Tina Lee

From:	barry.mims@omnitech-services.com
Sent:	Wednesday, April 27, 2022 3:24 PM
To:	Richard Hicks; Tina Lee
Cc:	coreen.harney@omnitech-services.com
Subject:	[EXTERNAL]JOB# CMI220321 MD066 CSS 35101 WO 16886 CAC System not working properly, Intermittent deficiencies. Some cards work fine then the next time will not work at all.

> **CAUTION:** This email has been received from outside of CMI - Use caution before clicking on links, opening attachments, or responding.

Rick,

I just spoke with Mr. Gordon at the Army Reserve pertaining to JOB# **CMI220321** and he was able to explain to me more about the issues that are going on at the site.

He says the system is working fine but, it seems there is a database issue because when he tries to access the OnGuard it shows a database corruption, and he cannot access the system.

He says the server is old and needs to be updated.

Now, with this information, I will be proactive and get a quote from Lenel to get the SUSP current because it has expired and a new server so we can upgrade to the latest version of OnGuard.

My records show they are running 7.4 and we are at 8.0.

We will be onsite on Friday to check things out and gather more information and we will need access to the headend and all access rights as well.

In the future can we set-up a call with the end-user and discuss what issues they are having so we can determine the best course of action because having the statement "CAC System not working properly, Intermittent deficiencies" is not enough information.

JOB# CMI220321
 Problem: CAC System not working properly, Intermittent deficiencies
Question: Need clarification from the customer. Can OmniTech have a call with your client?
Location: Charles County USARC 4800 Fox Trail Place, White Plains, MD 20695
Contact: **ROBERT JACKMAN-GORDON Office 910-598-8444   Cell 806-355-2259**
NATHAN RIGNEY 540-333-0154 HE WILL ASK FR A DATE AND CAN CONFIM ACCESS

On this service call below, I have called the number listed below a couple of times to discuss what the issue is so we can determine what course needs to be taken.

The problem "CAC systems can't be accessed to authorize anyone CAC access" seems like a password issue.

Do you want me to send someone out before we speak to the end-user?

I feel we need to talk to Terry Casey first and see what is going on with the system.

I did leave a message for him as well.

Please advise.

JOB# CMI220406
Problem: CAC systems can't be accessed to authorize anyone CAC access
Question: This seems like a password issue. Can we speak with your client?
Location:886 CAROLINA RD, SUFFOLK, VA 23434
Contact:? SFC Terry Casey his Office number is 910-598-9366

Thanks
Barry

Barry Mims, CSEIP
703/867-9839

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