



# AV CaptureAll

11/20/2017

Commissioners & Executive Director  
Port of Olympia, WA  
606 Columbia Street NW STE 300  
Olympia, WA 98501

Dear Commissioners:

We have recently been made aware of issues relating to the recording system in the Olympics Conference Room. Because we have been recording on the same equipment since February, 2016 without issue, it was surprising to see these issues appear and required thorough investigation. We are aware of three issues that have occurred over the past month.

- 10/20/2017 - Video became corrupted after 2h 22m.
- 10/23/2017 - No video available to record.
- 11/13/2017 - Video became corrupted after 2h 22m.

The cause of the issue on 10/23 was a failed power supply to the video switch. This occurred after a local power outage. The part was replaced and a UPS added on 11/1 which resolved the issue.

The cause of the corrupted videos from 10/20 & 11/13 remained unknown until a multi-hour troubleshooting session with Jessie today. Prior to today, many hours of investigation into application, hardware, and operating system log files, along with attempted error reproduction had yet to turn up a cause. Today, we have determined the cause and are actively working on a fix to ensure the issue does not occur in future recordings.

The cause of the issue is related to pausing the recording for breaks. The system is designed to handle pausing as many times as needed without issue. On this particular PC, with this video input, we are seeing intermittent file corruption occurring at the end of the session related to processing paused segments. We intend to have this issue resolved quickly and to ensure smooth operation of all future recordings.

Thank you for your patience.

Sincerely,

Chad Swanson  
CEO