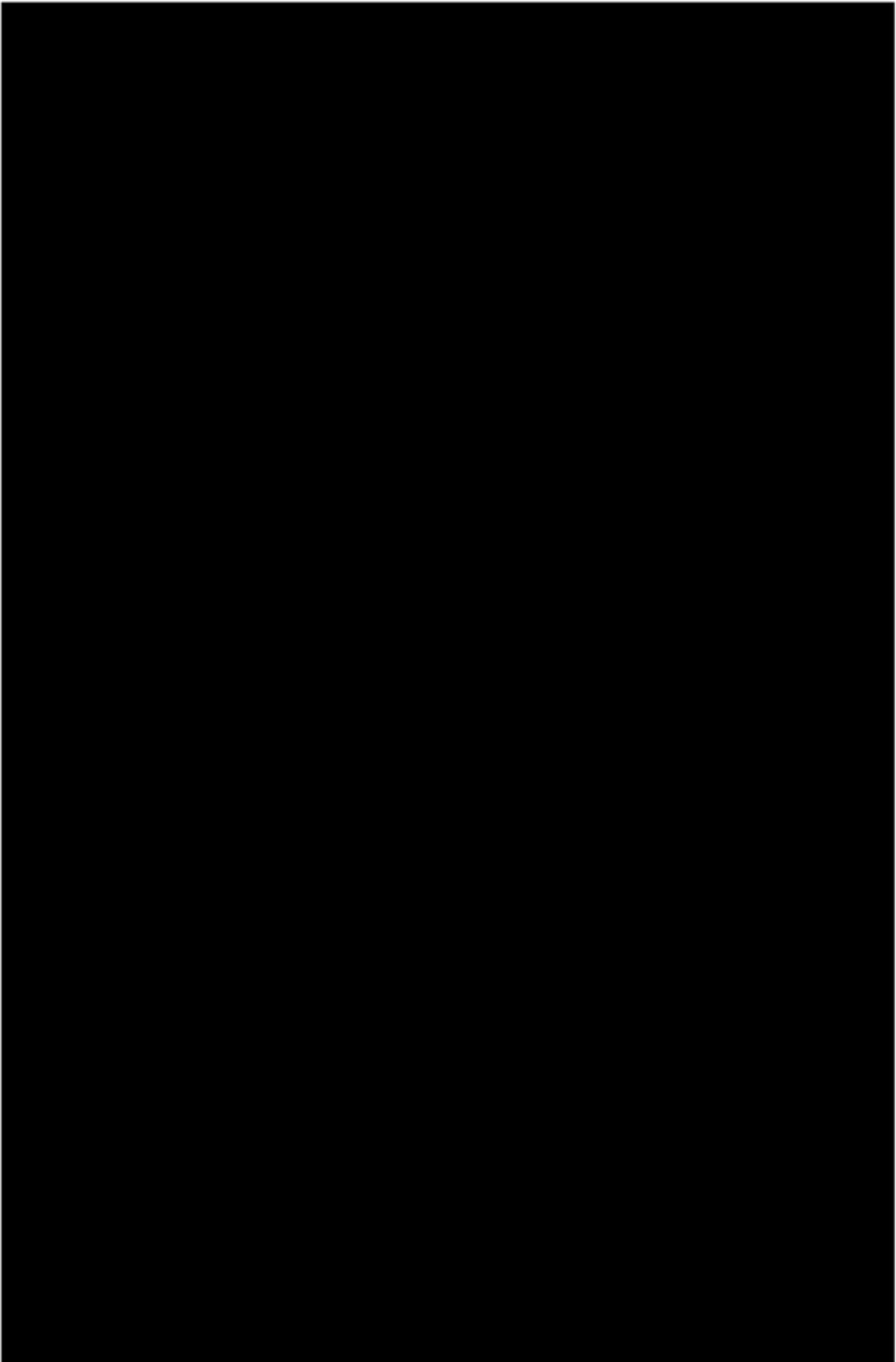
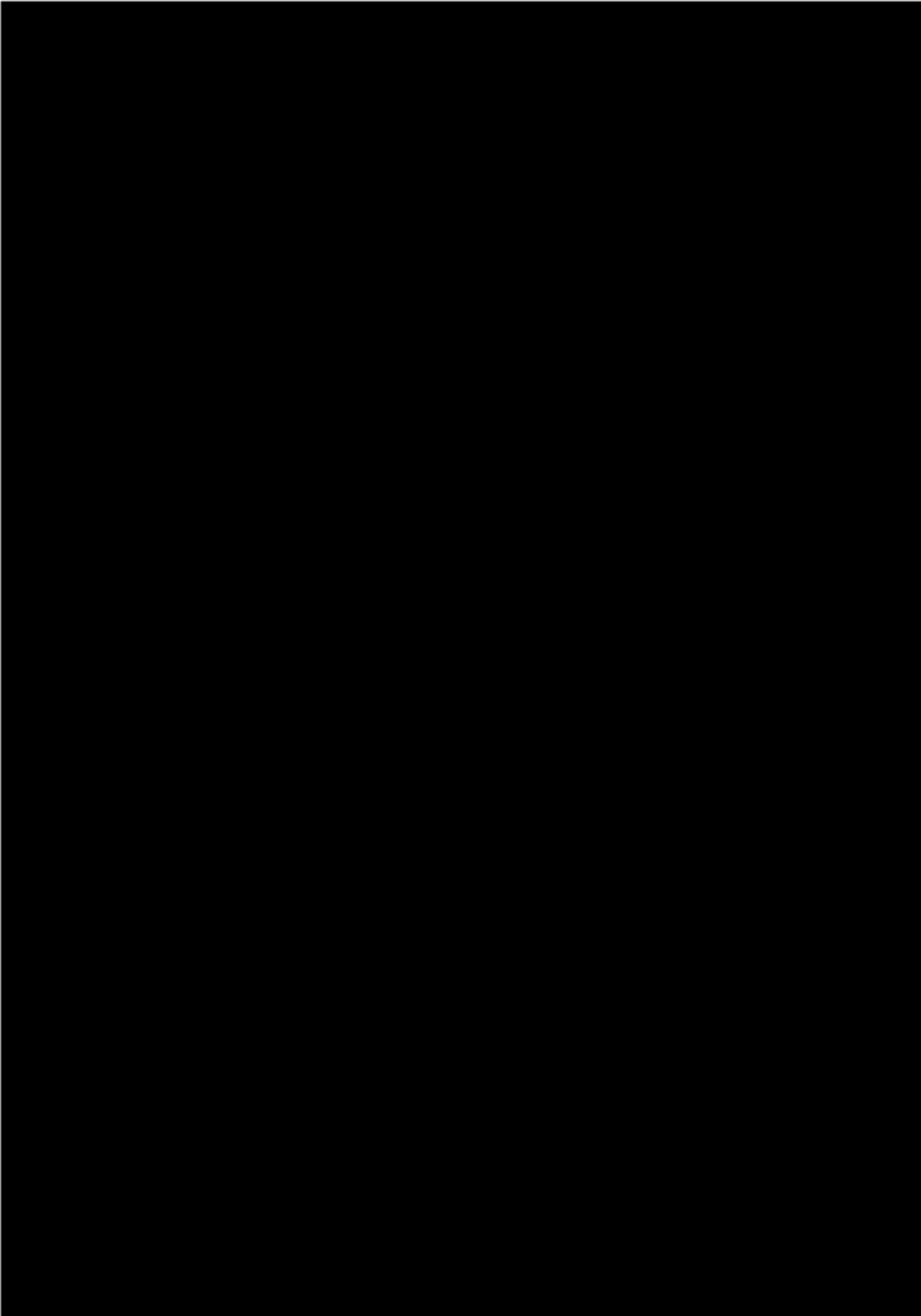


