

Client Details

Date Range: 3/1/2016 - 3/31/2016 EST

**Cable & Woof, PC****Project : Helpdesk****Contact :** Greta E. Rosen**Tel:****Location:** Bridgeport CT , United States**Fax:**

| | | |
|--------------------------|--|---|
| Office: | 1115 Broad Street Bridgeport, CT 06604 United States | |
| Ticket #: 280394 | Status - In Progress Type - Admin>>Account Mgmt | Logged - 11/19/15 EST Logged For - Greta E. Rosen |
| Date | Staff | Description - Logged via Revelation Bridge : Notes - Walters, Lauren |
| 3/21/16 EST Gary Ashman | | Action Performed Steve Unsworth changed the due date of this Ticket from '2/26/16 6:00 PM EST' to '7/29/16 6:00 PM EST' |
| | | Bill Non Bill 0:00 0:00 |
| Ticket #: 284252 | Status - Closed Type - Admin>>Account Mgmt | Logged - 12/18/15 EST Logged For - Greta E. Rosen |
| Date | Staff | Description - Annual contract renewal |
| 3/3/16 EST Debbie Vauhan | | Action Performed Received email from Steve that Vin at Cohen only got page 1 of the MSA and had questions on what the MSA is (why is it 12 months). Redid PDF and verified it had all pages; sent MSA and TO for SNAP to Vin via DocuSign (at his request) with explanation of MSA term. He is traveling this morning but should review by noon. |
| | | Bill Non Bill 0:00 0:30 |
| 3/7/16 EST Debbie Vauhan | | Signed contracts received, systems updated. Signed documents uploaded to network. Closing ticket |
| | | 0:00 1:30 |
| 3/7/16 EST Debbie Vauhan | | Debbie Zotian changed the status of this Ticket from 'New Call' to 'Closed' |
| | | 0:00 0:00 |
| Ticket #: 289249 | Status - Closed Type - t User>>Setup | Logged - 2/26/16 EST Logged For - Donna Richard |
| Date | Staff | Description - Dan |
| 3/1/16 EST Lydia Natale | | Action Performed closing per Derrick. Eric has followed up with her..10 |
| | | Bill Non Bill 0:10 0:00 |
| 3/1/16 EST Lydia Natale | | Dan Galligan changed the status of this Ticket from 'New Call' to 'Closed' |
| | | 0:00 0:00 |
| Ticket #: 289391 | Status - Closed Type - t Desktop Hardware>>Repair | Logged - 2/29/16 EST Logged For - Donna Richard |
| Date | Staff | Description - Laptop |
| 3/1/16 EST Joel Latham | | Action Performed I ran a disk defrag and disk clean up. Pat mentioned that the laptop was performing much better then it did before. |
| | | Bill Non Bill 0:20 0:00 |
| 3/1/16 EST Joel Latham | | Eric Suriel changed the status of this Ticket from 'In Progress' to 'Closed' |
| | | 0:00 0:00 |
| Ticket #: 289424 | Status - Closed Type - t Desktop Hardware>>Repair | Logged - 2/29/16 EST Logged For - Greta E. Rosen |
| Date | Staff | Description - Pat Sullivan |
| | | Action Performed |
| | | Bill Non Bill |

| 3/1/16 EST Amanda Ahle | Derrick Kirkpatrick changed the due date of this Ticket from '3/2/16 9:43 AM EST' to '3/2/16 2:00 PM EST' | 0:00 | 0:00 | |
|---------------------------|---|--|------|----------|
| 3/1/16 EST Joel Latham | I ran a disk defrag and disk clean up. Pat mentioned that the laptop was performing much better then it did before. | 0:20 | 0:00 | |
| 3/1/16 EST Joel Latham | Eric Suriel changed the status of this Ticket from 'In Progress' to 'Closed' | 0:00 | 0:00 | |
| Ticket #: 289496 | Status - Closed Type - t User>>Setup Description - Fwd: Family & Adult Camps, Ramah Israel/Reshet Ramah Travel, and More! | Logged - 2/29/16 EST Logged For - Nancy Ellen Ela | | |
| Date | Staff | Action Performed | Bill | Non Bill |
| 3/1/16 EST Amanda Ahle | Derrick Kirkpatrick changed the status of this Ticket from 'New Call' to 'In Progress' | 0:00 | 0:00 | |
| 3/1/16 EST Amanda Ahle | @ Dan Galligan | 0:05 | 0:00 | |
| 3/1/16 EST Lydia Natale | Stuart, Your request has been processed so you should be all set, please let us know if this is not the case. I will leave your ticket open until the end of the week. Thank you | 0:00 | 0:00 | |
| 3/1/16 EST Lydia Natale | Dan Galligan changed the status of this Ticket from 'In Progress' to 'Testing to assure resolution' | 0:00 | 0:00 | |
| 3/1/16 EST Lydia Natale | Dan Galligan changed the due date of this Ticket from '3/2/16 4:00 PM EST' to " | 0:00 | 0:00 | |
| 3/1/16 EST Lydia Natale | Dan Galligan changed the status of this Ticket from 'Testing to assure resolution' to 'Open - On Hold' | 0:00 | 0:00 | |
| 3/3/16 EST Lydia Natale | Dan Galligan changed the due date of this Ticket from " to '3/7/16 1:17 PM EST' | 0:00 | 0:00 | |
| 3/3/16 EST Lydia Natale | Dan Galligan changed the status of this Ticket from 'Open - On Hold' to 'Closed' | 0:00 | 0:00 | |
| Ticket #: 289563 | Status - Closed Type - t Desktop Software>>Acrobat Description - PDF Pro | Logged - 3/1/16 EST Logged For - Greta E. Rosen | | |
| Date | Staff | Action Performed | Bill | Non Bill |
| 3/1/16 EST Greta E. Rosen | Logged via email by Lauren G. Walters | 0:00 | 0:00 | |
| 3/1/16 EST Greta E. Rosen | Can you please install a copy of this program on Jared Shwartz's computer? Lauren Walters Director of Human Resources and Information Technology Cohen and Wolf, P.C. 1115 Broad Street Bridgeport, CT 06604 P: 203.337.4176 F: 203.337.5576 lwalter@cohenandwolf.com < mailto:lwalter@cohenandwolf.com > www.cohenandwolf.com < http://www.cohenandwolf.com > This message is intended for the exclusive use of the individual or entity that is the named addressee and may contain information that is privileged or confidential or otherwise legally exempt from disclosure. If you are not the named addressee, or an employee or agent responsible for delivering this message to the named addressee, you are not authorized to read, print, retain, copy or disseminate this message or any part of it. If you have received this message in error, please notify me immediately by e-mail, or by telephone (203-337-4176), discard any paper copies and delete all electronic files of the message. | 0:00 | 0:00 | |

CONFIDENTIALITY

NOTICE The information in this email may be confidential and/or privileged. This email is intended to be reviewed by only the individual named above. If you are not the intended recipient or an authorized representative of the intended recipient, you are hereby notified that any review, dissemination or copying of this

email and its attachments, if any, or the information contained herein is prohibited. If you have received this email in error, please immediately notify the sender by return email and delete this email from your system. *logged by sender:Walters, Lauren (lwalters@cohenandwolf.com)*

| | | | |
|--|--|---|--|
| 3/1/16 EST Jim Juri | Matt Disette changed the due date of this Ticket from '3/1/16 3:51 PM EST' to " | 0:00 | 0:00 |
| 3/1/16 EST Jim Juri | Matt Disette changed the status of this Ticket from 'New Call' to 'Open - On Hold' | 0:00 | 0:00 |
| 3/1/16 EST Jim Juri | -Will contact user to install PDF Pro. | 0:00 | 0:00 |
| 3/1/16 EST Jim Juri | -Spoke with user, will arrange mutual time Wednesday am to install. | 0:10 | 0:05 |
| 3/2/16 EST Jim Juri | -Installed PDF Pro to user's PC. | 0:15 | 0:05 |
| 3/2/16 EST Jim Juri | Matt Disette changed the due date of this Ticket from " to '3/2/16 11:02 AM EST' | 0:00 | 0:00 |
| 3/2/16 EST Jim Juri | Matt Disette changed the status of this Ticket from 'Open - On Hold' to 'Closed' | 0:00 | 0:00 |
| Ticket #: 289596 | | Status - Closed Type - t Devices>>Scanner | Logged - 3/1/16 EST Logged For - Greta E. Rosen |
| Date | Staff | Description - Scanners Action Performed | Bill Non Bill |
| 3/1/16 EST Greta E. Rosen | | Logged via email by Lauren G. Walters | 0:00 0:00 |
| 3/1/16 EST Greta E. Rosen | | <p>Our scanners are down, can you please reboot the server? Lauren Walters Director of Human Resources and Information Technology Cohen and Wolf, P.C. 1115 Broad Street Bridgeport, CT 06604 P: 203.337.4176 F: 203.337.5576 lwalters@cohenandwolf.com<mailto:lwalters@cohenandwolf.com> www.cohenandwolf.com<http://www.cohenandwolf.com/> This message is intended for the exclusive use of the individual or entity that is the named addressee and may contain information that is privileged or confidential or otherwise legally exempt from disclosure. If you are not the named addressee, or an employee or agent responsible for delivering this message to the named addressee, you are not authorized to read, print, retain, copy or disseminate this message or any part of it. If you have received this message in error, please notify me immediately by e-mail, or by telephone (203-337-4176), discard any paper copies and delete all electronic files of the message.</p> | 0:00 0:00 |
| CONFIDENTIALITY | | | |
| <p>NOTICE The information in this email may be confidential and/or privileged. This email is intended to be reviewed by only the individual named above. If you are not the intended recipient or an authorized representative of the intended recipient, you are hereby notified that any review, dissemination or copying of this email and its attachments, if any, or the information contained herein is prohibited. If you have received this email in error, please immediately notify the sender by return email and delete this email from your system. <i>logged by sender:Walters, Lauren (lwalters@cohenandwolf.com)</i></p> | | | |
| 3/1/16 EST Jim Juri | -Server rebooted, confirmed back up. | 0:15 | 0:05 |
| 3/1/16 EST Jim Juri | Matt Disette changed the status of this Ticket from 'New Call' to 'Closed' | 0:00 | 0:00 |
| Ticket #: 289599 | | Status - Closed Type - t Server Software>>Exchange | Logged - 3/1/16 EST Logged For - Greta E. Rosen |
| Description - FW: IKO - Emails from Rachel Schwartzman's inbox or "IKO" folder | | | |

