

UNCLASSIFIED

November 08, 2006

RMS Request Number:

0054741

Request ID : 0054741		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 5/16/2001 8:33:00AM	Closed : 5/17/2001 3:21:38PM	
Requestor Name : [Redacted]	Office : ATLANTA		
Phone : 404 [Redacted]	Office Code : 3040-0000		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [Redacted]	Program Manager : [Redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Supplies for Regional Training for DCS 3000

Worklog : 9/24/2004 8:12:24 PM

[Redacted]

5/16/2001 8:33:28 AM [Redacted] assigned/forwarded request to [Redacted]

5/16/2001 8:33:51 AM [Redacted] Shipped supplies on 5/16/01. 5/16/2001 9:43:26 AM [Redacted] Completed request to send out supplies for Regional Training for DCS 3000 per [Redacted] on 5/16/01. 5/16/2001 11:10:52 AM [Redacted] Completed request to send out supplies for Regional Training for DCS 3000 per [Redacted] on 5/16/01.

9/2/2005 11:21:14 AM [Redacted] has Reassigned or Forwarded this request to [Redacted]

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November 08, 2006

RMS Request Number:

0054978

Request ID : 0054978		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 5/23/2001 2:27:00PM	Closed : 5/25/2001 1:07:41PM	
Requestor Name : [Redacted]	Office : OKLAHOMA CITY		
Phone : 405 [Redacted]	b6	Office Code : 3580-0000	
Case Number :	b7C	Investigative Program :	
Assigned to Name : [Redacted]	Program Manager : [Redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Cable to connect DCS 3000 to JSI 3094

Worklog : 9/24/2004 8:12:28 PM
5/23/2001 2:27:52 PM [Redacted] assigned/forwarded request to [Redacted]
5/23/2001 2:28:11 PM [Redacted] Shipped cable on 5/23/01.
5/23/2001 2:40:01 PM [Redacted] Completed request to send out cable for DCS 3000 for JSI 3094 per [Redacted] on 5/23/01.
9/2/2005 11:21:14 AM [Redacted] has Reassigned or Forwarded this request to [Redacted]

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November 08, 2006

RMS Request Number:

0054999

Request ID : 0054999		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 5/24/2001 9:21:00AM	Closed : 5/25/2001 1:07:30PM	
Requestor Name : [Redacted]	Office : SALT LAKE CITY		
Phone : 801 [Redacted]	Office Code : 3750-0000		
Case Number :	Investigative Program :		
Assigned to Name : [Redacted]		Program Manager : [Redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

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Requested Support : Dell CPU to replace old DCS 3000 server.

Worklog : 9/24/2004 8:12:29 PM

[Redacted] 5/24/2001 9:21:13 AM [Redacted] assigned/forwarded request to [Redacted]

5/24/2001 9:21:34 AM [Redacted] shipped CPU on 5/24/01.

5/24/2001 10:41:38 AM [Redacted] completed request to send out 1 Dell CPU per [Redacted] on 5/24/01.

9/2/2005 11:21:14 AM [Redacted] [Redacted] has Reassigned or Forwarded this request to [Redacted]

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RMS Request Number:

0055032

Request ID : 0055032		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 5/25/2001 7:48:00AM	Closed : 5/25/2001 1:07:03PM	
Requestor Name : [Redacted]	Office : OBCI	Office Code :	
Phone :	b6	Investigative Program :	
Case Number :	b7C		
Assigned to Name : [Redacted]	Program Manager : [Redacted]	Program/Type : Technical Access (Wireless)	
Assigned To Group : TICTU			
Category : TICTU			
Item: DCS 3000			

Requested Support : Requesting assistance with extending pen register on [Redacted] phone.

Worklog : 9/24/2004 8:12:29 PM

[Redacted] 5/25/2001 7:48:11 AM [Redacted] logged into the DCS3000 Server in [Redacted] Pittsburgh and changed expiration date. [Redacted] assigned/forwarded request to [Redacted]

[Redacted] 9/2/2005 11:21:14 AM [Redacted] has Reassigned or Forwarded this request to [Redacted]

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RMS Request Number:

0055044

Request ID : 0055044	Performance Indicator : Capital Equipment	
Status : Closed	Opened : 5/25/2001 11:26:00AM	Closed : 7/30/2004 1:08:15PM
Requestor Name : SA [redacted]	Office : DETROIT	
Phone : 313- [redacted]	Office Code : 3220-0000	
Case Number :	b6 b7C	Investigative Program :
Assigned to Name : [redacted]	Program Manager : [redacted]	
Assigned To Group : TICTU	Program/Type : Traditional Technologies	
Category : TICTU		
Item: CMP DNR Support		

Requested Support : 2 JSI latchboxes for [redacted] intercept

Worklog : 9/24/2004 7:51:44 PM

[redacted]

5/25/2001 11:26:07 AM 6559 6559 assigned/forwarded request to [redacted] 5/25/2001 12:56:29 PM

[redacted] assigned/forwarded request to [redacted]

5/25/2001 1:13:53 PM [redacted] this is for ringdown/dcs 3000 (KS-1's needed) [redacted] has asked for reassignment of this request. [redacted] assigned/forwarded request to [redacted] 5/25/2001 2:08:40 PM

[redacted] assigned/forwarded request to [redacted]

6/5/2001 10:38:09 AM [redacted] No longer needed.

9/23/2005 11:01:56 AM [redacted]

[redacted] has Reassigned or Forwarded this request to [redacted]

10/6/2005 1:45:11 PM [redacted]

[redacted] has Reassigned or Forwarded this request to [redacted]

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November 08, 2006

RMS Request Number:

0055194

Request ID : 0055194		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 5/31/2001 2:49:00PM	Closed : 6/8/2001 11:54:38AM	
Requestor Name : SA [redacted]	Office : CHARLOTTE		
Phone : (704) [redacted]	Office Code : 3140-0000		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [redacted]	Program Manager : [redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Dell computer used for DCS 3000 will not power up. Re conversation with [redacted] 5/31/01 being returned for quick repair this day.

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Worklog : 9/24/2004 7:51:46 PM
 [redacted]
 5/31/2001 2:49:49 PM 6552 6552 assigned/forwarded request to [redacted]
 [redacted] 6/5/2001 4:48:53 PM
 [redacted] assigned/forwarded request to [redacted]
 [redacted] 6/6/2001 9:17:33 AM [redacted] Returned to Charlotte on 6/5/01.
 9/2/2005 11:21:15 AM [redacted]
 [redacted] has Reassigned or Forwarded this request to [redacted]

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November 08, 2006

RMS Request Number:

0055292

Request ID : 0055292		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 6/4/2001 1:17:00PM	Closed : 6/5/2001 2:52:16PM	
Requestor Name : [Redacted]	Office : Charlotte		
Phone :	Office Code :		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [Redacted]	Program Manager : [Redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Repair of DCS3000 system.

Worklog : 9/24/2004 8:12:34 PM

[Redacted] 6/4/2001 1:17:27 PM [Redacted] assigned/forwarded request to [Redacted]

6/4/2001 1:18:03 PM [Redacted] Replaced power supply.

6/5/2001 10:02:18 AM [Redacted] Disregard this RMS. Another RMS was used to return the equipment.

9/2/2005 11:21:15 AM [Redacted] [Redacted] has Reassigned or Forwarded this request to [Redacted]

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RMS Request Number:

0055295

Request ID : 0055295		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 6/4/2001 1:21:00PM	Closed : 6/5/2001 2:51:56PM	
Requestor Name : [Redacted]	Office : CHARLOTTE		
Phone : 704 [Redacted]	b6	Office Code : 3140-0000	
Case Number :	b7C	Investigative Program :	
Assigned to Name : [Redacted]	Program Manager : [Redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Repair DCS3000 computer.

Worklog : 9/24/2004 8:12:34 PM
[Redacted] 6/4/2001 1:21:35 PM [Redacted] assigned/forwarded request to [Redacted]
6/4/2001 1:21:58 PM [Redacted] Replaced power supply.
6/4/2001 1:58:43 PM [Redacted] Equipment has been shipped.
9/2/2005 11:21:15 AM [Redacted] [Redacted] has Reassigned or Forwarded this request to [Redacted]

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November 08, 2006

RMS Request Number:

0055431

Request ID : 0055431		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 6/7/2001 3:45:00PM	Closed : 7/30/2004 1:08:18PM	
Requestor Name : [redacted]/kmk	Office : SAN DIEGO		
Phone : 858 [redacted]	b6 b7C	Office Code : 3780-0000	
Case Number :	Investigative Program :		
Assigned to Name : [redacted]		Program Manager : [redacted]	
Assigned To Group : TICTU		Program/Type : Traditional Technologies	
Category : TICTU			
Item: CMP DNR Support			

Requested Support : Per Telcal with [redacted] 6/7/01.
 4-JSI model J2171 C-Tone Combiner to support T-III intercepts
 from DCS3000 into the [redacted] system.

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Worklog : 9/24/2004 7:51:49 PM
 [redacted]
 6/7/2001 3:45:27 PM 6544 6544 assigned/forwarded
 request to [redacted] 6/8/2001 9:18:35 AM [redacted]
 [redacted] assigned/forwarded request to [redacted]
 6/8/2001 10:53:46 AM [redacted]
 assigned/forwarded request to [redacted]
 6/15/2001 9:29:28 AM [redacted] After speaking with [redacted]
 equipment no longer needed
 9/23/2005 11:01:57 AM [redacted]
 [redacted] has Reassigned or Forwarded this request to
 [redacted]
 10/6/2005 1:45:12 PM [redacted]
 [redacted] has Reassigned or Forwarded this request
 to [redacted]

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November 08, 2006

RMS Request Number:

0055452

Request ID : 0055452

Performance Indicator : Capital Equipment

Status : Closed

Opened : 6/8/2001 2:07:00PM

Closed : 10/10/2001 9:41:19AM

Requestor Name : [REDACTED]

Office : SAN FRANCISCO

Phone :

b6
b7C

Office Code : 3790-0000

Case Number :

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless).

Category : TICTU

Item: DCS 3000

Requested Support : Two (2) DCS 3000 workstations.

Worklog : 9/24/2004 7:51:49 PM

[REDACTED]
6/8/2001 2:07:37 PM 6545 6545 assigned/forwarded
request to [REDACTED] 6/20/2001 3:52:23 PM

[REDACTED] Currently awaiting funding to purchase new
workstations 8/14/2001 4:50:31 PM [REDACTED]

assigned/forwarded request to [REDACTED]

10/2/2001 8:16:39 AM [REDACTED] No longer needed.

9/2/2005 11:21:15 AM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request to
[REDACTED]

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RMS Request Number:

0055473

Request ID : 0055473

Performance Indicator : Capital Equipment

Status : Closed

Opened : 6/11/2001 12:25:00PM

Closed : 10/12/2001 8:54:29AM

Requestor Name : [redacted]

Office : MILWAUKEE

Phone : 414 [redacted]

b6
b7C

Office Code : 3470-0000

Case Number :

Investigative Program :

Assigned to Name : [redacted]

Program Manager : [redacted]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : Attn: [redacted] Reference 6/11/01 Telcal between [redacted] and [redacted] (MW) regarding the need for equipment for use in converting two(2) full-duplex four(4) wire lease-lines to the needed two(2) wire termination for use in the Bureau DCS 3000 system. Milwaukee requests all necessary supporting equipment needed for the above captioned conversion.

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Worklog : 9/24/2004 7:51:49 PM

[redacted]
6/11/2001 12:25:01 PM 6573 6573 assigned/forwarded request to [redacted] 6/11/2001 3:29:34 PM

[redacted] assigned/forwarded request to [redacted] 10/2/2001 8:16:22 AM [redacted]

assigned/forwarded request to [redacted] 10/11/2001 9:24:59 AM [redacted] Telco converted circuits to 2-wire.

9/2/2005 11:21:15 AM [redacted]

[redacted] has Reassigned or Forwarded this request to [redacted]

RMS Request Number:

0055543

Request ID : 0055543		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 6/13/2001 4:04:00PM	Closed : 6/28/2001 1:40:32PM	
Requestor Name : [redacted]	b6 b7C	Office : DENVER	
Phone : 303 [redacted]		Office Code : 3210-0000	
Case Number :		Investigative Program :	
Assigned to Name : [redacted]		Program Manager : [redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : One (1) DCS 3000 client workstation with hub and necessary cables to daisy-chain another client off existing client for second [redacted] Title III intercept. Anticipated start date for second [redacted] Title III is the week beginning 7/1/2001. Thank you!

Worklog : 9/24/2004 7:51:50 PM
 [redacted]
 6/13/2001 4:04:46 PM 6558 6558 assigned/forwarded request to [redacted] 6/13/2001 5:30:58 PM
 [redacted] assigned/forwarded request to [redacted]
 [redacted] 6/28/2001 7:23:56 AM [redacted] Computer has been shipped. Approx ship date was June 21
 9/2/2005 11:21:15 AM [redacted]
 [redacted] has Reassigned or Forwarded this request to [redacted]

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November 08, 2006

RMS Request Number:

0055589

Request ID : 0055589		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 6/15/2001 8:46:00AM	Closed : 6/15/2001 2:45:51PM	
Requestor Name : [redacted]	Office : KNOXVILLE		
Phone : 865 [redacted]	b6	Office Code : 3370-0000	
Case Number :	b7C	Investigative Program :	
Assigned to Name : [redacted]	Program Manager : [redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Reported DCS3000 Title III connection to SOL - Texas was down.

