



Syntrio
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Bill To:
MONTAGUE COUNTY Attn: JESSICA MOSTER PO BOX 475 MONTAGUE, TX 76251 United States

Date	Invoice
11/13/2023	204533
Account	
MONTAGUE COUNTY	

Terms	Due Date	PO Number	Reference
Net 30	12/13/2023		
Troubleshoot DHCP problem, Setup NAS folder for dump			

Service Request Number	87113
Company Name	MONTAGUE COUNTY
Contact Name	JESSICA MOSTER

Services	Work Type	Hours	Rate	Amount
Billable Services				
Networking Service	Remote	8.50	190.00	\$1,615.00
Total Services:				\$1,615.00

Make checks payable to Syntrio Solutions Better yet – check out our new online payment option at https://pay.syntrio.net/msp . It's fast, easy, and secure!	Invoice Subtotal:	\$1,615.00
	Sales Tax:	\$0.00
	Invoice Total:	\$1,615.00
	Payments:	\$0.00
	Credits:	\$0.00
	Balance Due:	\$1,615.00

Invoice Time Detail

Invoice Number: 204533
Company: MONTAGUE COUNTY

Charge To: MONTAGUE COUNTY / Troubleshoot DHCP problem, Setup NAS folder for dump **Location:** MONTAGUE COUNTY

Date	Staff	Notes
10/20/2023	Jacobi, Tim	Troubleshoot problem with rogue DHCP server on network, which put the workstations into another subnet. Inhouse tech found the device and brought it offline. Began initial data dump from the camera server to the NAS.
10/23/2023	Jacobi, Tim	Repaired a permissions issue that was not allowing videos to copy to the NAS from the CameraServer.
10/24/2023	Jacobi, Tim	Worked with WatchGuard tech support on moving files. I attempted to move video files manually, but was concerned about indexing and the ability of the software to find the correct video when looking for or at the videos. This was corroborated by the technician who stated that the only way this could occur was with an iSCSI connection to the NAS. I setup the iSCSI target in the Synology NAS device and setup the initiator in the virtual camera server. Created the connection and NAS was able to be accessed as a local drive on the server. I logged into the WatchGuard software and setup a new connection to the NAS via the iSCSI protocol.
10/25/2023	Jacobi, Tim	Assisted inhouse technician with monitoring and helping with the file transfer. It appears that the physical continues to fill up as files are being imported as well as being exported to the NAS via the camera server Watchguard software. I found that this VHDx is a dynamically expanding file. It will expand to the limit of the physical allocation, however it will not shrink as the data is moved from it, but will need to be compacted at a designated time to regain the physical space for the host server.
10/26/2023	Jacobi, Tim	The host server was dangerously low on disk space in the D partition. The server rebooted and no virtual servers came up. I found that the VSS writer for Hyper-V was in a waiting state. I restarted this service but it remained in the waiting state, and showed all three VMs backing up. I got into the Cove backup system and found that it was attempting to backup. I stopped this, as there was an error and the lack of drive space was causing problems with the backup. This cleared the wait state for the VSS process and stopped the VMs from their backup state. The server was rebooted and the BDC and SQL server was launched successfully. I then performed a edit on the VHDx for the watchguard server. I performed a compact task on the drive and this regain about 490 GB of space for the physical drive of the D partition. The camera server was launched successfully. Because of the simultaneous importing of video and offloading of video the physical space began to diminish once again. Another compact task will be implemented tomorrow morning.
11/02/2023	Jacobi, Tim	Remoted into the host server and performed a compact on the VHDx file for the camera server while demonstrating the procedure to the in-house technician.