| Date | Staff | Action Performed | Bill | Non Bill |
|------------|----------------|---|------|----------|
| 3/1/16 EST | Greta E. Rosen | Logged via email by Lauren G. Walters | 0:00 | 0:00 |
| | | <p>Rachel left the firm on the 19th and we deactivated her log-in. Can you retrieve these emails? Or, is there a way that you can provide me with access to her inbox so that I can retrieve the emails? From: Sopin, Sherry E. Sent: Tuesday, March 01, 2016 4:26 PM To: Walters, Lauren Cc: Dobin, David Subject: FW: IKO - Emails from Rachel Schwartzman's inbox or "IKO" folder Please handle this - thanks! Sherry E. Sopin Executive Director Cohen and Wolf, P.C. 1115 Broad Street Bridgeport, CT 06604 P: 203.337.4115 F: 203.337.5515 sesopin@cohenandwolf.com<mailto:sesopin@cohenandwolf.com> www.cohenandwolf.com<http://www.cohenandwolf.com/> This message is being sent by or on behalf of a lawyer. It is intended for the exclusive use of the individual or entity that is the named addressee and may contain information that is privileged or confidential or otherwise legally exempt from disclosure. If you are not the named addressee or an employee or agent responsible for delivering this message to the named addressee, you are not authorized to read, print, retain, copy or disseminate this message or any part of it. If you have received this message in error, please notify us immediately by e-mail, or by telephone (203-368-0211), discard any paper copies and delete all electronic files of the message. From: Dobin, David Sent: Tuesday, March 01, 2016 4:24 PM To: Sopin, Sherry E. Cc: Dobin, David Subject: IKO - Emails from Rachel Schwartzman's inbox or "IKO" folder Hi Sherry - I am working on a file that Rachel was working on. As part of that file, I am looking for emails that she received from Boix Ramos, Citlallin (CBoix@mwe.com<mailto:CBoix@mwe.com>) on January 21, 2016. They may be in her inbox or in a folder for "IKO Industries" or "Hickey" Are you able to forward me those emails? Thanks Dave David Dobin Cohen and Wolf, P.C. 1115 Broad Street Bridgeport, CT 06604 P: 203.337.4120 F: 203.337.5520 ddobin@cohenandwolf.com<mailto:ddobin@cohenandwolf.com> www.cohenandwolf.com<http://www.cohenandwolf.com/> This message is being sent by or on behalf of a lawyer. It is intended for the exclusive use of the individual or entity that is the named addressee and may contain information that is privileged or confidential or otherwise legally exempt from disclosure. If you are not the named addressee or an employee or agent responsible for delivering this message to the named addressee, you are not authorized to read, print, retain, copy or disseminate this message or any part of it. If you have received this message in error, please notify us immediately by e-mail, or by telephone (203-368-0211), discard any paper copies and delete all electronic files of the message.</p> <p>AMONG THE LEGAL SERVICES THIS LAW FIRM PROVIDES IS DEBT COLLECTION AND ANY INFORMATION PROVIDED BY YOU WILL BE USED FOR THAT PURPOSE. Please also be advised that if you are not my client and are not represented by counsel, I am not disinterested and I am not your lawyer. In addition, you are advised to secure counsel and have your counsel contact me.</p> | 0:00 | 0:00 |
| 3/1/16 EST | Greta E. Rosen | <p>CONFIDENTIALITY</p> <p>NOTICE The information in this email may be confidential and/or privileged. This email is intended to be reviewed by only the individual named above. If you are not the intended recipient or an authorized representative of the intended recipient, you are hereby notified that any review, dissemination or copying of this email and its attachments, if any, or the information contained herein is prohibited. If you have received this email in error, please immediately notify the sender by return email and delete this email from your system. <i>logged by sender:Walters, Lauren (lwalters@cohenandwolf.com)</i></p> | | |
| 3/1/16 EST | Donna Millan | Lauren, I've given you full access permissions to Rachel's mailbox. Regards, Mike Ferro Synergy | 0:20 | 0:00 |

| | | | | | |
|-------------------------|---|--|--|------|----------|
| 3/1/16 EST Donna Millan | Mike Ferro changed the status of this Ticket from 'New Call' to 'Closed' | | | 0:00 | 0:00 |
| Ticket #: 289604 | Status - Closed Type - Facilities>>Office Moves | Logged - 3/1/16 EST Logged For - Karen Klammer | | | |
| | Description - Site visit for rack move | | | | |
| Date | Staff | Action Performed | | Bill | Non Bill |
| 3/1/16 EST Donna Millan | | Site inspection and travel | | 2:00 | 1:00 |
| Ticket #: 289606 | Status - Closed Type - Admin>>Account Mgmt | Logged - 3/1/16 EST Logged For - Greta E. Rosen | | | |
| | Description - Weekly Site Visit | | | | |
| Date | Staff | Action Performed | | Bill | Non Bill |
| 3/1/16 EST Joel Latham | Tuesday Sharon - IE issue (Bank of America payroll and e-rainmaker) I found a solution for her to utilize both IE8 and IE9. Done. Pat - fax document won't open. I did some testing and it wouldn't open. I did some research and found that the file was corrupted. Done. Casey - Excel issue. Save, Redo, Undo buttons missing. I made changes to the view. Done. Pat Sullivan - Slow Laptop. I took care of this last night. Pat confirmed that the laptop was performing a lot better. Done. Greta - Word/Outlook missing ribbon. I showed her how to pin it back on. Done. Reception - Monitor issues. Monitor was replaced. Done. *Worked with Mike to plan out the server rack move. Label Server's and cable connections for a smoother transition. | | | 4:00 | 0:30 |
| 3/1/16 EST Joel Latham | Eric Suriel changed the status of this Ticket from 'New Call' to 'In Progress' | | | 0:00 | 0:00 |
| 3/3/16 EST Amanda Ahle | Derrick Kirkpatrick changed the due date of this Ticket from '3/3/16 4:00 PM EST' to '3/3/16 6:00 PM EST' | | | 0:00 | 0:00 |
| 3/3/16 EST Amanda Ahle | Derrick Kirkpatrick changed the due date of this Ticket from '3/3/16 6:00 PM EST' to '3/3/16 8:00 PM EST' | | | 0:00 | 0:00 |
| 3/3/16 EST Joel Latham | Thursday -Prepping for Contact East Deployment. -Conference call with Greg (Support Tech) and Melissa Donovan. -ContactEase has been deployed to every user except Matt Susman which I will do later tonight. SKatz-Done JKohler-Done VMarino-Done RSlavin -Done GSolomon-Done JWalsh-Done | | | 4:30 | 0:30 |
| 3/4/16 EST Joel Latham | Eric Suriel changed the status of this Ticket from 'In Progress' to 'Closed' | | | 0:00 | 0:00 |
| Ticket #: 289673 | Status - Closed Type - t Devices>>Printer | Logged - 3/2/16 EST Logged For - David M Kohler | | | |
| | Description - Unable to print. | | | | |
| Date | Staff | Action Performed | | Bill | Non Bill |
| 3/2/16 EST Joel Latham | The error she was getting when trying to print from a website is that it needed cookies enabled. I went into Internet options, clicked the privacy tab, and then, under Settings moved the slider to allow the printing option to work. | | | 0:15 | 0:00 |
| 3/2/16 EST Joel Latham | Eric Suriel changed the status of this Ticket from 'New Call' to 'Closed' | | | 0:00 | 0:00 |
| Ticket #: 289675 | Status - Closed Type - t Desktop Software>>Acrobat | Logged - 3/2/16 EST Logged For - Ari J George | | | |
| | Description - -User's Adobe Acrobat is frozen , cannot work. | | | | |
| Date | Staff | Action Performed | | Bill | Non Bill |
| 3/2/16 EST Jim Juri | -Stopped Acrobat in Task Manager, user was able to work. | | | 0:10 | 0:05 |

3/2/16 EST Jim Juri Matt Disette changed the status of this Ticket from 'New Call' to 'Closed' 0:00 0:00

| | | |
|-------------------------|---|---|
| Ticket #: 289679 | Status - Closed Type - t Desktop Software>>Windows 7 | Logged - 3/2/16 EST Logged For - Milo Hawthorn |
|-------------------------|---|---|

Description - PDF Pro not saving in the F Drive.

| Date | Staff | Action Performed | Bill | Non Bill |
|------------------------|-------|---|------|----------|
| 3/2/16 EST Joel Latham | | We found another directory named Jared's directory which wasn't the F Drive. We pointed the save option to the F Drive and we were able to see the saved documents. Jared is all set. | 0:15 | 0:00 |

| | | | |
|------------------------|---|------|------|
| 3/2/16 EST Joel Latham | Eric Suriel changed the status of this Ticket from 'New Call' to 'Closed' | 0:00 | 0:00 |
|------------------------|---|------|------|

| | | |
|-------------------------|---|--|
| Ticket #: 289731 | Status - Closed Type - t Desktop Software>>Windows 7 | Logged - 3/2/16 EST Logged For - Conor Griesinger |
|-------------------------|---|--|

Description - Setup ContactEase

| Date | Staff | Action Performed | Bill | Non Bill |
|------|-------|------------------|------|----------|
|------|-------|------------------|------|----------|

| | | | |
|------------------------|---|------|------|
| 3/2/16 EST Joel Latham | Spoke to Melissa. We have scheduled for 4-6pm tomorrow. | 0:20 | 0:00 |
|------------------------|---|------|------|

| | | | |
|------------------------|--|------|------|
| 3/2/16 EST Joel Latham | Eric Suriel changed the status of this Ticket from 'New Call' to 'In Progress' | 0:00 | 0:00 |
|------------------------|--|------|------|

| | | | |
|------------------------|--|------|------|
| 3/4/16 EST Joel Latham | ContactEase has been deployed to every user. SKatz-Done JKohler-Done VMarino-Done RSlavin -Done GSolomon-Done JWalsh-Done MSusman-Done | 0:15 | 0:00 |
|------------------------|--|------|------|

| | | | |
|------------------------|--|------|------|
| 3/4/16 EST Joel Latham | Eric Suriel changed the status of this Ticket from 'In Progress' to 'Closed' | 0:00 | 0:00 |
|------------------------|--|------|------|

| | | |
|-------------------------|---------------------------------------|---|
| Ticket #: 289823 | Status - Awaiting Call Back Type - | Logged - 3/24/16 EST Logged For - Greta E. Rosen |
|-------------------------|---------------------------------------|---|

Description - RE: Upstairs Printer

| Date | Staff | Action Performed | Bill | Non Bill |
|------|-------|------------------|------|----------|
|------|-------|------------------|------|----------|

| | | | |
|----------------------------|---------------------------------------|------|------|
| 3/24/16 EST Greta E. Rosen | Logged via email by Lauren G. Walters | 0:00 | 0:00 |
|----------------------------|---------------------------------------|------|------|

| | | | |
|----------------------------|--|------|------|
| 3/24/16 EST Greta E. Rosen | I will put in a service call to BBI. From: Moller, Maggie Sent: Thursday, March 03, 2016 11:11 AM To: Synergy Helpdesk Cc: Walters, Lauren Subject: Upstairs Printer Not sure who to address #1 to, so I'm copying Lauren Walters. 1. Mark called from BBI yesterday, asking about our envelope issue. At the time, we didn't notice the problem. Today we do. 2. The printer is back to printing from Drawer 2 (copy paper) when I request that it print from Drawer 3 (bond). Maggie Moller Legal Assistant Cohen and Wolf, P.C. 158 Deer Hill Avenue Danbury, CT 06810 P: 203.749.5568 F: 203.749.1648 mmoller@cohenandwolf.com<mailto:mmoller@cohenandwolf.com> www.cohenandwolf.com<http://www.cohenandwolf.com/> This message is being sent by or on behalf of a lawyer. It is intended for the exclusive use of the individual or entity that is the named addressee and may contain information that is privileged or confidential or otherwise legally exempt from disclosure. If you are not the named addressee or an employee or agent responsible for delivering this message to the named addressee, you are not authorized to read, print, retain, copy or disseminate this message or any part of it. If you have received this message in error, please notify us immediately by email, or by telephone (203.792.2771), discard any paper copies, and delete all electronic files of the message. | 0:00 | 0:00 |
|----------------------------|--|------|------|

