> Cc: "Isaac.Shi" <shiyiting@hikvision.com>, "Armen.Barseghyan" <Armen.Barseghyan@hikvision.com>, "Mingran.Guo" <Mingran.Guo@hikvision.com> Subject: Re: URGENT - LPR time stamp error Max, Just an update, the NVR is now 1/2 hour off Hik-Central. the gap is getting wider. see attached Vic On Tue, Mar 26, 2019 at 1:40 PM Max.Alfieri <Max.Alfieri@hikvision.com> wrote: Team, We keep having issues with West Bridgewater PD and Hikcentral. Now we have a 1 hour difference between the NVR and the LPR cameras(check the time and the pictures saved). I've already setup the DTS server + the DTS (daylight savings time was working this morning and now we have the issue again. Please support the Police ASAP! The Chief is here CC. The police needs the system to be perfect immediately due to pending investigations! Hikcentral IP: 50.237.236.25 User: admin Password: Police2018! \*NVR and cameras password is : Police2018 (without !) Please copy me or call me if further information are needed. Thank you all in advance. Max Alfieri Sales Engineer RI, MA, ME, VT, NH - USA 错误!未指定文件名。 Cell: 339-201-0304

Main: <u>909-895-0400</u>

Fax: <u>909-595-2788</u>

Email: max.alfieri@hikvision.com

## 错误!未指定文件名。

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TechSupport Hotline: (909) 612-9039

Web: www.hikvision.com

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From: Victor Flaherty [mailto:vflaherty@wbpd.com] Sent: Tuesday, March 26, 2019 1:18 PM To: Max.Alfieri Subject: Re: LPR time stamp error

Max,

Internet explorer worked. Times off again. Live screen states 12:48:03 plate reader on right shows 13:19:13 at same time

Vic

On Tue, Mar 26, 2019 at 11:30 AM Max.Alfieri < Max.Alfieri@hikvision.com> wrote:

Yes,

Use internet explorer not Chrome (copy/paste the address).

Then it will work.

## Max Alfieri

Sales Engineer

**RI, MA, ME, VT, NH** – USA

## 错误!未指定文件名。

Cell: <u>339-201-0304</u>

- Main: <u>909-895-0400</u>
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## West Bridgewater Public Schools Mail - Re: URGENT - LPR time stamp error -West Bridgewater PD

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From: Victor Flaherty [mailto:vflaherty@wbpd.com] Sent: Tuesday, March 26, 2019 9:59 AM To: Max.Alfieri Subject: Re: LPR time stamp error

Max,

I went to the Web client physical view, see Police NVR, open using the configuration wheel (far right), select vehicle detection and select LPR Rt 106 west and I see the yellow line unable to see the detection as a NOTE comes up Live view failed. So I can't see how the camera is working. Suggestions??

Vic

On Tue, Mar 26, 2019 at 9:10 AM Victor Flaherty <vflaherty@wbpd.com> wrote:

Max,

Nothing should have changed. I will look at that camera

Thanks

Vic

On Tue, Mar 26, 2019 at 9:08 AM Max.Alfieri </a>

Good morning Victor,

The cameras are all set now. I enabled the DTS (daylight savings time) on the NVR – under GENERAL – TIME SETTINGS.

FYI - I noticed that RT 106 West was not performing as usually, but from here I can't access to the single camera. Did you guys changed the PTZ view of the camera?

You can remote into the camera itself and see the "yellow lines" that define the detection area.

Please let me know how it works out.

Thank you and have a great day

### Max Alfieri

Sales Engineer RI, MA, ME, VT, NH – USA

### 错误!未指定文件名。

Cell: <u>339-201-0304</u>

Main: 909-895-0400

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From: Victor Flaherty [mailto:vflaherty@wbpd.com] Sent: Monday, March 25, 2019 1:08 PM To: Max.Alfieri Subject: Re: LPR time stamp error

### Max, .

All set but I did that before. Isn't the Hik-central and the NVR linked for time settings? I must have changed the Hik-central before or the NVR time changed after I made the changes. I will continue to monitor.

### Vic

On Mon, Mar 25, 2019 at 12:20 PM Max.Alfieri </a>Max.Alfieri@hikvision.com> wrote:

### Victor,

Go to web client - physical view - you will see the NVR (DS-7716NI-I8) and on the right side a "gear" icon.

