

Burke, Dave

From: Baig, Ahsan
Sent: Monday, November 03, 2014 4:52 PM
To: Jordan Grier; Castro, Dennis; Binda, George
Subject: RE: Video Recovery Update

Who is responsible for the recovery?

From: Jordan Grier [mailto:jordan@viewu.com]
Sent: Monday, November 03, 2014 4:31 PM
To: Castro, Dennis; Binda, George
Cc: Baig, Ahsan
Subject: RE: Video Recovery Update

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Best,
Jordan Grier
Product Support Engineer



Address: 105 W. John St, Seattle WA 98119
Phone: 888-285-4548
Email: jordan@viewu.com
www.viewu.com

From: Castro, Dennis [mailto:DCastro@oaklandnet.com]
Sent: Monday, November 03, 2014 4:02 PM
To: Jordan Grier; Binda, George
Cc: Baig, Ahsan
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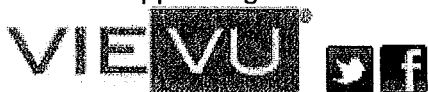
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Follow Up Flag: Follow up
Flag Status: Flagged

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From: Castro, Dennis [<mailto:DCastro@oaklandnet.com>]

Sent: Thursday, October 30, 2014 1:39 PM

To: Jordan Grier

Subject: Re: Video Recovery Update

Ok thanks for the update. I will email you the info later

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On Oct 30, 2014, at 1:11 PM, "Jordan Grier" <jordan@viewu.com> wrote:

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Best,

Jordan Grier

Product Support Engineer

<image001.png> <image002.gif> <image003.gif>

Address: 105 W. John St, Seattle WA 98119

Phone: 888-285-4548

Email: jordan@viewu.com

www.viewu.com

Grant Assistance

Burke, Dave

From: Castro, Dennis
Sent: Monday, November 10, 2014 11:53 AM
To: 'Jordan Grier'; Binda, George
Cc: Baig, Ahsan
Subject: RE: Video Recovery Update

Hello Jordan

Any update?

Thanks

Dennis

From: Castro, Dennis
Sent: Monday, November 03, 2014 4:02 PM
To: Jordan Grier; Binda, George
Cc: Baig, Ahsan
Subject: RE: Video Recovery Update

I need to include my Boss in this email chain, and ask him for his opinion. Anyway in my opinion is better if you doing on site, the system configuration is complex and it can take some time to bring the system back to normal operation, also we don't know how long this recovery process can take.

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Grant Assistance

Burke, Dave

From: Lu, Karen
Sent: Thursday, November 06, 2014 3:42 PM
To: 'Holly Newman'
Subject: RE: tax exempt certificate

Hi Holly,

The City of Oakland pays Sales Tax on all items that are applicable.

Karen Lu

Account Clerk II
Fiscal Division
Oakland Police Department
(510) 238-7447
KLu@oaklandnet.com

From: Holly Newman [<mailto:holly@viewu.com>]
Sent: Thursday, November 06, 2014 3:38 PM
To: Lu, Karen
Subject: tax exempt certificate

Hi

Can you email me your tax exempt certificate so I can adjust our system to not charge tax. We sell you body worn cameras and accessories.

Thanks

Holly Newman
Controller



Address: 105 W. John St, Seattle WA 98119

Phone: 206-582-1012

Email: holly@viewu.com

www.viewu.com

[Grant Assistance](#)

Burke, Dave

From: Jason Wine <jason@viewu.com>
Sent: Thursday, November 06, 2014 9:45 AM
To: Binda, George
Subject: Nexsan Recovery

George,

I just tried calling but figured email might be better as I'm sure your busy.

So we have been talking with the recovery company about the nexsan and their experience. While they have worked on them in the past, I sensed a bit of hesitation in their response. Combine that with the risk of disassembling the drives to even begin an offsite recover and I'm starting to get worried about causing more damage than good. Add to this the security risk of taking the system off site.

When I was talking with Dave he mentioned that a couple years ago Bill was successful in recovering data off of the Nexsan using a utility he found. What do you think about giving this a try? We can buy a license to the software and I can send down one of my guys to run the tool so it wouldn't impact your team's work. If it is successful we eliminate all risk of taking the Nexsan off site and disassembly. If the tool doesn't look like it is going to work, then we can continue talking about our other options.

What do you think?