CONFIDENTIALITY NOTICE The information in this email may be confidential and/or privileged. This email is intended to be reviewed by only the individual named above. If you are not the intended recipient or an authorized representative of the intended recipient, you are hereby notified that any review, dissemination or

copying of this email and its attachments, if any, or the information contained herein is prohibited. If you have received this email in error, please immediately notify the sender by return email and delete this email from your system. *logged by sender:Walters, Lauren(lwalters@cohenandwolf.com)*

| 3/24/16 EST Amanda Ahle | @ Eric Suriel | 0:05 | 0:00 | | |
|---|--|--|------|--|------|
| 3/28/16 EST Joel Latham | Has BBI taken a look at this issue? | 0:05 | 0:00 | | |
| 3/28/16 EST Joel Latham | Eric Suriel changed the due date of this Ticket from '3/7/16 9:20 AM EST' to '3/8/16 6:00 PM EST' | 0:00 | 0:00 | | |
| 3/28/16 EST Greta E. Rosen | <i>Logged via email:</i> I asked Maggie as I haven't heard anything and I am out of the loop since the printer is in Danbury. This was her response: | 0:00 | 0:00 | | |
| 3/28/16 EST Amanda Ahle | Derrick Kirkpatrick changed the due date of this Ticket from '3/8/16 6:00 PM EST' to " | 0:00 | 0:00 | | |
| 3/28/16 EST Amanda Ahle | Derrick Kirkpatrick changed the status of this Ticket from 'New Call' to 'Awaiting Call Back' | 0:00 | 0:00 | | |
| Ticket #: 289900 | | Status - Closed Type - Cloud Services>>Office365 | | | |
| Description - Hi Eric: See below. The e-mail address kunschag@trumbullps.org should be "white listed" Thank you! Casey Jaykus | | Logged - 3/4/16 EST Logged For - Elizabeth CAMPbell | | | |
| Date | Staff | Action Performed | Bill | Non Bill | |
| 3/4/16 EST Joel Latham | | Casey, trumbullps.org has been white listed. | 0:15 | 0:00 | |
| 3/4/16 EST Joel Latham | | Eric Suriel changed the status of this Ticket from 'New Call' to 'Closed' | 0:00 | 0:00 | |
| Ticket #: 289902 | | Status - Closed Type - t Desktop Software>>Outlook | | Logged - 3/4/16 EST Logged For - Lisa Whitten | |
| Description - Permissions on contacts | | | | | |
| Date | Staff | Action Performed | Bill | Non Bill | |
| 3/4/16 EST Joel Latham | | MSusman has granted editor rights to Gina. I was able to connect into her computer to make those changes. Gina is all set. | 0:15 | 0:00 | |
| 3/4/16 EST Joel Latham | | Eric Suriel changed the status of this Ticket from 'New Call' to 'Closed' | 0:00 | 0:00 | |
| Ticket #: 290056 | | Status - Closed Type - NMS>>Monitoring | | Logged - 3/7/16 EST Logged For - Eric Mack | |
| Description - Lackner | | | | | |
| Date | Staff | Action Performed | Bill | Non Bill | |
| 3/7/16 EST Eric Mack | | Logged via email by Emily Carrington | 0:00 | 0:00 | |
| 3/7/16 EST Eric Mack | Dear Eric: Could you call me at your earliest convenience (203-337-4148)? The Lackner program is not running properly. I am not sure if something happened when the servers were worked on this past weekend. Thank you, Emily Emily F. Carrington Trust & Estates Paralegal Cohen and Wolf, P.C. 1115 Broad Street Bridgeport, CT 06604 P: 203.337.4148 F: 203.337.5548 ecarrington@cohenandwolf.com<mailto:ecarrington@cohenandwolf.com> www.cohenandwolf.com<http://www.cohenandwolf.com/> This message is being sent by or on behalf of a lawyer. It is intended for the exclusive use of the individual or entity that is the named addressee and may contain information that is privileged or confidential or otherwise legally exempt from disclosure. If you are not the named addressee or an employee or agent responsible for delivering this message to the named addressee, you are not authorized to read, print, retain, copy or disseminate this message or any part of it. If you have received this | | | 0:00 | 0:00 |

message in error, please notify us immediately by e-mail, or by telephone (203-368-0211), discard any paper copies and delete all electronic files of the message. _____ CONFIDENTIALITY
 NOTICE The information in this email may be confidential and/or privileged. This email is intended to be reviewed by only the individual named above. If you are not the intended recipient or an authorized representative of the intended recipient, you are hereby notified that any review, dissemination or copying of this email and its attachments, if any, or the information contained herein is prohibited. If you have received this email in error, please immediately notify the sender by return email and delete this email from your system. *logged by sender:Carrington, Emily F.(ecarrington@cohenandwolf.com)*

| | | | |
|------------------------|---|------|------|
| 3/7/16 EST Joel Latham | FileMaker Server service was not running which was probably caused by the server reboot over the weekend. Also, an additional database was running above the maximum limit of 125. I got in contact with Marty from Lackner support to resolve this issue. I spoke with Emily and she has confirmed Lackner is working. | 0:40 | 0:00 |
|------------------------|---|------|------|

| | | | |
|------------------------|---|------|------|
| 3/7/16 EST Joel Latham | Eric Suriel changed the status of this Ticket from 'New Call' to 'Closed' | 0:00 | 0:00 |
|------------------------|---|------|------|

| | | |
|-------------------------|--|--|
| Ticket #: 290063 | Status - Closed Type - t Server Software>>Windows2008 | Logged - 3/7/16 EST Logged For - Greta E. Rosen |
|-------------------------|--|--|

| Date | Staff | Action Performed | Bill | Non Bill |
|------------------------|-------|---|------|----------|
| 3/7/16 EST Joel Latham | | After the server reboot Saturday, I made sure that this was the first server to check. For some reason it looks like after we left the server may have rebooted itself once again. I connected in and made sure that the services were back up. Should be fine now. | 0:30 | 0:00 |
| 3/7/16 EST Joel Latham | | Eric Suriel changed the status of this Ticket from 'New Call' to 'Closed' | 0:00 | 0:00 |

| | | |
|-------------------------|---|--|
| Ticket #: 290064 | Status - Closed Type - t User>>Setup | Logged - 3/7/16 EST Logged For - Greta E. Rosen |
|-------------------------|---|--|

| Date | Staff | Action Performed | Bill | Non Bill |
|---------------------------|-------|---------------------------------------|------|----------|
| 3/7/16 EST Greta E. Rosen | | Logged via email by Lauren G. Walters | 0:00 | 0:00 |

| | | | |
|---------------------------|--|------|------|
| 3/7/16 EST Greta E. Rosen | Can you please remove Daniela from the Real Estate Department list, I accidentally asked you guys to add her not realizing that paralegals were not included in the list. Thank you. Lauren Walters Director of Human Resources and Information Technology Cohen and Wolf, P.C. 1115 Broad Street Bridgeport, CT 06604 P: 203.337.4176 F: 203.337.5576 lwalters@cohenandwolf.com<mailto:lwalters@cohenandwolf.com> www.cohenandwolf.com<http://www.cohenandwolf.com/> This message is intended for the exclusive use of the individual or entity that is the named addressee and may contain information that is privileged or confidential or otherwise legally exempt from disclosure. If you are not the named addressee, or an employee or agent responsible for delivering this message to the named addressee, you are not authorized to read, print, retain, copy or disseminate this message or any part of it. If you have received this message in error, please notify me immediately by e-mail, or by telephone (203-337-4176), discard any paper copies and delete all electronic files of the message. | 0:00 | 0:00 |
|---------------------------|--|------|------|

CONFIDENTIALITY
 NOTICE The information in this email may be confidential and/or privileged. This email is intended to be reviewed by only the individual named above. If you are not the intended recipient or an authorized representative of the intended recipient, you are hereby notified that any review, dissemination or copying of this email and its attachments, if any, or the information contained herein is prohibited. If you have received this email in error,

please immediately notify the sender by return email and delete this email from your system. *logged by sender:Walters, Lauren (lwalters@cohenandwolf.com)*

| 3/7/16 EST Joel Latham | Will do. | 0:05 | 0:00 |
|--------------------------|---|--|---------------|
| 3/7/16 EST Joel Latham | Daniela has been removed from the Real Estate Distribution list. | 0:10 | 0:00 |
| 3/7/16 EST Joel Latham | Eric Suriel changed the status of this Ticket from 'New Call' to 'Closed' | 0:00 | 0:00 |
| Ticket #: 290092 | Status - Closed Type - t Desktop Software>>Outlook Description - -User says that all Outlook emails after Saturday 3/5 are not searchable. Everything prior to that date is fine. | Logged - 3/7/16 EST Logged For - Milo Hawthorn | |
| Date | Staff | Action Performed | Bill Non Bill |
| 3/7/16 EST Jim Juri | Matt Disette changed the status of this Ticket from 'New Call' to 'Open - On Hold' | 0:00 | 0:00 |
| 3/7/16 EST Jim Juri | -Looking into issue. | 0:15 | 0:00 |
| 3/7/16 EST Milo Hawthorn | <i>Logged via email:</i> Now is good. Go for it. Sent from my iPhone | 0:00 | 0:00 |
| 3/7/16 EST Jim Juri | Hi Jared, Do you know your PC name (or at least a number) offhand? Thanks, Matt | 0:00 | 0:00 |
| 3/7/16 EST Milo Hawthorn | <i>Logged via email:</i> CWBPC11 Jared L. Shwartz Cohen and Wolf, P.C. 1115 Broad Street Bridgeport, CT 06604 P: 203.337.4153 F: 203.337.5503 jshwartz@cohenandwolf.com<mailto:jshwartz@cohenandwolf.com> www.cohenandwolf.com<http://www.cohenandwolf.com/> This message is being sent by or on behalf of a lawyer. It is intended for the exclusive use of the individual or entity that is the named addressee and may contain information that is privileged or confidential or otherwise legally exempt from disclosure. If you are not the named addressee or an employee or agent responsible for delivering this message to the named addressee, you are not authorized to read, print, retain, copy or disseminate this message or any part of it. If you have received this message in error, please notify us immediately by e-mail, or by telephone (203-368-0211), discard any paper copies and delete all electronic files of the message. | 0:00 | 0:00 |
| 3/7/16 EST Jim Juri | Thanks! Hopping on now... | 0:00 | 0:00 |
| 3/7/16 EST Milo Hawthorn | <i>Logged via email:</i> No problem. Just let me know when you are finished so that I can remote back in. | 0:00 | 0:00 |
| 3/7/16 EST Jim Juri | -Deleting/recreating Outlook index file. | 1:00 | 0:00 |
| 3/7/16 EST Jim Juri | Hi Jared, You can log back in (and use Outlook) - just don't close Outlook - it's reindexing - this will take a while and needs to stay open. Let me know how it works out. Thanks, Matt | 0:05 | 0:05 |
| 3/7/16 EST Jim Juri | Matt Disette changed the status of this Ticket from 'Open - On Hold' to 'Closed' | 0:00 | 0:00 |
| 3/7/16 EST Jim Juri | Matt Disette changed the status of this Ticket from 'Closed' to 'Open - On Hold' | 0:00 | 0:00 |
| 3/8/16 EST Jim Juri | Matt Disette changed the status of this Ticket from 'Open - On Hold' to 'Closed' | 0:00 | 0:00 |
| Ticket #: 290178 | Status - Closed Type - Cloud Services>>EOP | Logged - 3/8/16 EST Logged For - Greta E. Rosen | |