Click on it and you will be prompted to the NVR webpage.

On top right you'll see configuration (unless the oage will be already under such page), under GENERAL you have the time.

Check the time savings or adjust the time manually.

Please let me know if you did it or later, aftwr my meeting, i'll remote into it.

Thank you

Max Alfieri

SE Hikvision USA - New England

Cell: 339-201-0304

Tech support hotline: 909-612-9039

Sent from my Samsung Galaxy smartphone.

------ Original message ------From: Victor Flaherty <vflaherty@wbpd.com> Date: 3/25/19 11:32 (GMT-05:00) To: "Max.Alfieri" <Max.Alfieri@hikvision.com> Subject: Re: LPR time stamp error

Max,

The NVR is off. Send me instructions on how to change it

v	West Bridgewater Public Schools Mail - Re: URGENT - LPR time stamp error -West Bridgewater PD
~	
	n Mon, Mar 25, 2019 at 10:39 AM Max.Alfieri < <u>Max.Alfieri@hikvision.com</u> > wrote: Hi Victor,
	I see the issue.
	Did we setup the time after the 20th?
	Driving toward Springfield right now, please check if the plates captured this morning have the same time of the NVR, if not let me know.
	Thank you
	Max Alfieri
	SE Hikvision USA - New England
	Cell: 339-201-0304
	Tech support hotline: 909-612-9039
	Sent from my Samsung Galaxy smartphone.
	Original message
	From: Victor Flaherty <vflaherty@wbpd.com></vflaherty@wbpd.com>
	Date: 3/25/19 09:58 (GMT-05:00)
	To: "Max.Alfieri" <max.alfieri@hikvision.com>, Whitey Obrien <ossyt@aol.com></ossyt@aol.com></max.alfieri@hikvision.com>
	Subject: Fwd: LPR time stamp error
	max,
	See below photo's. Appears the HikVision software is showing one time and the NVR is showing a second time. I thought they both got their time from the Appears due to time change.
	Vic
	Forwarded message
	From: Jonathan Craven <jcraven@wbpd.com> Date: Fri, Mar 22, 2019 at 4:39 PM Subject: LPR time stamp error To: Vic Flaherty <vflaherty@wbpd.com></vflaherty@wbpd.com></jcraven@wbpd.com>
	Chief,
	Maybe you can forward this to Max. While doing my investigation into that vehicle from the other night I noticed that the time stamp on the actual image is an he Everything else is accurate to 21:01 but the time stamp says 20:01. I have attached a screen shot for them to look at. You probably wont be able to see it on you
	Sgt Craven
	Victor R. Flaherty Jr.
	Chief of Police
	West Bridgewater Police Dept.

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### West Bridgewater Public Schools Mail - Re: URGENT - LPR time stamp error -West Bridgewater PD

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Victor R. Flaherty Jr.

Chief of Police

West Bridgewater Police Dept.

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Victor R. Flaherty Jr.

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West Bridgewater Police Dept.

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Victor Flaherty <vflaherty@wbpd.com>

To: "Isaac.Shi" <shiyiting@hikvision.com>, "Max.Alfieri" <max.alfieri@hikvision.com>

Tue, Mar 26, 2019 at 6:14 PM

## West Bridgewater Public Schools Mail - Re: URGENT - LPR time stamp error -West Bridgewater PD

Previously when we have had issues with time/date by us changing it to the correct date/time caused the system to rewrite over the information previously recorded. So we lost information.

So now hopefully with the NVR and Hik-Central time finally in sync we will not be questioned about the decrepancy by the courts during trial.

Vic [Quoted text hidden]

## Max.Alfieri <Max.Alfieri@hikvision.com>

To: Victor Flaherty v@haherty@wbpd.com>, "Isaac.Shi" <shiyiting@hikvision.com> Cc: "oss (ossyt@aol.com)" <ossyt@aol.com> Wed, Mar 27, 201

Good morning Victor,

I just checked the system and the time is ok on all cameras.