Jason Wine
VP of Engineering & Technology



Address: 105 W. John St, Seattle WA 98119

Phone: 888-285-4548 x1007

Email: Jason@viewu.com

www.viewu.com

[Grant Assistance](#)

Burke, Dave

From: Burke, Dave
Sent: Tuesday, November 04, 2014 3:42 PM
To: Jason Wine (jason@viewu.com)
Subject: FW: Oakland PD_PDRD data loss_update 25May12

fyi

From: Burke, Dave
Sent: Friday, May 25, 2012 6:34 PM
To: Gordon, Ken
Cc: Weiman, Bill; Baig, Ahsan; Poulson, Edward; Henry, Clark
Subject: Re: Oakland PD_PDRD data loss_update 25May12

After a closer look at this event, it appears that the files in question were uploaded to the server between 0639 hours on 2 May 12, and 2339 hours on 03 May 12. Any files uploaded before or after these times and date appeared to be intact.

So to clarify any Video uploaded prior to or after the above dates and times remained on the server. We verified this by viewing the actual video in the application until we reached the target files.

We should have and accurate count of all files copied and who copied them from the target event on Tuesday.

Dave Burke

On May 25, 2012, at 4:12 PM, "Gordon, Ken" <KGordon@oaklandnet.com> wrote:

Thanks Bill

Ken Gordon, Interim Director
City of Oakland Department of Information Technology
150 Frank Ogawa Plaza, Suite 7335
Oakland, California 94612
Office Phone: (510) 238-2023
Email: kgordon@oaklandnet.com

From: Weiman, Bill
Sent: Friday, May 25, 2012 4:11 PM
To: Gordon, Ken
Cc: Allen, Terry; Baig, Ahsan; Poulson, Edward; Burke, Dave; Burke, Dave; Henry, Clark
Subject: Oakland PD_PDRD data loss_update 25May12

Ken,

On the Nexsan LUN that the missing files had resided on, I am running a data recovery tool.

The application is called GetDataBack for NTFS V4.25 by RunTime Software.

<http://www.runtime.org/data-recovery-products.htm>

When the scan is completed, a list of files that can be recovered will be listed.

The vendor has assured me that the server can still be accessed while the data recovery scan is running.

The size of the application software is 2.6MB.

This scan may take several days.

I will check up on its progress over the weekend.

Talk to you soon,

Bill Weiman
Department of Information Technology
Public Safety Services Division
Desk phone - (510) 238 7145
Voice message - (510) 238 2006

From: Weiman, Bill

Sent: Friday, May 25, 2012 1:17 PM

To: Gordon, Ken

Cc: Allen, Terry; Baig, Ahsan; Poulson, Edward; Burke, Dave; Burke, Dave; Henry, Clark

Subject: FW: (Issue ID: 37009) Issue ID: 37009 / Oakland PD - data loss

Ken,

Tim from Nexsan support just called me.

He reviewed the event logs that I sent to Nexsan.

Tim said there were no errors in the event log.

At one time, this Nexsan LUN had a bad drive.

But, because there was a spare drive available, the bad drive was automatically replaced and rebuilt.

Tim stated that there is nothing that Nexsan can do to restore the data.

Nexsan does not do data recover.

They sent the links listed below of data recovery companies that Nexsan has worked with in the past.

I'm going to head downtown from the 911 Center and meet with Terry Allen.

Nexsans knows that we will be giving them a follow up call shortly.

Talk to you soon,

Bill Weiman
Public Safety Support Team
Department of Information Technology
City of Oakland
Voice (510) 238-2006
Desk (510) 238 7145
bweiman@oaklandnet.com

From: support@nexsan.com [mailto:support@nexsan.com]
Sent: Friday, May 25, 2012 1:01 PM
To: Weiman, Bill
Subject: (Issue ID: 37009) Issue ID: 37009 / Oakland PD - data loss

Hey Bill,

Here are a few links for some data recovery companies that I was talking about. Nexsan is however no way affiliated with any of these companies.

Regards,
Tim

<http://www.easeus.com/product.htm>

<http://www.r-studio.com/?GGLAW801>

<http://www.runtime.org/data-recovery-products.htm>

Issue ID: 37009
Status: In Progress .----
Assigned Engineer: Kosinski, Tim
Escalation Engineer:

Nexsan Technical Services
US Support Line: 866-263-9726 or 760-690-1111
UK Support Line: +44 (0)1332 291 600
Email: Support@nexsan.com
www.nexsan.com

Please register your unit at <http://register.nexsan.com>

Please note: This message is confidential and may also be legally privileged. It is intended for the use of the individual to whom it is addressed. If you are not the intended recipient, please notify the sender via email and delete the message and you should not copy it or use it for any purpose, nor disclose its contents to any other person. Thank you.