| Description - David Ball's email quarantine | | | | | |
|---|----------------|---|------|----------|--|
| Date | Staff | Action Performed | Bill | Non Bill | |
| 3/8/16 EST | Greta E. Rosen | Logged via email by Lauren G. Walters | 0:00 | 0:00 | |
| <p>David Ball has sent to me, and I have forwarded to the helpdesk and Steve, 6 instances (or more) of emails from ahalpern@jewishphilanthropyct.org<mailto:ahalpern@jewishphilanthropyct.org> getting stuck in our email quarantine. Can someone please communicate to him and me why the whitelisting hasn't resolved this and what can be done to get the emails to stop being quarantined? Thank you. Lauren Walters Director of Human Resources and Information Technology Cohen and Wolf, P.C. 1115 Broad Street Bridgeport, CT 06604 P: 203.337.4176 F: 203.337.5576 lwalters@cohenandwolf.com<mailto:lwalters@cohenandwolf.com> www.cohenandwolf.com<http://www.cohenandwolf.com/> This message is intended for the exclusive use of the individual or entity that is the named addressee and may contain information that is privileged or confidential or otherwise legally exempt from disclosure. If you are not the named addressee, or an employee or agent responsible for delivering this message to the named addressee, you are not authorized to read, print, retain, copy or disseminate this message or any part of it. If you have received this message in error, please notify me immediately by e-mail, or by telephone (203-337-4176), discard any paper copies and delete all electronic files of the message.</p> | | | | | |
| 3/8/16 EST | Greta E. Rosen | 0:00 0:00 | | | |
| <p>CONFIDENTIALITY NOTICE The information in this email may be confidential and/or privileged. This email is intended to be reviewed by only the individual named above. If you are not the intended recipient or an authorized representative of the intended recipient, you are hereby notified that any review, dissemination or copying of this email and its attachments, if any, or the information contained herein is prohibited. If you have received this email in error, please immediately notify the sender by return email and delete this email from your system. <i>logged by sender:Walters, Lauren (lwalters@cohenandwolf.com)</i></p> | | | | | |
| <p>David, They're sending emails from two domains, so one is .com and one is .org. I researched our ticketing system and your initial request was to whitelist jewishphilanthropyct.com and these latest emails are from the .org address. We had whitelisted the .com domain and I've now added the .org domain as well.</p> | | | | | |
| 3/8/16 EST | Donna Millan | From: Ball, David A. Sent: Wednesday, February 10, 2016 12:07 PM To: Walters, Lauren Subject: Quarantined e-mails Since I now realize that when I "Report as Not Junk" those reports go nowhere, here is a list of e-mail addresses that should never be quarantined. Please send this to whomever will fix it. ahalpern@jewishphilanthropyct.com<mailto:ahalpern@jewishphilanthropyct.com> Regards, Mike Ferro Synergy | 0:20 | 0:00 | |
| 3/8/16 EST | Donna Millan | Mike Ferro changed the status of this Ticket from 'New Call' to 'Closed' | 0:00 | 0:00 | |
| <p>Ticket #: 290189 Status - Closed Type - t Server Software>>Exchange Logged - 3/8/16 EST Description - Distribution lists Logged For - Greta E. Rosen</p> | | | | | |
| Date | Staff | Action Performed | Bill | Non Bill | |
| 3/8/16 EST | Greta E. Rosen | Logged via email by Lauren G. Walters | 0:00 | 0:00 | |
| 3/8/16 EST | Greta E. Rosen | The members of the firm's committees have changed. The new list is below. Please update the outlook distribution lists to match this list. If the initials are problematic, please let me know and I will write out names. Planning & Executive Practice Management Marketing DAB, Chairman MAK, Chairman SMK, Chairman JSB RJD JAB JBH AJH JDK RAK JBH VMM DML RAP RS VMM MCS GES IJK SES JWG MCD Recruitment Building, Health & Technology Safety RAP, Chairman PCS, Chairman VMM, Chairman DAB DSN DAB CAG MAK JBH DML SMK DMM MAK DSN DSN DBZ PCP SES RS LGW AKW MCD Thank you. Sherry E. Sopin Executive Director Cohen and Wolf, P.C. 1115 Broad Street Bridgeport, CT 06604 P: 203.337.4115 F: 203.337.5515 sesopin@cohenandwolf.com<mailto:sesopin@cohenandwolf.com> www.cohenandwolf.com<http://www.cohenandwolf.com/> This message is being sent by or on behalf of a lawyer. It is intended | 0:00 | 0:00 | |

for the exclusive use of the individual or entity that is the named addressee and may contain information that is privileged or confidential or otherwise legally exempt from disclosure. If you are not the named addressee or an employee or agent responsible for delivering this message to the named addressee, you are not authorized to read, print, retain, copy or disseminate this message or any part of it. If you have received this message in error, please notify us immediately by e-mail, or by telephone (203-368-0211), discard any paper copies and delete all electronic files of the message.

CONFIDENTIALITY

NOTICE The information in this email may be confidential and/or privileged. This email is intended to be reviewed by only the individual named above. If you are not the intended recipient or an authorized representative of the intended recipient, you are hereby notified that any review, dissemination or copying of this email and its attachments, if any, or the information contained herein is prohibited. If you have received this email in error, please immediately notify the sender by return email and delete this email from your system. *logged by sender: Walters, Lauren (lwalters@cohenandwolf.com)*

| | | | |
|-------------------------|--|------|------|
| 3/8/16 EST Donna Millan | Requesting original email from Lauren as the formatting looks off in Revelation. | 0:10 | 0:00 |
|-------------------------|--|------|------|

| | | | |
|-------------------------|---|------|------|
| 3/8/16 EST Donna Millan | Received properly formatted email from Lauren. I've updated the applicable distribution lists in Exchange as requested. | 0:30 | 0:00 |
|-------------------------|---|------|------|

| | | | |
|-------------------------|--|------|------|
| 3/8/16 EST Donna Millan | Mike Ferro changed the status of this Ticket from 'New Call' to 'Closed' | 0:00 | 0:00 |
|-------------------------|--|------|------|

| | | | |
|-------------------------|--|---|---------------|
| Ticket #: 290194 | Status - New Call Type - Description - Weekly Site Visit | Logged - 3/29/16 EST Logged For - Greta E. Rosen | |
| Date | Staff | Action Performed | Bill Non Bill |
| 3/29/16 EST Joel Latham | | Tuesday Jared- Outlook Indexing Issue - Dan's working on it. Sandee - Couldn't log In. Done Christine - Unable to log in. All set. Kathy - Install Mailstore Mark Kirsch/Liz Arroyo - Setup Application on the Network -Currently still working on this. Walked Dan around and showed him where everything is just in case we need other techs onsite. Went over the phone room, equipment, and talked about the software used and how to go about supporting it. | 4:00 0:30 |

| | | | |
|-------------------------|--|------|------|
| 3/30/16 EST Joel Latham | Eric Suriel changed the due date of this Ticket from '3/10/16 10:39 AM EST' to '3/11/16 6:00 PM EST' | 0:00 | 0:00 |
|-------------------------|--|------|------|

| | | | |
|---------------------------|--|--|---------------|
| Ticket #: 290196 | Status - Closed Type - t Devices>>Scanner Description - scanners | Logged - 3/8/16 EST Logged For - Greta E. Rosen | |
| Date | Staff | Action Performed | Bill Non Bill |
| 3/8/16 EST Greta E. Rosen | | Logged via email by Lauren G. Walters | 0:00 0:00 |

| | | | |
|---------------------------|--|------|------|
| 3/8/16 EST Greta E. Rosen | The scanners are not working, can you please restart the server? Lauren Walters Director of Human Resources and Information Technology Cohen and Wolf, P.C. 1115 Broad Street Bridgeport, CT 06604 P: 203.337.4176 F: 203.337.5576 lwalters@cohenandwolf.com<mailto:lwalters@cohenandwolf.com> www.cohenandwolf.com<http://www.cohenandwolf.com/> This message is intended for the exclusive use of the individual or entity that is the named addressee and may contain information that is privileged or confidential or otherwise legally exempt from disclosure. If you are not the named addressee, or an employee or agent responsible for delivering this message to the named addressee, you are not authorized to read, print, retain, copy or disseminate this message or any part of it. If you have received | 0:00 | 0:00 |
|---------------------------|--|------|------|

this message in error, please notify me immediately by e-mail, or by telephone (203-337-4176), discard any paper copies and delete all electronic files of the message.

CONFIDENTIALITY

NOTICE The information in this email may be confidential and/or privileged. This email is intended to be reviewed by only the individual named above. If you are not the intended recipient or an authorized representative of the intended recipient, you are hereby notified that any review, dissemination or copying of this email and its attachments, if any, or the information contained herein is prohibited. If you have received this email in error, please immediately notify the sender by return email and delete this email from your system. *logged by sender:Walters, Lauren (lwalters@cohenandwolf.com)*

| 3/8/16 EST Joel Latham | Share Scan Server has been rebooted. | 0:10 | 0:00 |
|-------------------------|--|---|---------------|
| 3/8/16 EST Joel Latham | Eric Suriel changed the status of this Ticket from 'New Call' to 'Closed' | 0:00 | 0:00 |
| Ticket #: 290216 | Status - In Progress Type - Description - Setup Display Soft Software on the network. | Logged - 3/29/16 EST Logged For - Jocelyn B Golger | |
| Date | Staff | Action Performed | Bill Non Bill |
| 3/29/16 EST Joel Latham | Discussed with my Engineer Mike of the situation and how we can go about installing this new software on the network. I also spoke with Matt the Engineer at Display Soft to get the installation process started on the SQL server. I was given the approval by Lauren and instructions from Mike to install this on server "CWSQL". Matt and I started the process but he with a road block. We need additional information that needs to be filled out in order for the application to be customized for the firm. Rob and Matt will be in touch tomorrow to continue the installation process. | 2:20 | 0:00 |
| 3/29/16 EST Joel Latham | Eric Suriel changed the status of this Ticket from 'New Call' to 'In Progress' | 0:00 | 0:00 |
| 3/30/16 EST Joel Latham | We had a conference call between myself, Liz Arroyo, Rob Sylvester (Salesman) and Matt (Display Soft Engineer). I connected into Liz Arroyo's PC and connected into the server so everyone can see the form that needed to be filled out. We went step by step until we finally were able to complete the form. We did have issues with connecting to their servers to authenticate and a quick change of gateways on our end fixed the problem. The next step was setting up the database. We ran across the issue of logging to setup the database. We tried all of the credentials and it did not work. I had to end the call and work with my engineer to resolve the issue. Turns out that the SQL database did not take the administrator credentials because it required SQL Authentication not Windows. Mike was able to figure out the credentials! | 2:30 | 0:00 |
| 3/30/16 EST Joel Latham | I got back on the phone with Matt and was able to finish the installation. Once I was done, I called Liz to get her setup on her workstation. The shortcut was created on her desktop. We tested the link and she was good to go. I emailed Mark to let him know and I spent some time properly documenting this process in our system. We are all set for now. Mark should be reaching out at some point with a list of users to setup. | 0:30 | 0:00 |
| 3/31/16 EST Joel Latham | Eric Suriel changed the due date of this Ticket from '3/10/16 2:23 PM EST' to '3/18/16 2:23 PM EST' | 0:00 | 0:00 |
| Ticket #: 290218 | Status - Closed Type - t Desktop Software>>Windows 7 Description - Archived Folder | Logged - 3/8/16 EST Logged For - Daniel S Molden | |

