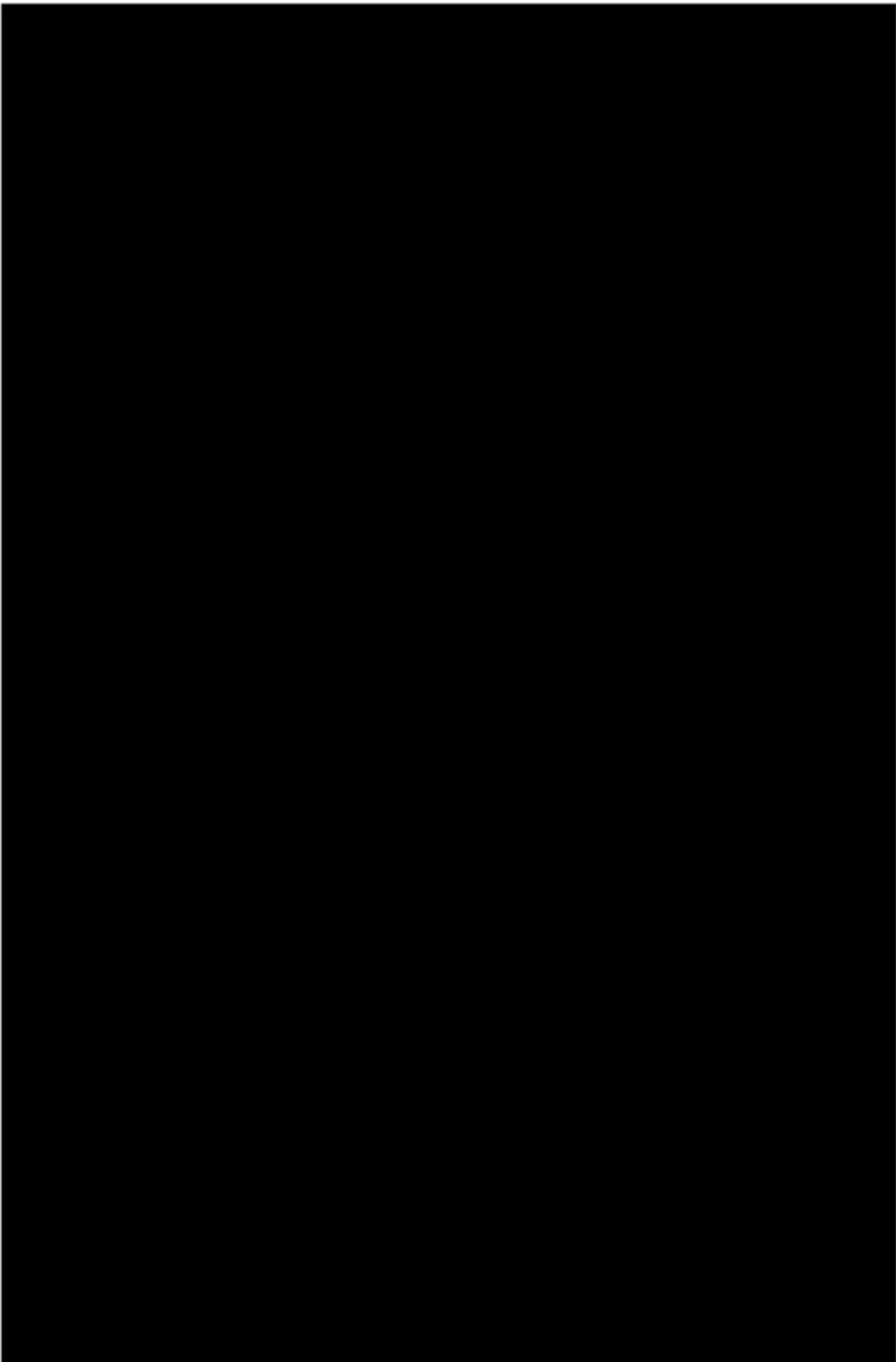
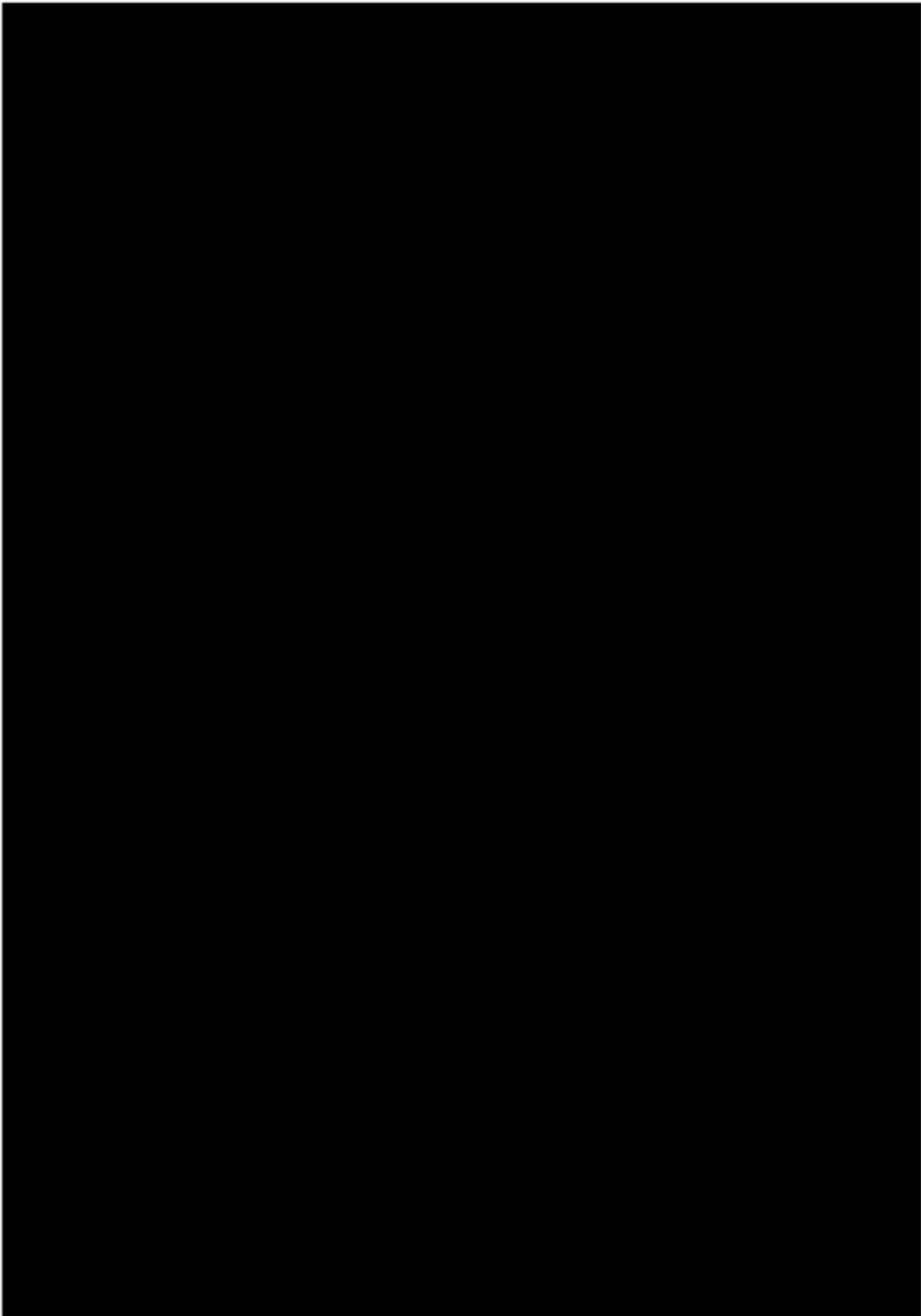