From: "[REDACTED]" >

To:





Subject: Re: NICEVision Administrator Error

Date: Thu, 08 Aug 2019 17:30:34 +0000

Importance: Normal

Attachments: TEXT.htm

I forwarded this e-mail to Jeff McKenzie. He responded immediately and said the following:

I just got the email from Otisville directly. I have a case open with Qognify. I am working on it to see what the issue is.

Jeffrey McKenzie | Senior Customer Support Technician

SigNet Technologies | Convergent Federal Solutions
12300 Kiln Ct Suite E, Beltsville, MD 20705

Office: [REDACTED] | Mobile: [REDACTED] | Direct:
[REDACTED]

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>>> [REDACTED] 8/8/2019 12:19 PM >>>

Yep. Same exact issue here in Houston. It happened after we loaded the latest update. Might be a pain, but if you still have a copy of the old AppSuite you could load it just long enough to unlock the work station and then go back to the newest version until we can get some support.

[REDACTED]

FCC Terre Haute
4200 Bureau Rd. North
Terre Haute, IN 47802

[REDACTED]

Department of Justice
FBOP, FDC - Houston
[REDACTED] ext [REDACTED]
[REDACTED]

>>> [REDACTED] 8/8/2019 11:13 AM >>>

Hello,

Looking for some help or advice from anyone using NICEVision. I just tried logging into Administrator to unlock an account and I get a pop up that states "Database Error." I click "ok," and it closes the application. I'm getting the error on the AMS as well as a BOPNet computer that is running the NICEVision software. I reached out to Justin Houston but he is out of the office and I haven't heard back from anyone at the tech support number he left. If anyone has any ideas or has experienced this error, I'd appreciate any advice or guidance to fix it.

Thanks in advance.

[REDACTED]

FCI Otisville

Two Mile Dr.
Otisville, NY 10963
[REDACTED]