| Date | Staff | Action Performed | Bill | Non Bill |
|-------------------------|-----------------|--|---|----------|
| 3/8/16 EST | Daniel S Molden | Logged via email by Phillip C Pires | 0:00 | 0:00 |
| | | I cannot access my Archived Folder - here is a screen capture of the error message I receive: [cid:image001.png@01D1795C.0DB59090] Philip C. Pires Attorney at Law Cohen and Wolf, P.C. 1115 Broad Street Bridgeport, CT 06604 P: 203.337.4122 F: 203.337.5522 ppires@cohenandwolf.com<mailto:ppires@cohenandwolf.com> www.cohenandwolf.com<http://www.cohenandwolf.com/> This message is being sent by or on behalf of a lawyer. It is intended for the exclusive use of the individual or entity that is the named addressee and may contain information that is privileged or confidential or otherwise legally exempt from disclosure. If you are not the named addressee or an employee or agent responsible for delivering this message to the named addressee, you are not authorized to read, print, retain, copy or disseminate this message or any part of it. If you have received this message in error, please notify us immediately by e-mail, or by telephone (203-368-0211), discard any paper copies and delete all electronic files of the message. | | |
| 3/8/16 EST | Daniel S Molden | message or any part of it. If you have received this message in error, please notify us immediately by e-mail, or by telephone (203-368-0211), discard any paper copies and delete all electronic files of the message. | 0:00 | 0:00 |
| | | CONFIDENTIALITY NOTICE The information in this email may be confidential and/or privileged. This email is intended to be reviewed by only the individual named above. If you are not the intended recipient or an authorized representative of the intended recipient, you are hereby notified that any review, dissemination or copying of this email and its attachments, if any, or the information contained herein is prohibited. If you have received this email in error, please immediately notify the sender by return email and delete this email from your system. <i>logged by sender:Pires, Philip C. (PPires@cohenandwolf.com)</i> | | |
| 3/8/16 EST | Joel Latham | Hey Phil, I'm looking into this now. I will get back to you when I get it resolved. | 0:05 | 0:00 |
| 3/8/16 EST | Joel Latham | The ARCHIVED Shortcut was not working. I went to the Archived data folder for every user and checked if Phil's was working in there which I found that it was. I created a shortcut and copied it over to his directory. I will have him test it out. | 0:30 | 0:00 |
| 3/8/16 EST | Joel Latham | Emailed Phil with the solution. Phil, that Archived folder selected below has not worked since 3/20/15. I'm not sure where you typically access this but this shortcut was not going to work for you. Please take a look at the new shortcut I added in your LIT folder called "ARCHIVED – Shortcut" below the one highlighted. Let me know if that works for you. I can go in there and delete the one that is not working tomorrow. | 0:10 | 0:00 |
| 3/8/16 EST | Joel Latham | Eric Suriel changed the status of this Ticket from 'New Call' to 'Closed' | 0:00 | 0:00 |
| Ticket #: 290270 | | Status - Closed Type - t Desktop Software>>Outlook Description - -User's Outlook indexing is not working properly. | Logged - 3/9/16 EST Logged For - Milo Hawthorn | |
| Date | Staff | Action Performed | Bill | Non Bill |
| 3/9/16 EST | Jim Juri | -Probable pdf pro indexing issue interfering with Outlook indexing. -Will disable pdf pro plugin in Outlook and disable pdf pro indexing in Windows Indexing. | 0:05 | 0:05 |
| 3/9/16 EST | Jim Juri | Matt Disette changed the status of this Ticket from 'New Call' to 'Awaiting Call Back' | 0:00 | 0:00 |
| 3/9/16 EST | Jim Juri | -Pdf pro creates it's own indexing service that interferes with Outlook/Windows indexing service. -Will stop/disable pdf pro indexing service - PDFProFiltSrv. | 0:00 | 0:00 |

| | | | |
|----------------------|--|------|------|
| 3/9/16 EST Jim Juri | CWBPC11 | 0:00 | 0:00 |
| 3/9/16 EST Jim Juri | -PDFProFiltSrv service stopped. -Checking with user- had restart Outlook. | 0:15 | 0:05 |
| 3/9/16 EST Jim Juri | -User says still not working. -Setting up new Outlook profile in mail settings. | 0:00 | 0:00 |
| 3/9/16 EST Jim Juri | -Recreated index - still not searching properly. -Recreated user's Outlook profile. | 1:00 | 0:05 |
| 3/10/16 EST Jim Juri | -Recreated user's Outlook profile. -Indexing is rebuilding. -Sent user link to Cohen and Wolf OWA to use for searches until index is completed. | 0:15 | 0:05 |
| 3/10/16 EST Jim Juri | -Recreated user's Outlook profile. -Indexing is rebuilding - informed user can take a very long time. -Sent user link to Cohen and Wolf OWA to use for searches until index is completed. -Will reopen ticket if issue is not resolved AFTER indexing completes. | 0:00 | 0:05 |
| 3/10/16 EST Jim Juri | Matt Disette changed the status of this Ticket from 'Awaiting Call Back' to 'Closed' | 0:00 | 0:00 |

Ticket #: 290285 Status - Closed Logged - 3/9/16 EST
 Type - t Desktop Software>>Outlook Logged For - Isaiah Morris

Description - User would like Kathleen Tyszka to have Full Access to her Outlook calendar.

| Date | Staff | Action Performed | Bill | Non Bill |
|--------------------------|-------|--|------|----------|
| 3/9/16 EST Jim Juri | | Hi Brittany, What is your username/password? I'm going to log into Outlook and add Kathy to your Outlook. Thanks! Matt - Synergy | 0:00 | 0:00 |
| 3/9/16 EST Jim Juri | | Matt Disette changed the status of this Ticket from 'New Call' to 'Awaiting Call Back' | 0:00 | 0:00 |
| 3/9/16 EST Isaiah Morris | | <i>Logged via email:</i> Hi Matt, I think my username is "brehmer". If not, try "BMR" or "bmrehmer." My password is "Welcome1" | 0:00 | 0:00 |
| 3/9/16 EST Jim Juri | | -Added Kathy Tyszka to Delegate access in Brittany's Outlook (Editor). -Added Brittany Rehmer's Calendar to Kathy's Outlook. | 0:30 | 0:00 |
| 3/9/16 EST Jim Juri | | Matt Disette changed the status of this Ticket from 'Awaiting Call Back' to 'Closed' | 0:00 | 0:00 |

Ticket #: 290287 Status - Closed Logged - 3/9/16 EST
 Type - t Server Software>>Active Directory Logged For - Daniel S Molden

Description - Archived Folders

| Date | Staff | Action Performed | Bill | Non Bill |
|----------------------------|-------|---|------|----------|
| 3/9/16 EST Daniel S Molden | | Logged via email by Phillip C Pires | 0:00 | 0:00 |
| 3/9/16 EST Daniel S Molden | | Both shortcuts to my Archived Folders (including the new one created yesterday) do not work. I am still receiving the same error message I was receiving yesterday. Philip C. Pires Attorney at Law Cohen and Wolf, P.C. 1115 Broad Street Bridgeport, CT 06604 P: 203.337.4122 F: 203.337.5522 <i>ppires@cohenandwolf.com <mailto:ppires@cohenandwolf.com> www.cohenandwolf.com <http://www.cohenandwolf.com/></i> This message is being sent by or on behalf of a lawyer. It is intended for the exclusive use of the individual or entity that is the named addressee and may contain information that is privileged or confidential or otherwise legally exempt from disclosure. If you are not the named addressee or an employee or agent responsible for delivering this message to the named addressee, you are not authorized to read, print, retain, copy or disseminate this message or any part of it. If you have received this message in error, please notify us immediately by e-mail, or by telephone | 0:00 | 0:00 |

(203-368-0211), discard any paper copies and delete all electronic files of the message.

CONFIDENTIALITY

NOTICE The information in this email may be confidential and/or privileged. This email is intended to be reviewed by only the individual named above. If you are not the intended recipient or an authorized representative of the intended recipient, you are hereby notified that any review, dissemination or copying of this email and its attachments, if any, or the information contained herein is prohibited. If you have received this email in error, please immediately notify the sender by return email and delete this email from your system. *logged by sender:Pires, Philip C. (PPires@cohenandwolf.com)*

| | | | |
|------------------------|---|------|------|
| 3/9/16 EST Amanda Ahle | Looking into this Phillip. Can you please log out, log back in and see if this is still an issue. There are no restrictions on the folder and we were able to get in. Thank you | 0:00 | 0:00 |
|------------------------|---|------|------|

| | | | |
|----------------------------|---|------|------|
| 3/9/16 EST Daniel S Molden | <i>Logged via email:</i> Okay – now both links work. Thanks. Philip C. Pires Attorney at Law Cohen and Wolf, P.C. 1115 Broad Street Bridgeport, CT 06604 P: 203.337.4122 F: 203.337.5522 ppires@cohenandwolf.com<mailto:ppires@cohenandwolf.com> www.cohenandwolf.com<http://www.cohenandwolf.com/> This message is being sent by or on behalf of a lawyer. It is intended for the exclusive use of the individual or entity that is the named addressee and may contain information that is privileged or confidential or otherwise legally exempt from disclosure. If you are not the named addressee or an employee or agent responsible for delivering this message to the named addressee, you are not authorized to read, print, retain, copy or disseminate this message or any part of it. If you have received this message in error, please notify us immediately by e-mail, or by telephone (203-368-0211), discard any paper copies and delete all electronic files of the message. | 0:00 | 0:00 |
|----------------------------|---|------|------|

| | | | |
|-------------------------|--|------|------|
| 3/9/16 EST Donna Millan | Mike Ferro changed the status of this Ticket from 'New Call' to 'Closed' | 0:00 | 0:00 |
|-------------------------|--|------|------|

| Ticket #: 290298 | | Status - Closed Type - t Server Software>>Active Directory | Logged - 3/9/16 EST Logged For - Nancy Ellen Ela | |
|----------------------------|-------|--|---|----------|
| Date | Staff | Description - archived files | Bill | Non Bill |
| 3/9/16 EST Nancy Ellen Ela | | Logged via email by Stuart M Katz | 0:00 | 0:00 |
| 3/9/16 EST Nancy Ellen Ela | | Hello, I am unable to access my Archived folder in my directory. \\CWBFILE01\Data2\LIT\Katz, Stuart M\ARCHIVED Stuart M. Katz Cohen and Wolf, P.C. 1115 Broad Street Bridgeport, CT 06604 P: 203.337.4205 F: 203.337.5505 skatz@cohenandwolf.com<mailto:skatz@cohenandwolf.com> www.cohenandwolf.com<http://www.cohenandwolf.com/> LinkedIn <https://www.linkedin.com/profile/public-profile-settings?trk=prof-edit-edit-public_profile> This message is being sent by or on behalf of a lawyer. It is intended for the exclusive use of the individual or entity that is the named addressee and may contain information that is privileged or confidential or otherwise legally exempt from disclosure. If you are not the named addressee or an employee or agent responsible for delivering this message to the named addressee, you are not authorized to read, print, retain, copy or disseminate this message or any part of it. If you have received this message in error, please notify us immediately by e-mail, or by telephone (203-368-0211), discard any paper copies and delete all electronic files of the message. | 0:00 | 0:00 |

CONFIDENTIALITY

NOTICE The information in this email may be confidential and/or privileged. This email is intended to be reviewed by only the individual named above. If you are not the intended recipient or an authorized representative of the intended recipient, you are

hereby notified that any review, dissemination or copying of this email and its attachments, if any, or the information contained herein is prohibited. If you have received this email in error, please immediately notify the sender by return email and delete this email from your system. *logged by sender:Katz, Stuart M.*
(SKatz@cohenandwolf.com)