From: "[REDACTED]" <[REDACTED]>

To:





Subject: Re: NICEVision Administrator Error

Date: Mon, 12 Aug 2019 16:53:36 +0000

Importance: Normal

Inline-Images: IMAGE.BMP; ef8ed883-51c5-459a-af30-6859750596c8

For the record, we are very happy with our NiceVision here at FDC Houston. It wasn't until a recent Windows update did we start having issues. So if we can complain, it's a Central Office software update push that screwed us. I've gone through the first generation of NiceVision and now we have Gen 2 and Gen 3 equipment that has been running for many years with almost zero hitches. My biggest problem here is that I have to touch the thing so little, that it takes me a while to remember how to do some of the functions. However, adding cameras is a snap and making custom pages to create camera viewing groups is simple as well.

■

"Send Me!"

■
United States Department of Justice
Federal Detention Center-Houston
1200 Texas Ave
Houston, Texas 77002

■
Fax: ■

>>> ■ 8/12/2019 10:52 AM >>>

I don't know, but when everyone says the same things about something, can everybody be wrong??

■
FDC Miami
33 NE 4th Street
Miami, FL 33132
■

>>> ■ 8/12/2019 9:44 AM >>>

Here in Victorville FCI 1 we have had Nice since 2006 and it has been amazing. We got an update in 2014 and it has been a really solid system. In 2017 they replaced a Viconet system at the FCI 2 that was in really bad shape. Since their upgrade they have been really happy. I did not have any of these problems you guys are experiencing now. I'm guessing it has to do with the Windows upgrade. Once these issues are ironed out I'm sure you guys will love your new Nice system like we do here in Victorville. It has been the best Camera system I have ever worked with. Just give it a chance!



■
Federal Bureau of Prisons
FCC Victorville, CA 92301
Office: ■
Fax: ■
Email: ■

>>> ■ 8/12/2019 4:11 AM >>>

I am still waiting to hear someone say how awesome is nice vision. After all, there has to be a good reason why this is the way to go for the BOP

FEDERAL DETENTION CENTER
33 NE 4TH STREET
MIAMI, FL 33132

>>> [REDACTED] 8/12/2019 6:50 AM >>>
pelco is the way to go

[REDACTED]
F.C.I. Danbury
33 ½ Pembroke Road Route 37
Danbury, Ct. 06811-3099



>>> [REDACTED] 8/9/2019 6:53 AM >>>
Nothing to contribute here. Just an observation that this is the new system they are pushing down to us?

[REDACTED]
FEDERAL DETENTION CENTER
33 NE 4TH STREET
MIAMI, FL 33132

>>> Justin Abromavage 8/8/2019 12:13 PM >>>
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 [REDACTED] 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