

From: WILLIAMSON, DOUGLAS [DOUGLAS.WILLIAMSON@nypd.org]
Sent: Thursday, May 12, 2016 8:14 AM
To: Sudip Chakraborty; Alam, Mohammad
CC: bkarriem@keystatsinc.com; BELLO, FRANK; CASTRO, CLAUDIA
Subject: introduction for troubleshooting KeyStats email issue

Sudip,
I am cc'ing Muhamad Alam from our IT group. He is the person assisting on our end.
Here are his numbers if you prefer to call:



Please include myself and the contracts team on all email correspondence.
Thanks,
Doug

-----Original Message-----

From: Sudip Chakraborty [mailto:sudip@xypress.com]
Sent: Thursday, May 12, 2016 6:33 AM
To: WILLIAMSON, DOUGLAS
Cc: bkarriem@keystatsinc.com
Subject: Re: NYPD Predictive Policing Pilot: Keystats 12052016

Hi Doug

Would it be possible to have a quick call with your IT team to see how it can be resolved?

Best,
Sudip

SUDIP CHAKRABORTY

3 Independence Way, Ste 214
Princeton, NJ 08540
Phone: 917-830-4445
Fax: 908 744175710

From: WILLIAMSON, DOUGLAS <DOUGLAS.WILLIAMSON@nypd.org>
Sent: Thursday, May 12, 2016 6:10:40 AM
To: Sudip Chakraborty
Cc: bkarriem@keystatsinc.com
Subject: Re: NYPD Predictive Policing Pilot: Keystats 12052016

This message was recieved but the other was not.
Doug

Sent from my BlackBerry 10 smartphone on the Verizon Wireless 4G LTE network.

Original Message

From: Sudip Chakraborty
Sent: Thursday, May 12, 2016 5:50 AM
To: WILLIAMSON, DOUGLAS
Cc: bkarriem@keystatsinc.com
Subject: Fw: NYPD Predictive Policing Pilot: Keystats 12052016

Forwarding as we discussef

Best,
Sudip

SUDIP CHAKRABORTY

3 Independence Way, Ste 214
Princeton, NJ 08540
Phone: 917-830-4445
Fax: 908 ?441?5710

From: epredict@xypress.com <epredict@xypress.com>
Sent: Thursday, May 12, 2016 4:45 AM
To: douglas.williamson@nypd.org
Cc: frank.bello@nypd.org; claudia.castro@nypd.org
Subject: NYPD Predictive Policing Pilot: Keystats 12052016

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From: Alam, Mohammad [Mohammad.Alam@nypd.org]
Sent: Thursday, May 12, 2016 11:27 AM
To: 'Sudip Chakraborty'; WILLIAMSON, DOUGLAS
CC: bkarriem@keystatsinc.com; BELLO, FRANK; CASTRO, CLAUDIA
Subject: RE: introduction for troubleshooting KeyStats email issue

Sudip,

If it is blocked by trendmicro reputation service, it means blacklisted. Are those three accounts are sending from same IP or they have different IPs? If those are different, please send me IPs for all three sending address and I will whitelist, then you may test and can follow up accordingly.

Thanks.

Alam

-----Original Message-----

From: Sudip Chakraborty [mailto:sudip@xypress.com]
Sent: Thursday, May 12, 2016 11:37 AM
To: WILLIAMSON, DOUGLAS; Alam, Mohammad
Cc: bkarriem@keystatsinc.com; BELLO, FRANK; CASTRO, CLAUDIA
Subject: Re: introduction for troubleshooting KeyStats email issue

Hi Alam

Please find the log that you requested. We have it for one of the messages for Monday, May 9 which was either delayed or was not delivered.

Here is the part that is related to NYPD

=====

host mailerext1.nypd.org [REDACTED]
Delay reason: SMTP error from remote mail server after initial connection:
450 4.7.1 Service temporarily unavailable; Client host [REDACTED] blocked using Trend
Micro Email Reputation Service.
=====

The IP address of our mailserver is [REDACTED] (this is in the message as well). It looks like this was blocked by your TrendMicro software based on its database.

Do you think whitelisting the IP address and our domain will resolve this issue?

Please let me know if you need anything else from us.

Thanks in advance for your help.