Worklog : 9/24/2004 8:12:40 PM

[redacted] 6/15/2001 8:46:39 AM [redacted] Reset connection to SOL and Johnson City began to receive data..... [redacted] assigned/forwarded request to [redacted] [redacted] 9/2/2005 11:21:15 AM [redacted] has Reassigned or Forwarded this request to [redacted]

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RMS Request Number:

0055644

Request ID : 0055644		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 6/18/2001 11:51:00AM	Closed : 7/3/2001 8:10:52AM	
Requestor Name : [REDACTED]	Office : RICHMOND		
Phone : 804 [REDACTED]	Office Code : 3710-0000		
Case Number :	Investigative Program :		
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU	b2		
Item: DCS 3000	b7C		

Requested Support : THIS REQUEST IS DIRECTED TO [REDACTED] WE WILL BE GOING UP ON A T-III DURING THE FIRST WEEK OF JULY. WE CURRENTLY HAVE A PEN REGISTER ON OUR TARGET WHO IS A [REDACTED] USER. THE CURRENT INTERCEPT IS BEING HANDLED BY OUR DCS 3000 AND SOME TIME AGO [REDACTED] TOLD ME THAT WE WOULD USE A LATCH BOX IF WE WENT T-III. [REDACTED] ADVISED TODAY THAT I WOULD NEED A KS-1. I DON'T HAVE EITHER ONE NOR DO I HAVE ANY KNOWLEDGE OF HOW THEY WORK. PLEASE HAVE SOMEONE CONTACT ME ASAP SO WE CAN GET THE NEEDED EQUIPMENT AND GET ME UP TO SPEED ON HOW TO SET IT UP. THANKS [REDACTED]

Worklog : 9/24/2004 7:51:52 PM
 [REDACTED]
 6/18/2001 11:51:39 AM 6587 6587 assigned/forwarded request to [REDACTED] 6/25/2001 10:56:08 AM [REDACTED] assigned/forwarded request to [REDACTED] 7/3/2001 9:13:14 AM [REDACTED] assigned/forwarded request to [REDACTED] 7/3/2001 9:32:45 AM [REDACTED] Installed KS1 latch box and a network card in a computer for Richmond Division on Friday, June 29. 9/2/2005 11:21:15 AM [REDACTED] [REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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November 08, 2006

RMS Request Number:

0055652

Request ID : 0055652		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 6/18/2001 1:19:00PM	Closed : 6/20/2001 1:59:01PM	
Requestor Name : [redacted]		Office : KNOXVILLE	
Phone : 865 [redacted]	b6 b7C	Office Code : 3370-0000	
Case Number :		Investigative Program :	
Assigned to Name : [redacted]		Program Manager [redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Requesting assistance with 'shutting-down' 2 DCS3000 [redacted] TIII's.

Worklog : 9/24/2004 8:12:40 PM

[redacted] 6/18/2001 1:19:26 PM [redacted] Logged in and reconfigured router for shutdown and 'shut-down' DCS3000 TIII clients. [redacted] assigned/forwarded request to [redacted]

9/2/2005 11:21:15 AM [redacted] [redacted] has Reassigned or Forwarded this request to [redacted]

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RMS Request Number:

0055653

Request ID : 0055653		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 6/18/2001 1:20:00PM	Closed : 6/20/2001 1:58:45PM	
Requestor Name : [Redacted]	Office : KNOXVILLE		
Phone : 865-[Redacted]	b6 b7C	Office Code : 3370-0000	
Case Number :	Investigative Program :		
Assigned to Name : [Redacted]	Program Manager : [Redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Requesting changing DCS3000 pen register from 24/7 connection to Atlanta to a daily/client request data dump.

Worklog : 9/24/2004 8:12:40 PM

[Redacted] 6/18/2001 1:20:46 PM [Redacted] Logged into DCS3000 pen register client and changed its configuration. [Redacted] assigned/forwarded request to [Redacted] 9/2/2005 11:21:15 AM [Redacted] has Reassigned or Forwarded this request to [Redacted]

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November 08, 2006

RMS Request Number:

0055655

Request ID : 0055655		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 6/18/2001 1:22:00PM	Closed : 6/20/2001 1:58:24PM	
Requestor Name : [Redacted]		Office : NORFOLK	
Phone : 757-[Redacted]	b6 b7c	Office Code : 3560-0000	
Case Number :		Investigative Program :	
Assigned to Name : [Redacted]		Program Manager : [Redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Requesting assistance with integrating DCS3000 system to JSI J3094 system.

Working : 9/24/2004 8:12:40 PM

[Redacted] 6/18/2001 1:22:21 PM [Redacted] Will provide assistance.
 [Redacted] assigned/forwarded request to [Redacted]

[Redacted] 9/2/2005 11:21:16 AM [Redacted]
 [Redacted] has Reassigned or Forwarded this request to [Redacted]

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RMS Request Number:

0055717

Request ID : 0055717		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 6/20/2001 12:28:00PM	Closed : 10/29/2003 4:14:08PM	
Requestor Name : [redacted]	b6	Office : CHICAGO	
Phone : 312 [redacted]	b7C	Office Code : 3150-0000	
Case Number :		Investigative Program :	
Assigned to Name : [redacted]		Program Manager : [redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support [redacted] [redacted] excuse me if this is a duplicate request, I tried sending this on 6/19/01 but couldn't get a confirmation #. Chicago Division needs three additional DCS 3000 workstations and four printers in order to accomodate three Title III's coming up in the next 7 days. The three Title III's include one [redacted] and two [redacted] intercepts.

Worklog : 9/24/2004 7:51:53 PM
 [redacted] 6/20/2001 12:28:23 PM 6553 6553 assigned/forwarded request to [redacted] 6/20/2001 3:57:41 PM
 [redacted] TICTU can send one workstation at this time. We will also check printer availability. 6/20/2001 3:57:59 PM
 [redacted] assigned/forwarded request to [redacted]
 [redacted] 9/22/2003 1:05:33 PM [redacted]
 [redacted] assigned/forwarded request to [redacted]
 [redacted] 9/2/2005 11:21:16 AM [redacted]
 [redacted] has Reassigned or Forwarded this request to [redacted]

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November 08, 2006

RMS Request Number:

0055737

Request ID : 0055737

Performance Indicator : Technical Expertise

Status : Closed

Opened : 6/21/2001 11:21:00AM

Closed : 6/26/2001 1:59:43PM

Requestor Name : [REDACTED]

Office : NORFOLK

Phone : 757 [REDACTED]

Office Code : 3560-0000

Case Number :

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Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : Requesting assistance with DCS3000 data dump to JSI J3094.

Worklog : 9/24/2004 8:12:41 PM

[REDACTED]
6/21/2001 11:21:59 AM [REDACTED] Unable to travel to Norfolk - Contractor [REDACTED] will travel. Will provide assistance to [REDACTED] via telephone. [REDACTED] assigned/forwarded request to [REDACTED]

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9/2/2005 11:21:16 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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RMS Request Number:

0055738

Request ID : 0055738		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 6/21/2001 11:24:00AM	Closed : 6/26/2001 1:59:25PM	
Requestor Name : [redacted]	b6	Office : NORFOLK	
Phone : 757 [redacted]	b7C	Office Code : 3560-0000	
Case Number :		Investigative Program :	
Assigned to Name : [redacted]		Program Manager : [redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Requesting check on Norfolk - WFO - [redacted] McLean connection. Noty receiving data on (4) pen registers that normally make 100-200 calls a day.

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Worklog : 9/24/2004 8:12:41 PM
 [redacted]
 6/21/2001 11:24:47 AM [redacted] Checked Norfolk DCS3000 client, WFO's MultiServer & VanGuard and connection to McLean - everything is fine. Recommended SA Call check with [redacted] to see if phones have been 'hotlined' or targets have traveled out of area. [redacted] assigned/forwarded request to [redacted]
 9/2/2005 11:21:16 AM
 [redacted] has Reassigned or Forwarded this request to [redacted]

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RMS Request Number:

0056190

Request ID : 0056190		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 7/9/2001 11:37:00AM	Closed : 8/17/2001 9:34:30AM	
Requestor Name : [redacted]		Office : EL PASO	
Phone : 915 [redacted]	b6 b7C	Office Code : 3240-0000	
Case Number :		Investigative Program :	
Assigned to Name : [redacted]		Program Manager : [redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : 2 complete DCS 3000 stations for upcoming TIIIs

Worklog : 9/24/2004 7:52:01 PM

[redacted]

7/9/2001 11:37:26 AM 6560 6560 assigned/forwarded request to [redacted] 7/9/2001 4:38:51 PM

[redacted] New computers are ordered. Will ship when received and loaded. [redacted] assigned/forwarded request to [redacted] 8/2/2001 1:20:28 PM

[redacted] assigned/forwarded request to [redacted]

[redacted] 8/2/2001 1:21:11 PM [redacted] equipment assembled and shipped by [redacted]

[redacted]

9/2/2005 11:21:16 AM [redacted]

[redacted] has Reassigned or Forwarded this request to [redacted]

b6
b7C

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RMS Request Number:

0056285

Request ID : 0056285		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 7/11/2001 10:27:00AM	Closed : 8/17/2001 9:33:59AM	
Requestor Name : [redacted]	Office : MINNEAPOLIS		
Phone : 612 [redacted]	Office Code : 3480-0000		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [redacted]	Program Manager : [redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Reported problems with DCS3000 software. DCS software is replacing the [redacted]

Worklog : 9/24/2004 8:12:50 PM

[redacted]

7/11/2001 10:27:53 AM [redacted] Gathered data from [redacted] Switch in Minneapolis for testing...Informed SA [redacted] exactly what was going on. [redacted] assigned/forwarded request to [redacted]

[redacted] 7/11/2001 10:28:11 AM [redacted] assigned/forwarded request to [redacted]

7/11/2001 3:17:34 PM [redacted] advised [redacted] of this problem. [redacted] assigned/forwarded request to [redacted]

[redacted] 8/2/2001 7:48:12 AM [redacted] informed that that there was a problem with the DCS3000 Server software for the [redacted] switch. It appears that [redacted] has made a few changes to its data output. A software 'patch' has been written and will be loaded on the FBI server located at the [redacted] MPLS [redacted] MSC.

9/2/2005 11:21:16 AM [redacted] has Reassigned or Forwarded this request to [redacted]

b2
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UNCLASSIFIED

November 08, 2006

RMS Request Number:

0056580

Request ID : 0056580		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 7/23/2001 2:42:00PM	Closed : 8/16/2001 2:59:45PM	
Requestor Name : [Redacted]	Office : JACKSONVILLE		
Phone : 904 [Redacted]		Office Code : 3330-0000	
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [Redacted]		Program Manager : [Redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : DCS 3000 workstations for upcoming TIII intercepts.

b6
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Worklog : 9/24/2004 8:12:54 PM

[Redacted] 7/23/2001 2:42:51 PM [Redacted] assigned/forwarded request to [Redacted]

7/23/2001 2:43:21 PM [Redacted] Two DCS 3000 workstations shipped. 7/23/2001 3:04:41 PM [Redacted] Completed request to send out a DCS 3000 workstation per [Redacted] on 7/23/01.

9/2/2005 11:21:16 AM [Redacted] [Redacted] has Reassigned or Forwarded this request to [Redacted]

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November 08, 2006

RMS Request Number:

0056682

Request ID : 0056682	Performance Indicator : Technical Expertise	
Status : Closed	Opened : 7/25/2001 9:57:00AM	Closed : 8/16/2001 2:58:33PM
Requestor Name : [REDACTED]	b6 b7C	Office : ST LOUIS
Phone : 314 [REDACTED]		Office Code : 3730-0000
Case Number :		Investigative Program :
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)
Category : TICTU		
Item: DCS 3000		

Requested Support : Reported DCS3000 was not dumping to J3094.

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Worklog : 9/24/2004 8:12:56 PM
[REDACTED]
7/25/2001 9:57:41 AM [REDACTED] Checked DCS300 - restarted. Rechecked DCS3000 and all JSI data had been dumped. [REDACTED] assigned/forwarded request to [REDACTED]
[REDACTED]
9/2/2005 11:21:17 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]
[REDACTED]

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RMS Request Number:

0056757

Request ID : 0056757		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 7/27/2001 2:13:00PM	Closed : 8/16/2001 2:58:14PM	
Requestor Name : [Redacted]	Office : EL PASO		
Phone : 915-[Redacted]	b6	Office Code : 3240-0000	
Case Number :	b7C	Investigative Program :	
Assigned to Name : [Redacted]	Program Manager : [Redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Update DCS 3000 workstation card.

Worklog : 9/24/2004 8:12:57 PM
[Redacted]
7/27/2001 2:13:15 PM [Redacted] assigned/forwarded request to [Redacted]
7/27/2001 2:13:42 PM [Redacted] Shipped new DCS 3000 audio card.
9/2/2005 11:21:17 AM [Redacted] has Reassigned or Forwarded this request to [Redacted]

b6
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UNCLASSIFIED

November 08, 2006

RMS Request Number:

0056793

Request ID : 0056793		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 7/30/2001 1:49:00PM	Closed : 8/16/2001 2:56:49PM	
Requestor Name : [redacted]	Office : CHARLOTTE		
Phone : 704 [redacted]	Office Code : 3140-0000		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [redacted]	Program Manager : [redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Requesting the installation of internal modem for DCS3000 client workstation - to facilitate DCS HELP connections.

Worklog : 9/24/2004 8:12:57 PM
 [redacted]
 7/30/2001 1:49:48 PM [redacted] Will install modem and return workstation to him. [redacted] assigned/forwarded request to [redacted]
 9/2/2005 11:21:17 AM [redacted]
 [redacted] has Reassigned or Forwarded this request to [redacted]

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November 08, 2006

RMS Request Number:

0056795

Request ID : 0056795		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 7/30/2001 1:51:00PM	Closed : 8/16/2001 2:56:26PM	
Requestor Name : [Redacted]	b6 b7C	Office : CHARLOTTE	
Phone : 704-377-9200		Office Code : 3140-0000	
Case Number :		Investigative Program :	
Assigned to Name : [Redacted]		Program Manager : [Redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Returned DELL - DCS3000 Client Workstation. PC has a bad power supply - 2nd time that power supply burned up.

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Worklog : 9/24/2004 8:12:57 PM

[Redacted] 7/30/2001 1:51:38 PM [Redacted] Will verify condition and repair power supply, or replace PC with known good unit. Will ALSO recommend SA [Redacted] use UPS on his DCS workstations. [Redacted] assigned/forwarded request to [Redacted]

[Redacted] 9/2/2005 11:21:17 AM [Redacted]
[Redacted] has Reassigned or Forwarded this request to [Redacted]

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RMS Request Number:

0056896

Request ID : 0056896		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 8/2/2001 7:51:00AM	Closed : 8/16/2001 2:55:14PM	
Requestor Name : [redacted]	Office : MINNEAPOLIS		
Phone : 612 [redacted]	b6	Office Code : 3480-0000	
Case Number :	b7C	Investigative Program :	
Assigned to Name : [redacted]		Program Manager : [redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Reported problems with DCS3000 -
 [redacted] pen register.

