

## 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 Description - Logged via Revelation Bridge : Notes - Walters, Lauren		
Date	Staff	Action Performed	Bill	Non Bill
3/21/16 EST	Gary Ashman	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'	0:00	0:00
Ticket #: 284252		Status - Closed Type - Admin>>Account Mgmt Description - Annual contract renewal		
Date	Staff	Action Performed	Bill	Non Bill
3/3/16 EST	Debbie Vauhan	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.	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 Description - Dan		
Date	Staff	Action Performed	Bill	Non Bill
3/1/16 EST	Lydia Natale	closing per Derrick. Eric has followed up with her..10	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 Description - Laptop		
Date	Staff	Action Performed	Bill	Non Bill
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 #: 289424		Status - Closed Type - t Desktop Hardware>>Repair Description - Pat Sullivan		
Date	Staff	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
<b>Ticket #: 289496</b>		Status - Closed	Logged - 2/29/16 EST
		Type - t User>>Setup	Logged For - Nancy Ellen Ela
Description - Fwd: Family & Adult Camps, Ramah Israel/Reshet Ramah Travel, and More!			
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
<b>Ticket #: 289563</b>		Status - Closed	Logged - 3/1/16 EST
		Type - t Desktop Software>>Acrobat	Logged For - Greta E. Rosen
Description - PDF Pro			
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   walters@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
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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
<b>Ticket #: 289596</b>		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

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.

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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
<b>Ticket #: 289599</b>		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
3/1/16 EST	Greta E. Rosen	<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&lt;mailto:sesopin@cohenandwolf.com&gt;   www.cohenandwolf.com&lt;http://www.cohenandwolf.com/&gt; 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&lt;mailto:CBoix@mwe.com&gt;) 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&lt;mailto:ddobin@cohenandwolf.com&gt;   www.cohenandwolf.com&lt;http://www.cohenandwolf.com/&gt; 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. 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> <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 (lwalters@cohenandwolf.com)</i></p>	0:00	0:00
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

<b>Ticket #: 289604</b>		Status - Closed Type - Facilities>>Office Moves	Logged - 3/1/16 EST Logged For - Karen Klammer		
Date	Staff	Description - Site visit for rack move Action Performed		Bill	Non Bill

3/1/16 EST Donna Millan Site inspection and travel 2:00 1:00

<b>Ticket #: 289606</b>		Status - Closed Type - Admin>>Account Mgmt	Logged - 3/1/16 EST Logged For - Greta E. Rosen		
Date	Staff	Description - Weekly Site Visit 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

<b>Ticket #: 289673</b>		Status - Closed Type - t Devices>>Printer	Logged - 3/2/16 EST Logged For - David M Kohler		
Date	Staff	Description - Unable to print. 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

<b>Ticket #: 289675</b>		Status - Closed Type - t Desktop Software>>Acrobat	Logged - 3/2/16 EST Logged For - Ari J George		
Date	Staff	Description - -User's Adobe Acrobat is frozen , cannot work. 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 Logged - 3/2/16 EST  
 Type - t Desktop Software>>Windows 7 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 Logged - 3/2/16 EST  
 Type - t Desktop Software>>Windows 7 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 Logged - 3/24/16 EST  
 Type - 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. \_\_\_\_\_ 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

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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
<b>Ticket #: 289900</b>		Status - Closed Type - Cloud Services>>Office365	Logged - 3/4/16 EST Logged For - Elizabeth CAMPbell	
		Description - Hi Eric: See below. The e-mail address kunschag@trumbullps.org should be "white listed" Thank you! Casey Jaykus		
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
<b>Ticket #: 289902</b>		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
<b>Ticket #: 290056</b>		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

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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
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3/7/16 EST Joel Latham	Eric Suriel changed the status of this Ticket from 'New Call' to 'Closed'	0:00	0:00
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<b>Ticket #: 290063</b>	Status - Closed Type - t Server Software>>Windows2008	Logged - 3/7/16 EST Logged For - Greta E. Rosen		
Date	Staff	Description - Michael at Danbury reported that equitrac was reporting as down.	Bill	Non Bill
		Action Performed		

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
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3/7/16 EST Joel Latham	Eric Suriel changed the status of this Ticket from 'New Call' to 'Closed'	0:00	0:00
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<b>Ticket #: 290064</b>	Status - Closed Type - t User>>Setup	Logged - 3/7/16 EST Logged For - Greta E. Rosen		
Date	Staff	Description - Ahle	Bill	Non Bill
		Action Performed		

