

**Subject:** Re: Camera disconnect

**Date:** Tuesday, July 19, 2022 at 7:28:34 PM Pacific Daylight Time

**From:** Jason Smith

**To:** Eric Halleen

Hi Eric,

If you have time tomorrow AM let's discuss the situation, and I think you would be able to remote in as there is internet access.

Thanks,

Jason

Sent via the Samsung Galaxy S7, an AT&T 4G LTE smartphone

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

From: Eric Halleen <eric@empowerdigital.com>

Date: 7/19/22 5:29 PM (GMT-08:00)

To: Jason Smith <tsmith@hiepullman.com>

Subject: Re: Camera disconnect

Hi Jason,

Oh man; that's not good at all. Unfortunately, it's reporting as being down completely, so I'm unable to remote in and work on a workaround. We basically have two options here. I can either come out and fix it, or you can drop the server off at UPS and have it shipped. Obviously, the second option comes with its own risks. UPS (or FedEx) isn't known for being delicate with packages. For me to come onsite, we're looking at a bit of travel and labor hours.

How old is your server? Maybe we use this as an excuse to get you upgraded to a new server. The cost of it will probably be a little bit more expensive than having me come out, but it would get you a new server that would last you for the next 5-10 years. Remind me again how many cameras you have, and I'll work up a quote. I think you only had about 7 or so, but I don't recall for sure.

What are your thoughts?

Eric

**Eric Halleen**

Solutions Architect