| | | | |
|----------------------------|--|------|------|
| 3/9/16 EST Donna Millan | Stuart, I've made a change to your registry remotely in regards to the archived files shortcut. Can you access it now? Regards, Mike Ferro Synergy | 0:00 | 0:00 |
| 3/9/16 EST Nancy Ellen Ela | <i>Logged via email:</i> Yes, I can now. Thanks. I don't know if this is related or not, but when I use the Search function, it brings up results but I am unable to access/open any of the results. | 0:00 | 0:00 |
| 3/9/16 EST Donna Millan | Stuart, Best bet would be to log off and log back in again so that domain policies will be fully reapplied as I basically hacked it. Then try it again from search. If it's still not working then we'll need to see where the actual link is going. Perhaps it's a broken path. Regards, Mike Ferro Synergy | 0:15 | 0:00 |
| 3/9/16 EST Nancy Ellen Ela | <i>Logged via email:</i> I rebooted and it is the same thing. I can get search results, but I can't access them by clicking on them. | 0:00 | 0:00 |
| 3/9/16 EST Donna Millan | Okay, so what are you searching for? Which one are you clicking on that's not working as an example? I can try and run a similar search and go from there. Regards, Mike Ferro | 0:00 | 0:00 |
| 3/9/16 EST Nancy Ellen Ela | <i>Logged via email:</i> So try searching "westport arts center separation" The first result is a document of mine that is in my Archived folder. But I can't access it directly from the search results. | 0:00 | 0:00 |
| 3/9/16 EST Nancy Ellen Ela | <i>Logged via email:</i> I also searched "m2 separation" which brings up a document in my Active folders. Can't access that one either. | 0:00 | 0:00 |
| 3/9/16 EST Donna Millan | Are you using Internet Explorer to access the search site? If you try to use Firefox or Chrome it won't work to download or open a file because it can't pass authentication through. Regards, Mike Ferro | 0:00 | 0:00 |
| 3/9/16 EST Nancy Ellen Ela | <i>Logged via email:</i> I use Chrome | 0:00 | 0:00 |
| 3/9/16 EST Donna Millan | Stuart, You need to use Internet Explorer for CWSEARCH. Please give it a try, as I'm certain that will allow you to open it from a link in the search page. Other browsers are not supported for this. Regards, Mike Ferro | 0:00 | 0:00 |
| 3/9/16 EST Nancy Ellen Ela | <i>Logged via email:</i> Ok, I thought I had used it in Chrome previously, but I am willing to try that. How do I get it to open in Explorer? I believe that Chrome is my default and I don't want to change that. | 0:00 | 0:00 |
| 3/9/16 EST Donna Millan | Can I get on your machine for a few? Regards, Mike Ferro | 0:00 | 0:00 |
| 3/9/16 EST Nancy Ellen Ela | <i>Logged via email:</i> Yes. I did just go in to Search through Explorer and it worked fine. I guess I just need a shortcut for it that automatically opens in Explorer, even though Chrome is my default browser for everything else. | 0:00 | 0:00 |
| 3/9/16 EST Donna Millan | Stuart, I setup that shortcut for the search server on the desktop that open in IE and replaced the old one. Chrome apparently doesn't make this easy to do, but I figured out how to work around it. Regards, Mike Ferro Synergy | 0:45 | 0:00 |
| 3/9/16 EST Donna Millan | Mike Ferro changed the status of this Ticket from 'New Call' to 'Closed' | 0:00 | 0:00 |

3/9/16 EST Nancy Ellen Ela Logged via email: Ok, thanks.

0:00 0:00

| Ticket #: 290299 | | | Status - Closed Type - t Server Software>>Active Directory | Logged - 3/9/16 EST Logged For - Greta E. Rosen |
|---|----------------|---|---|--|
| Description - Archived Files | | | | |
| Date | Staff | Action Performed | Bill | Non Bill |
| 3/9/16 EST | Greta E. Rosen | Logged via email by Lauren G. Walters | 0:00 | 0:00 |
| <p>Stuart Katz is putting in a ticket because he cannot access his archived files. I understand Phil had a similar problem yesterday. Also, if I recall correctly, I believe the most recent report showed that David Zabel had this same problem last month. In addition to helping Stuart, can someone please look into why this is happening and what can be done to prevent it from happening to other employees? Thank you! Lauren Walters Director of Human Resources and Information Technology Cohen and Wolf, P.C. 1115 Broad Street Bridgeport, CT 06604 P: 203.337.4176 F: 203.337.5576</p> <p>Iwalters@cohenandwolf.com<mailto:Iwalters@cohenandwolf.com> www.cohenandwolf.com<http://www.cohenandwolf.com/> This message is intended for the exclusive use of the individual or entity that is the named addressee and may contain information that is privileged or confidential or otherwise legally exempt from disclosure. If you are not the named addressee, or an employee or agent responsible for delivering this message to the named addressee, you are not authorized to read, print, retain, copy or disseminate this message or any part of it. If you have received this message in error, please notify me immediately by e-mail, or by telephone (203-337-4176), discard any paper copies and delete all electronic files of the message.</p> | | | | |
| 3/9/16 EST | Greta E. Rosen | | 0:00 | 0:00 |
| <p style="text-align: center;">CONFIDENTIALITY</p> <p>NOTICE The information in this email may be confidential and/or privileged. This email is intended to be reviewed by only the individual named above. If you are not the intended recipient or an authorized representative of the intended recipient, you are hereby notified that any review, dissemination or copying of this email and its attachments, if any, or the information contained herein is prohibited. If you have received this email in error, please immediately notify the sender by return email and delete this email from your system. <i>logged by sender:Walters, Lauren (Iwalters@cohenandwolf.com)</i></p> | | | | |
| 3/9/16 EST | Joel Latham | Mike is looking into this now. | 0:05 | 0:00 |
| 3/9/16 EST | Donna Millan | Lauren, It appears more than likely that a Windows security update is effecting access to the archive shortcut which is a symbolic link. We already have the proper settings in place in Group Policy, so there's nothing else we can do from that end. Since a majority of the users don't like log off and reboot their machines very much the default policy isn't getting reapplied afterwards. A few things can be done to fix it if this occurs, the PC can be restarted, we can force an update of the policy while logged in as the user and then the user logs off and back in or we can make the applicable change to the registry remotely to allow access to that type of symbolic link. When a machine is restarted the default group policies should be automatically reapplied. Regards, Mike Ferro Synergy | 1:00 | 0:00 |
| 3/9/16 EST | Donna Millan | Mike Ferro changed the status of this Ticket from 'New Call' to 'Closed' | 0:00 | 0:00 |
| Ticket #: 290312 | | | Status - Closed Type - t Desktop Software>>Acrobat | Logged - 3/9/16 EST Logged For - Ari J George |
| Description - User's Adobe Acrobat is frozen on PC. | | | | |
| Date | Staff | Action Performed | Bill | Non Bill |
| 3/9/16 EST | Jim Juri | -Logged onto user's PC and ended Acrobat in Task Manager. | 0:15 | 0:05 |

| | | | |
|--|---|---|------|
| 3/9/16 EST Jim Juri | Matt Disette changed the status of this Ticket from 'New Call' to 'Closed' | 0:00 | 0:00 |
| Ticket #: 290330 | Status - Closed Type - Cloud Services>>Office365 | Logged - 3/9/16 EST Logged For - Nancy Ellen Ela | |
| Description - Quarantine | | | |
| Date Staff Action Performed | | | |
| 3/9/16 EST Nancy Ellen Ela | Logged via email by Stuart M Katz | 0:00 | 0:00 |
| 3/9/16 EST Nancy Ellen Ela | Please remove this sender's address from the quarantine list. Thanks. ~ Stuart Katz via iPhone Begin forwarded message: From: Steven Joseph <sjoseph@sequenom.com<mailto:sjoseph@sequenom.com>> Date: March 9, 2016 at 3:26:40 PM EST To: "skatz@cohenandwolf.com<mailto:skatz@cohenandwolf.com>" <skatz@cohenandwolf.com<mailto:skatz@cohenandwolf.com>> Subject: from our call V. Confidential Information and Non- Competition A. Confidential Information. During my employment Participants in the Plan will receive and be given access to confidential and proprietary information belonging to the Company or its Affiliates (defined for purposes of this Agreement as any entity that the Company manages and/or in which the Company owns an interest, which includes without limitation: (i) strategic and long-range plans, advertising and marketing plans, sales volume and methods, business plans, market studies or surveys, and any information related to any of the foregoing; (ii) former, current, or prospective customer lists and data, customer records, customer needs and preferences, research and development or other information of or relating to a former, current, or prospective customer; (iii) employee lists and data, employee evaluations and other personnel records, and other information of or relating to former, current, or prospective employees; (iv) trade secrets; (v) pricing, costs, fees, expenses, and financial statements, budgets and projections; and (vi) all other confidential or proprietary information belonging to the Company or its Affiliates or relating to their businesses (collectively, "Confidential Information"); provided, however, that Confidential Information shall not include (y) knowledge, data and information that is generally known or becomes known in the trade or industry of the Company or its Affiliates (other than as a result of any breach of an agreement with the Company), or (z) knowledge, data and information gained without a breach of this Agreement on a non-confidential basis from a person who is not legally prohibited from transmitting the information to me. Participant acknowledges and agrees that all Confidential Information is a valuable, special and unique asset, and that any disclosure or unauthorized use of any such Confidential Information will cause irreparable harm and loss to the Company and its Affiliates. B. Non-Solicitation of Employees or Contractors. During Participant's employment and for a period of twelve (12) months following the termination of Participant's employment for any reason (the "Restricted Period"), I will not, directly or indirectly, on my behalf or on behalf of another person or entity (other than the Company or its Affiliates): (i) employ, retain, solicit for employment or retention, knowingly assist in the employment or retention of, or seek to influence or induce any Protected Person to leave the Company's or its Affiliates' employment or service; or (ii) engage in any activity that would cause any Protected Person to Confidential NAD Incentive Plan 2016v1Page 4 of 4 violate any agreement he or she has with the Company or any of its Affiliates. Participant understands that for the purposes of this Agreement, a "Protected Person" is an individual who is then or was employed or otherwise engaged by the Company or its Affiliates at any time within the six (6) months preceding any act described above. C. Non-Solicitation of Clients. During the Restricted Period, Participant will not, directly or indirectly, on Participant's behalf or on behalf of another person or entity: (i) solicit, entice or induce any Protected Client to become | 0:00 | 0:00 |

a client of any person or entity other than the Company or its Affiliates with respect to products or services sold or under development by the Company or its Affiliates as of my termination date; (ii) encourage, or knowingly assist any other person or entity to encourage, any Protected Client to reduce or cease doing business with the Company or its Affiliates; or (iii) sell any product or provide any service to a Protected Client if that product or service could otherwise be provided to the Protected Client by the Company or its Affiliates. For the purposes of this Agreement, a "Protected Client" is a prospective or actual client of the Company or its Affiliates with which Participant had material business contact or about whom Participant gained Confidential Information in the two (2) years preceding Participant's termination date.

D. Non-Competition. During the Restricted Period, Participant will not, directly or indirectly: (i) own or operate any entity or enterprise (other than as a passive investor of less than two percent (2%) of the shares of such enterprise) engaged in the same business as the Company or any of its Affiliates for which Participant performed services in the twelve (12) months preceding the termination of my employment for any reason (a "Competing Business," which may include prenatal genetic testing and related services; liquid biopsy for cancer testing and related services; or any additional business in which the Company or any of its Affiliates becomes engaged in, or has actively and substantially implemented plans to become engaged in, as of the date of Participant's termination of employment for any reason); or (ii) otherwise render services (as an employee, consultant, independent contractor or otherwise) to a Competing Business that are similar to the services Participant rendered to the Company, or that could involve the use of Confidential Information (as defined above), in any state in which Participant performed services for the Company or any of its Affiliates at any time during the twelve (12) months prior to the termination of Participant's employment (including any sales territories assigned to Participant by the Company during such period).

Steve Joseph
 National Account Director
 Sequenom Labs 3595 John Hopkins
 Court San Diego, CA 92121
 Mobile: 203-710-1768
 Office: 203-903-1207
www.Sequenom.com

This e-mail and any attachments with it may contain information that is privileged, confidential, and/or proprietary to Sequenom and/or its subsidiaries. If you are not the intended recipient(s), please notify the sender immediately or please send an email to notify@sequenom.com by return e-mail, delete this e-mail with the attachments and destroy any copies. Any unauthorized review, use, disclosure or distribution is prohibited, may be illegal, and may result in civil and/or criminal prosecution to full extent permitted by law.