Burke, Dave

From: Baig, Ahsan
Sent: Tuesday, November 04, 2014 12:25 PM
To: Castro, Dennis;'Jason Wine';Burke, Dave
Cc: Binda, George;'Jordan Grier';'Steve Lovell'
Subject: RE: RE: Video Recovery Update

Thanks Dennis. I was told by Jason that the Video files were deleted as a result of the VieVu backend software configuration, as the system deletes the files tagged for archive. VieVu is helping the City in recovering the deleted video files. We need to work with VieVu to make sure that we can recover all the video files. Let's talk at 3pm to make sure that we understand the work efforts and expected results.

From: Castro, Dennis
Sent: Tuesday, November 04, 2014 10:42 AM
To: Jason Wine; Baig, Ahsan; Burke, Dave
Cc: Binda, George; Jordan Grier; Steve Lovell
Subject: RE: RE: Video Recovery Update

Jason
Can you schedule a conference call for 3 pm pacific time today? We need to talk about this.

Thanks

Dennis

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Ahsan,

The ultimate responsibility is with the City of Oakland. We cannot warranty that use of the software will be error free and without a loss of data. We cannot design, monitor or test your backup strategy when the system is out of our control. This incident has identified that the backups being made of the system were not complete.

With that said, we understand the situation and are willing to provide some financial support to ensure the data is recovered; however, it must be done in a cost effective way. The difference between taking the drives off-site and having a recovery expert onsite is at least a 100,000+ difference.

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VP of Engineering & Technology



Address: 105 W. John St, Seattle WA 98119
Phone: 888-285-4548 x1007
Email: jason@viewu.com
www.viewu.com

Grant Assistance

----- Forwarded message -----

From: "Baig, Ahsan" <ABaig@oaklandnet.com>

Date: Nov 3, 2014 4:53 PM

Subject: RE: Video Recovery Update

To: Jordan Grier <jordan@viewu.com>, "Castro, Dennis" <DCastro@oaklandnet.com>, "Binda, George" <GBinda@oaklandnet.com>

Cc:

Who is responsible for the recovery?

From: Jordan Grier [<mailto:jordan@viewu.com>]

Sent: Monday, November 03, 2014 4:31 PM

To: Castro, Dennis; Binda, George

Cc: Baig, Ahsan

Subject: RE: Video Recovery Update

Hello Everyone,

The different in cost between off-site and on-premises is significant and must be considered. The amount of data to be recovered will take approximately 1 week. To have a data recovery vendor onsite for that time would add tens of thousands to the cost at minimum. In addition, these firms will not have access to their labs and all the resources available if we move the drives to their location.

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Burke, Dave

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Thanks Dennis. I was told by Jason that the Video files were deleted as a result of the VieVu backend software configuration, as the system deletes the files tagged for archive. VieVu is helping the City in recovering the deleted video files. We need to work with VieVu to make sure that we can recover all the video files. Let's talk at 3pm to make sure that we understand the work efforts and expected results.

From: Castro, Dennis
Sent: Tuesday, November 04, 2014 10:42 AM
To: Jason Wine; Baig, Ahsan; Burke, Dave
Cc: Binda, George; Jordan Grier; Steve Lovell
Subject: RE: RE: Video Recovery Update

Jason

Can you schedule a conference call for 3 pm pacific time today? We need to talk about this.

Thanks

Dennis

From: Jason Wine [<mailto:jason@vievu.com>]
Sent: Tuesday, November 04, 2014 8:19 AM
To: Baig, Ahsan
Cc: Castro, Dennis; Binda, George; Jordan Grier; Steve Lovell
Subject: RE: RE: Video Recovery Update

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VP of Engineering & Technology



Address: 105 W. John St, Seattle WA 98119
Phone: 888-285-4548 x1007
Email: Jason@vievu.com
www.vievu.com

Grant Assistance

----- Forwarded message -----

From: "Baig, Ahsan" <ABaig@oaklandnet.com>

Date: Nov 3, 2014 4:53 PM

Subject: RE: Video Recovery Update

To: Jordan Grier <jordan@viewu.com>, "Castro, Dennis" <DCastro@oaklandnet.com>, "Binda, George" <GBinda@oaklandnet.com>

Cc:

Who is responsible for the recovery?

