yes

On Tue, Aug 5, 2014 at 10:38 AM, Richard Kahn < ████████████████████ > wrote:

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

   Richard Kahn
   HBRK Associates Inc.
   ████████████████████
   ████████████████████
   ████████████████████

   Begin forwarded message:

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

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

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████████████

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On Aug 4, 2014, at 3:48 PM, BMG ██████████████ 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 | need mac help
████████████

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

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On Aug 4, 2014, at 9:42 AM, Brice Gordon <██████████████> 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 programes @ 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
██████████████ wrote:

Can you please contact Brice. Thank you.

Sent from my iPhone

Begin forwarded message:

From: BMG ████████████████

Date: August 3, 2014 at 3:52:47 PM EDT
To: Richard Kahn ████████████████
Cc: ZDC Office ████████████████
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

████████████████

<ZDC-TW-Router.pdf>

--
        please note
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confidential, may be attorney-client privileged, may
constitute inside information, and is intended only for

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