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Worklog - 9/24/2004 8:12:59 PM
 [redacted]
 8/2/2001 7:51:01 AM [redacted] Logged in to his DCS3000 client and checked his software and network conditions. Everything on his end appeared OK - he was connected to [redacted] (ping proved this). Suggested he contact [redacted] to have him check out his provisioning [redacted] assigned/forwarded request to [redacted]
 9/2/2005 11:21:17 AM
 [redacted] has Reassigned or Forwarded this request to [redacted]

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November 08, 2006

RMS Request Number:

0057004

Request ID : 0057004		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 8/6/2001 10:27:00AM	Closed : 7/30/2004 1:08:29PM	
Requestor Name : [redacted]	Office : CHICAGO		
Phone : 312-[redacted]	b6	Office Code : 3150-0000	
Case Number :	b7C	Investigative Program :	
Assigned to Name : [redacted]		Program Manager : [redacted]	
Assigned To Group : TICTU		Program/Type : Traditional Technologies	
Category : TICTU			
Item: JSI 3094 Data Collection System			

Requested Support : Will the JSI 3094 be upgraded to collect and then print out cell site information that is available as a part of the DCS 3000 intercept solution for wireless telephone intercepts?? Currently at CG the DCS 3000 information is sent over cabling to the 3094, but the cell site information is not possible to print out there. Most investigators want the cell site info of course, which means we still print reports at the DCS 3000 level in addition to the 3094 reports. This ability to print cell site info at the 3094 would greatly streamline the process of producing reports, which is an almost daily requirement. Any help in this regard would be greatly appreciated. Thanks and see you at L. V. [redacted]

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Worklog : 9/24/2004 8:13:01 PM
 [redacted]
 8/6/2001 10:27:11 AM [redacted] having them send sample sines info [redacted] assigned/forwarded request to [redacted]
 [redacted] 8/9/2001 10:28:47 AM [redacted] They cannot send me any data. Will contact [redacted] next week for more info. 8/10/2001 10:14:38 AM [redacted] Currently, the DCS 3000 output emulates a JSI DNR format which does not have any cell site information. In order to accomplish what CG wants, the DCS 3000 and the J-3094 databases would have to be modified. In light of the VB technical demands, a modification to the 3094 system would most likely be low on JSI's priority list. BD
 9/23/2005 12:31:31 PM [redacted]
 [redacted] has Reassigned or Forwarded this request to [redacted]
 10/6/2005 1:45:15 PM [redacted]
 [redacted] has Reassigned or Forwarded this request to [redacted]

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RMS Request Number:

0057031

Request ID : 0057031		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 8/7/2001 8:30:00AM	Closed : 7/30/2004 1:08:29PM	
Requestor Name : [REDACTED]	Office : RICHMOND		
Phone : 804 [REDACTED]	b6	Office Code : 3710-0000	
Case Number :	b7C	Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Traditional Technologies	
Category : TICTU			
Item: JSI 3094 Data Collection System			

Requested Support : QUESTIONS REGARDING THE DCS 3000 AND DNR DATA TO THE 3094

Worklog : 9/24/2004 8:13:01 PM

[REDACTED]

8/7/2001 8:30:27 AM [REDACTED] QUESTIONS ANSWERED--- [REDACTED] assigned/forwarded request to [REDACTED]

9/23/2005 12:31:31 PM [REDACTED] has Reassigned or Forwarded this request to [REDACTED]

10/6/2005 1:45:15 PM [REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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RMS Request Number:

0057053

Request ID : 0057053	Performance Indicator : Technical Expertise	
Status : Closed	Opened : 8/7/2001 1:06:00PM	Closed : 8/16/2001 2:52:31PM
Requestor Name : [REDACTED]	Office : MINNEAPOLIS	
Phone : 612 [REDACTED]	Office Code : 3480-0000	
Case Number :	Investigative Program :	
Assigned to Name : [REDACTED]	Program Manager : [REDACTED]	
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)	
Category : TICTU		
Item: DCS 3000		

Requested Support : Requesting software upgrade for DCS3000 [REDACTED] Title III Client.	Worklog : 9/24/2004 8:13:01 PM [REDACTED] 8/7/2001 1:06:53 PM [REDACTED] Performed upgrade of client software to [REDACTED] assigned/forwarded request to [REDACTED] 9/2/2005 11:21:18 AM [REDACTED] [REDACTED] has Reassigned or Forwarded this request to [REDACTED]
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RMS Request Number:

0057132

Request ID : 0057132	Performance Indicator : Technical Expertise	
Status : Closed	Opened : 8/9/2001 3:26:00PM	Closed : 8/16/2001 2:51:28PM
Requestor Name : [REDACTED]	Office : MINNEAPOLIS	
Phone : 612 [REDACTED]	Office Code : 3480-0000	
Case Number :	Investigative Program :	
	b6 b7C	
Assigned to Name : [REDACTED]	Program Manager : [REDACTED]	
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)	
Category : TICTU		
Item: DCS 3000		

Requested Support : Reported the J3094 port for the DCS3000 system had closed.

Worklog : 9/24/2004 8:13:03 PM
[REDACTED]
8/9/2001 3:26:57 PM [REDACTED] Had him shut-down and restart the DCS300 client and the JSI J3094 WinHost applications. Problem solved. [REDACTED] assigned/forwarded request to [REDACTED]
9/2/2005 11:21:18 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

b6
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RMS Request Number:

0057193

Request ID : 0057193	Performance Indicator : Technical Expertise	
Status : Closed	Opened : 8/13/2001 1:28:00PM	Closed : 8/14/2001 3:27:39PM
Requestor Name : [REDACTED]	Office : MINNEAPOLIS	
Phone : 612 [REDACTED]	Office Code : 3480-0000	
Case Number :	Investigative Program :	
Assigned to Name : [REDACTED]	Program Manager : [REDACTED]	
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)	
Category : TICTU		
Item: DCS 3000		

Requested Support : Requestingm post processing of DCS3000 RAW file.

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Worklog : 9/24/2004 8:13:04 PM
8/13/2001 1:28:30 PM [REDACTED] Performed post processing of data and sent him the CDNR and SUM files.
[REDACTED] assigned/forwarded request to [REDACTED]
9/2/2005 11:21:18 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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RMS Request Number:

0057195

Request ID : 0057195		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 8/13/2001 2:03:00PM	Closed : 8/14/2001 3:27:11PM	
Requestor Name : [redacted]	Office : MINNEAPOLIS		
Phone : 612 [redacted]	Office Code : 3480-0000		
Case Number :	b6 b7c	Investigative Program :	
Assigned to Name : [redacted]		Program Manager : [redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Requesting upgrade of DCS3000 software on Title III machine.

Worklog : 9/24/2004 8:13:04 PM

[redacted] 8/13/2001 2:03:04 PM [redacted] Performed upgrade and will ship system back. [redacted] assigned/forwarded request to [redacted] 8/13/2001 2:05:38 PM [redacted] done.

9/2/2005 11:21:18 AM [redacted] [redacted] has Reassigned or Forwarded this request to [redacted]

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RMS Request Number:

0057204

Request ID : 0057204	Performance Indicator : Technical Expertise	
Status : Closed	Opened : 8/13/2001 3:41:00PM	Closed : 8/14/2001 3:26:29PM
Requestor Name : [REDACTED]	Office : COLUMBIA	
Phone : 803 [REDACTED]	Office Code : 3180-0000	
Case Number :	Investigative Program :	
Assigned to Name : [REDACTED]	Program Manager : [REDACTED]	
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)	
Category : TICTU		
Item: DCS 3000		

Requested Support : Requesting assistance with DCS3000
Title III. Recorder problems.

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Worklog : 9/24/2004 8:13:04 PM
8/13/2001 3:41:09 PM [REDACTED] Provided assistance.
[REDACTED] assigned/forwarded request to [REDACTED]
9/2/2005 11:21:18 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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RMS Request Number:

0057233

Request ID : 0057233		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 8/14/2001 10:08:00AM	Closed : 8/14/2001 3:26:16PM	
Requestor Name : [Redacted]	Office : MINNEAPOLIS		
Phone : 612 [Redacted]	b6	Office Code : 3480-0000	
Case Number :	b7C	Investigative Program :	
Assigned to Name : [Redacted]		Program Manager : [Redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Requesting assistance with enabling Location ID on DCS300 [Redacted] TIII Client.

Worklog : 9/24/2004 8:13:05 PM

[Redacted] 8/14/2001 10:08:04 AM [Redacted] Provided assistance.

[Redacted] assigned/forwarded request to [Redacted]

[Redacted]

[Redacted] 9/2/2005 11:21:18 AM [Redacted]

[Redacted] has Reassigned or Forwarded this request to [Redacted]

[Redacted]

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RMS Request Number:

0057253

Request ID : 0057253		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 8/14/2001 11:45:00AM	Closed : 8/14/2001 3:25:49PM	
Requestor Name : [REDACTED]	Office : COLUMBIA		
Phone : 803 [REDACTED]	Office Code : 3180-0000		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [REDACTED]	Program Manager : [REDACTED]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Requesting assistance with changing DCS3000 router configuration for TIII - BSM.

Worklog : 9/24/2004 8:13:05 PM

[REDACTED]

8/14/2001 11:45:55 AM [REDACTED] Provided assistance.

[REDACTED] assigned/forwarded request to [REDACTED]

[REDACTED]

9/2/2005 11:21:19 AM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

[REDACTED]

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RMS Request Number:

0057288

Request ID : 0057288		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 8/15/2001 8:05:00AM	Closed : 8/16/2001 2:51:15PM	
Requestor Name : [redacted]	Office : MINNEAPOLIS		
Phone : 612 [redacted]	Office Code : 3480-0000		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [redacted]		Program Manager : [redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Reported more problems with the DCS3000 - [redacted] Title III.

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Worklog : 9/24/2004 8:13:06 PM
 [redacted]
 8/15/2001 8:05:50 AM [redacted] It appears that the dialup connection between FBI-MPLS and [redacted] stays connected without any problems. However, connectivity between the Title III Client @ FBI and the Server @ [redacted] is sporadic (i.e. they connect for awhile - then there it goes away / NO ping response).....made a couple of minor changes to the configuration of the Cisco 2600 Series router @ FBI. Will monitor system. [redacted] assigned/forwarded request to [redacted]
 9/2/2005 11:21:19 AM [redacted]
 [redacted] has Reassigned or Forwarded this request to [redacted]

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RMS Request Number:

0057289

Request ID : 0057289		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 8/15/2001 8:08:00AM	Closed : 8/16/2001 2:51:01PM	
Requestor Name : [REDACTED]	Office : MINNEAPOLIS		
Phone : 612 [REDACTED]	b6 b7C	Office Code : 3480-0000	
Case Number :	Investigative Program :		
Assigned to Name : [REDACTED]	Program Manager : [REDACTED]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Reported problems with DCS3000 TIII.

Worklog : 9/24/2004 8:13:06 PM

[REDACTED]

8/15/2001 8:08:17 AM [REDACTED] Connectivity issues between FBI and [REDACTED] MPLS. A check of the line history in the Cisco 2600 Series Router @ FBI revealed a large number of 'noise' hits. Instructed FBI-MPLS to change to a different phone line. This fixed the 'noise' hit problem.

[REDACTED] assigned/forwarded request to [REDACTED]

[REDACTED]

9/2/2005 11:21:19 AM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

[REDACTED]

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RMS Request Number:

0057333

Request ID : 0057333		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 8/16/2001 11:16:00AM	Closed : 8/16/2001 2:50:15PM	
Requestor Name [redacted]		Office : COLUMBIA	
Phone : 803 [redacted]	b6 b7C	Office Code : 3180-0000	
Case Number :		Investigative Program :	
Assigned to Name : [redacted]		Program Manager [redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Technical questions regarding DCS3000 T-III.

Worklog : 9/24/2004 8:13:06 PM

[redacted]
8/16/2001 11:16:42 AM [redacted] Provided answers.
[redacted] assigned/forwarded request to [redacted]
[redacted]
9/2/2005 11:21:19 AM [redacted]
[redacted] has Reassigned or Forwarded this request to [redacted]
[redacted]

b6
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RMS Request Number:

0057366

Request ID : 0057366		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 8/17/2001 10:28:00AM	Closed : 8/17/2001 9:33:30AM	
Requestor Name [redacted]	Office : MINNEAPOLIS		
Phone : 612- [redacted]	Office Code : 3480-0000		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [redacted]	Program Manager [redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Questions regarding DCS3000 data dumped from [redacted] switch in Eagan, MN.

Worklog : 9/24/2004 8:13:06 PM
 [redacted]
 8/17/2001 10:28:21 AM [redacted] Data is from the switch's
 HLR. [redacted] assigned/forwarded request to [redacted]
 [redacted]
 9/2/2005 11:21:19 AM [redacted]
 [redacted] has Reassigned or Forwarded this request to [redacted]
 [redacted]

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RMS Request Number:

0057367

Request ID : 0057367

Performance Indicator : Tactical Development

Status : Closed

Opened : 8/17/2001 10:29:00AM

Closed : 8/17/2001 9:33:16AM

Requestor Name : [Redacted]

Office : Pennsylvania OAG

Phone :

b6
b7C

Office Code :

Case Number :

Investigative Program :

Assigned to Name : [Redacted]

Program Manager : [Redacted]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : Requesting DCS3000 installation authentication.

Worklog : 9/24/2004 8:13:06 PM

[Redacted]

8/17/2001 10:29:14 AM [Redacted] Provided assistance.

[Redacted] assigned/forwarded request to [Redacted]

[Redacted]

9/2/2005 11:21:19 AM [Redacted]

[Redacted] has Reassigned or Forwarded this request to [Redacted]

[Redacted]

b6
b7C

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November 08, 2006

RMS Request Number:

0057369

Request ID : 0057369	Performance Indicator : Capital Equipment	
Status : Closed	Opened : 8/17/2001 10:53:00AM	Closed : 8/17/2001 9:36:15AM
Requestor Name : [REDACTED]	Office : MIAMI	
Phone : 305 [REDACTED]	Office Code : 3460-0000	
Case Number :	Investigative Program :	
	b6	
	b7C	
Assigned to Name : [REDACTED]	Program Manager : [REDACTED]	
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)	
Category : TICTU		
Item: DCS 3000		

Requested Support : DCS3000 equipment requested

Worklog : 9/24/2004 8:13:06 PM
8/17/2001 10:53:34 AM [REDACTED] Equipment 8/17/01
[REDACTED] assigned/forwarded request to [REDACTED]
8/17/2001 11:35:52 AM [REDACTED] Completed request to send
out DCS3000 equipment per [REDACTED] on 8/17/01.
9/2/2005 11:21:19 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to
[REDACTED]

b6
b7C

UNCLASSIFIED

RMS Request Number:

0057433

Request ID : 0057433		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 8/21/2001 8:51:00AM	Closed : 8/27/2001 9:49:22AM	
Requestor Name : [redacted]	Office : NEWARK		
Phone : 973 [redacted]	b6	Office Code : 3510-0000	
Case Number :	b7C	Investigative Program :	
Assigned to Name : [redacted]	Program Manager : [redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item : DCS 3000			

Requested Support : Two USRobotics modems.

