

To: jeffrey E.[jeevacation@gmail.com]
From: Richard Kahn
Sent: Tue 8/5/2014 4:38:17 PM
Subject: Fwd: ZDC - James

should i ask james to come to zorro?
if so please advise on preferred dates
thank you

Richard Kahn
HBRK Associates Inc.
575 Lexington Avenue 4th Floor
New York, NY 10022
tel [REDACTED]
fax [REDACTED]
cell [REDACTED]

Begin forwarded message:

From: james | need mac help [REDACTED]
Subject: Re: ZDC - James
Date: August 5, 2014 at 12:27:39 PM EDT
To: BMG <[REDACTED]>
Cc: Rich Kahn <[REDACTED]>, Zorro Ranch
[REDACTED], Sara Rychtarik <[REDACTED]>

Hi Brice,

Thanks for the explanation. Upgrading to the AirPort Extreme 802.11ac basestations *could* help — they have a much stronger broadcast signal & range — but I have my doubts whether it will resolve buffering issues while streaming.

Buffering issues are likely going to come down to either bandwidth constraints or network issues created by wireless relays*. Streaming audio via Pandora or Spotlight, etc requires .5 Mbps bandwidth for each instance, video requires between 2 - 5 Mbps (depending on video quality), so if the boss and the girls are trying to Spotify at the same time, that's going to explain the full use of the T1 line (1.5 Mbps), and most likely the buffering / dropouts.

Upgrading the basestations won't hurt anything. It's a tedious process of plugging one in and running through the AirPort Utility's setup to replace an existing device. 90% of the time it works without an issue, the other 10% the base station has to be set up manually to the configuration of the device being replaced. It takes 10-15 minutes each for the tool, most of that is finding the existing base and an extra power outlet for the replacement.

*Wireless relay is a way of bouncing network signals off existing basestations to other basestations that aren't close enough to a network port to hardwire. Scott used this method a lot, and I've seen some wacky problems as a result. I've been trying to eliminate the relays where possible. Unfortunately that requires a survey of the physical area around the basestation's location — can't be done remotely.

James Ce
□ Certified Support Professional 10.6

Need Mac Help, Inc.
[REDACTED]
<http://needmachelp.com>

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On Aug 4, 2014, at 3:48 PM, BMG [REDACTED] wrote:

Hi James

We are using the the brick style Mac access point, version 7.7.3
There are 12 total install, 10 are in the main house
The Bosses main concern is when he stream music, the music cuts out
He feels the access point are communicating correctly with the network

Brice

Sent from my iPhone

On Aug 4, 2014, at 11:54 AM, james I need mac help
[REDACTED]

Hi Brice,
Thanks for the PDF; it gave me a picture of the virtual side of the network.

Did you get a sense whether there was a specific problem the boss was wanting to address or if it's just a preference for using Apple devices wherever possible? What kind of wireless access points are you using currently?

James Ce
□ Certified Support Professional 10.6

Need Mac Help, Inc.
[REDACTED]
<http://needmachelp.com>

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On Aug 4, 2014, at 9:42 AM, Brice Gordon <[REDACTED]> wrote:

James

you may wish to review the attached information first before we speak

1. Data Utilization for 1 x T1 service, 7/28 to 8/4, JE plus 3 guest arrived at 2.45 pm 8/1
2. Data Utilization for 1 x T1 service, 8/2 to 8/4, Itunes Download started for 6 TV programmes @ 1.40 GB per shows
3. Router Traffic Statics for 1 day
4. Current DHCP Leases
5. Top Traffic Statistics for the last 24hours

The Movie Room (192.168.6.182) and Zorro- MBP (192.168.6.174) have high utilization due to Movie Streaming and Downloading

please let me know when we can touch base

Brice

On Sun, Aug 3, 2014 at 1:54 PM, Richard Kahn

[REDACTED] wrote:

Can you please contact Brice. Thank you.

Sent from my iPhone

Begin forwarded message:

From: BMG
[REDACTED]

Date: August 3, 2014 at 3:52:47 PM EDT

To: Richard Kahn [REDACTED]

Cc: ZDC Office [REDACTED]

Subject: ZDC - James

Rich

Jeffrey would like James to look at mac access point setup at Zorro

He maybe able to remote in to system
Please advise if I can contact James directly or do you
wish to

Brice

Sent from my iPhone

--

Brice Gordon

Ph: [REDACTED]

<ZDC-TW-Router.pdf>