Thank you

## Max Alfieri

Sales Engineer

RI, MA, ME, VT, NH – USA

## **HIKVISIO**N

Cell: <u>339-201-0304</u>

Main: <u>909-895-0400</u>

Fax: <u>909-595-2788</u>

Email: max.alfieri@hikvision.com



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From: Victor Flaherty [mailto:vflaherty@wbpd.com] Sent: Tuesday, March 26, 2019 6:14 PM To: Isaac.Shi; Max.Alfieri Subject: Re: URGENT - LPR time stamp error -West Bridgewater PD

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So now hopefully with the NVR and Hik-Central time finally in sync we will not be questioned about the decrepancy by the courts during trial.

Vic

On Tue, Mar 26, 2019 at 6:06 PM Isaac.Shi <shiyiting@hikvision.com> wrote:

Hello Vic	tor					
Do you n	nean the search i	ssue caused by the time differe	ences between HikCentral and	devices?		
HikCentr	eal searches the	LPR records based on the time	it received the record (HikCen	treal server time point).		
When th time)	e time point is di	fferent between HikCentreal a	nd device, you will see a time p	point on the LPR picture( devic	e time	e) and the other time point in the HikCentreal search list (HikCentre
P	1KJ871	2019-03-26 16:40:02	LPR 106	Not supp	[4	2. 1. 1.
P	23VD	2019-03-26 16:40:04	LPR 106	Not supp	[]	
P	1AX916	2019-03-26 16:40:07	LPR 106	Not supp	[4	
, P	95AE	2019-03-26 16:40:07	LPR 106	Not supp	[4	
P	88AY13	2019-03-26 16:40:08	LPR 106	Not supp	[]	Consta No Device No. Comera (1) Coplare Time 2313 (3) 28 16:10:03 - Plate No. 1208316
P	365TTF	2019-03-26 16:40:13	LPR 106	Not supp	[]	1 A X 91 6 14X916
þ	728V18	2019-03-26 16:40:26	LPR 106	Not supp	[7	
P	797WP2	2019-03-26 16:40:28	LPR 106	Not supp	[4	Vehicle Information
E3	5LX299	2019-03-26 16:40:31	LPR 106	Not supp	[]	Vehicle Passing Time 2019-03-26 16:40:07
P	4WX718	2019-03-26 16:40:33	LPR 106	Not supp	[]	Country/Region Not supported
FI	6KC377	2019-03-26 16:40:37	LPR 106	Not supp	D2	

Normally HikCentral server and LPR device are in the same time zone and they should have the same time points.
Thanks
Best Regards !
Isaac.Shi
Technical Support Team
Email: <u>shiyiting@hikvision.com</u>
Address: No.555 Qianmo Road, Binjiang District, Hangzhou 310052, China
Hangzhou Hikvision Digital Technology Co.,Ltd.
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If you have any questions, please let me know .
Thanks
Best Regards !
Isaac.Shi

Technical Support Team

Email: shiyiting@hikvision.com

## Address: No.555 Qianmo Road, Binjiang District, Hangzhou 310052, China

### Hangzhou Hikvision Digital Technology Co.,Ltd.

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Hi Isaac,

Time zone is eastern time (Boston area).

I am not at the police dept now. I will check to see if i can send you the TeamViewer credentials when i get back to my office.

Thank you,

Max Alfieri

SE Hikvision USA - New England Cell: 339-201-0304 Tech support hotline: 909-612-9039

Sent from my Samsung Galaxy smartphone.

Original message
From: "Isaac.Shi" <shiyiting@hikvision.com></shiyiting@hikvision.com>
Date: 3/26/19 17:09 (GMT-05:00)
To: "Max.Alfieri" <max.alfieri@hikvision.com>, Victor Flaherty <vflaherty@wbpd.com></vflaherty@wbpd.com></max.alfieri@hikvision.com>
Cc: "Armen.Barseghyan" < Armen.Barseghyan@hikvision.com>, "Mingran.Guo" < Mingran.Guo@hikvision.com>, "Andre.Greco" < Andre.Greco@hikvision.com>
Subject: RE: URGENT - LPR time stamp error -West Bridgewater PD
Hello Max and Victor
What time zones for the HikCentral server PC, HikCentral Control Client and NVR?
Could I do a remote session to the HikCentral server?
Remote session:
https://hikvision.screenconnect.com/?Session=4d0b2e13-1b45-4e22-ad93-d5a60bef7e96
Or Team Viewer
Thanks
Best Regards !