Worklog : 9/24/2004 8:13:07 PM

b6
b7C

[redacted]
 8/21/2001 8:51:00 AM [redacted]
 assigned/forwarded request to [redacted]
 8/21/2001 8:51:24 AM [redacted] Two modems for DCS3000
 intercept.
 9/2/2005 11:21:19 AM [redacted]
 [redacted] has Reassigned or Forwarded this request to [redacted]

RMS Request Number:

0057470

Request ID : 0057470		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 8/22/2001 9:06:00AM	Closed : 8/27/2001 9:49:04AM	
Requestor Name : [redacted]	Office : BOSTON		
Phone : 617 [redacted]	Office Code : 3090-0000		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [redacted]	Program Manager : [redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : 2 latch box systems for DCS 3000 for Drug TIII or [redacted] phone. Thanks, [redacted]

Warkler - 9/24/2004 7:52:22 PM
 [redacted]
 8/22/2001 9:06:30 AM 6550 6550 assigned/forwarded request to [redacted] 8/22/2001 10:02:11 AM
 [redacted] is going to use the [redacted] to collect the CCC and the DCS-3000 to Collect the CDC. 8/22/2001 10:02:23 AM
 [redacted] Shipment has been completed for 2 each KS1 Latch box.
 9/2/2005 11:21:19 AM [redacted]
 [redacted] has Reassigned or Forwarded this request to [redacted]

b2
 b6
 b7C
 b7E

RMS Request Number:

0057508

Request ID : 0057508		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 8/23/2001 9:25:00AM	Closed : 11/9/2001 4:05:39PM	
Requestor Name : [Redacted]	Office : MIAMI		
Phone : 305 [Redacted]	b6 b7C	Office Code : 3460-0000	
Case Number :	Investigative Program :		
Assigned to Name : [Redacted]	Program Manager : [Redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : 2 DCS 3000 PCS, 1 LATCHBOX FOR FISA, 5 LX-300 PRINTERS

Worklog : 9/24/2004 7:52:23 PM

[Redacted]

8/23/2001 9:25:32 AM 6572 6572 assigned/forwarded request to [Redacted] 8/31/2001 3:29:44 PM [Redacted] assigned/forwarded request to [Redacted]

8/31/2001 5:35:03 PM [Redacted] Currently have computers on order, will provide when they arrive [Redacted]

assigned/forwarded request to [Redacted]

10/2/2001 8:17:07 AM [Redacted] assigned/forwarded request to [Redacted]

11/2/2001 9:16:00 AM [Redacted] PCs and latch boxes have shipped. 11/2/2001 9:17:40 AM [Redacted] assigned/forwarded request to [Redacted]

11/2/2001 9:56:20 AM [Redacted] assigned/forwarded request to [Redacted]

11/2/2001 10:30:58 AM [Redacted] SHIP 5 PRINTERS.

11/2/2001 2:46:45 PM [Redacted] 5 each printers were sent out on 11-2-01.

9/2/2005 11:21:19 AM [Redacted] [Redacted] has Reassigned or Forwarded this request to [Redacted]

b6
b7C

UNCLASSIFIED

November 08, 2006

RMS Request Number:

0057550

Request ID : 0057550		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 8/24/2001 11:04:00AM	Closed : 10/29/2003 4:13:47PM	
Requestor Name [redacted]		Office : CHARLOTTE	
Phone : (704) [redacted]	b6 b7C	Office Code : 3140-0000	
Case Number :		Investigative Program :	
Assigned to Name [redacted]		Program Manager [redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Return under separate cover of DCS 3000 computer for repairs per [redacted]

b6
b7C

Worklog : 9/24/2004 7:52:24 PM

[redacted]

8/24/2001 11:04:57 AM 6552 6552 assigned/forwarded request to [redacted]

[redacted] 8/27/2001 11:42:13 AM assigned/forwarded request to [redacted]

[redacted] 9/22/2003 1:05:33 PM assigned/forwarded request to [redacted]

[redacted] 9/2/2005 11:21:20 AM [redacted] has Reassigned or Forwarded this request to [redacted]

UNCLASSIFIED

RMS Request Number:

0057580

Request ID : 0057580

Performance Indicator : Technical Expertise

Status : Closed

Opened : 8/27/2001 7:32:00AM

Closed : 8/27/2001 9:47:53AM

Requestor Name : [Redacted]

Office : BOSTON

Phone : 617 [Redacted]

Office Code : 3090-0000

Case Number :

b6
b7C

Investigative Program :

Assigned to Name : [Redacted]

Program Manager : [Redacted]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : Reported problems with DCS3000 Tide III.

Worklog : 9/24/2004 8:13:09 PM

8/27/2001 7:32:01 AM [Redacted] Operator error.

[Redacted] assigned/forwarded request to [Redacted]

b6
b7C

9/2/2005 11:21:20 AM

[Redacted] has Reassigned or Forwarded this request to [Redacted]

UNCLASSIFIED

November 08, 2006

RMS Request Number:

0057584

Request ID : 0057584		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 8/27/2001 9:57:00AM	Closed : 8/27/2001 9:47:40AM	
Requestor Name : [Redacted]	Office : COLUMBIA		
Phone : 803 [Redacted]	b6	Office Code : 3180-0000	
Case Number :	b7C	Investigative Program :	
Assigned to Name : [Redacted]		Program Manager : [Redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Requesting assistance with downloading/printing DCS3000 data.

Worklog : 9/24/2004 8:13:09 PM
[Redacted] 8/27/2001 9:57:07 AM [Redacted] Provided assistance.
[Redacted] assigned/forwarded request to [Redacted]
[Redacted]
[Redacted] 9/21/2005 11:21:20 AM [Redacted]
[Redacted] has Reassigned or Forwarded this request to [Redacted]
[Redacted]

b6
b7C

UNCLASSIFIED

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November 08, 2006

RMS Request Number:

0057585

Request ID : 0057585		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 8/27/2001 9:58:00AM	Closed : 8/27/2001 9:47:26AM	
Requestor Name : [redacted]	Office : COLUMBIA		
Phone : 803 [redacted]	b6	Office Code : 3180-0000	
Case Number :	b7C	Investigative Program :	
Assigned to Name : [redacted]	Program Manager : [redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Reported 'odd' data in Associate DN field of DCS3000 data. Outgoing call numbers have a [redacted] prefix.

Worklog : 9/24/2004 8:13:09 PM
 [redacted]
 8/27/2001 9:58:48 AM [redacted] He was going to check with [redacted] - possible prepaid phone. [redacted] assigned/forwarded request to [redacted]
 9/2/2005 11:21:20 AM [redacted]
 [redacted] has Reassigned or Forwarded this request to [redacted]

b2
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 b7E

UNCLASSIFIED

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November 08, 2006

RMS Request Number:

0057587

Request ID : 0057587	Performance Indicator : Capital Equipment	
Status : Closed	Opened : 8/27/2001 9:59:00AM	Closed : 11/9/2001 4:04:50PM
Requestor Name : [REDACTED]	Office : COLUMBIA	
Phone : 803 [REDACTED]	Office Code : 3180-0000	
Case Number :	Investigative Program :	
	b6	
	b7C	
Assigned to Name : [REDACTED]	Program Manager : [REDACTED]	
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)	
Category : TICTU		
Item: DCS 3000		

Requested Support : Requesting additional DCS3000 TIII workstation for [REDACTED] intercept.

b2
b6
b7C
b7E

Worklog - 9/24/2004 8:13:09 PM

[REDACTED]
8/27/2001 9:59:39 AM [REDACTED] Have to locate workstation [REDACTED] assigned/forwarded request to [REDACTED]

9/2/2005 11:21:20 AM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

UNCLASSIFIED

RMS Request Number:

0057596

Request ID : 0057596		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 8/27/2001 10:41:00AM	Closed : 8/27/2001 9:46:57AM	
Requestor Name : [redacted]		Office : KANSAS CITY	
Phone : 816-[redacted]	b6 b7C	Office Code : 3350-0000	
Case Number :		Investigative Program :	
Assigned to Name : [redacted]		Program Manager : [redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Reported problems with DCS3000 - [redacted] intercept.

Worklog : 9/24/2004 8:13:09 PM

[redacted] 8/27/2001 10:41:43 AM [redacted] Storm in Wfitchita knocked MultiServer offline. Logged in and restarted MultiServer and then logged into KC and had to configure client [redacted] assigned/forwarded request to [redacted]

[redacted] 9/2/2005 11:21:20 AM [redacted] has Reassigned or Forwarded this request to [redacted]

b2
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b7C
b7E

RMS Request Number:

0057597

Request ID : 0057597		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 8/27/2001 10:58:00AM	Closed : 8/27/2001 9:46:45AM	
Requestor Name : [Redacted]		Office : MEMPHIS	
Phone : 901 [Redacted]	b6 b7C	Office Code : 3440-0000	
Case Number :		Investigative Program :	
Assigned to Name : [Redacted]		Program Manager : [Redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Reported problems with DCS3000 - [Redacted] Intercept.	Worklog : 9/24/2004 8:13:09 PM [Redacted] 8/27/2001 10:58:59 AM [Redacted] Discovered MultiServer in Nashville was locked-up. Rebooted system. [Redacted] assigned/forwarded request to [Redacted] 9/2/2005 11:21:20 AM [Redacted] [Redacted] has Reassigned or Forwarded this request to [Redacted]
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November 08, 2006

RMS Request Number:

0057605

Request ID : 0057605	Performance Indicator : Technical Expertise	
Status : Closed	Opened : 8/27/2001 2:18:00PM	Closed : 7/6/2004 1:59:42PM
Requestor Name : [REDACTED]	Office : PHILADELPHIA	
Phone : 215 [REDACTED]	Office Code : 3620-0000	
Case Number :	Investigative Program :	
Assigned to Name : [REDACTED]	Program Manager : [REDACTED]	
Assigned To Group : ATU	Program/Type : Wireless Intercept and Tracking Team	
Category : ATU		
Item: Wireless Intercept and Tracking Team		

Requested Support : Questions regarding techniques to locate GSM phone.

b6
b7C

Worklog : 9/24/2004 8:13:10 PM

[REDACTED]
8/27/2001 2:18:59 PM [REDACTED] Target phone is currently an active pen register intercept w/location info on the DCS3000 system. Instructed SA [REDACTED] to subpoena CellSite Info from provider. SA [REDACTED] will forward this info, along with DCS CDR records to TICTU. TICTU will modify existing software application to post process information and display serving cellsites on WinTrack map. TICTU will then coordinate with service provider to perform an RF trace. [REDACTED] assigned/forwarded request to [REDACTED]

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RMS Request Number:

0057687

Request ID : 0057687		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 8/29/2001 5:47:00PM	Closed : 7/6/2004 1:59:43PM	
Requestor Name : [redacted]	Office : SAN DIEGO		
Phone : 858 [redacted]	Office Code : 3780-0000		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [redacted]		Program Manager : [redacted]	
Assigned To Group : ATU		Program/Type : Wireless Intercept and Tracking Team	
Category : ATU			
Item: Wireless Intercept and Tracking Team			

Requested Support : Per telcall between San Diego TTA [redacted] and TICTU's [redacted] San Diego requests three (3) DCS 3000 Client audio cards (which are configured to detect DTMF) for use with both [redacted] cable intercepts and [redacted] to [redacted] intercepts. If possible, please immediately provide one (1) card with the remaining two (2) to be provided at TICTU's earliest convenience.

Worklog : 9/24/2004 7:52:26 PM
 [redacted]
 8/29/2001 5:47:20 PM 6544 6544 assigned/forwarded request to [redacted] 9/4/2001 7:44:37 AM [redacted] assigned/forwarded request to [redacted] 11/16/2001 10:05:43 AM [redacted] One card was sent on previous quick log. Two remaining cards are being built.

b2
b6
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RMS Request Number:

0057706

Request ID : 0057706		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 8/30/2001 11:12:00AM	Closed : 7/30/2004 1:08:35PM	
Requestor Name : [redacted]		Office : RICHMOND	
Phone : 804 [redacted]	b6 b7C	Office Code : 3710-0000	
Case Number :		Investigative Program :	
Assigned to Name : [redacted]		Program Manager : [redacted]	
Assigned To Group : TICTU		Program/Type : Traditional Technologies	
Category : TICTU			
Item: CMP DNR Support			

Requested Support : THIS REQUEST IS DIRECTED TO [redacted]
 [redacted] PER MY TELCAL, I NEED FRESH BATTERIES
 FOR TWO APC 1400 UPS DEVICES AND ONE SMALLER UPS FOR
 A COMPUTER WE HAVE NETWORKED OFF OF OUR DCS 3000.
 THANKS [redacted]

b6
b7C

Worklog : 9/24/2004 7:52:26 PM
 [redacted]
 8/30/2001 11:12:13 AM 6587 6587 assigned/forwarded
 request to [redacted] 8/30/2001 2:04:43 PM [redacted]
 Completed request to send out a APC 400 Backup UPS and 2
 batteries per [redacted] on 8/30/01.
 9/23/2005 11:01:59 AM [redacted]
 [redacted] has Reassigned or Forwarded this request to
 [redacted]
 10/6/2005 1:45:17 PM [redacted]
 [redacted] has Reassigned or Forwarded this request
 to [redacted]

RMS Request Number:

0057738

Request ID : 0057738		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 8/31/2001 9:31:00AM	Closed : 9/5/2001 7:25:01AM	
Requestor Name : [Redacted]	Office : MINNEAPOLIS		
Phone : 612 [Redacted]	b6	Office Code : 3480-0000	
Case Number :	b7C	Investigative Program :	
Assigned to Name : [Redacted]	Program Manager : [Redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Reported connectivity problems between DCS3000 TIII workstation and [Redacted] Server.	Worklog : 9/24/2004 8:13:11 PM
	[Redacted] 8/31/2001 9:31:14 AM [Redacted] Reset connection.
	[Redacted] assigned/forwarded request to [Redacted]
	[Redacted] 9/2/2005 11:21:20 AM [Redacted]
	[Redacted] has Reassigned or Forwarded this request to [Redacted]

b2
b6
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RMS Request Number:

0057742

Request ID : 0057742		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 8/31/2001 9:35:00AM	Closed : 9/5/2001 7:24:04AM	
Requestor Name : [Redacted]	Office : PITTSBURGH		
Phone : 412 [Redacted]	Office Code : 3650-0000		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [Redacted]		Program Manager : [Redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Requesting assistance with installation of DCS3000 equipment at [Redacted] switch in Bridgeville, PA.

b2
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Worklog : 9/24/2004 8:13:12 PM
[Redacted] 8/31/2001 9:35:19 AM [Redacted] Traveled to install equipment. [Redacted] assigned/forwarded request to [Redacted]
[Redacted] 9/2/2005 11:21:20 AM [Redacted] has Reassigned or Forwarded this request to [Redacted]

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RMS Request Number:

0057776

Request ID : 0057776		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 9/4/2001 10:45:00AM	Closed : 9/5/2001 7:19:40AM	
Requestor Name : [redacted]	Office : PITTSBURGH		
Phone : 412 [redacted]	b6	Office Code : 3650-0000	
Case Number :	b7C	Investigative Program :	
Assigned to Name : [redacted]		Program Manager : [redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Reported NO data from DCS3000 -
 [redacted] pen register (has not received data since Aug. 30th). VLR
 check of switch in Bridgeville shows target is active.

b2
 b6
 b7C
 b7E

Worklog : 9/24/2004 8:13:12 PM
 [redacted]
 9/4/2001 10:45:43 AM [redacted] Contact [redacted] to
 help with troubleshooting. [redacted] assigned/forwarded
 request to [redacted]
 9/2/2005 11:21:20 AM [redacted]
 [redacted] has Reassigned or Forwarded this request to
 [redacted]

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RMS Request Number:

0057783

Request ID : 0057783		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 9/4/2001 11:42:00AM	Closed : 9/5/2001 7:19:25AM	
Requestor Name : [redacted]	Office : PITTSBURGH		
Phone : 412 [redacted]	Office Code : 3650-0000		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [redacted]	Program Manager : [redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Problems with receiving oen register data from [redacted]

b2
b6
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Worklog : 9/24/2004 8:13:12 PM

[redacted]

9/4/2001 11:42:03 AM [redacted] DCS3000 client was configured for a connection time of 5, and then 10, minutes. [redacted] switch was configured for 15 minutes. Therefore, the DCS3000 client would disconnect BEFORE [redacted] would dump data. [redacted] assigned/forwarded request to [redacted]

[redacted]

9/2/2005 11:21:21 AM [redacted]

[redacted] has Reassigned or Forwarded this request to [redacted]

[redacted]

UNCLASSIFIED

RMS Request Number:

0057851

Request ID : 0057851		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 9/6/2001 9:47:00AM	Closed : 9/6/2001 2:33:54PM	
Requestor Name : [redacted]	Office : Ohio Bureau of Criminal Investigation	Office Code :	
Phone : 888 [redacted]	b6 b7C	Investigative Program :	
Case Number :			
Assigned to Name : [redacted]	Program Manager : [redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Requesting assistance with setting up DCS3000 pen register client for [redacted] intercept.