From: Jordan Grier [mailto:jordan@viewu.com]

Sent: Monday, November 03, 2014 4:31 PM

To: Castro, Dennis; Binda, George

Cc: Baig, Ahsan

Subject: RE: Video Recovery Update

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Ok thanks for the update. I will email you the info later

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Grant Assistance

Burke, Dave

Subject: RE: Video Recovery Update
Location: Call: 860-970-0010 - Access Code: 894-141-618
Start: Tue 11/4/2014 3:00 PM
End: Tue 11/4/2014 3:30 PM
Recurrence: (none)
Meeting Status: Accepted
Organizer: Binda, George
Required Attendees: Jason Wine; Castro, Dennis; Baig, Ahsan; Burke, Dave
Optional Attendees: Jordan Grier; Steve Lovell

Team –

Here is the meeting invite for 3pm PST today.

Thanks,

George Binda

Information Systems Supervisor, Public Safety Services

City of Oakland | Information Technology Department
150 Frank H. Ogawa Plaza, 7th Floor, Suite 7204 | Oakland, CA 94612
(510) 238-2024 | Office | (510) 238-2281 | Fax | 510-590-7476 | Cell
gbinda@oaklandnet.com | <http://www.oaklandnet.com/>

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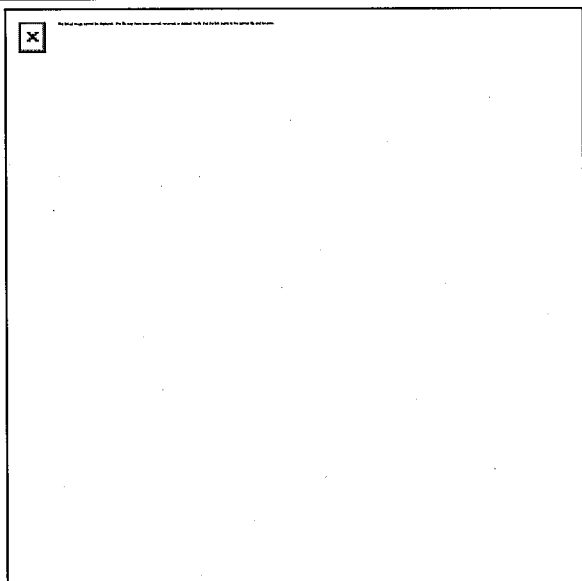
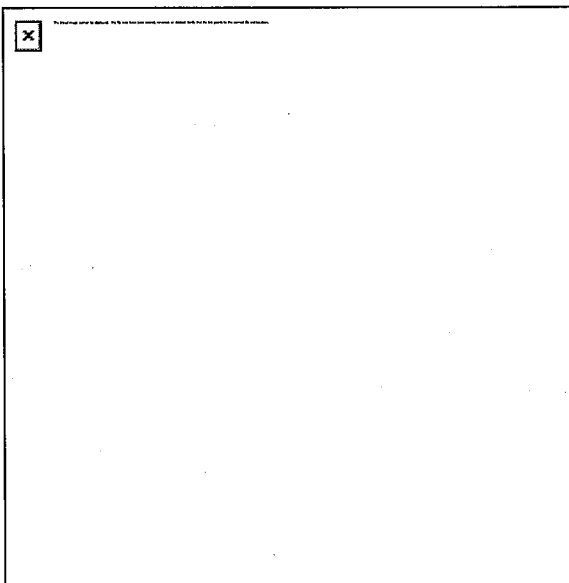
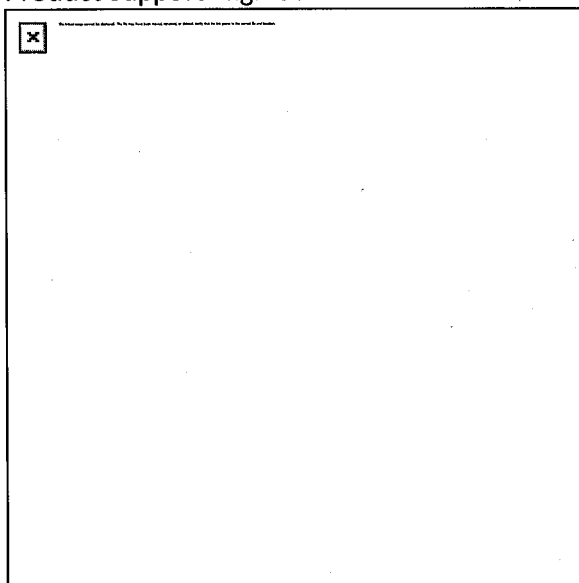
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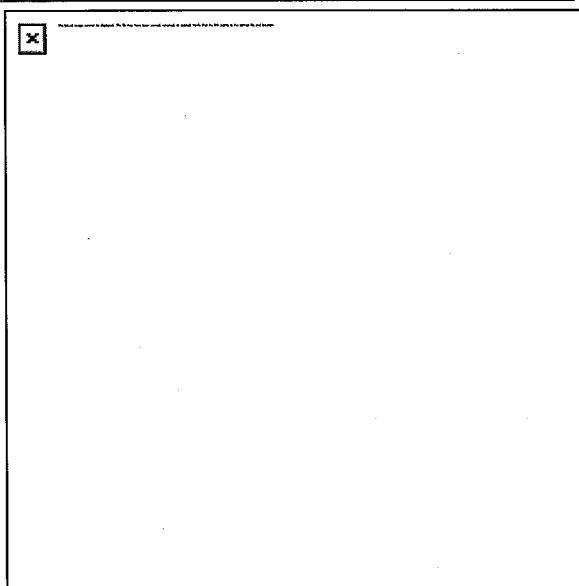
