From: Joshua Abramson [redacted]
To: Michael A. Williams [redacted]
Cc: Support [redacted] Doug Metz [redacted]
Subject: Re: Stancil - Missing Recordings
Date: Wed, Aug 17, 2011 10:43 am

Yes, Please install the software

On Wed, Aug 17, 2011 at 10:27 AM, Michael A. Williams [redacted] wrote:

Josh,

From what I've found on your recorder so far, it appears that a program installed on the recorder has a memory leak. This will cause the RAM to be fully utilized and prevent other programs from performing correctly. I see where the system rebooted from a bug check around 9:36am system time today with a number of memory errors prior to that. Since recording is a very memory intensive process I can see why we would've stopped recording.

However after the system reboot several services failed to restart including our Recorder service.

First I would ask if there are any new programs or hardware that have been installed on the recorder recently (anti-virus, remote access, etc.) since a program that doesn't work well with Windows 2000 (this is an 8 year old system) can cause these sorts of problems. Then I recommend we install our Synergy Monitoring service. If your recorder has internet access at all times, we can monitor it from here and help catch these sorts of things when they occur.

Please let us know if you have further questions or would like for us to move forward with the Synergy monitoring software. It is no additional cost so long as your system is under contract.

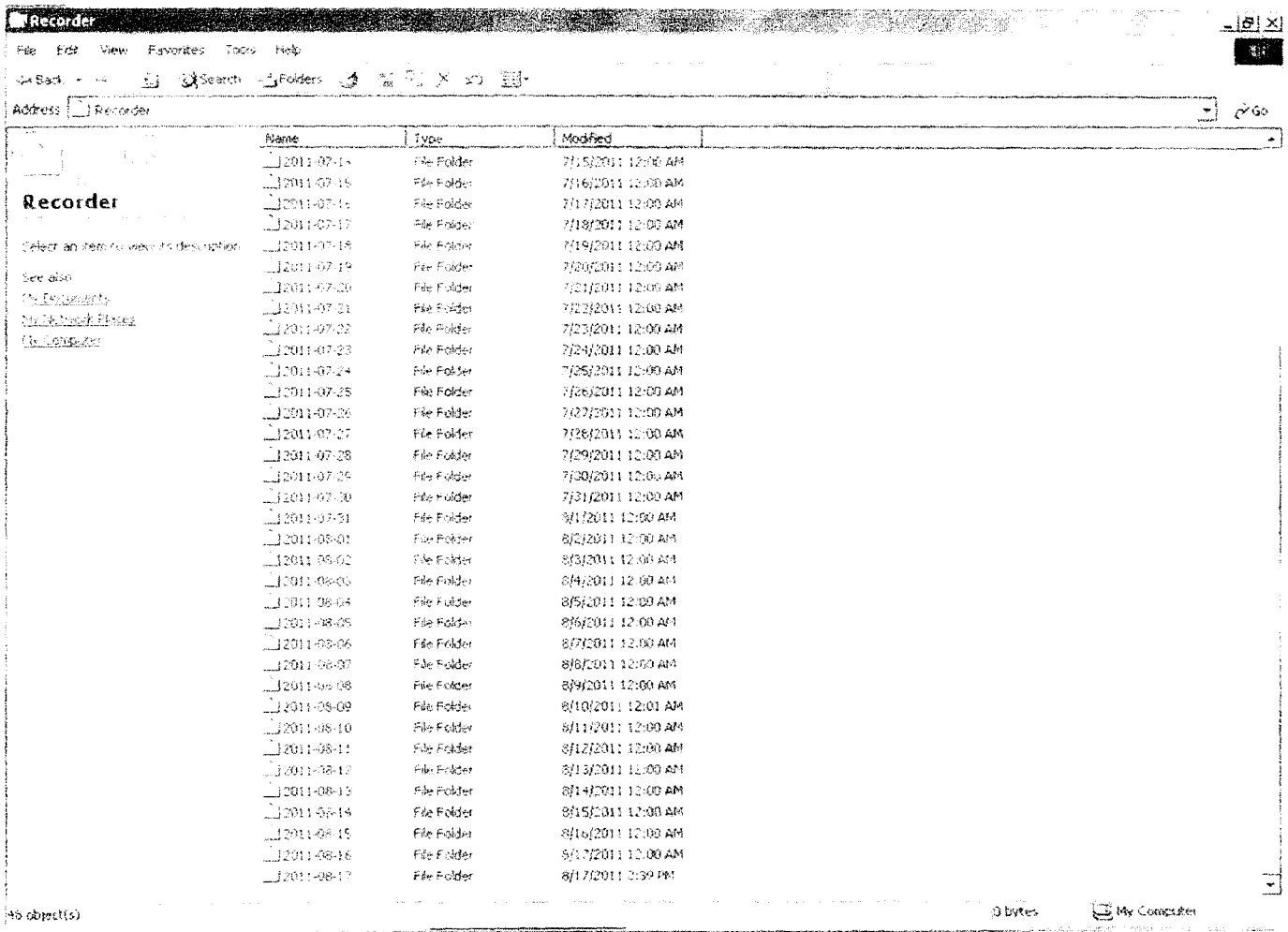
Thank you,

Michael A. Williams

Technical Support Supervisor

STANCIL

[redacted]