Worklog - 9/24/2004 8:13:13 PM
 [redacted]
 9/6/2001 9:47:46 AM [redacted] Provided assistance.
 [redacted] assigned/forwarded request to [redacted]
 [redacted]
 9/2/2005 11:21:21 AM [redacted]
 [redacted] has Reassigned or Forwarded this request to [redacted]
 [redacted]

b2
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RMS Request Number:

0057950

Request ID : 0057950		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 9/10/2001 12:00:00PM	Closed : 10/10/2001 9:34:09AM	
Requestor Name : [redacted]	b6	Office : SALT LAKE CITY	
Phone : 80-[redacted]	b7C	Office Code : 3750-0000	
Case Number :		Investigative Program :	
Assigned to Name : [redacted]		Program Manager : [redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Per discussions with [redacted] SU division needs to be updated with a DCS 3000 CALEA Intercept ability [redacted] will have all of our local CO's CALEA by the end of October 2001 to be ready for the 2002 Games.

b2
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Worklog : 9/24/2004 7:52:31 PM
 [redacted]
 9/10/2001 12:00:21 PM 6590 6590 assigned/forwarded request to [redacted] 10/10/2001 11:33:48 AM
 [redacted] SSA [redacted] discussed CALEA update with [redacted]
 [redacted] and SSA [redacted] of SL. TICTU plans on coordinating SL intercept capabilities for Olympic coverage and plans on being in SL for [redacted] testing, the week of 10/22/2001 at the SL DA's Office
 9/2/2005 11:21:21 AM [redacted]
 [redacted] has Reassigned or Forwarded this request to [redacted]

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RMS Request Number:

0057989

Request ID : 0057989		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 9/12/2001 9:20:00AM	Closed : 9/14/2001 6:58:05AM	
Requestor Name : [Redacted]	Office : MIAMI		
Phone : 305 [Redacted]	Office Code : 3460-0000		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [Redacted]	Program Manager : [Redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Requesting info on why the DCS3000 client is reporting "Not Provisioned To Receive SMS Messages".

Worklog : 9/24/2004 8:13:15 PM

[Redacted] 9/12/2001 9:20:12 AM [Redacted] 1.) Explained to him exactly what SMS is. 2.) Asked him to review the court order to see if interception of SMS is authorized. 3.) Suggested he contact the Case Agent regarding the fact that the target is TX/RX SMS messages and see if the court order can be amended. [Redacted] assigned/forwarded request to [Redacted]

9/2/2005 11:21:21 AM [Redacted] [Redacted] has Reassigned or Forwarded this request to [Redacted]

b6
b7C

UNCLASSIFIED

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RMS Request Number:

0057990

Request ID : 0057990		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 9/12/2001 9:21:00AM	Closed : 9/14/2001 6:59:40AM	
Requestor Name : [Redacted]	Office : PITTSBURGH		
Phone : 412 [Redacted]		Office Code : 3650-0000	
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [Redacted]	Program Manager : [Redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Requesting assistance with DCS3000 -
[Redacted] pen register data dump.

Worklog : 9/24/2004 8:13:15 PM
 [Redacted]
 9/12/2001 9:21:01 AM [Redacted] Provided assistance.
 [Redacted] assigned/forwarded request to [Redacted]
 [Redacted]
 9/2/2005 11:21:21 AM [Redacted]
 [Redacted] has Reassigned or Forwarded this request to [Redacted]
 [Redacted]

b2
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UNCLASSIFIED

RMS Request Number:

0057991

Request ID : 0057991		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 9/12/2001 9:22:00AM	Closed : 9/14/2001 6:59:26AM	
Requestor Name : [Redacted]	Office : PITTSBURGH		
Phone : 412 [Redacted]	b6	Office Code : 3650-0000	
Case Number :	b7C	Investigative Program :	
Assigned to Name : [Redacted]	Program Manager : [Redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Requesting assistance with post processing [Redacted] switch data from 9/4-12/2001 that was NOT processed by his DCS3000 pen register client.

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Worklog : 9/24/2004 8:13:15 PM
 [Redacted]
 9/12/2001 9:22:41 AM [Redacted] Post-processed [Redacted] switch data from 9/4-12/2001. [Redacted] assigned/forwarded request to [Redacted] 9/2/2005 11:21:21 AM [Redacted] has Reassigned or Forwarded this request to [Redacted]

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November 08, 2006

RMS Request Number:

0058045

Request ID : 0058045

Performance Indicator : Technical Expertise

Status : Closed

Opened : 9/14/2001 7:30:00AM

Closed : 9/14/2001 6:58:57AM

Requestor Name : [redacted]

Office : New York State Police

Phone :

b6
b7C

Office Code :

Case Number :

Investigative Program :

Assigned to Name : [redacted]

Program Manager : [redacted]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : Requesting DCS3000 Authentication Number.

Worklog : 9/24/2004 8:13:16 PM

[redacted] 9/14/2001 7:30:02 AM [redacted] Provided assistance.

[redacted] assigned/forwarded request to [redacted]

[redacted] 9/2/2005 11:21:21 AM

[redacted] has Reassigned or Forwarded this request to [redacted]

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RMS Request Number:

0058046

Request ID : 0058046		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 9/14/2001 7:30:00AM	Closed : 9/14/2001 6:59:10AM	
Requestor Name : [Redacted]	Office : Ohio Bureau of Criminal Investigation	Phone :	Office Code :
Case Number :	Investigative Program :	b6	b7C
Assigned to Name : [Redacted]	Program Manager : [Redacted]	Program/Type : Technical Access (Wireless)	
Assigned To Group : TICTU	Category : TICTU		
Item: DCS 3000			

Requested Support : Reported problems with DCS3000 - [Redacted] pen register.	Worklog : 9/24/2004 8:13:16 PM
	[Redacted] 9/14/2001 7:30:58 AM [Redacted] Provided assistance.
	[Redacted] assigned/forwarded request to [Redacted]
	[Redacted] 9/2/2005 11:21:21 AM [Redacted]
	[Redacted] has Reassigned or Forwarded this request to [Redacted]

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November 08, 2006

RMS Request Number:

0058047

Request ID : 0058047		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 9/14/2001 7:34:00AM	Closed : 9/14/2001 6:58:45AM	
Requestor Name : [Redacted]	b6 b7C	Office : New York State Police	
Phone :		Office Code :	
Case Number :		Investigative Program :	
Assigned to Name : [Redacted]		Program Manager : [Redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Requesting DCS3000 Authentication Number.

Worklog : 9/24/2004 8:13:16 PM

[Redacted] 9/14/2001 7:34:13 AM [Redacted] Provided assistance.
 [Redacted] assigned/forwarded request to [Redacted]

[Redacted] 9/2/2005 11:21:21 AM [Redacted]
 [Redacted] has Reassigned or Forwarded this request to [Redacted]

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November 08, 2006

RMS Request Number:

0058048

Request ID : 0058048		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 9/14/2001 7:34:00AM	Closed : 9/14/2001 6:58:33AM	
Requestor Name : [Redacted]	Office : MINNEAPOLIS		
Phone : 612-[Redacted]	Office Code : 3480-0000		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [Redacted]	Program Manager : [Redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Reported problems with DCS3000 - [Redacted] Title III.

Worklog : 9/24/2004 8:13:16 PM
 [Redacted]
 9/14/2001 7:34:54 AM [Redacted] Provided assistance
 [Redacted] assigned/forwarded request to [Redacted]
 [Redacted]
 9/2/2005 11:21:21 AM [Redacted]
 [Redacted] as Reassigned or Forwarded this request to
 [Redacted]

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RMS Request Number:

0058111

Request ID : 0058111		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 9/17/2001 10:43:00AM	Closed : 10/12/2001 8:54:07AM	
Requestor Name : [redacted]	Office : MINNEAPOLIS		
Phone : 612 [redacted]	Office Code : 3480-0000		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [redacted]	Program Manager : [redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Reported DCS3000 client was not processing data from [redacted] switch.

Worklog : 9/24/2004 8:13:17 PM

9/17/2001 10:43:00 AM [redacted] Will gather sample data from [redacted] switch and forward it to [redacted] assigned/forwarded request to [redacted]

9/17/2001 10:43:15 AM [redacted] assigned/forwarded request to [redacted]

9/17/2001 10:44:01 AM [redacted] has asked for reassignment of this request. 9/17/2001 11:01:58 AM [redacted] assigned/forwarded request to [redacted]

9/18/2001 7:36:31 AM [redacted] gave sample data to [redacted] so that BAH can modify DCS3000 code. [redacted] assigned/forwarded request to [redacted]

10/11/2001 5:55:05 PM [redacted]

Handled
9/2/2005 11:21:22 AM [redacted]
[redacted] has Reassigned or Forwarded this request to [redacted]

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RMS Request Number:

0058385

Request ID : 0058385		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 9/20/2001 2:23:00PM	Closed : 9/21/2001 9:23:38AM	
Requestor Name : [redacted]	Office : ATLANTA		
Phone : 404 [redacted]	b6	Office Code : 3040-0000	
Case Number :	b7C	Investigative Program :	
Assigned to Name : [redacted]	Program Manager : [redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : DCS 3000 Computer system for CALEA [redacted] intercept.

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Worklog : 9/24/2004 8:13:25 PM

[redacted]
9/20/2001 2:23:01 PM [redacted]
assigned/forwarded request to [redacted]
9/20/2001 2:38:46 PM [redacted] Completed request to send
out DCS 3000 Computer system per [redacted] on
9/20/01.
9/2/2005 11:21:22 AM [redacted]
[redacted] has Reassigned or Forwarded this request to
[redacted]

RMS Request Number:

0058913

Request ID : 0058913		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 10/3/2001 10:18:00AM	Closed : 10/10/2001 9:39:03AM	
Requestor Name : [Redacted]	Office : Pennsylvania Office of Attorney General		
Phone :	Office Code :		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [Redacted]	Program Manager : [Redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Requesting DCS3000 Authentication Code.

Worklog : 9/24/2004 8:13:36 PM
 [Redacted]
 10/3/2001 10:18:23 AM [Redacted] Provided assistance.
 [Redacted] assigned/forwarded request to [Redacted]
 [Redacted]
 9/2/2005 11:21:23 AM [Redacted]
 [Redacted] has Reassigned or Forwarded this request to [Redacted]
 [Redacted]

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RMS Request Number:

0058924

Request ID : 0058924	Performance Indicator : Tactical Development
Status : Closed	Opened : 10/3/2001 1:28:00PM
	Closed : 10/10/2001 9:38:53AM

Requestor Name [redacted]	Office : Nassau County
Phone :	Office Code :
Case Number :	Investigative Program :

Assigned to Name [redacted]	Program Manager [redacted]
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)
Category : TICTU	
Item: DCS 3000	

Requested Support : Requesting assistance with depolying DCS3000 TRACKER for [redacted] TIII.

Worklog : 9/24/2004 8:13:36 PM

[redacted] 10/3/2001 1:28:54 PM [redacted] Provided assistance.

[redacted] assigned/forwarded request to [redacted]

[redacted] 9/2/2005 11:21:23 AM [redacted]

[redacted] has Reassigned or Forwarded this request to [redacted]

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RMS Request Number:

0058972

Request ID : 0058972

Performance Indicator : Technical Expertise

Status : Closed

Opened : 10/4/2001 11:36:00AM

Closed : 10/10/2001 9:36:59AM

Requestor Name : [redacted]

Office : SAN FRANCISCO

Phone : 925 [redacted]

Office Code : 3790-0000

Case Number :

b6
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Investigative Program :

Assigned to Name : [redacted]

Program Manager : [redacted]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : Power supply for DCS 3000 workstation.

Worklog : 9/24/2004 8:13:37 PM

[redacted]
10/4/2001 11:36:19 AM [redacted]
assigned/forwarded request to [redacted]
10/4/2001 11:38:35 AM [redacted] Shipped power supply.
10/4/2001 1:38:53 PM [redacted] Completed request to send
out a power supply for DCS 3000 per [redacted] on
10/4/01.
9/2/2005 11:21:23 AM [redacted]
[redacted] has Reassigned or Forwarded this request to
[redacted]

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RMS Request Number:

0059198

Request ID : 0059198		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 10/9/2001 1:53:00PM	Closed : 10/10/2001 9:35:49AM	
Requestor Name : [Redacted]		Office : Ohio Bureau of Criminal Investigation	
Phone :	b6 b7C	Office Code :	
Case Number :		Investigative Program :	
Assigned to Name : [Redacted]		Program Manager : [Redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Requesting assistance with DCS3000 - [Redacted] open register.