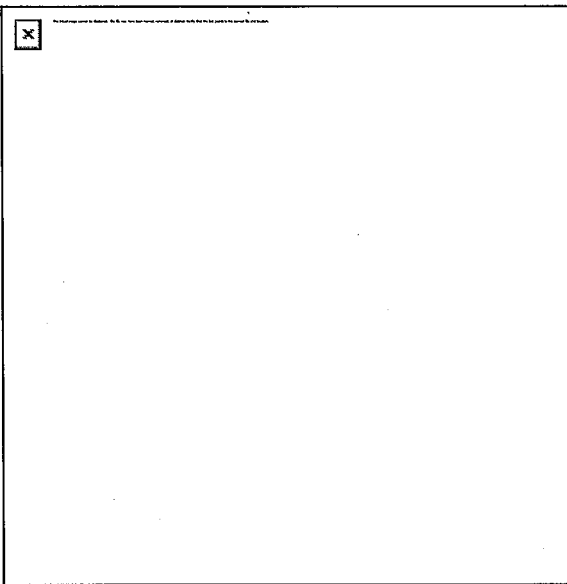
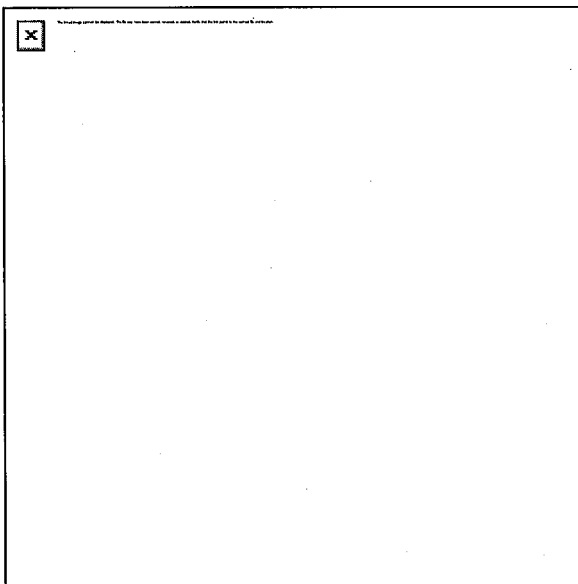
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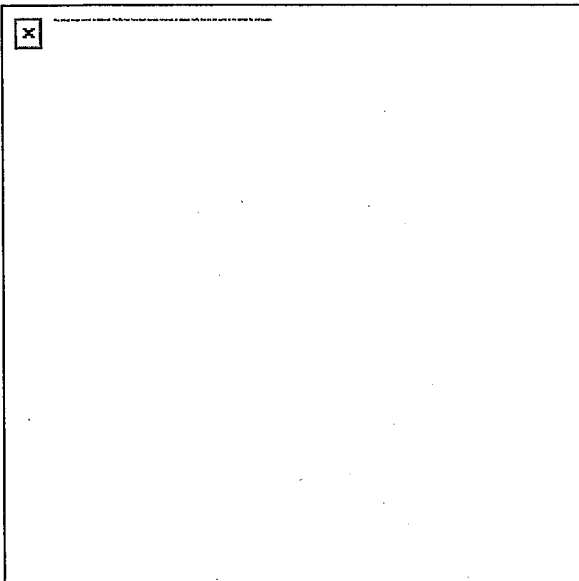
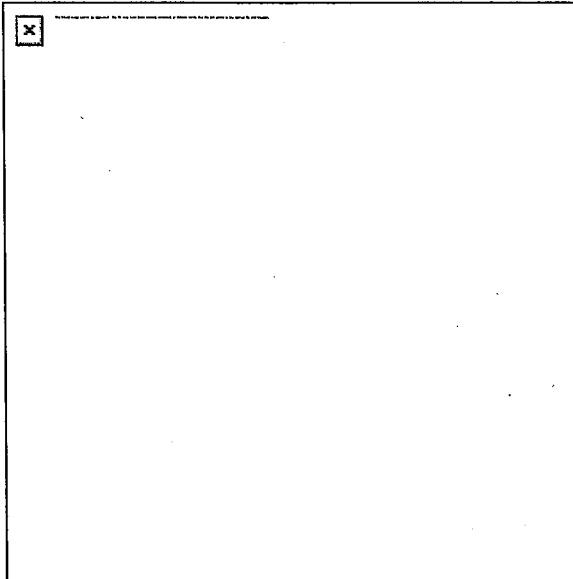
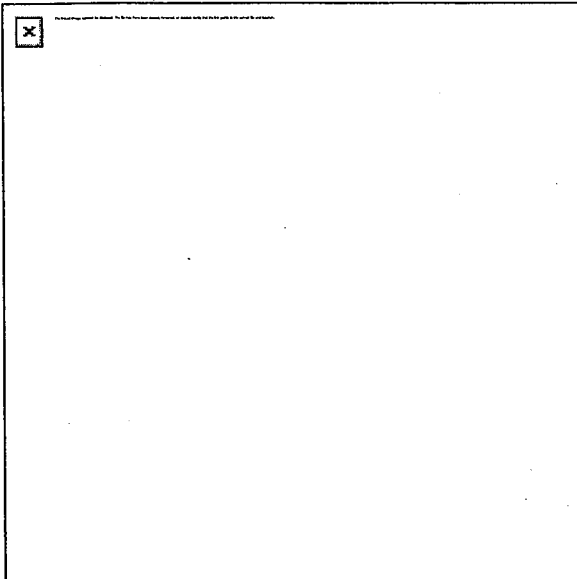
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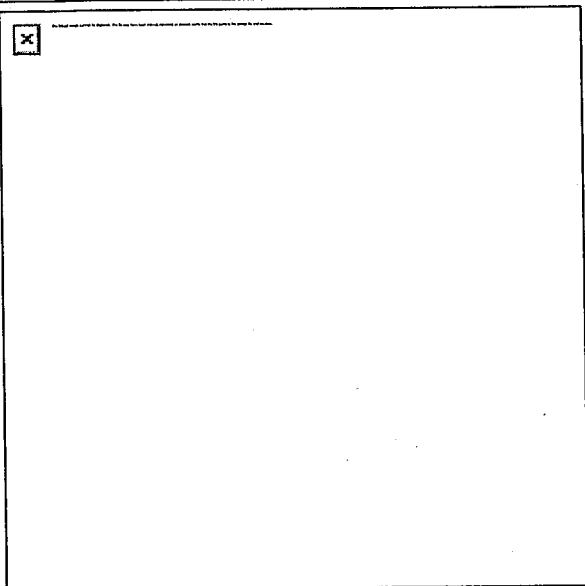
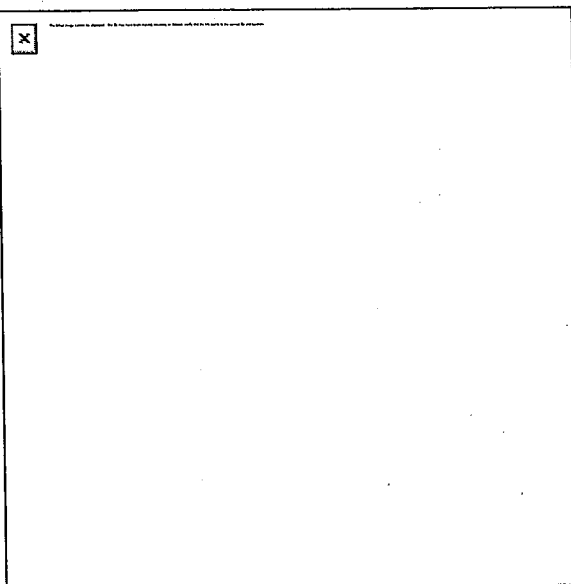
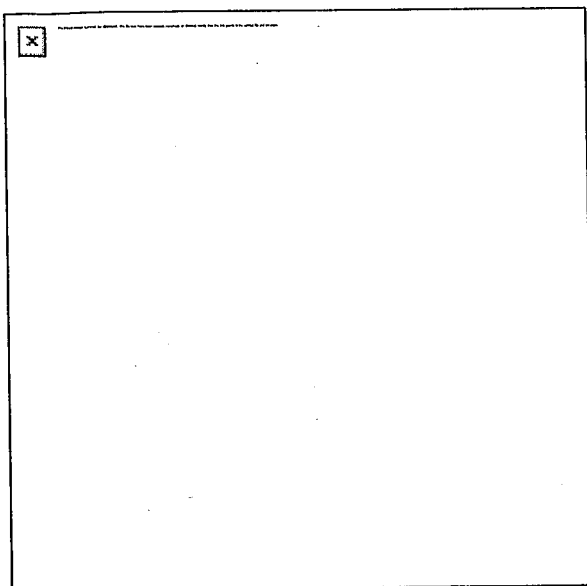
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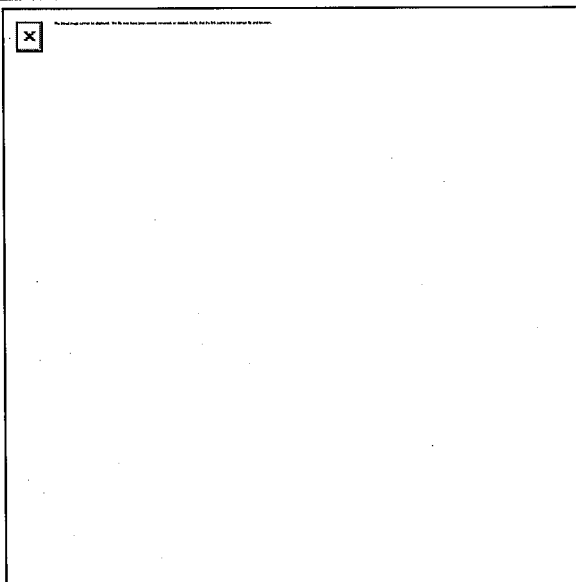
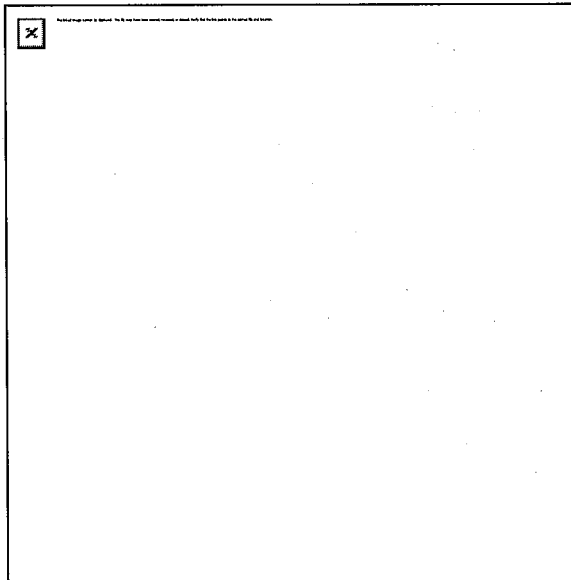
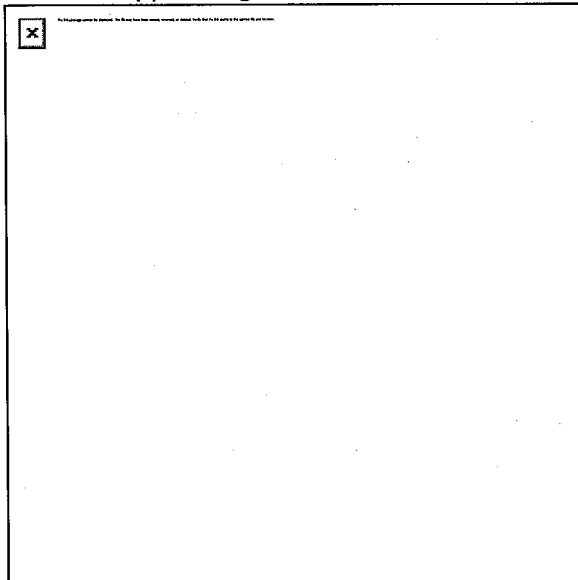
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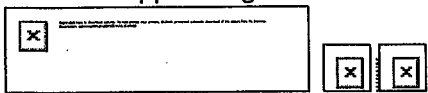
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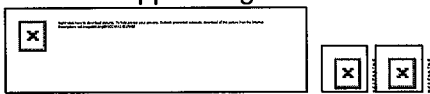
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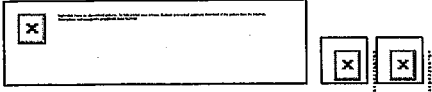
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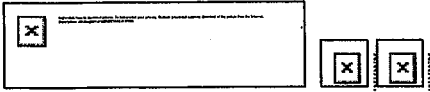
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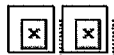
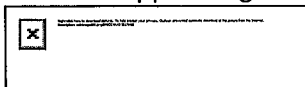
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From: Jordan Grier [<mailto:jordan@viewu.com>]
Sent: Monday, November 03, 2014 8:54 AM
To: Castro, Dennis
Subject: RE: Video Recovery Update