Best,
Sudip

SUDIP CHAKRABORTY

3 Independence Way, Ste 214
Princeton, NJ 08540
Phone: 917-830-4445
Fax: 908 ?441?5710

From: Sudip Chakraborty
Sent: Thursday, May 12, 2016 10:38 AM
To: WILLIAMSON, DOUGLAS; Alam, Mohammad
Cc: bkarriem@keystatsinc.com; BELLO, FRANK; CASTRO, CLAUDIA
Subject: Re: introduction for troubleshooting KeyStats email issue

Hi Alam - thanks for the call a few minutes back.

I have requested my IT team for the specific logs and IP address you need and will send that shortly.

Best,
Sudip

SUDIP CHAKRABORTY

3 Independence Way, Ste 214
Princeton, NJ 08540

R_NYC0000522

Phone: 917-830-4445
Fax: 908 744175710

From: WILLIAMSON, DOUGLAS <DOUGLAS.WILLIAMSON@nypd.org>
Sent: Thursday, May 12, 2016 9:13:37 AM
To: Sudip Chakraborty; Alam, Mohammad
Cc: bkarriem@keystatsinc.com; BELLO, FRANK; CASTRO, CLAUDIA
Subject: introduction for troubleshooting KeyStats email issue

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Best,
Sudip

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Princeton, NJ 08540
Phone: 917-830-4445
Fax: 908 -441-5710

From: WILLIAMSON, DOUGLAS <DOUGLAS.WILLIAMSON@nypd.org>
Sent: Thursday, May 12, 2016 6:10:40 AM
To: Sudip Chakraborty
Cc: bkarriem@keystatsinc.com
Subject: Re: NYPD Predictive Policing Pilot: Keystats 12052016

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Doug

Sent from my BlackBerry 10 smartphone on the Verizon Wireless 4G LTE network.
Original Message
From: Sudip Chakraborty
Sent: Thursday, May 12, 2016 5:50 AM
To: WILLIAMSON, DOUGLAS
Cc: bkarriem@keystatsinc.com
Subject: Fw: NYPD Predictive Policing Pilot: Keystats 12052016

Forwarding as we discussef

Best,
Sudip

SUDIP CHAKRABORTY

3 Independence Way, Ste 214
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Phone: 917-830-4445
Fax: 908 -441-5710

From: epredict@xypress.com <epredict@xypress.com>
Sent: Thursday, May 12, 2016 4:45 AM
To: douglas.williamson@nypd.org
Cc: frank.bello@nypd.org; claudia.castro@nypd.org
Subject: NYPD Predictive Policing Pilot: Keystats 12052016

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From: Alam, Mohammad [Mohammad.Alam@nypd.org]
Sent: Thursday, May 12, 2016 1:11 PM
To: 'Sudip Chakraborty'; WILLIAMSON, DOUGLAS
CC: bkarriem@keystatsinc.com; BELLO, FRANK; CASTRO, CLAUDIA
Subject: RE: introduction for troubleshooting KeyStats email issue

It is already placed. You may test. I am in another call. Let me know how it goes.

-----Original Message-----

From: Sudip Chakraborty [mailto:sudip@xypress.com]
Sent: Thursday, May 12, 2016 12:43 PM
To: Alam, Mohammad; WILLIAMSON, DOUGLAS
Cc: bkarriem@keystatsinc.com; BELLO, FRANK; CASTRO, CLAUDIA
Subject: Re: introduction for troubleshooting KeyStats email issue

Hi Alam

The IP address that needs to be whitelisted is [REDACTED]

Please let us know when that is in place and we will test after that.

Best,
Sudip

SUDIP CHAKRABORTY

3 Independence Way, Ste 214
Princeton, NJ 08540
Phone: 917-830-4445
Fax: 908 ?441?5710

From: Alam, Mohammad <Mohammad.Alam@nypd.org>
Sent: Thursday, May 12, 2016 12:27:19 PM
To: Sudip Chakraborty; WILLIAMSON, DOUGLAS
Cc: bkarriem@keystatsinc.com; BELLO, FRANK; CASTRO, CLAUDIA
Subject: RE: introduction for troubleshooting KeyStats email issue

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Cc: frank.bello@nypd.org; claudia.castro@nypd.org
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