Worklog : 9/24/2004 8:13:41 PM

[Redacted] 10/9/2001 1:53:41 PM [Redacted] Provided assistance.
 [Redacted] assigned/forwarded request to [Redacted]

[Redacted] 9/2/2005 11:21:23 AM [Redacted]
 [Redacted] has Reassigned or Forwarded this request to [Redacted]

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RMS Request Number:

0059549

Request ID : 0059549		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 10/17/2001 3:38:00PM	Closed : 10/29/2003 4:13:36PM	
Requestor Name [redacted]		Office : PHILADELPHIA	
Phone : 215 [redacted]	b6 b7C	Office Code : 3620-0000	
Case Number :		Investigative Program :	
Assigned to Name [redacted]		Program Manager [redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Per my conversation with [redacted] dated 10/16/01, I am requesting a replacement monitor for our DCS 3000 System. Our current monitor is making a crackling sound.

Worklog : 9/24/2004 7:52:49 PM
 [redacted]
 10/17/2001 3:38:15 PM 6583 6583 assigned/forwarded request to [redacted]
 10/19/2001 3:15:57 PM
 [redacted] assigned/forwarded request to [redacted]
 9/22/2003 1:05:33 PM
 [redacted] assigned/forwarded request to [redacted]
 9/2/2005 11:21:23 AM
 [redacted] has Reassigned or Forwarded this request to [redacted]

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RMS Request Number:

0059855

Request ID : 0059855		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 10/29/2001 3:04:00PM	Closed : 10/29/2003 4:13:26PM	
Requestor Name : [Redacted]	Office : MIAMI		
Phone : 305 [Redacted]	Office Code : 3460-0000		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [Redacted]	Program Manager : [Redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : 5 DCS 3000s, 1 HUB, 6 KS-1 boxes	Worklog : 9/24/2004 7:52:55 PM
	[Redacted]
	10/29/2001 3:04:31 PM 6572 6572 assigned/forwarded request to [Redacted] 10/31/2001 10:55:04 AM
	[Redacted] Message to [Redacted] left on 10/31 advising 2 DCS computers have been shipped. Miami has at least 4 workstations on hand. TICTU low on computers at this time. Hub and KS-1's will be sent soon. [Redacted]
	assigned/forwarded request to [Redacted] 9/22/2003 1:05:34 PM [Redacted] assigned/forwarded request to [Redacted]
	[Redacted] 9/2/2005 11:21:24 AM [Redacted]
	[Redacted] has Reassigned or Forwarded this request to [Redacted]

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RMS Request Number:

0059858

Request ID : 0059858		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 10/29/2001 3:42:00PM	Closed : 11/27/2001 8:47:06AM	
Requestor Name : [redacted]		Office : SAN ANTONIO	
Phone : 210 [redacted]	b6 b7C	Office Code : 3770-0000	
Case Number :		Investigative Program :	
Assigned to Name : [redacted]		Program Manager : [redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : a DCS 3000 System for our Austin RA to do pens (and maybe T-IIIs) on a [redacted] target and an [redacted] target. These targets are traveling between Austin and Houston.

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Worklog : 9/24/2004 7:52:55 PM

[redacted]

10/29/2001 3:42:00 PM 6591 6591 assigned/forwarded request to [redacted] 10/31/2001 5:21:15 PM [redacted] assigned/forwarded request to [redacted]

[redacted] 11/23/2001 1:21:00 PM [redacted] Per phone conversation with [redacted] shipping equipment to field for installation week of 11/26. 11/23/2001 1:21:23 PM [redacted] assigned/forwarded request to [redacted]

[redacted] 11/26/2001 10:00:02 AM [redacted] Completed shipment

9/2/2005 11:21:24 AM [redacted]

[redacted] has Reassigned or Forwarded this request to [redacted]

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RMS Request Number:

0059916

Request ID : 0059916		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 10/30/2001 2:32:00PM	Closed : 10/31/2001 4:24:03PM	
Requestor Name : [Redacted]	Office : MIAMI		
Phone : 305 [Redacted]	Office Code : 3460-0000		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [Redacted]	Program Manager : [Redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Two DCS 3000 systems

Worklog : 9/24/2004 8:13:52 PM
[Redacted] 10/30/2001 2:32:17 PM [Redacted] assigned/forwarded request to [Redacted]
10/30/2001 2:32:38 PM [Redacted] shipped on 10/30/01.
10/30/2001 2:54:05 PM [Redacted] Completed shipment
9/2/2005 11:21:24 AM [Redacted]
[Redacted] has Reassigned or Forwarded this request to [Redacted]

b6
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November 08, 2006

RMS Request Number:

0060035

Request ID : 0060035		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 11/5/2001 10:17:00AM	Closed : 11/9/2001 4:06:30PM	
Requestor Name : [Redacted]	Office : PITTSBURGH		
Phone : 412-[Redacted]	Office Code : 3650-0000		
Case Number :	Investigative Program :		
Assigned to Name : [Redacted]	Program Manager : [Redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

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Requested Support : Requesting assistance with DCS3000 cabling.

Worklog : 9/24/2004 8:13:54 PM
 [Redacted]
 11/5/2001 10:17:53 AM [Redacted] Provided assistance.
 [Redacted] assigned/forwarded request to [Redacted]
 [Redacted]
 9/2/2005 11:21:25 AM [Redacted]
 [Redacted] has Reassigned or Forwarded this request to [Redacted]
 [Redacted]

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RMS Request Number:

0060036

Request ID : 0060036		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 11/5/2001 10:54:00AM	Closed : 11/9/2001 4:06:19PM	
Requestor Name : [Redacted]	Office : PITTSBURGH		
Phone : 412-[Redacted]	Office Code : 3650-0000		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [Redacted]	Program Manager : [Redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Requesting assistance with enabling 13094 output on DCS3000 collection system.

Worklog : 9/24/2004 8:13:54 PM
 [Redacted]
 11/5/2001 10:54:39 AM [Redacted] Provided assistance.
 [Redacted] assigned/forwarded request to [Redacted]
 [Redacted]
 9/2/2005 11:21:25 AM [Redacted]
 [Redacted] has Reassigned or Forwarded this request to [Redacted]
 [Redacted]

b6
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RMS Request Number:

0060316

Request ID : 0060316		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 11/16/2001 1:29:00PM	Closed : 11/27/2001 8:28:47AM	
Requestor Name : [redacted]	Office : PITTSBURGH		
Phone : 412-[redacted]	Office Code : 3650-0000		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [redacted]	Program Manager : [redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Reported problems with DCS3000 - [redacted] per register.

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Worklog : 9/24/2004 8:13:59 PM

[redacted] 11/16/2001 1:29:17 PM [redacted] Discovered error relating to memory problem (leak) - rebooted machine and performed data dump. Everything is ok. [redacted] assigned/forwarded request to [redacted] 9/2/2005 11:21:25 AM [redacted] has Reassigned or Forwarded this request to [redacted]

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RMS Request Number:

0060318

Request ID : 0060318	Performance Indicator : Technical Expertise	
Status : Closed	Opened : 11/16/2001 1:30:00PM	Closed : 11/27/2001 8:28:11AM
Requestor Name : [Redacted]	b2 b7E	Office : DEA - Tech Ops
Phone :		Office Code : 1590-0000
Case Number :		Investigative Program :
Assigned to Name : [Redacted]		Program Manager : [Redacted]
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)
Category : TICTU		
Item: DCS 3000		

Requested Support : Requesting DCS3000 - Authentication Number.

Worklog : 9/24/2004 8:13:59 PM
[Redacted]
11/16/2001 1:30:54 PM [Redacted] Provided assistance.
[Redacted] assigned/forwarded request to [Redacted]
[Redacted]
9/2/2005 11:21:26 AM [Redacted]
[Redacted] has Reassigned or Forwarded this request to
[Redacted]

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RMS Request Number:

0060645

Request ID : 0060645		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 12/3/2001 2:07:00PM	Closed : 12/10/2001 10:46:25AM	
Requestor Name : [Redacted]	Office : MILWAUKEE		
Phone : 414 [Redacted]	Office Code : 3470-0000		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [Redacted]	Program Manager : [Redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Computer, monitor, keyboard, and mouse for DCS 3000 intercept.

Worklog : 9/24/2004 8:14:04 PM

[Redacted]

12/3/2001 2:07:17 PM [Redacted] assigned/forwarded request to [Redacted]

12/3/2001 2:10:25 PM [Redacted] Shipped equipment on 12/03/01. Invoice #8333. 12/3/2001 2:27:28 PM [Redacted] Completed shipment

9/2/2005 11:21:26 AM [Redacted] has Reassigned or Forwarded this request to [Redacted]

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RMS Request Number:

0060743

Request ID : 0060743	Performance Indicator : Technical Expertise	
Status : Closed	Opened : 12/6/2001 8:43:00AM	Closed : 12/10/2001 10:42:58AM
Requestor Name : [REDACTED]	Office : US Customs	
Phone :	b6 b7C	Office Code :
Case Number :	Investigative Program :	
Assigned to Name : [REDACTED]	Program Manager : [REDACTED]	
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)	
Category : TICTU		
Item: DCS 3000		

Requested Support : Requesting DCS3000 Authentication Number.	Worklog : 9/24/2004 8:14:06 PM
	[REDACTED] 12/6/2001 8:43:22 AM [REDACTED] Provided assistance.
	[REDACTED] assigned/forwarded request to [REDACTED]
	[REDACTED] 9/2/2005 11:21:27 AM [REDACTED]
	[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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RMS Request Number:

0060841

Request ID : 0060841		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 12/11/2001 1:31:00PM	Closed : 12/12/2001 3:52:57PM	
Requestor Name : [Redacted]	Office : DEA		Office Code :
Phone :	b6	Investigative Program :	
Case Number :	b7C		
Assigned to Name : [Redacted]	Program Manager : [Redacted]		Program/Type : Technical Access (Wireless)
Assigned To Group : TICTU			
Category : TICTU			
Item: DCS 3000			

Requested Support : Questions regarding DCS3000 Call Log - occassionally, CDNR data is not created following voicemail message creation.

Worklog : 9/24/2004 8:14:07 PM
 [Redacted]
 12/11/2001 1:31:53 PM [Redacted] Currently, he is using version 4.2. He will be upgrading to version 4.4. Informed him that he needs to ensure that 'Ignore HLR Messages' is NOT checked in the client configuration.
 [Redacted] assigned/forwarded request to [Redacted]
 9/2/2005 11:21:27 AM [Redacted]
 [Redacted] has Reassigned or Forwarded this request to [Redacted]

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RMS Request Number:

0060848

Request ID : 0060848		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 12/11/2001 4:17:00PM	Closed : 12/12/2001 3:52:45PM	
Requestor Name : [redacted]	Office : MILWAUKEE		
Phone : 414 [redacted]	b6	Office Code : 3470-0000	
Case Number :	b7C	Investigative Program :	
Assigned to Name : [redacted]		Program Manager : [redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : As per 12/11/01 Telcal with [redacted]
 [redacted] MW requests a 9-pin patch cord to connect the MW
 DCS3000 to the MW 3094 for download of intercept data into
 Telephone Applications.

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Worklog : 9/24/2004 7:53:10 PM
 [redacted]
 12/11/2001 4:17:00 PM 6573 6573 assigned/forwarded
 request to [redacted] 12/12/2001 9:19:57 AM
 [redacted] assigned/forwarded request to
 [redacted] 12/12/2001 10:38:07 AM [redacted]
 Shipment completed.
 9/2/2005 11:21:27 AM [redacted]
 [redacted] has Reassigned or Forwarded this request to
 [redacted]

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UNCLASSIFIED

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RMS Request Number:

0060858

Request ID : 0060858	Performance Indicator : Capital Equipment	
Status : Closed	Opened : 12/12/2001 9:06:00AM	Closed : 12/12/2001 3:52:30PM
Requestor Name : [REDACTED]	Office : JACKSONVILLE	
Phone : 904 [REDACTED]	Office Code : 3330-0000	
Case Number :	Investigative Program :	
Assigned to Name : [REDACTED]	Program Manager : [REDACTED]	
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)	
Category : TICTU		
Item: DCS 3000		

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Requested Support : DCS 3000 install for Jacksonville Sherriff's Department.

Worklog : 9/24/2004 8:14:08 PM

[REDACTED]
12/12/2001 9:06:19 AM [REDACTED]
assigned/forwarded request to [REDACTED]
12/12/2001 9:09:50 AM [REDACTED] Shipped CD on 12/12/01.
Invoice #8518. 12/12/2001 10:43:38 AM [REDACTED] Shipment completed.
9/2/2005 11:21:27 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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November 08, 2006

RMS Request Number:

0060892

Request ID : 0060892	Performance Indicator : Capital Equipment	
Status : Closed	Opened : 12/12/2001 7:49:00PM	Closed : 12/21/2001 2:41:08PM
Requestor Name : [REDACTED]	Office : SAN DIEGO	
Phone : (858) [REDACTED]	Office Code : 3780-0000	
Case Number :	Investigative Program :	
Assigned to Name : [REDACTED]	Program Manager : [REDACTED]	
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)	
Category : TICTU		
Item: DCS 3000		

Requested Support : Please provide four (4) UPS, APC Back-UPS 500 or the equivalent, to support DCS 3000 Clients. San Diego had previously been able to support multiple clients utilizing one UPS but due to the wider distribution of the equipment throughout the Division this option is no longer available.

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Worklog : 9/24/2004 7:53:10 PM
[REDACTED]
12/12/2001 7:49:07 PM 6544 6544 assigned/forwarded request to [REDACTED] 12/21/2001 3:40:48 PM
[REDACTED] Do not have funding at this time to support purchase.
9/2/2005 11:21:27 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

Derived from: G3
Authority date: 10/1/1993

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RMS Request Number:

0060917

Request ID : 0060917		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 12/14/2001 10:33:00AM	Closed : 12/17/2001 9:52:03AM	
Requestor Name : [redacted]	Office : BALTIMORE		
Phone : 410 [redacted]	b6	Office Code : 3050-0000	
Case Number :	b7C	Investigative Program :	
Assigned to Name : [redacted]		Program Manager : [redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Reported problems with DCS3000 Multi-Server.

Worked : 9/24/2004 8:14:09 PM

[redacted] 12/14/2001 10:33:22 AM [redacted] Had him reboot machine - problem resolved. [redacted] assigned/forwarded request to [redacted]

[redacted] 9/2/2005 11:21:27 AM [redacted] [redacted] has Reassigned or Forwarded this request to [redacted]

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RMS Request Number:

0061042

Request ID : 0061042		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 12/19/2001 12:58:00PM	Closed : 12/21/2001 2:33:58PM	
Requestor Name : [Redacted]		Office : DEA	
Phone :	b6 b7C	Office Code :	
Case Number :		Investigative Program :	
Assigned to Name : [Redacted]		Program Manager : [Redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Requesting DCS3000 Authentication Number.