Isaac.Shi **Technical Support Team** Email: shiyiting@hikvision.com Address: No.555 Qianmo Road, Binjiang District, Hangzhou 310052, China Hangzhou Hikvision Digital Technology Co.,Ltd. 本邮件及其附件含有海康威视公司的保密信息,仅限于发送给上面地址中列出的个人或群组。禁止任何其他人以任何形式使用(包括但不限于全部或部分地泄露、复制、或散发)本邮件中的信息。如果您错收了本邮件,请**您立即**电话或邮件 删除本邮件! This e-mail and its attachments contain confidential information from HIKVISION, which is intended only for the person or entity whose address is listed above. Any use of the information contained here in any way(including, but not limited to, disclosure, reproduction, or dissemination) by persons other than the intended recipient(s) is prohibited. If you receive this e-mail in error, please notify the sender by phone or email immediately and delete it! From: Max.Alfieri Sent: Tuesday, March 26, 2019 4:54 PM To: Victor Flaherty Cc: Isaac.Shi; Armen.Barseghyan; Mingran.Guo; Andre.Greco Subject: Re: URGENT - LPR time stamp error -West Bridgewater PD Victor We will take care of it ASAP Thank you Max Alfieri SE Hikvision USA - New England Cell: 339-201-0304 Tech support hotline: 909-612-9039 Sent from my Samsung Galaxy smartphone. ----- Original message ------From: Victor Flaherty <vflaherty@wbpd.com> Date: 3/26/19 16:46 (GMT-05:00) To: "Max.Alfieri" <Max.Alfieri@hikvision.com> Cc: "Isaac.Shi" <shiyiting@hikvision.com>, "Armen.Barseghyan" <Armen.Barseghyan@hikvision.com>, "Mingran.Guo" <Mingran.Guo@hikvision.com> Subject: Re: URGENT - LPR time stamp error Max, Just an update, the NVR is now 1/2 hour off Hik-Central. the gap is getting wider. see attached Vic On Tue, Mar 26, 2019 at 1:40 PM Max.Alfieri < Max.Alfieri@hikvision.com> wrote: Team, We keep having issues with West Bridgewater PD and Hikcentral.

Now we have a 1 hour difference between the NVR and the LPR cameras(check the time and the pictures saved). I've already setup the DTS server + the DTS (daylight savings tir was working this morning and now we have the issue again.

Please support the Police ASAP! The Chief is here CC. The police needs the system to be perfect immediately due to pending investigations!

Hikcentral IP: 50.237.236.25

User: admin

Password: Police2018!

\*NVR and cameras password is : Police2018 (without !)

Please copy me or call me if further information are needed.

Thank you all in advance.

## Max Alfieri

Sales Engineer

**RI, MA, ME, VT, NH** – USA

错误!未指定文件名。

Cell: <u>339-201-0304</u>

Main: <u>909-895-0400</u>

Fax: <u>909-595-2788</u>

Email: max.alfieri@hikvision.com

## 错误!未指定文件名。

Visit our tech support website: http://tech.hikvisionusa.com

TechSupport Hotline: (909) 612-9039

Web: www.hikvision.com

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From: Victor Flaherty [mailto:vflaherty@wbpd.com] Sent: Tuesday, March 26, 2019 1:18 PM To: Max.Alfieri Subject: Re: LPR time stamp error

Max,

Internet explorer worked. Times off again. Live screen states 12:48:03 plate reader on right shows 13:19:13 at same time

Vic

On Tue, Mar 26, 2019 at 11:30 AM Max.Alfieri < Max.Alfieri@hikvision.com> wrote:

Yes,

Use internet explorer not Chrome (copy/paste the address).

Then it will work.

## Max Alfieri

Sales Engineer

RI, MA, ME, VT, NH – USA

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From: Victor Flaherty [mailto:vflaherty@wbpd.com] Sent: Tuesday, March 26, 2019 9:59 AM To: Max.Alfieri Subject: Re: LPR time stamp error

### Max,

I went to the Web client physical view, see Police NVR, open using the configuration wheel (far right), select vehicle detection and select LPR Rt 106 west and I see the yellow li unable to see the detection as a NOTE comes up Live view failed. So I can't see how the camera is working. Suggestions??