Recorder
File Edit View Favorites Tools Help
Back Search Folders
Address Recorder
Go
Recorder
Select an item to view its description.
See also
My Documents
My Network Places
My Computer
Name Type Modified
2011-07-14 File Folder 7/15/2011 12:00 AM
2011-07-15 File Folder 7/16/2011 12:00 AM
2011-07-16 File Folder 7/17/2011 12:00 AM
2011-07-17 File Folder 7/18/2011 12:00 AM
2011-07-18 File Folder 7/19/2011 12:00 AM
2011-07-19 File Folder 7/20/2011 12:00 AM
2011-07-20 File Folder 7/21/2011 12:00 AM
2011-07-21 File Folder 7/22/2011 12:00 AM
2011-07-22 File Folder 7/23/2011 12:00 AM
2011-07-23 File Folder 7/24/2011 12:00 AM
2011-07-24 File Folder 7/25/2011 12:00 AM
2011-07-25 File Folder 7/26/2011 12:00 AM
2011-07-26 File Folder 7/27/2011 12:00 AM
2011-07-27 File Folder 7/28/2011 12:00 AM
2011-07-28 File Folder 7/29/2011 12:00 AM
2011-07-29 File Folder 7/30/2011 12:00 AM
2011-07-30 File Folder 7/31/2011 12:00 AM
2011-07-31 File Folder 8/1/2011 12:00 AM
2011-08-01 File Folder 8/2/2011 12:00 AM
2011-08-02 File Folder 8/3/2011 12:00 AM
2011-08-03 File Folder 8/4/2011 12:00 AM
2011-08-04 File Folder 8/5/2011 12:00 AM
2011-08-05 File Folder 8/6/2011 12:00 AM
2011-08-06 File Folder 8/7/2011 12:00 AM
2011-08-07 File Folder 8/8/2011 12:00 AM
2011-08-08 File Folder 8/9/2011 12:00 AM
2011-08-09 File Folder 8/10/2011 12:01 AM
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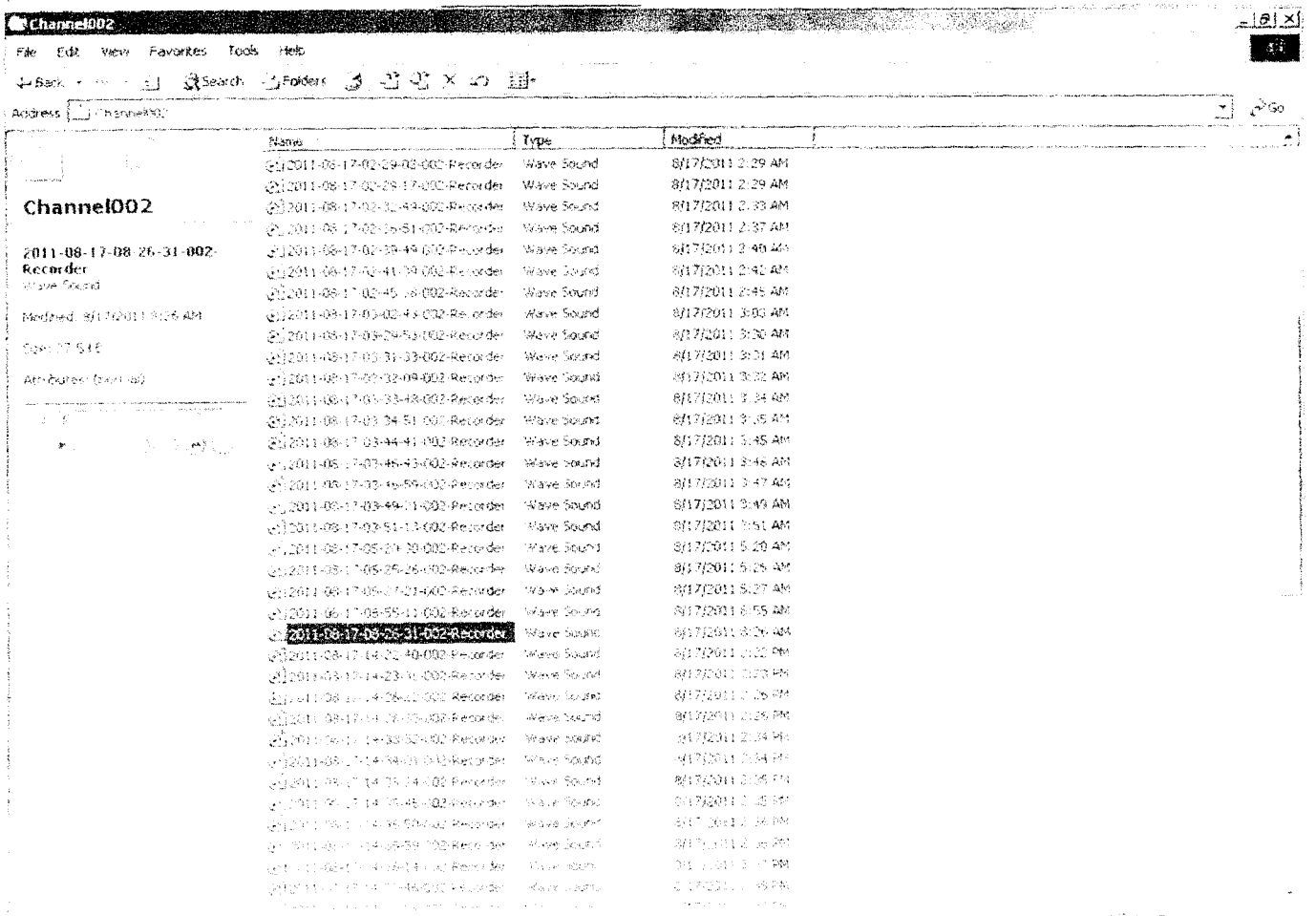
2011-08-12 File Folder 8/13/2011 12:00 AM
2011-08-13 File Folder 8/14/2011 12:00 AM
2011-08-14 File Folder 8/15/2011 12:00 AM
2011-08-15 File Folder 8/16/2011 12:00 AM
2011-08-16 File Folder 8/17/2011 12:00 AM
2011-08-17 File Folder 8/17/2011 2:39 PM
46 object(s)
0 bytes
My Computer