Worklog : 9/24/2004 8:14:12 PM
[Redacted] 12/19/2001 12:58:11 PM [Redacted] Provided assistance.
[Redacted] assigned/forwarded request to [Redacted]
[Redacted] 9/2/2005 11:21:28 AM [Redacted]
[Redacted] has Reassigned or Forwarded this request to [Redacted]

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RMS Request Number:

0061048

Request ID : 0061048		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 12/19/2001 2:57:00PM	Closed : 12/21/2001 2:33:46PM	
Requestor Name [redacted]	Office : PITTSBURGH		
Phone : 412-[redacted]	Office Code : 3650-0000		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name [redacted]	Program Manager [redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Requesting assistance with 'turning on' [redacted] option on their DCS3000 system.

Worklog : 9/24/2004 8:14:12 PM
 [redacted]
 12/19/2001 2:57:29 PM [redacted] Provided assistance.
 [redacted] assigned/forwarded request to [redacted]
 [redacted]
 9/2/2005 11:21:28 AM [redacted]
 [redacted] has Reassigned or Forwarded this request to [redacted]
 [redacted]

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RMS Request Number:

0061049

Request ID : 0061049		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 12/19/2001 3:00:00PM	Closed : 12/21/2001 2:33:37PM	
Requestor Name [redacted]	Office : PITTSBURGH		
Phone : 412 [redacted]	Office Code : 3650-0000		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name [redacted]	Program Manager : [redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Problems with DCS3000 [redacted]
intercept equipment on [redacted] II.

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Worklog : 9/24/2004 8:14:12 PM
[redacted]
12/19/2001 3:00:04 PM [redacted] Provided assistance.
[redacted] assigned/forwarded request to [redacted]
[redacted]
9/2/2005 11:21:28 AM [redacted]
[redacted] has Reassigned or Forwarded this request to
[redacted]

RMS Request Number:

0061086

Request ID : 0061086		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 12/21/2001 8:35:00AM	Closed : 12/21/2001 2:33:12PM	
Requestor Name : [Redacted]	Office : PITTSBURGH		
Phone : 412 [Redacted]	Office Code : 3650-0000		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [Redacted]	Program Manager : [Redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support [Redacted] DCS3000 Multi-Server [Redacted]
 [Redacted] configuration requires a IP Address change - and their
 Cisco 2600 Router requires a configuration change also.

Worklog : 9/24/2004 8:14:13 PM
 [Redacted]
 12/21/2001 8:35:50 AM [Redacted] Provided assistance.
 [Redacted] assigned/forwarded request to [Redacted]
 [Redacted]
 9/2/2005 11:21:28 AM [Redacted]
 [Redacted] has Reassigned or Forwarded this request to
 [Redacted]

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RMS Request Number:

0061130

Request ID : 0061130		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 1/2/2002 7:55:00AM	Closed : 1/8/2003 3:50:15PM	
Requestor Name : [redacted]	b6	Office : PHOENIX	
Phone : 602 [redacted]	b7C	Office Code : 3630-0000	
Case Number :		Investigative Program :	
Assigned to Name : [redacted]		Program Manager : [redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Reported problems with DCS3000 - [redacted]
 [redacted] intercept.

Worklog : 9/24/2004 7:40:08 PM
 [redacted]
 1/2/2002 7:55:45 AM [redacted] Logged on and reset
 [redacted] connections. Asked him to contact his POC
 @ [redacted] to check equipment there
 assigned/forwarded request to [redacted]
 9/2/2005 11:21:28 AM
 [redacted] has Reassigned or Forwarded this request to
 [redacted]

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RMS Request Number:

0061166

Request ID : 0061166		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 1/2/2002 8:18:00PM	Closed : 1/14/2002 8:48:31AM	
Requestor Name [redacted]		Office : SAN DIEGO	
Phone : 858-[redacted]	b6 b7C	Office Code : 3780-0000	
Case Number :		Investigative Program :	
Assigned to Name [redacted]		Program Manager [redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Sorry for the short notice but we were just made aware of this today. San Diego will initiate two (2) new T-IIIs the week of 1/7/02, one AWS, and one [redacted]. Please provide two (2) DCS 3000 client workstations, each to include: monitor, keyboard, mouse, printer cable, start/stop cables with splitter, and UPS. Please provide one (1) Harvest Moon box to support the aforementioned [redacted] T-III. The ISDN circuit has been ordered and will be ready the week of 1/7/02. Additionally, the 8 port hub, which we use to link our clients, is full. Please provide a second 8 port hub that I can daisy chain or a 16 or 24 port hub to replace our current 8 port hub. Please call to confirm receipt of this request and advise if you will be able to fill all or part of it.

Worklog : 9/24/2004 7:53:13 PM
 [redacted]
 1/2/2002 8:18:44 PM 6544 6544 assigned/forwarded request to [redacted] 1/4/2002 3:38:34 PM [redacted] assigned/forwarded request to [redacted] 1/4/2002 5:50:14 PM [redacted] assigned/forwarded request to [redacted] 1/7/2002 8:10:18 AM [redacted] Shipped out on 1/4/02. 9/2/2005 11:21:28 AM [redacted] [redacted] has Reassigned or Forwarded this request to [redacted]

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RMS Request Number:

0061225

Request ID : 0061225		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 1/7/2002 9:29:00AM	Closed : 1/8/2003 3:50:30PM	
Requestor Name : [Redacted]		Office : LOS ANGELES	
Phone : 310 [Redacted]		Office Code : 3410-0000	
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name [Redacted]		Program Manager : [Redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : DCS 3000 Audio card

Worklog : 9/24/2004 7:40:10 PM
[Redacted]
1/7/2002 9:29:30 AM [Redacted] assigned/forwarded request to [Redacted]
1/7/2002 9:29:58 AM [Redacted] Shipped card on 1/7/02.
1/7/2002 10:12:46 AM [Redacted] Completed shipment
9/2/2005 11:21:28 AM [Redacted]
[Redacted] has Reassigned or Forwarded this request to [Redacted]

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RMS Request Number:

0061259

Request ID : 0061259	Performance Indicator : Technical Expertise	
Status : Closed	Opened : 1/8/2002 7:32:00AM	Closed : 1/8/2003 3:50:36PM
Requestor Name : [REDACTED]	Office : MINNEAPOLIS	
Phone : 612 [REDACTED]	Office Code : 3480-0000	
Case Number :	Investigative Program :	
Assigned to Name : [REDACTED]	Program Manager : [REDACTED]	
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)	
Category : TICTU		
Item: DCS 3000		

Requested Support : Problems with [REDACTED] open register.

Worklog : 9/24/2004 7:40:11 PM
[REDACTED]
1/8/2002 7:32:21 AM [REDACTED] DCS3000 was working fine - a VLR check revealed the target phone hasn't been active in last 24 hours. DCS3000 RAW file shows no target data since 12/28/2001 [REDACTED] assigned/forwarded request to [REDACTED]
9/2/2005 11:21:29 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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RMS Request Number:

0061305

Request ID : 0061305		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 1/9/2002 10:21:00AM	Closed : 1/8/2003 3:50:44PM	
Requestor Name : [Redacted]		Office : New Jersey State Police	
Phone : 609 [Redacted]	b6 b7C	Office Code :	
Case Number :		Investigative Program :	
Assigned to Name : [Redacted]		Program Manager : [Redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : DCS 3000 install CD

Worklog : 9/24/2004 7:40:12 PM
[Redacted]
1/9/2002 10:21:48 AM [Redacted] assigned/forwarded request to [Redacted]
1/9/2002 10:22:06 AM [Redacted] Shipped CD on 1/9/02.
1/9/2002 10:58:31 AM [Redacted] Completed shipment
9/2/2005 11:21:29 AM [Redacted]
[Redacted] as Reassigned or Forwarded this request to [Redacted]

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RMS Request Number:

0061317

Request ID : 0061317		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 1/9/2002 1:42:00PM	Closed : 1/8/2003 3:50:46PM	
Requester Name : [Redacted]	Office : MINNEAPOLIS		
Phone : 612 [Redacted]	b6	Office Code : 3480-0000	
Case Number :	b7C	Investigative Program :	
Assigned to Name : [Redacted]	Program Manager : [Redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Requesting assistance with setting-up DCS3000 [Redacted] machine for TIII.

Worklog : 9/24/2004 7:40:12 PM
 [Redacted]
 1/9/2002 1:42:49 PM [Redacted] Provided assistance.
 [Redacted] assigned/forwarded request to [Redacted]
 [Redacted]
 9/2/2005 11:21:29 AM [Redacted]
 [Redacted] has Reassigned or Forwarded this request to [Redacted]
 [Redacted]

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RMS Request Number:

0061318

Request ID : 0061318		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 1/9/2002 2:00:00PM	Closed : 1/8/2003 3:50:46PM	
Requestor Name : [Redacted]	Office : ATLANTA		
Phone : 404 [Redacted]	Office Code : 3040-0000		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [Redacted]	Program Manager : [Redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : DCS 3000 CD install

Worklog : 9/24/2004 7:40:12 PM
1/9/2002 2:00:30 PM [Redacted]
assigned/forwarded request to [Redacted]
1/9/2002 2:02:03 PM [Redacted] CD Shipped on 1/9/02.
1/9/2002 2:11:36 PM [Redacted] Completed shipment
9/2/2005 11:21:29 AM [Redacted]
[Redacted] has Reassigned or Forwarded this request to [Redacted]

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RMS Request Number:

0061382

Request ID : 0061382		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 1/11/2002 10:39:00AM	Closed : 1/8/2003 3:50:56PM	
Requester Name : [Redacted]	Office : ANCHORAGE		
Phone : 907 [Redacted]	Office Code : 3030-0000		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [Redacted]	Program Manager : [Redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : DCS 3000 T-III Machine and Monitor

Worklog : 9/24/2004 7:40:14 PM

[Redacted]

1/11/2002 10:39:38 AM [Redacted] assigned/forwarded request to [Redacted]

1/11/2002 10:42:57 AM [Redacted] Shipped on 1/11/01.

1/11/2002 10:56:12 AM [Redacted] Completed shipment

9/2/2005 11:21:29 AM [Redacted]

[Redacted] has Reassigned or Forwarded this request to [Redacted]

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RMS Request Number:

0061427

Request ID : 0061427		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 1/14/2002 2:27:00PM	Closed : 1/8/2003 3:51:04PM	
Requestor Name : [Redacted]	Office : BALTIMORE		
Phone : 410 [Redacted]	b6 b7C	Office Code : 3050-0000	
Case Number :	Investigative Program :		
Assigned to Name : [Redacted]		Program Manager : [Redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : technical assistance in moving a DCS3000 work station from Baltimore Field Office to Calverton RA for upcoming intercept of [Redacted] phones. Audio will be collected on Digital Storm. Lease line is in place between Calverton and WFO.

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Worklog : 9/24/2004 7:40:15 PM
 [Redacted]
 1/14/2002 2:27:25 PM [Redacted] assigned/forwarded request to [Redacted]
 1/14/2002 5:51:06 PM [Redacted] assigned/forwarded request to [Redacted]
 1/28/2002 1:46:11 PM [Redacted] Shipped router interface cable to [Redacted] on 1/28/02. Will connect system to WFO on 1/29/02. 1/28/2002 1:59:31 PM [Redacted] Completed shipment
 9/2/2005 11:21:29 AM [Redacted] [Redacted] has Reassigned or Forwarded this request to [Redacted]

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RMS Request Number:

0061428

Request ID : 0061428	Performance Indicator : Capital Equipment	
Status : Closed	Opened : 1/14/2002 2:51:00PM	Closed : 1/8/2003 3:51:04PM
Requestor Name [redacted]	Office : DALLAS	
Phone : 214-[redacted]	b6	Office Code : 3190-0000
Case Number :	b7C	Investigative Program :
Assigned to Name [redacted]	Program Manager [redacted]	
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)	
Category : TICTU		
Item: DCS 3000		

Requested Support [redacted] to come to Dallas ASAP to set up [redacted] Calera solution. I also need a DCS 3000 for an offsite for ongoing T-3. In addition, I need portable Voicebox system at offsite for T-3 expansion. We are currently running two T-3's on Converse System at the off-site.

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Worklog : 9/24/2004 7:40:15 PM

[redacted]
1/14/2002 2:51:29 PM [redacted]
assigned/forwarded request to [redacted]
1/14/2002 5:48:29 PM [redacted]
assigned/forwarded request to [redacted]
1/15/2002 11:46:37 AM [redacted] Completed shipment
9/2/2005 11:21:29 AM [redacted]
[redacted] has Reassigned or Forwarded this request to [redacted]

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RMS Request Number:

0061455

Request ID : 0061455		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 1/15/2002 2:28:00PM	Closed : 2/20/2002 1:42:39PM	
Requestor Name : [redacted]	b6	Office : SAN FRANCISCO	
Phone : 415 [redacted]	b7C	Office Code : 3790-0000	
Case Number :		Investigative Program :	
Assigned to Name : [redacted]		Program Manager : [redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : 1 DCS 3000 system 2 "v everything"
Courier Modems for use over lease line Re: conversation with [redacted] about installation of DCS 3000 system to capture data over wireless intercepts of NFIP lines into DMW system.

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Worklog : 9/24/2004 7:53:15 PM
 [redacted]
 1/15/2002 2:28:36 PM 6545 6545 assigned/forwarded request to [redacted] 1/16/2002 11:56:41 AM [redacted] assigned/forwarded request to [redacted]
 [redacted] 1/22/2002 9:35:21 AM [redacted] assigned/forwarded request to [redacted]
 2/20/2002 11:22:30 AM [redacted] SF Division is going to use an existing CPU for the FISA intercepts. May need a new CPU in future.
 9/2/2005 11:21:29 AM [redacted]
 [redacted] has Reassigned or Forwarded this request to [redacted]

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RMS Request Number:

0061565

Request ID : 0061565		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 1/18/2002 1:41:00PM	Closed : 2/28/2002 10:12:43AM	
Requestor Name : [redacted]	Office : BIRMINGHAM		
Phone : 205 [redacted]	b6 b7c	Office Code : 3070-0000	
Case Number :	Investigative Program :		
Assigned to Name : [redacted]	Program Manager : [redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Birmingham has installed a 56K DDS 4 wire circuit to Atlanta Div. for real time teleco CDC delivery to Birmingham's DCS 3000. Please provide the necessary interface equipment and assistance to prepare for a Title III expected in February or early March.