3/7/16 EST Greta E. Rosen	Logged via email by Lauren G. Walters	0:00	0:00
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3/7/16 EST Greta E. Rosen	Can you please remove Daniela from the Real Estate Department list, I accidently 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   walters@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
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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
<b>Ticket #: 290092</b>		Status - Closed Type - t Desktop Software>>Outlook	Logged - 3/7/16 EST Logged For - Milo Hawthorn	
Description - -User says that all Outlook emails after Saturday 3/5 are not searchable. Everything prior to that date is fine.				
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
<b>Ticket #: 290178</b>		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
3/8/16 EST	Greta E. Rosen	<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&lt;mailto:ahalpern@jewishphilanthropyct.org&gt; 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&lt;mailto:lwalters@cohenandwolf.com&gt;   www.cohenandwolf.com&lt;http://www.cohenandwolf.com/&gt; 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> <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>	0:00	0:00
3/8/16 EST	Donna Millan	<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. 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&lt;mailto:ahalpern@jewishphilanthropyct.com&gt; Regards, Mike Ferro Synergy</p>	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
<b>Ticket #: 290189</b>		Status - Closed Type - t Server Software>>Exchange	Logged - 3/8/16 EST Logged For - Greta E. Rosen	
Date	Staff	Description - Distribution lists 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	<p>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 &amp; 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 JGW MCD Recruitment Building, Health &amp; 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&lt;mailto:sesopin@cohenandwolf.com&gt;   www.cohenandwolf.com&lt;http://www.cohenandwolf.com/&gt; This message is being sent by or on behalf of a lawyer. It is intended</p>	0:00	0:00

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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

<b>Ticket #: 290194</b>	Status - New Call	Logged - 3/29/16 EST		
	Type -	Logged For - Greta E. Rosen		
	Description - Weekly Site Visit			
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

<b>Ticket #: 290196</b>	Status - Closed	Logged - 3/8/16 EST		
	Type - t Devices>>Scanner	Logged For - Greta E. Rosen		
	Description - scanners			
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

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3/8/16 EST Joel Latham	Share Scan Server has been rebooted.	0:10	0:00
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3/8/16 EST Joel Latham	Eric Suriel changed the status of this Ticket from 'New Call' to 'Closed'	0:00	0:00
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<b>Ticket #: 290216</b>	Status - In Progress	Logged - 3/29/16 EST	
	Type -	Logged For - Jocelyn B Golger	
	Description - Setup Display Soft Software on the network.		

Date	Staff	Action Performed	Bill	Non Bill
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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
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3/29/16 EST Joel Latham		Eric Suriel changed the status of this Ticket from 'New Call' to 'In Progress'	0:00	0:00
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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
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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
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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
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<b>Ticket #: 290218</b>	Status - Closed	Logged - 3/8/16 EST	
	Type - t Desktop Software>>Windows 7	Logged For - Daniel S Molden	
	Description - Archived Folder		

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
3/8/16 EST	Daniel S Molden	<p>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&lt;mailto:ppires@cohenandwolf.com&gt;   www.cohenandwolf.com&lt;http://www.cohenandwolf.com/&gt; 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 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:Pires, Philip C. (PPires@cohenandwolf.com)</i></p>	0:00	0:00
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
<b>Ticket #: 290270</b>		Status - Closed Type - t Desktop Software>>Outlook	Logged - 3/9/16 EST Logged For - Milo Hawthorn	
		Description - -User's Outlook indexing is not working properly.		
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
<b>Ticket #: 290285</b>		Status - Closed Type - t Desktop Software>>Outlook	Logged - 3/9/16 EST 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
<b>Ticket #: 290287</b>		Status - Closed Type - t Server Software>>Active Directory	Logged - 3/9/16 EST 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 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	0:00	0:00

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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
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3/9/16 EST Daniel S Molden	<p><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&lt;mailto:ppires@cohenandwolf.com&gt;   www.cohenandwolf.com&lt;http://www.cohenandwolf.com/&gt; 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>	0:00	0:00
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3/9/16 EST Donna Millan	Mike Ferro changed the status of this Ticket from 'New Call' to 'Closed'	0:00	0:00
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<b>Ticket #: 290298</b>	Status - Closed	Logged - 3/9/16 EST
	Type - t Server Software>>Active Directory	Logged For - Nancy Ellen Ela

Date	Staff	Description - archived files	Action Performed	Bill	Non Bill
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3/9/16 EST Nancy Ellen Ela		Logged via email by Stuart M Katz		0:00	0:00
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3/9/16 EST Nancy Ellen Ela	<p>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&lt;mailto:skatz@cohenandwolf.com&gt;   www.cohenandwolf.com&lt;http://www.cohenandwolf.com/&gt;   LinkedIn &lt;https://www.linkedin.com/profile/public-profile-settings?trk=prof-edit-edit-public_profile&gt; 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>	0:00	0:00
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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 Logged - 3/9/16 EST  
 Type - t Server Software>>Active Directory 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

3/9/16 EST Greta E. Rosen 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  
 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.

