

Cash, Steven A.

From: Kenneth Eichner <[REDACTED].com>
Sent: Tuesday, October 06, 2015 3:16 PM
To: Cash, Steven A.
Subject: RE: Digital Letter attached re Platte River

Steven, no objection. Thanks for looping me in.



3773 Cherry Creek Drive North
Suite 900, West Tower
Denver, Colorado 80209



This E-mail message is confidential, is intended only for the named recipient(s) above and may contain information that is privileged, attorney work product, or otherwise protected by applicable law. If you have received this message in error, please notify the sender at 303-837-9800 and delete this E-mail message. Thank you.

From: Cash, Steven A. [mailto:[REDACTED].com]
Sent: Tuesday, October 6, 2015 12:34 PM
To: 'Kenneth Eichner'
Subject: Digital Letter attached re Platte River

Steven A. Cash | Attorney at Law | [Attorney Bio](#)



1100 New York Ave., NW Suite 300 | Washington DC 20005



BOSTON | CONNECTICUT | NEW JERSEY | NEW YORK | WASHINGTON, DC  

This message contains PRIVILEGED AND CONFIDENTIAL INFORMATION intended solely for the use of the addressee(s) named above. Any disclosure, distribution, copying or use of the information by others is strictly prohibited. If you have received this message in error, please notify the sender by immediate reply and delete the original message. Thank you.



BOSTON CONNECTICUT NEW JERSEY NEW YORK WASHINGTON, DC

STEVEN A. CASH
Attorney at Law

1100 New York Ave., NW, Suite 300
Washington, DC 20005

T: [REDACTED] F: [REDACTED]
[REDACTED].com

October 6, 2015

Kenneth Eichner, Esq.
The Eichner Law Firm
3773 Cherry Creek Drive North
Suite 900, West Tower
Denver, Colorado 80209

Dear Mr. Eichner:

I write on behalf of our client, Datto, Inc. to advise you, pursuant to Paragraph 9(c) of the Datto Reseller Agreement between Datto and Platte River Networks, that on October 5, 2015 we received the attached letter from Chairman Ron Johnson of the U.S. Senate's Homeland Security & Government Affairs Committee. We intend to fully comply with any legal requirement to provide information and materials to the Committee.

Unless otherwise notified in writing, we will proceed with the understanding that Platte River Networks has no objection to disclosure of the information and materials requested; please also advise if you intend on seeking "a protective order or other remedy to limit such disclosure."

Best regards,

A handwritten signature in black ink, appearing to read 'Steven A. Cash', with a long horizontal flourish extending to the right.

Steven A. Cash

DAT00000298

HON. JOHNSON, WISCONSIN, CHAIRMAN

JOHN M. CAIN, ARIZONA	THOMAS R. CARPER, DELAWARE
ROB PORTMAN, OHIO	CLAIRE McCASKILL, MISSOURI
RAND PAUL, KENTUCKY	JON TESTER, MONTANA
JAMES LANKFORD, OKLAHOMA	TAMMY BALDWIN, WISCONSIN
MICHAEL B. ENZ, WYOMING	HEIDI HEITKAMP, NORTH DAKOTA
KELLY AYOTTE, NEW HAMPSHIRE	CORY A. BOOKER, NEW JERSEY
JONI ERNST, IOWA	GARY C. PETERS, MICHIGAN
BEN SASSE, NEBRASKA	

KEITH B. ASHDOWN, STAFF DIRECTOR
GABRIELLE A. BATKIN, MINORITY STAFF DIRECTOR

United States Senate

COMMITTEE ON
HOMELAND SECURITY AND GOVERNMENTAL AFFAIRS
WASHINGTON, DC 20510-6250

October 5, 2015

Mr. Austin McChord
Chief Executive Officer
Datto, Inc.
101 Merritt 7, 7th Floor
Norwalk, CT 06851

Dear Mr. McChord:

The Committee on Homeland Security and Governmental Affairs is examining former Secretary of State Hillary Clinton's use of a private email account and server during her time at the State Department. The Committee has learned that a product offered by Datto, Inc.—the Datto SIRIS S2000¹—was purchased in 2013 for Secretary Clinton to provide on-site, immediate recovery of backup data in the event that the primary server failed.² The Committee is interested in the security and preservation of Secretary Clinton's official records, including whether this backup device was used to back up, recover, or store those records in any manner. I request your assistance with this important inquiry.