Morning Dennis,

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Product Support Engineer



Address: 105 W. John St, Seattle WA 98119
Phone: 888-285-4548
Email: jordan@viewu.com
www.viewu.com

From: Castro, Dennis [<mailto:DCastro@oaklandnet.com>]
Sent: Thursday, October 30, 2014 1:39 PM
To: Jordan Grier
Subject: Re: Video Recovery Update

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Burke, Dave

From: Jason Wine <jason@viewu.com>
Sent: Tuesday, November 04, 2014 11:12 AM
To: Castro, Dennis; Baig, Ahsan; Burke, Dave
Cc: Binda, George; Jordan Grier; Steve Lovell
Subject: RE: RE: Video Recovery Update

Yes 3pm is great.

Here is a conference call line to use:

Call: 860-970-0010
Access Code: 894-141-618

Jason Wine
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[Grant Assistance](#)

From: Castro, Dennis [mailto:DCastro@oaklandnet.com]
Sent: Tuesday, November 04, 2014 10:42 AM
To: Jason Wine; Baig, Ahsan; Burke, Dave
Cc: Binda, George; Jordan Grier; Steve Lovell
Subject: RE: RE: Video Recovery Update

Jason

Can you schedule a conference call for 3 pm pacific time today? We need to talk about this.

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From: Jason Wine [mailto:jason@viewu.com]
Sent: Tuesday, November 04, 2014 8:19 AM
To: Baig, Ahsan
Cc: Castro, Dennis; Binda, George; Jordan Grier; Steve Lovell
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Grant Assistance

----- Forwarded message -----

From: "Baig, Ahsan" <ABaig@oaklandnet.com>

Date: Nov 3, 2014 4:53 PM

Subject: RE: Video Recovery Update

To: Jordan Grier <jordan@viewu.com>, "Castro, Dennis" <DCastro@oaklandnet.com>, "Binda, George" <GBinda@oaklandnet.com>

Cc:

Who is responsible for the recovery?

From: Jordan Grier [<mailto:jordan@viewu.com>]

Sent: Monday, November 03, 2014 4:31 PM

To: Castro, Dennis; Binda, George

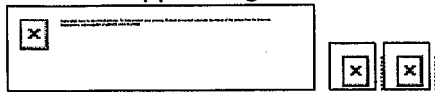
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Cc: Baig, Ahsan

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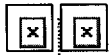
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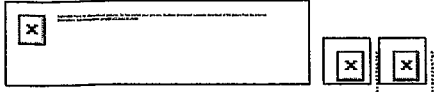
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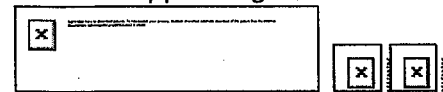
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We have 4 NexSan Technologies 15tb each

Are you guys planning to be on site today?

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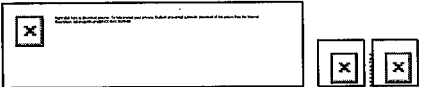
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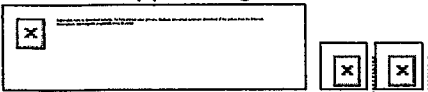
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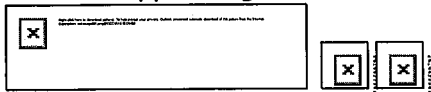
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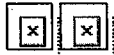
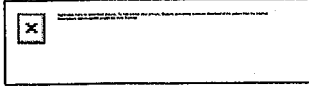
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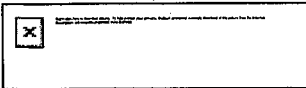
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