3/9/16 EST Greta E. Rosen 0:00 0:00

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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

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 Logged - 3/9/16 EST  
 Type - t Desktop Software>>Acrobat 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
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<b>Ticket #: 290330</b>	Status - Closed	Logged - 3/9/16 EST
	Type - Cloud Services>>Office365	Logged For - Nancy Ellen Ela

Date	Staff	Description - Quarantine Action Performed	Bill	Non Bill
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3/9/16 EST	Nancy Ellen Ela	Logged via email by Stuart M Katz	0:00	0:00
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3/9/16 EST	Nancy Ellen Ela	<p>Please remove this sender's address from the quarantine list. Thanks. ~ Stuart Katz via iPhone Begin forwarded message:            From: Steven Joseph            &lt;sjoseph@sequenom.com&lt;mailto:sjoseph@sequenom.com&gt;&gt;            Date: March 9, 2016 at 3:26:40 PM EST To:            "skatz@cohenandwolf.com&lt;mailto:skatz@cohenandwolf.com&gt;"            &lt;skatz@cohenandwolf.com&lt;mailto:skatz@cohenandwolf.com&gt;&gt;            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</p>	0:00	0:00
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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<http://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<mailto: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.

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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

<b>Ticket #: 290402</b>	Status - Closed	Logged - 3/10/16 EST		
	Type - t Server Software>>Windows2008	Logged For - L. Joyelle Clanci		
Description - -User would like CaseProduction server rebooted.				
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
<b>Ticket #: 290407</b>		Status - New Call Type -	Logged - 3/31/16 EST Logged For - Isaiah Morris	
Date	Staff	Description - -Users emails in sent items are missing from 1/7/16 - backwards. 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

Office: Bridgeport Office	
Total Ticket:	37
Non Billable Time Logged:	5:35
Billable Time Logged:	33:50

<b>Office:</b>	158 Deer Hill Ave Danbury, CT 06810 United States			
<b>Ticket #: 289425</b>		Status - Closed Type - t Devices>>Printer	Logged - 2/29/16 EST Logged For - David L Deprimo	
Date	Staff	Description - PRINTER Issue ... 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
<b>Ticket #: 289727</b>		Status - New Call Type -	Logged - 3/23/16 EST Logged For - David L Deprimo	
Date	Staff	Description - Ann Fowler-Cruz' Contacts Action Performed	Bill	Non Bill

3/23/16 EST David L Deprimo	Logged via email by Marguerite Moller	0:00	0:00
3/23/16 EST David L Deprimo	<p>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&lt;mailto:mmoller@cohenandwolf.com&gt;   www.cohenandwolf.com&lt;http://www.cohenandwolf.com/&gt; 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
3/23/16 EST Joel Latham	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	<p>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</p>	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
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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
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<b>Ticket #: 289822</b>	Status - Closed	Logged - 3/3/16 EST
	Type - NMS>>Monitoring	Logged For - David L Deprimo

Description - Upstairs Printer	
Date	Staff
Action Performed	
Bill	Non Bill

3/3/16 EST David L Deprimo	Logged via email by Marguerite Moller	0:00	0:00
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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&lt;mailto:mmoller@cohenandwolf.com&gt;   www.cohenandwolf.com&lt;http://www.cohenandwolf.com/&gt; 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
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3/3/16 EST Amanda Ahle	@ Eric Suriel	0:05	0:00
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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
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3/7/16 EST Joel Latham	Eric Suriel changed the status of this Ticket from 'New Call' to 'Closed'	0:00	0:00
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<b>Ticket #: 290170</b>	Status - Closed	Logged - 3/8/16 EST
	Type - NMS>>Monitoring	Logged For - David L Deprimo

Date	Staff	Description - FW: You have been designated as a delegate for Fowler-Cruz, Ann L. Action Performed	Bill	Non Bill
3/8/16 EST	David L Deprimo	Logged via email by Marguerite Moller	0:00	0:00

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 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.

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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

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 Logged - 3/7/16 EST  
 Type - t Devices>>Printer Logged For - Barbara M Rocca

Date	Staff	Description - -User cannot print. 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
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<b>Ticket #: 290210</b>	Status - Closed	Logged - 3/8/16 EST
	Type - t User>>Setup	Logged For - Alex Hughes

Description - BPT drive			Bill	Non Bill
Date	Staff	Action Performed	Bill	Non Bill

3/8/16 EST Alex Hughes	Logged via email by Janice Lettick	0:00	0:00
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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
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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
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3/8/16 EST Lydia Natale	logged in reconnected her drive	0:15	0:00
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3/8/16 EST Lydia Natale	Dan Galligan changed the status of this Ticket from 'New Call' to 'Closed'	0:00	0:00
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<b>Ticket #: 290373</b>	Status - Closed	Logged - 3/10/16 EST
	Type - t User>>Setup	Logged For - Jesse A Kirsch

Description - Orange office computer - Request for Assistance			Bill	Non Bill
Date	Staff	Action Performed	Bill	Non Bill

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

<b>Office:</b>	320 Post Road West Westport, CT 06880 United States
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<b>Ticket #: 287746</b>	Status - Closed Type - t User>>Setup Description - Word issues	Logged - 2/11/16 EST Logged For - Dean Alerts
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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
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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