Datto, Inc. is “an innovative provider of comprehensive backup, recovery and business continuity solutions used by thousands of managed service providers worldwide,” offering cloud, hardware, and software devices.³ A Datto SIRIS device, like the one acquired for Secretary Clinton, “takes data directly from the server and converts it into virtual machines that can be booted instantly from a remote web interface.”⁴ Essentially, if the primary server fails, the Datto device acts as a virtual server to allow continued workflow while the primary server is fixed.⁵ When acquiring a Datto SIRIS device, Datto offers its clients two options for storing the virtualized backups. The first option is to store the backups on-site on the Datto SIRIS S2000 product itself, creating a private cloud for the data that keeps the data within the customer's control only.⁶ The second option is the data can be stored “remotely in Datto's secure cloud.”⁷

¹ According to Datto's website, its SIRIS product supports “business continuity” with server backups, virtualization, and cloud-based accessibility. See Datto Siris 2, found at <http://www.datto.com/siris>.

² Platte River Networks Invoice #7942 (May 31, 2013) (on file with the Committee on Homeland Security and Governmental Affairs).

³ Datto, Inc., About Datto, <http://www.datto.com/about>.

⁴ Datto SIRIS Brochure found at http://www.abletek.com/productcatalog/datto/siris/pdf/DattoSIRISProductBrochure_r2.pdf.

⁵ Instant Virtualization, Datto (last accessed on Sept. 23, 2015) <http://www.datto.com/technologies/instant-virtualization>.

⁶ *Id.*

⁷ *Id.*

Mr. Austin McChord
October 5, 2015
Page 2

According to information received by the Committee, Platte River Networks (PRN)⁸ billed the Clinton Executive Service Corp. (CESC) on May 31, 2013, to acquire a Datto SIRIS S2000 device. CESC appears to be a Clinton family company. According to documents received by the Committee, CESC oversaw contracting for the hardware and software required for Secretary Clinton's private server and email.⁹

When Secretary Clinton's private server was moved from her private residence to the New Jersey-based data center, PRN set up the Datto SIRIS device at this new location.¹⁰ When acquiring the Datto SIRIS product, it appears that CESC representatives worked with PRN employees to determine how the Datto device would back up data on Secretary Clinton's private server.¹¹ According to documents received by the Committee, CESC chose to only store the backup data on-site on the Datto SIRIS device, thus creating a private cloud managed by PRN.¹² CESC specifically requested that no data be stored on Datto's off-site cloud at any time.¹³

Although Secretary Clinton apparently wanted "Datto options *without* offsite backup," there was confusion among PRN employees when they noticed that data from Secretary Clinton's private server was potentially being sent to Datto's off-site backup location.¹⁴ In

⁸ Platte River Networks was hired by Secretary Clinton in 2013 to maintain the data stored on her private server.

⁹ Email from Infograte to Platte River Networks (Apr. 17, 2013) (on file with the Committee on Homeland Security and Governmental Affairs).

¹⁰ Platte River Networks Invoice #33427 (June 15, 2013) (on file with the Committee on Homeland Security and Governmental Affairs).

¹¹ See Email from Platte River Networks to Datto, Inc. (June 6, 2013) (on file with the Committee on Homeland Security and Governmental Affairs); Email from Platte River Networks to Platte River Networks (Jan. 26, 2015); Email from Platte River Networks to Platte River Networks (Jan. 26, 2015).