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Worklog : 9/24/2004 7:53:16 PM

[redacted]

1/18/2002 1:41:08 PM 6542 6542 assigned/forwarded request to [redacted] 1/18/2002 5:49:30 PM [redacted] assigned/forwarded request to [redacted]

1/28/2002 4:37:07 PM [redacted] assigned/forwarded request to [redacted]

1/29/2002 8:45:03 AM [redacted] equipment shipped to Birmingham under request 061642. Equipment shipped to Atlanta under request 061643. 2/8/2002 1:24:07 PM [redacted] Left message for [redacted] 2/11/2002 10:42:38 AM [redacted] has the Circuit in and will install the router. Left message for Atlanta. 2/12/2002 10:58:48 AM [redacted] Client is going to install the new router and make the connection to the 56K circuit. He will call me when it is complete. 2/27/2002 3:33:30 PM [redacted] problem fixed by provider

9/2/2005 11:21:30 AM [redacted] [redacted] has Reassigned or Forwarded this request to [redacted]

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RMS Request Number:

0061607

Request ID : 0061607	Performance Indicator : Technical Expertise	
Status : Closed	Opened : 1/23/2002 8:23:00AM	Closed : 7/30/2004 1:09:04PM
Requestor Name : [REDACTED]	Office : PHOENIX	
Phone : 602 [REDACTED]	Office Code : 3630-0000	
Case Number :	Investigative Program :	
Assigned to Name : [REDACTED]	Program Manager : [REDACTED]	
Assigned To Group : TICTU	Program/Type : Traditional Technologies	
Category : TICTU		
Item: JSI 3094 Data Collection System		

Requested Support : corrupted data on 3094 from dcs 3000

Worklog : 9/24/2004 7:40:19 PM

[REDACTED] 1/23/2002 8:23:25 AM [REDACTED] Had him delete the data and re-enter from dcs 30000 [REDACTED] assigned/forwarded request to [REDACTED]

[REDACTED] 9/23/2005 12:31:32 PM [REDACTED] has Reassigned or Forwarded this request to [REDACTED]

[REDACTED] 10/6/2005 1:45:24 PM [REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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RMS Request Number:

0061614

Request ID : 0061614		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 1/23/2002 10:53:00AM	Closed : 7/30/2004 1:09:04PM	
Requestor Name : [redacted]	b6 b7C	Office : CLEVELAND	
Phone : 216 [redacted]		Office Code : 3170-0000	
Case Number :		Investigative Program :	
Assigned to Name : [redacted]		Program Manager : [redacted]	
Assigned To Group : TICTU		Program/Type : Central Monitoring Plant	
Category : TICTU			
Item: CMP Buildout			

Requested Support : Request assistance of ERF personnel in relocating all CMP equipment to new FBI building. Scheduled move date 02/15/2002 thru 02/18/2002. Take actual possession of new building O/A 02/01/2002. Includes 3033s, 3094 system, DCS 3000.

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Worklog : 9/24/2004 7:40:19 PM

[redacted]
1/23/2002 10:53:52 AM [redacted]
assigned/forwarded request to [redacted]
1/23/2002 12:04:49 PM [redacted]
assigned/forwarded request to [redacted] 1/30/2002
10:10:20 AM [redacted] assigned/forwarded request to
[redacted] 1/30/2002 10:31:13 AM
[redacted] from Detroit will assist with the
technical equipment relocation
9/23/2005 11:01:04 AM [redacted]
[redacted] has Reassigned or Forwarded this request to
[redacted]

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RMS Request Number:

0061939

Request ID : 0061939		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 2/7/2002 9:27:00AM	Closed : 1/8/2003 3:52:17PM	
Requestor Name : [Redacted]	Office : PA Office of Attorney General		
Phone : 717 [Redacted]	Office Code :		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [Redacted]	Program Manager : [Redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : DCS 3000 installation CD

Worklog : 9/24/2004 7:40:26 PM
[Redacted] 2/7/2002 9:27:07 AM [Redacted] assigned/forwarded request to [Redacted]
[Redacted] 2/7/2002 9:27:24 AM [Redacted] Shipped Cd on 2/7/02.
[Redacted] 9/2/2005 11:21:30 AM [Redacted] has Reassigned or Forwarded this request to [Redacted]

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RMS Request Number:

0062002

Request ID : 0062002		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 2/11/2002 2:33:00PM	Closed : 1/8/2003 3:52:21PM	
Requestor Name : [Redacted]	Office : SAN FRANCISCO		
Phone : 415-553-5743	Office Code : 3790-0000		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [Redacted]	Program Manager : [Redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : DCS 3000 Workstation replacement.

Worklog : 9/24/2004 7:40:26 PM
[Redacted]
2/11/2002 2:33:13 PM [Redacted]
assigned/forwarded request to [Redacted]
2/11/2002 2:44:30 PM [Redacted] Completed shipment
9/2/2005 11:21:30 AM [Redacted]
[Redacted] has Reassigned or Forwarded this request to [Redacted]
[Redacted]

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RMS Request Number:

0062048

Request ID : 0062048		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 2/12/2002 3:46:00PM	Closed : 2/15/2002 4:38:55PM	
Requestor Name : [Redacted]	Office : ALBANY		
Phone : 518 [Redacted]	Office Code : 3010-0000		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [Redacted]	Program Manager : [Redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : DCS 3000 SYSTEM AND ROUTER TO INSTALL PEN REGISTER ON [Redacted] TARGET. PEN REGSITER ORDER ISSUED AND RECEIVED 2/12/2002.

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Worklog : 9/24/2004 7:53:22 PM

[Redacted] 2/12/2002 3:46:11 PM [Redacted] assigned/forwarded request to [Redacted]

2/14/2002 11:26:44 AM [Redacted] DCS-3000 in Albany needs to be upgraded. [Redacted] assigned/forwarded request to [Redacted] 2/15/2002 10:44:54 AM [Redacted] Shipped router, CPU, monitor, and modem on 2/15/02. 2/15/2002 1:54:11 PM [Redacted] Completed shipment

9/2/2005 11:21:31 AM [Redacted] has Reassigned or Forwarded this request to tyoung.

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RMS Request Number:

0062052

Request ID : 0062052		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 2/13/2002 8:01:00AM	Closed : 1/8/2003 3:52:24PM	
Requestor Name : [Redacted]	Office : CHARLOTTE		
Phone : 704-[Redacted]	Office Code : 3140-0000		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [Redacted]	Program Manager : [Redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : Requesting 10/100 Base-T hub for dcs3000 system.

Worklog : 9/24/2004 7:40:27 PM

[Redacted]

2/13/2002 8:01:36 AM [Redacted] Will ship unit asap.

[Redacted] assigned/forwarded request to [Redacted]

[Redacted]

9/2/2005 11:21:31 AM [Redacted]

[Redacted] has Reassigned or Forwarded this request to [Redacted]

[Redacted]

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RMS Request Number:

0062163

Request ID : 0062163		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 2/19/2002 10:50:00AM	Closed : 1/8/2003 3:52:40PM	
Requestor Name : [Redacted]		Office : SAN DIEGO	
Phone : 858 [Redacted]	b6 b7C	Office Code : 3780-0000	
Case Number :		Investigative Program :	
Assigned to Name : [Redacted]		Program Manager : [Redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : DCS 3000 T-III Workstation

Worklog : 9/24/2004 7:40:29 PM
2/19/2002 10:50:46 AM [Redacted] assigned/forwarded request to [Redacted]
2/19/2002 10:51:09 AM [Redacted] CPU and monitor shipped on 2/19/02. 2/19/2002 1:34:47 PM [Redacted] Shipment completed.
9/2/2005 11:21:31 AM [Redacted] has Reassigned or Forwarded this request to [Redacted]

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RMS Request Number:

0062206

Request ID : 0062206	Performance Indicator : Capital Equipment	
Status : Closed	Opened : 2/20/2002 2:08:00PM	Closed : 1/8/2003 3:52:44PM
Requestor Name : [REDACTED]	Office : DEA- Atlanta	
Phone : 404 [REDACTED]	Office Code :	
Case Number :	Investigative Program :	
	b6 b7C	
Assigned to Name : [REDACTED]	Program Manager : [REDACTED]	
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)	
Category : TICTU		
Item: DCS 3000		

Requested Support : DCS 3000 software	Worklog : 9/24/2004 7:40:29 PM
	[REDACTED]
	2/20/2002 2:08:05 PM [REDACTED]
	assigned/forwarded request to [REDACTED]
	2/20/2002 2:08:23 PM [REDACTED] Shipped software on
	2/20/02. 2/20/2002 2:37:32 PM [REDACTED] completed
	shipment
	9/2/2005 11:21:31 AM [REDACTED]
	[REDACTED] has Reassigned or Forwarded this request to
	[REDACTED]

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RMS Request Number:

0062228

Request ID : 0062228		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 2/21/2002 9:42:00AM	Closed : 1/8/2003 3:52:46PM	
Requestor Name : [redacted]	b6	Office : MILWAUKEE	
Phone : 414 [redacted]	b7C	Office Code : 3470-0000	
Case Number :		Investigative Program :	
Assigned to Name : [redacted]		Program Manager : [redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : DCS 3000 T-III Workstation with monitor

Worklog : 9/24/2004 7:40:29 PM

[redacted] 2/21/2002 9:42:47 AM [redacted] assigned/forwarded request to [redacted]

2/21/2002 9:43:08 AM [redacted] Shipped cpu and monitor on 2/21/02. 2/21/2002 10:34:23 AM [redacted] Completed shipment

9/2/2005 11:21:31 AM [redacted] has Reassigned or Forwarded this request to [redacted]

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RMS Request Number:

0062297

Request ID : 0062297		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 2/25/2002 2:36:00PM	Closed : 1/8/2003 3:52:54PM	
Requestor Name : [Redacted]		Office : NORFOLK	
Phone : 757-[Redacted]	b6 b7C	Office Code : 3560-0000	
Case Number :		Investigative Program :	
Assigned to Name : [Redacted]		Program Manager : [Redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : DCS 3000 Workstation to replace existing one.

Worklog : 9/24/2004 7:40:31 PM

[Redacted] 2/25/2002 2:36:53 PM [Redacted] assigned/forwarded request to [Redacted]

[Redacted] 2/25/2002 2:52:41 PM [Redacted] Completed shipment

[Redacted] 9/2/2005 11:21:31 AM [Redacted] has Reassigned or Forwarded this request to [Redacted]

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RMS Request Number:

0062320

Request ID : 0062320		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 2/26/2002 1:18:00PM	Closed : 1/8/2003 3:52:56PM	
Requestor Name : [Redacted]		Office : ALBUQUERQUE	
Phone : 505 [Redacted]	b6 b7C	Office Code : 3020-0000	
Case Number :		Investigative Program :	
Assigned to Name : [Redacted]		Program Manager : [Redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : New DCS 3000 Server

Worklog : 9/24/2004 7:40:31 PM
[Redacted] 2/26/2002 1:18:11 PM [Redacted] assigned/forwarded request to [Redacted]
[Redacted] 2/26/2002 1:18:34 PM [Redacted] Shipped CPU and monitor on 2/26/02. 2/26/2002 1:55:41 PM [Redacted] Completed shipment
[Redacted] 9/2/2005 11:21:31 AM [Redacted] has Reassigned or Forwarded this request to [Redacted]

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RMS Request Number:

0062333

Request ID : 0062333		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 2/27/2002 7:48:00AM	Closed : 1/8/2003 3:52:57PM	
Requestor Name : [Redacted]		Office : COLUMBUS	
Phone : 614 [Redacted]	b6 b7C	Office Code : 3160-3930	
Case Number :		Investigative Program :	
Assigned to Name : [Redacted]		Program Manager : [Redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Questions regarding DCS3000 data output.	Worklog : 9/24/2004 7:40:31 PM
	[Redacted] 2/27/2002 7:48:57 AM [Redacted] Answered questions.
	[Redacted] assigned/forwarded request to [Redacted]
	[Redacted] 9/2/2005 11:21:31 AM [Redacted]
	[Redacted] has Reassigned or Forwarded this request to [Redacted]

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RMS Request Number:

0062338

Request ID : 0062338		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 2/27/2002 10:13:00AM	Closed : 1/8/2003 3:52:58PM	
Requestor Name : [redacted]	Office : KNOXVILLE		
Phone : 865 [redacted]	b6	Office Code : 3370-0000	
Case Number :	b7C	Investigative Program :	
Assigned to Name : [redacted]		Program Manager : [redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Requesting assistance with configuring DCS3000 client for [redacted] pen register.	Worklog : 9/24/2004 7:40:31 PM
	[redacted] 2/27/2002 10:13:22 AM [redacted] Provided assistance.
	[redacted] assigned/forwarded request to [redacted]
	[redacted] 9/2/2005 11:21:31 AM [redacted]
	[redacted] has Reassigned or Forwarded this request to [redacted]

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RMS Request Number:

0062384

Request ID : 0062384		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 2/28/2002 12:23:00PM	Closed : 3/29/2002 9:59:52AM	
Requestor Name : [Redacted]	Office : SAN ANTONIO		
Phone :	Office Code : 3770-0000		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [Redacted]	Program Manager : [Redacted]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : TWO DCS 3000 systems for an upcoming [Redacted] Title III in our Laredo RA. We have be advised that [Redacted] is planning a switch to a CALEA system in the very near future. Thanks, ABH

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Worklog : 9/24/2004 7:53:28 PM

[Redacted] 2/28/2002 12:23:59 PM [Redacted] assigned/forwarded request to [Redacted]

[Redacted] 3/1/2002 5:17:49 PM [Redacted] We still need to test CALEA delivery with [Redacted] before it becomes available to the field. [Redacted] cannot provide us with a deployment schedule yet. It is possible [Redacted] will not turn on the CALEA delivery in San Antonio for some time. Be prepared to do your Title-III's the conventional way until you hear from TICTU. [Redacted] is the coordinator. 3/1/2002 5:17:56 PM [Redacted] assigned/forwarded request to [Redacted]

[Redacted] 3/12/2002 8:33:42 AM [Redacted] Testing with [Redacted] during the week of march 25. 3/28/2002 9:11:37 AM [Redacted] has delayed deployment of the CALEA solution.

[Redacted] 9/2/2005 11:21:32 AM [Redacted] has Reassigned or Forwarded this request to [Redacted]

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RMS Request Number:

0062388

Request ID : 0062388		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 2/28/2002 2:10:00PM	Closed : 1/8/2003 3:53:01PM	
Requestor Name : [redacted]		Office : NEW HAVEN	
Phone : 203-[redacted]	b6 b7C	Office Code : 3520-0000	
Case Number :		Investigative Program :	
Assigned to Name : [redacted]		Program Manager : [redacted]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Requesting assistance with configuring DCS3000 client to dump data to JSI J3094.

Worklog : 9/24/2004 7:40:32 PM
[redacted] 2/28/2002 2:10:35 PM [redacted] Provided assistance.
[redacted] assigned/forwarded request to [redacted]
[redacted]
[redacted] 9/2/2005 11:21:32 AM [redacted]
[redacted] has Reassigned or Forwarded this request to [redacted]
[redacted]

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