#### Vic

On Tue, Mar 26, 2019 at 9:10 AM Victor Flaherty <vflaherty@wbpd.com> wrote:

### Max,

Nothing should have changed. I will look at that camera

Thanks

Vic

On Tue, Mar 26, 2019 at 9:08 AM Max.Alfieri < Max.Alfieri@hikvision.com> wrote:

Good morning Victor,

The cameras are all set now. I enabled the DTS (daylight savings time) on the NVR – under GENERAL – TIME SETTINGS.

FYI - I noticed that RT 106 West was not performing as usually, but from here I can't access to the single camera. Did you guys changed the PTZ view of the camera?

You can remote into the camera itself and see the "yellow lines" that define the detection area.

Please let me know how it works out.

Thank you and have a great day

### Max Alfieri

Sales Engineer

RI, MA, ME, VT, NH – USA

错误!未指定文件名。

Cell: 339-201-0304

Main: <u>909-895-0400</u>

Fax: <u>909-595-2788</u>

### Email: max.alfieri@hikvision.com

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From: Victor Flaherty [mailto:vflaherty@wbpd.com] Sent: Monday, March 25, 2019 1:08 PM To: Max.Alfieri Subject: Re: LPR time stamp error

### Max, .

All set but I did that before. Isn't the Hik-central and the NVR linked for time settings? I must have changed the Hik-central before or the NVR time changed after I made the changes. I will continue to monitor.

Vic

On Mon, Mar 25, 2019 at 12:20 PM Max.Alfieri </a>Max.Alfieri@hikvision.com> wrote:

Victor,

Go to web client - physical view - you will see the NVR (DS-7716NI-I8) and on the right side a "gear" icon.

Click on it and you will be prompted to the NVR webpage.

On top right you'll see configuration (unless the oage will be already under such page), under GENERAL you have the time.

Check the time savings or adjust the time manually.

Please let me know if you did it or later, aftwr my meeting, i'll remote into it.

Thank you

Max Alfieri SE Hikvision USA - New England Cell: 339-201-0304 Tech support hotline: 909-612-9039

Sent from my Samsung Galaxy smartphone.

------ Original message ------From: Victor Flaherty <vflaherty@wbpd.com> Date: 3/25/19 11:32 (GMT-05:00) To: "Max.Alfieri" <Max.Alfieri@hikvision.com> Subject: Re: LPR time stamp error

Max,

The NVR is off. Send me instructions on how to change it

Vic

On Mon, Mar 25, 2019 at 10:39 AM Max.Alfieri < Max.Alfieri@hikvision.com> wrote:

Hi Victor,

I see the issue.

Did we setup the time after the 20th?

Driving toward Springfield right now, please check if the plates captured this morning have the same time of the NVR, if not let me know.

## Thank you

Max Alfieri SE Hikvision USA - New England Cell: 339-201-0304 Tech support hotline: 909-612-9039

Sent from my Samsung Galaxy smartphone.

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

From: Victor Flaherty <vflaherty@wbpd.com>

Date: 3/25/19 09:58 (GMT-05:00)

To: "Max.Alfieri" <Max.Alfieri@hikvision.com>, Whitey Obrien <OSSYT@aol.com>

Subject: Fwd: LPR time stamp error

#### max,

See below photo's. Appears the HikVision software is showing one time and the NVR is showing a second time. I thought they both got their time from the comput Appears due to time change.

Vic

------ Forwarded message ------From: Jonathan Craven <jcraven@wbpd.com> Date: Fri, Mar 22, 2019 at 4:39 PM Subject: LPR time stamp error To: Vic Flaherty <vflaherty@wbpd.com>

#### Chief,

Maybe you can forward this to Max. While doing my investigation into that vehicle from the other night I noticed that the time stamp on the actual image is an hour beh Everything else is accurate to 21:01 but the time stamp says 20:01. I have attached a screen shot for them to look at. You probably wont be able to see it on your phon

Sgt Craven

Victor R. Flaherty Jr.

Chief of Police

West Bridgewater Police Dept.

508-894-1294

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Victor R. Flaherty Jr.

Chief of Police

West Bridgewater Police Dept.

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Victor R. Flaherty Jr.

Chief of Police

West Bridgewater Police Dept. 508-894-1294

Victor R. Flaherty Jr.

Chief of Police

508-894-1294

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