



**Merrimac Solutions, Inc.**  
 1840 Forest Ave.  
 Aurora, IL 60502  
 AccountsPayable@MerrimacSolutions.com  
 www.merrimacsolutions.com  
 630-585-6441

# Invoice

Date	Invoice #
4/28/2017	COA042817NA

<b>Bill To</b>
City of Aurora Jim Dahl 44 East Downer Place Aurora, IL 60507

<b>Ship To</b>

P.O. Number	Terms
285097	Net 30

<b>Project</b>
Network Admin Services

Quantity	Item Code	Description	Price Each	Amount
8	MS-Services/AB	4/25 •Process email - check help desk tickets - discussion with Manny regarding status of operations - staff meeting - network meeting - pursue creating new intern account in AD as requested by Susan Knight - create new mailbox on 2013 Exchange server - test / verify email flow - troubleshoot outbound email - adjust receive connector - success •Discussions with Jim, Rick Smith, Bill Duncan, Jason Thurman, and Quentin Johnson regarding Shelter Pro status and next steps. Discussion with Jim and Shanita regarding ACT - test / verify latest version. Discussion with Mike, Manny and Josh regarding Sophos testing next steps. Check on help desk ticket from Jeff Schmidt to activate Nicole Mullins account and email - everything looks active and in order - reach out to Jeff to inquire if pw reset is necessary - left voicemail.	60.00	480.00

Thank you for your business.	<b>Total</b>
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8	MS-Services/AB	4/27 •Process email - check help desk tickets - work with Manny to fix GIS online maps - work with Shanita and Veritas support to fix Enterprise Vault - discussion with Gio Santana regarding Shelter Pro status and him replacing Rick Smith •Discussion with Rena Church regarding SPAM help desk ticket - explain SPAM scoring process and demonstrate whitelisting process, also take care of her request to allow Erin Howard to access Facebook. Work with Jeff Schmidt to reset Nicole Mullins pw. Follow up with and further work with Veritas support to check on earlier remedy for Enterprise Vault, plus further fix autodiscover component, review configuration, generate reports, review additional settings. Discussions with Manny and Shanita regarding latest updates to COASEV. Whitelist superior.com on Barracuda per request from Steve Mclean. Discussion with Gio regarding Shelter Pro and setting up a meeting next week to prepare for training. Add Gio to Shelter Pro AD group so he can now launch software	60.00	480.00

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4	MS-Services/AB	4/28 •Process email. Follow up with Erin Howard regarding Rena Church's request to have her be able to access Facebook - verified. Visit Phillips Park Visitor's Center to meet new intern Brooklyn Kelley, assist her with logging into COA domain, email and pavilion reservation database. Check on COASEV index processing - COAEXM was successful overnight - COAEXBM didn't run - run manually. Work with Mike Baker - needed syslog computer (not on domain) to be able to get to TeamViewer website - add IP of computer to clients on Websense with open policy - success. Follow up with Mark Phipps - still getting credential pop-up - work with him via remote control - disable Enterprise Vault plug-in for Outlook - restart Outlook - popup for Exchange server cert appeared - created new mail profile - should be good to go. Discussion with Shanita regarding Kathy Leonard and retrieving partial email from Enterprise Vault - work with Kathy to troubleshoot - determine EV add-in not installed - install add-in and test - successful retrieval of full emails from EV.	60.00	240.00

Thank you for your business.	<b>Total</b>	\$1,200.00
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