

From: Richard Kahn <[REDACTED]>
To: "jeffrey E." <jeevacation@gmail.com>
Subject: Internet @ 71st
Date: Thu, 22 Feb 2018 16:20:03 +0000

should i have Al come by to assess while james is away?

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

Begin forwarded message:

From: james | personal genius <[REDACTED]>
Subject: Re:
Date: February 22, 2018 at 10:26:28 AM EST
To: Richard Kahn <[REDACTED]>

Can't go today, got to leave in a couple minutes.

The 6th floor AV can be swapped easily if Merwin grabs one of the configured AirPorts, but that will take the printer offline (setting that up is advanced).

3rd floor is a mess, AirPorts won't cover it... no solution for that at the moment.

Thank you,

James Ce
your Personal Genius
□ Certified Support Professional 10.6
[REDACTED]

On Feb 22, 2018, at 10:23 AM, Richard Kahn <[REDACTED]> wrote:

are you gone and not able to swap out eeros?
is that best solution?

can merwin or myself do swap?
please advise

thanks

Richard Kahn
HBRK Associates Inc.
575 Lexington Avenue 4th Floor
New York, NY 10022

On Feb 22, 2018, at 10:21 AM, james | personal genius <[REDACTED]> wrote:

If internet is working on other floors, it's not hacking, shitty eero.

Firewall is sound. Same one that you have in the office (and we have at Zorro).

Thank you,

James Ce
[your Personal Genius](#)
 Certified Support Professional 10.6

On Feb 22, 2018, at 10:19 AM, Richard Kahn <[REDACTED]> wrote:

boss just called and said internet now down on 3 and 6..

he is concerned about hacking and firewall issues..

please advise

thank you

Richard Kahn
HBRK Associates Inc.
575 Lexington Avenue 4th Floor
New York, NY 10022

On Feb 22, 2018, at 8:22 AM, james | personal genius <[REDACTED]> wrote:

So you know... I'll miss my flight if I have to go to the house today. 🙄

Begin forwarded message:

From: "jeffrey E." <jeevacation@gmail.com>
Date: February 22, 2018 at 8:16:53 AM EST
To: "james | personal genius" <[REDACTED]>
Subject: Re:

ok

On Thu, Feb 22, 2018 at 8:15 AM, james | personal genius <[REDACTED]> wrote:
I see the 6th floor just went offline, not sure why. That shouldn't happen.

[REDACTED] about to hop a plane to LA today, when I get back I'll pull the eeros on 6 & replace them with Apple AirPorts. Now that we have a wire going into the AV stack, I can do that.

Thank you,

James Ce
your Personal Genius
 Certified Support Professional 10.6
<http://personalgenius.co>

On Feb 22, 2018, at 8:09 AM, jeffrey E. <jeevacation@gmail.com> wrote:

on hotspot

On Thu, Feb 22, 2018 at 7:52 AM, james | personal genius <[REDACTED]> wrote:
Eeros are still on 3 & 6, they report as online with 232 Mbps down, 18 Mbps up.

Where in the house are you still offline? Which network are you on?

Thank you,

James Ce
your Personal Genius
 Certified Support Professional 10.6
[REDACTED]

On Feb 22, 2018, at 7:31 AM, jeffrey E. <jeevacation@gmail.com> wrote:

no internet at all

On Thu, Feb 22, 2018 at 7:14 AM, james | personal genius <[REDACTED]> wrote:
TimeWarner / Spectrum often take service offline between hours of midnight & 6 AM for network service & upgrades. They're lousy at warning anyone ahead of time.

I see the house is back up now.

FWIW, we have new firewall & new switch at the house, PB had ancient switches that had to be upgraded.

Thank you,

James Ce
your Personal Genius
□ Certified Support Professional 10.6
<http://personalgenius.co>

On Feb 22, 2018, at 6:03 AM, jeffrey E. <jeevacation@gmail.com> wrote:

internet lkeeps stopping. firewall like pb?

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