CONFIDENTIALITY

NOTICE The information in this email may be confidential and/or privileged. This email is intended to be reviewed by only the individual named above. If you are not the intended recipient or an authorized representative of the intended recipient, you are hereby notified that any review, dissemination or copying of this email and its attachments, if any, or the information contained herein is prohibited. If you have received this email in error, please immediately notify the sender by return email and delete this email from your system. *logged by sender:Katz, Stuart M. (SKatz@cohenandwolf.com)*

| | | | |
|-------------------------|---|--|---------------|
| 3/10/16 EST Joel Latham | The domain sequenom.com has been white listed. | 0:15 | 0:00 |
| 3/10/16 EST Joel Latham | Eric Suriel changed the status of this Ticket from 'New Call' to 'Closed' | 0:00 | 0:00 |
| Ticket #: 290402 | Status - Closed Type - t Server Software>>Windows2008 Description - User would like CaseProduction server rebooted. | Logged - 3/10/16 EST Logged For - L. Joyelle Clanci | |
| Date | Staff | Action Performed | Bill Non Bill |

| 3/10/16 EST Jim Juri | -Server rebooted/confirmed back up. | 0:15 | 0:05 | | | | |
|---|---|--|------|---------------------------|------------------|--------------------------------|-----------------------------|
| 3/10/16 EST Jim Juri | Matt Disette changed the status of this Ticket from 'New Call' to 'Closed' | 0:00 | 0:00 | | | | |
| Ticket #: 290407 | Status - New Call Type - | Logged - 3/31/16 EST Logged For - Isaiah Morris | | | | | |
| | Description - -Users emails in sent items are missing from 1/7/16 - backwards. | | | | | | |
| Date | Staff | Action Performed | Bill | Non Bill | | | |
| 3/31/16 EST Jim Juri | -Checked user's AutoArchive settings - was not set for inbox - however, was set for sent items. -Checked user's email on OWA - same view/amount of sent items. -Searched PC for .pst Archive file - none found. | 0:30 | 0:00 | | | | |
| 3/31/16 EST Jim Juri | -Checking for Mailstore client (software is installed - checking if setup). -If in mailstore, can restore mail from there. -If not, will need to restore from backup (where email shows from further than 1/7/16). | 0:05 | 0:05 | | | | |
| 3/31/16 EST Isaiah Morris | <i>Logged via email:</i> Hi there, After getting off the phone with Matt I spoke to a coworker who informed me that we have an archive system for our mail - "MailStore Client." I can see the program on my programs but it is not set up yet. I am wondering whether the archived sent items might be in that program? Please give me a call tomorrow morning - I should be in the office all day. Thanks, Brittany | 0:00 | 0:00 | | | | |
| 3/31/16 EST Jim Juri | <i>Logged via email:</i> Hi Brittany, I just realized that too - I was also speaking with a co-worker and realized just the same, which is why we cannot see the .pst - all the mail may be moving to mailstore. Try logging in with your Cohen and Wolf login (same username/password for your PC) and see if you can access it. Let me know - speak to you in the am. Thanks, Matt | 0:00 | 0:00 | | | | |
| <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="padding: 2px;">Office: Bridgeport Office</td></tr> <tr><td style="padding: 2px;">Total Ticket: 37</td></tr> <tr><td style="padding: 2px;">Non Billable Time Logged: 5:35</td></tr> <tr><td style="padding: 2px;">Billable Time Logged: 33:50</td></tr> </table> | | | | Office: Bridgeport Office | Total Ticket: 37 | Non Billable Time Logged: 5:35 | Billable Time Logged: 33:50 |
| Office: Bridgeport Office | | | | | | | |
| Total Ticket: 37 | | | | | | | |
| Non Billable Time Logged: 5:35 | | | | | | | |
| Billable Time Logged: 33:50 | | | | | | | |

| Office: | 158 Deer Hill Ave Danbury, CT 06810 United States | | | |
|----------------------------|---|--|------|----------|
| Ticket #: 289425 | Status - Closed Type - t Devices>>Printer | Logged - 2/29/16 EST Logged For - David L Deprimo | | |
| | Description - PRINTER Issue ... | | | |
| Date | Staff | Action Performed | Bill | Non Bill |
| 3/1/16 EST David L Deprimo | <i>Logged via email:</i> Is someone going to contact us on this? The upstairs printer is still confusing the drawers it's supposed to print from. | 0:00 | 0:00 | |
| 3/1/16 EST Jim Juri | -Tray 2 was set to Bond on printer management page. -Set tray 3 to bond on printer management page, tested, printed fine. | 0:15 | 0:05 | |
| 3/1/16 EST Jim Juri | Matt Disette changed the status of this Ticket from 'In Progress' to 'Closed' | 0:00 | 0:00 | |
| Ticket #: 289727 | Status - New Call Type - | Logged - 3/23/16 EST Logged For - David L Deprimo | | |
| | Description - Ann Fowler-Cruz' Contacts | | | |
| Date | Staff | Action Performed | Bill | Non Bill |

| | | | |
|-----------------------------|--|------|------|
| | Can someone please make Ann's Outlook contacts accessible from my computer? She approves, but can be reached at 203-749-5570 if you have to confirm. Thanks. Maggie Moller Legal Assistant Cohen and Wolf, P.C. 158 Deer Hill Avenue Danbury, CT 06810 P: 203.749.5568 F: 203.749.1648 mmoller@cohenandwolf.com<mailto:mmoller@cohenandwolf.com> www.cohenandwolf.com<http://www.cohenandwolf.com/> This message is being sent by or on behalf of a lawyer. It is intended for the exclusive use of the individual or entity that is the named addressee and may contain information that is privileged or confidential or otherwise legally exempt from disclosure. If you are not the named addressee or an employee or agent responsible for delivering this message to the named addressee, you are not authorized to read, print, retain, copy or disseminate this message or any part of it. If you have received this message in error, please notify us immediately by email, or by telephone (203.792.2771), discard any paper copies, and delete all electronic files of the message. CONFIDENTIALITY NOTICE The information in this email may be confidential and/or privileged. This email is intended to be reviewed by only the individual named above. If you are not the intended recipient or an authorized representative of the intended recipient, you are hereby notified that any review, dissemination or copying of this email and its attachments, if any, or the information contained herein is prohibited. If you have received this email in error, please immediately notify the sender by return email and delete this email from your system. <i>logged by sender:Moller, Maggie(MMoller@cohenandwolf.com)</i> | 0:00 | 0:00 |
| 3/23/16 EST David L Deprimo | I spoke to Ann and she has approved. I don't see her computer online at the moment so I will have to find a way into her computer to share the contacts. | 0:15 | 0:00 |
| 3/23/16 EST Joel Latham | I was trying to connect into your computer as well. It looks like it may have been shut off. I will follow up with you in the morning. | 0:20 | 0:00 |
| 3/25/16 EST Joel Latham | Eric Suriel changed the due date of this Ticket from '3/4/16 1:18 PM EST' to '3/4/16 6:00 PM EST' | 0:00 | 0:00 |
| 3/25/16 EST Joel Latham | Emailed Maggie today to follow up. | 0:15 | 0:00 |
| 3/25/16 EST Joel Latham | Eric Suriel changed the due date of this Ticket from '3/4/16 6:00 PM EST' to '3/15/16 6:00 PM EST' | 0:00 | 0:00 |
| 3/28/16 EST Joel Latham | I took a look at this issue and it seems to have disappeared from Maggie's contacts. The permission's look right on Ann's outlook account. I'll have to get back on that to re-share the contacts. Emailed Ann to schedule time to look at it. | 0:20 | 0:00 |
| 3/28/16 EST Joel Latham | Connected in for some testing on both computers. I did a few things to add the appropriate delegation/permissions to Maggie's profile but was unable to see it on her pc since it was off. Will try again tomorrow. | 0:20 | 0:00 |
| 3/30/16 EST Joel Latham | Maggie, This issue became more complex. We get an error message stating that we cannot share Ann's contacts with you due to permissions issues. I have double checked everything with our Engineer and have yet to figure out why this is happening. Permissions are properly set. I will need to do some research on this in order to find a solution. ----- Maggie: Hi Eric ... I assume I was given the ability to go into Ann's contacts? I don't see her name in my Outlook, like Joe's is, so I don't know how to get into her Contacts. -----Original Message----- From: Fowler-Cruz, Ann L. Sent: Monday, March 07, 2016 4:46 PM To: Moller, Maggie Subject: You have been designated as a delegate for Fowler-Cruz, Ann L. This message was sent automatically by Microsoft Outlook to inform you that you have been designated as a | 0:00 | 0:00 |

delegate. You can now send messages on my behalf. You have been given the following permissions on my folders: Calendar: Editor (can read, create, and modify items)

| 3/31/16 EST Joel Latham | My apologies. I will need to schedule some time tomorrow where I can have access to both computers at the same time. The issue at hand is an unusual one and the only way I will be able to diagnose the issue and find a solution will be by testing a few things out. We can do 5pm tomorrow if that works for you both. I will just need you to make sure that you do not shut down your computers. I will shut them down after if that's what you would like me to do. I appreciate your time, I know you have a lot going on. Regards, Eric Suriel Technology Solutions Group SYNERGY – Global Reach. Local Service. Office. +1 203 222 5200 Helpdesk. +1 203 222 5240 Locations - USA UK South Africa Singapore Australia www.synergyonline.com | 0:15 | 0:00 |
|----------------------------|---|---|---------------|
| 3/31/16 EST Joel Latham | Eric Suriel changed the due date of this Ticket from '3/15/16 6:00 PM EST' to '3/18/16 6:00 PM EST' | 0:00 | 0:00 |
| Ticket #: 289822 | Status - Closed Type - NMS>>Monitoring Description - Upstairs Printer | Logged - 3/3/16 EST Logged For - David L Deprimo | |
| Date | Staff | Action Performed | Bill Non Bill |
| 3/3/16 EST David L Deprimo | Logged via email by Marguerite Moller | 0:00 | 0:00 |
| 3/3/16 EST David L Deprimo | <p>Not sure who to address #1 to, so I'm copying Lauren Walters. 1. Mark called from BBI yesterday, asking about our envelope issue. At the time, we didn't notice the problem. Today we do. 2. The printer is back to printing from Drawer 2 (copy paper) when I request that it print from Drawer 3 (bond). Maggie Moller Legal Assistant Cohen and Wolf, P.C. 158 Deer Hill Avenue Danbury, CT 06810 P: 203.749.5568 F: 203.749.1648 mmoller@cohenandwolf.com<mailto:mmoller@cohenandwolf.com> www.cohenandwolf.com<http://www.cohenandwolf.com/> This message is being sent by or on behalf of a lawyer. It is intended for the exclusive use of the individual or entity that is the named addressee and may contain information that is privileged or confidential or otherwise legally exempt from disclosure. If you are not the named addressee or an employee or agent responsible for delivering this message to the named addressee, you are not authorized to read, print, retain, copy or disseminate this message or any part of it. If you have received this message in error, please notify us immediately by email, or by telephone (203.792.2771), discard any paper copies, and delete all electronic files of the message.</p> <p>CONFIDENTIALITY NOTICE The information in this email may be confidential and/or privileged. This email is intended to be reviewed by only the individual named above. If you are not the intended recipient or an authorized representative of the intended recipient, you are hereby notified that any review, dissemination or copying of this email and its attachments, if any, or the information contained herein is prohibited. If you have received this email in error, please immediately notify the sender by return email and delete this email from your system. <i>logged by sender:Moller, Maggie(MMoller@cohenandwolf.com)</i></p> | 0:00 | 0:00 |
| 3/3/16 EST Amanda Ahle | @ Eric Suriel | 0:05 | 0:00 |
| 3/7/16 EST Joel Latham | We have a ticket opened on this case. I have responded back to Lauren to find out whether BBI came out to fix this issue or not. | 0:10 | 0:00 |
| 3/7/16 EST Joel Latham | Eric Suriel changed the status of this Ticket from 'New Call' to 'Closed' | 0:00 | 0:00 |
| Ticket #: 290170 | Status - Closed Type - NMS>>Monitoring | Logged - 3/8/16 EST Logged For - David L Deprimo | |