Channel002
File Edit View Favorites Tools Help
Back Search Folders
Address Channel002
Go
Channel002
2011-08-17-08-26-31-002-Recorder
Wave Sound
Modified: 8/17/2011 8:26 AM
Size: 77 KB
Attributes: (none)
Name Type Modified
2011-08-17-02-29-03-002-Recorder Wave Sound 8/17/2011 2:29 AM
2011-08-17-02-29-17-002-Recorder Wave Sound 8/17/2011 2:29 AM
2011-08-17-02-33-44-002-Recorder Wave Sound 8/17/2011 2:33 AM
2011-08-17-02-36-51-002-Recorder Wave Sound 8/17/2011 2:37 AM
2011-08-17-02-39-44-002-Recorder Wave Sound 8/17/2011 2:40 AM
2011-08-17-02-41-39-002-Recorder Wave Sound 8/17/2011 2:42 AM
2011-08-17-02-45-16-002-Recorder Wave Sound 8/17/2011 2:45 AM
2011-08-17-03-02-43-002-Recorder Wave Sound 8/17/2011 3:03 AM
2011-08-17-03-29-53-002-Recorder Wave Sound 8/17/2011 3:30 AM
2011-08-17-03-31-33-002-Recorder Wave Sound 8/17/2011 3:31 AM
2011-08-17-03-32-09-002-Recorder Wave Sound 8/17/2011 3:32 AM
2011-08-17-03-33-43-002-Recorder Wave Sound 8/17/2011 3:34 AM
2011-08-17-03-34-51-002-Recorder Wave Sound 8/17/2011 3:35 AM
2011-08-17-03-44-41-002-Recorder Wave Sound 8/17/2011 3:45 AM
2011-08-17-03-45-43-002-Recorder Wave Sound 8/17/2011 3:46 AM
2011-08-17-03-46-59-002-Recorder Wave Sound 8/17/2011 3:47 AM
2011-08-17-03-49-11-002-Recorder Wave Sound 8/17/2011 3:49 AM
2011-08-17-03-51-13-002-Recorder Wave Sound 8/17/2011 3:51 AM
2011-08-17-05-20-30-002-Recorder Wave Sound 8/17/2011 5:20 AM
2011-08-17-05-25-26-002-Recorder Wave Sound 8/17/2011 5:25 AM
2011-08-17-05-27-21-002-Recorder Wave Sound 8/17/2011 5:27 AM
2011-08-17-05-55-11-002-Recorder Wave Sound 8/17/2011 5:55 AM
2011-08-17-08-26-31-002-Recorder Wave Sound 8/17/2011 8:26 AM
2011-08-17-14-22-40-002-Recorder Wave Sound 8/17/2011 2:22 PM
2011-08-17-14-23-31-002-Recorder Wave Sound 8/17/2011 2:23 PM