| Description - FW: You have been designated as a delegate for Fowler-Cruz, Ann L. | | | | | | | | |
|--|-----------------|---|------|----------|------------------------|-----------------|--------------------------------|----------------------------|
| Date | Staff | Action Performed | Bill | Non Bill | | | | |
| 3/8/16 EST | David L Deprimo | Logged via email by Marguerite Moller | 0:00 | 0:00 | | | | |
| <p>Hi Eric ... I assume I was given the ability to go into Ann's contacts? I don't see her name in my Outlook, like Joe's is, so I don't know how to get into her Contacts. -----Original Message-----</p> <p>- From: Fowler-Cruz, Ann L. Sent: Monday, March 07, 2016 4:46 PM To: Moller, Maggie Subject: You have been designated as a delegate for Fowler-Cruz, Ann L. This message was sent automatically by Microsoft Outlook to inform you that you have been designated as a delegate. You can now send messages on my behalf. You have been given the following permissions on my folders: Calendar: Editor (can read, create, and modify items) Tasks: None Inbox: None Contacts: Editor (can read, create, and modify items) Notes: None Journal: None To open folders for which you have permissions, click the File Tab, and on the Open tab, click Other User's Folder. You will also be receiving copies of meeting requests sent to me and will be able to respond to them on my behalf. You will be able to create and modify Meeting Workspaces on my behalf.</p> | | | | | | | | |
| 3/8/16 EST | David L Deprimo | | 0:00 | 0:00 | | | | |
| <p style="text-align: center;">CONFIDENTIALITY</p> <p>NOTICE The information in this email may be confidential and/or privileged. This email is intended to be reviewed by only the individual named above. If you are not the intended recipient or an authorized representative of the intended recipient, you are hereby notified that any review, dissemination or copying of this email and its attachments, if any, or the information contained herein is prohibited. If you have received this email in error, please immediately notify the sender by return email and delete this email from your system. <i>logged by sender:Moller, Maggie (MMoller@cohenandwolf.com)</i></p> | | | | | | | | |
| 3/8/16 EST | Joel Latham | Maggie, This issue became more complex. We get an error message stating that we cannot share Ann's contacts with you due to permissions issues. I have double checked everything with our Engineer and have yet to figure out why this is happening. Permissions are properly set. I will need to do some research on this in order to find a solution. | 0:20 | 0:00 | | | | |
| 3/9/16 EST | Joel Latham | Eric Suriel changed the due date of this Ticket from '3/9/16 4:31 PM EST' to '3/10/16 6:00 PM EST' | 0:00 | 0:00 | | | | |
| 3/10/16 EST | Joel Latham | Closing this ticket. I already have one open that I am currently working on. | 0:10 | 0:00 | | | | |
| 3/10/16 EST | Joel Latham | Eric Suriel changed the status of this Ticket from 'New Call' to 'Closed' | 0:00 | 0:00 | | | | |
| <table border="1" style="margin-left: auto; margin-right: auto;"> <tr><td>Office: Danbury Office</td></tr> <tr><td>Total Ticket: 4</td></tr> <tr><td>Non Billable Time Logged: 0:05</td></tr> <tr><td>Billable Time Logged: 2:45</td></tr> </table> | | | | | Office: Danbury Office | Total Ticket: 4 | Non Billable Time Logged: 0:05 | Billable Time Logged: 2:45 |
| Office: Danbury Office | | | | | | | | |
| Total Ticket: 4 | | | | | | | | |
| Non Billable Time Logged: 0:05 | | | | | | | | |
| Billable Time Logged: 2:45 | | | | | | | | |

| Office: | 657 Orange Center Road Orange, CT 06477 United States | | | |
|-----------------------------------|---|------------------|------|----------|
| Ticket #: 290060 | Status - Closed | | | |
| | Type - t Devices>>Printer | | | |
| Description - -User cannot print. | | | | |
| Date | Staff | Action Performed | Bill | Non Bill |
| 3/7/16 EST | Jim Juri | | 0:40 | 0:00 |

-Printer says Ready - print jobs in queue, not printing. -Had user restart printer- not printing. -Reinstalled printer - not finding printer by IP. -SMTP was checked - printer had said Offline in Windows (even though said Ready on printer), Offline status disappeared. -Had user reboot PC, not printing (says printing in print queue). -Cannot access printer management webpage. -Had user check printer cable/network card - no lights. -Had user move network cable to another jack - printed fine.

| | | | |
|---------------------|--|------|------|
| 3/7/16 EST Jim Juri | Matt Disette changed the status of this Ticket from 'New Call' to 'Closed' | 0:00 | 0:00 |
|---------------------|--|------|------|

| | | |
|-------------------------|---|---|
| Ticket #: 290210 | Status - Closed Type - t User>>Setup | Logged - 3/8/16 EST Logged For - Alex Hughes |
|-------------------------|---|---|

| Date | Staff | Description | Bill | Non Bill |
|------------------------|-------|-------------------------|------|----------|
| 3/8/16 EST Alex Hughes | | Description - BPT drive | | |

| | | | |
|------------------------|------------------------------------|------|------|
| 3/8/16 EST Alex Hughes | Logged via email by Janice Lettick | 0:00 | 0:00 |
|------------------------|------------------------------------|------|------|

| | | | |
|------------------------|--|------|------|
| 3/8/16 EST Alex Hughes | I have once again lost access to the "F" - Bridgeport drive. Please re-connect my computer. Thanks. Janice Janice M. Lettick Assistant to Vincent Marino, Matthew Ciarleglio, Joshua Pedreira, and Themis Klarides Cohen and Wolf, P.C. 657 Orange Center Road Orange, CT 06477 P: 203.974.6454 F: 203.337-5580 jlettick@cohenandwolf.com<mailto:jlettick@cohenandwolf.com> www.cohenandwolf.com<http://www.cohenandwolf.com/> This message is being sent by or on behalf of a lawyer. It is intended for the exclusive use of the individual or entity that is the named addressee and may contain information that is privileged or confidential or otherwise legally exempt from disclosure. If you are not the named addressee or an employee or agent responsible for delivering this message to the named addressee, you are not authorized to read, print, retain, copy or disseminate this message or any part of it. If you have received this message in error, please notify us immediately by e-mail, or by telephone (203-298-4066), discard any paper copies and delete all electronic files of the message. | 0:00 | 0:00 |
|------------------------|--|------|------|

CONFIDENTIALITY

NOTICE The information in this email may be confidential and/or privileged. This email is intended to be reviewed by only the individual named above. If you are not the intended recipient or an authorized representative of the intended recipient, you are hereby notified that any review, dissemination or copying of this email and its attachments, if any, or the information contained herein is prohibited. If you have received this email in error, please immediately notify the sender by return email and delete this email from your system. *logged by sender:Lettick, Janice M. (JLettick@cohenandwolf.com)*

| | | | |
|------------------------|--|------|------|
| 3/8/16 EST Joel Latham | Called Janice but she was busy. She will be calling back as soon as she is done. | 0:10 | 0:00 |
|------------------------|--|------|------|

| | | | |
|-------------------------|---------------------------------|------|------|
| 3/8/16 EST Lydia Natale | logged in reconnected her drive | 0:15 | 0:00 |
|-------------------------|---------------------------------|------|------|

| | | | |
|-------------------------|--|------|------|
| 3/8/16 EST Lydia Natale | Dan Galligan changed the status of this Ticket from 'New Call' to 'Closed' | 0:00 | 0:00 |
|-------------------------|--|------|------|

| | | |
|-------------------------|---|---|
| Ticket #: 290373 | Status - Closed Type - t User>>Setup | Logged - 3/10/16 EST Logged For - Jesse A Kirsch |
|-------------------------|---|---|

| Date | Staff | Description | Bill | Non Bill |
|----------------------------|-------|---|------|----------|
| 3/10/16 EST Jesse A Kirsch | | Description - Orange office computer - Request for Assistance | | |

| | | | |
|----------------------------|--------------------------------------|------|------|
| 3/10/16 EST Jesse A Kirsch | Logged via email by Vincent M Marino | 0:00 | 0:00 |
|----------------------------|--------------------------------------|------|------|

| | | | |
|----------------------------|--|------|------|
| 3/10/16 EST Jesse A Kirsch | Barbara Schellenberg will be working out of the Orange office more regularly. Can someone contact me at 203-556-1394 so that someone can assist me with setting up a computer for her? Thanks in advance. _____ Vincent M. | 0:00 | 0:00 |
|----------------------------|--|------|------|

Marino | Cohen and Wolf, P.C. 657 Orange Center Road<x-apple-data-detectors://3/1> | <x-apple-data-detectors://3/1> Orange, CT 06477<x-apple-data-detectors://3/1> | P: 203.974-6450 | F: 203.337-5582
 vmarino@cohenandwolf.com<mailto:vmarino@cohenandwolf.com> | www.cohenandwolf.com<http://www.cohenandwolf.com/> This message is being sent by or on behalf of a lawyer. It is intended for the exclusive use of the individual or entity that is the named addressee and may contain information that is privileged or confidential or otherwise legally exempt from disclosure. If you are not the named addressee or an employee or agent responsible for delivering this message to the named addressee, you are not authorized to read, print, retain, copy or disseminate this message or any part of it. If you have received this message in error, please notify us immediately by e-mail, or by telephone (203-298-4066<tel:203-298-4066>), discard any paper copies and delete all electronic files of the message.

CONFIDENTIALITY

NOTICE The information in this email may be confidential and/or privileged. This email is intended to be reviewed by only the individual named above. If you are not the intended recipient or an authorized representative of the intended recipient, you are hereby notified that any review, dissemination or copying of this email and its attachments, if any, or the information contained herein is prohibited. If you have received this email in error, please immediately notify the sender by return email and delete this email from your system. *logged by sender:Marino, Vincent M.*
(VMarino@cohenandwolf.com)

| | | | |
|-------------------------|--|------|------|
| 3/10/16 EST Joel Latham | I spoke with Vinny on getting Barbara setup to work in Orange. We agreed to set her up to remote into her Bridgeport PC for now. | 0:10 | 0:00 |
| 3/10/16 EST Joel Latham | I spoke to Barbara. Connected into her PC (CWOPC10) and got her connected to remote into her Bridgeport PC. She is now able to work. | 0:15 | 0:00 |
| 3/10/16 EST Joel Latham | Eric Suriel changed the status of this Ticket from 'New Call' to 'Closed' | 0:00 | 0:00 |

| |
|--------------------------------|
| Office: Orange |
| Total Ticket: 3 |
| Non Billable Time Logged: 0:00 |
| Billable Time Logged: 1:30 |

| | | | |
|---------------------------|--|------|----------|
| Office: | 320 Post Road West Westport, CT 06880 United States | | |
| Ticket #: 287746 | Status - Closed Type - t User>>Setup Logged - 2/11/16 EST Logged For - Dean Alerts | | |
| Description - Word issues | | | |
| Date | Staff | | |
| | Action Performed | Bill | Non Bill |
| 3/8/16 EST Lydia Natale | stopped by and wen over the uissue with christine, it is okay in bridgeport. She wilol call if its machine related in westport. Also she needed to be rebooted for network access. | 0:00 | 0:00 |
| 3/8/16 EST Lydia Natale | Dan Galligan changed the status of this Ticket from 'Awaiting Call Back' to 'Closed' | 0:00 | 0:00 |

| |
|--------------------------------|
| Office: Westport |
| Total Ticket: 1 |
| Non Billable Time Logged: 0:00 |

| | |
|-----------------------|------|
| Billable Time Logged: | 0:00 |
|-----------------------|------|

| | |
|---------------------------|-------|
| Total Project: Helpdesk | |
| Total Tickets: | 45 |
| Non Billable Time Logged: | 5:40 |
| Billable Time Logged: | 38:05 |

| | |
|---------------------------|-------|
| Report Totals | |
| Tickets: | 45 |
| Non Billable Time Logged: | 5:40 |
| Billable Time Logged: | 38:05 |

reports