¹² Email from Platte River Networks to Datto, Inc. (June 6, 2013) (on file with the Committee on Homeland Security and Governmental Affairs). PRN billed for work installing the device in June 2013. For use of the private cloud capability, Datto charges a monthly fee. Each month beginning in July 2013, PRN billed CESC for "Datto Month of Private Cloud Service." This monthly service fee apparently allowed Secretary Clinton to continually have a backup on a private, virtual cloud on the SIRIS S2000 device. See Platte River Networks Invoice #33427 (June 15, 2013); Platte River Networks Invoice #33488 (June 17, 2013); Platte River Networks Invoice #IS.1307006 (July 1, 2013); Platte River Networks Invoice #IB.1308057 (Aug. 5, 2013); Platte River Networks Invoice #IB.1309050 (Sept. 4, 2013); Platte River Networks Invoice #IB.1310031 (Oct. 3, 2013); Platte River Networks Invoice #IB.1311027 (Nov. 5, 2013); Platte River Networks Invoice #IB.1312009 (Dec. 4, 2013); Platte River Networks Invoice #IB.1401012 (Jan. 6, 2014); Platte River Networks Invoice #IB.1402022 (Feb. 3, 2014); Platte River Networks Invoice #IB.1403010 (Mar. 3, 2014); Platte River Networks Invoice #IB.1404011 (Apr. 1, 2014); Platte River Networks Invoice #IB.1405011 (May 1, 2014); Platte River Networks Invoice #IB.1406011 (June 1, 2014); Platte River Networks Invoice #IB.1407012 (July 1, 2014); Platte River Networks Invoice #IB.1408012 (Aug. 4, 2014); Platte River Networks Invoice #IB.1409013 (Sept. 3, 2014); Platte River Networks Invoice #IB.1410015 (Oct. 1, 2014); Platte River Networks Invoice #IB.1411016 (Nov. 3, 2014); Platte River Networks Invoice #IB.1412015 (Dec. 2, 2013); Platte River Networks Invoice #IB.1501015 (Jan. 6, 2015); Platte River Networks Invoice #IB.1502014 (Feb. 2, 2015); Platte River Networks Invoice #IB.1503016 (Mar. 3, 2015); Platte River Networks Invoice #IB.1504014 (Apr. 1, 2015); Platte River Networks Invoice #IB.1505016 (May 1, 2015); Platte River Networks Invoice #IB.1506014 (June 1, 2015); Platte River Networks Invoice #IB.1507017 (July 1, 2015); Platte River Networks Invoice #IB.1508019 (Aug. 1, 2015) (all invoices mentioned on file with the Committee on Homeland Security and Governmental Affairs).

¹³ Email from Platte River Networks to Datto, Inc. (June 6, 2013) (on file with the Committee on Homeland Security and Governmental Affairs).

¹⁴ Email from Platte River Networks to Platte River Networks (Aug. 1, 2013) (on file with the Committee on Homeland Security and Governmental Affairs).

August 2015, employees at PRN discovered that Secretary Clinton's private server was syncing with "an offsite sync server . . . belonging to Datto."¹⁵

PRN employees reached out to Datto to determine if the server was actually sending data from the private server to Datto's off-site cloud for backup. One PRN employee wrote to Datto and stated, "[w]hen we made the purchase [of the SIRIS S2000], it was under the understanding that we didn't want to backup to Datto's [off-site] datacenter."¹⁶ When a Datto employee determined that "for some reason this device [the SIRIS S2000] does appear to be syncing with the Datto Cloud,"¹⁷ another PRN employee bluntly replied, "[t]his is a problem. This data should not be stored in the Datto Cloud"¹⁸ Whereas CESC specifically requested that no data from Secretary Clinton's private server be backed up off-site, according to this information, it appears that Datto was providing backups for the server "from the beginning" of the contract.¹⁹ Thus, as of August 2015, Datto apparently possessed a backup of the server's contents since June 2013.

In response to this finding, PRN employees directed Datto to not delete the saved data and worked with Datto to find a way to move the saved information on Datto's servers back to Secretary Clinton's private server.²⁰ According to documents received by the Committee, it appears that Datto and PRN employees discussed an option to save the data on a USB drive, send the USB drive to PRN, and "then wipe [the data] from the [Datto] cloud."²¹ Despite these communications, it is unclear whether or not this course of action was followed. Additionally, questions still remain as to whether Datto actually transferred the data from its off-site datacenter to the on-site server, what data was backed up, and whether Datto wiped the data after it was transferred.

It also appears that PRN employees were directed by CESC to reduce how much data would be stored in each backup. In August 2015, a PRN employee raised the prospect that the length of the backups was reduced at some point during PRN's time managing the server. In an email to a colleague with the subject line "CESC Datto," the PRN employee asked if it is possible to use Mimecast,²² PRN's email archiving system, to find an old email from CESC directing PRN to reduce the length of Datto's backups. He wrote:

¹⁵ Email from Platte River Networks to Platte River Networks (Aug. 6, 2015) (on file with the Committee on Homeland Security and Governmental Affairs).

¹⁶ Email from Platte River Networks to Datto, Inc. (Aug. 6, 2015) (on file with the Committee on Homeland Security and Governmental Affairs).

¹⁷ *Id.*

¹⁸ *Id.*

¹⁹ Email from Platte River Networks to Platte River Networks (Aug. 7, 2015) (on file with the Committee on Homeland Security and Governmental Affairs).

²⁰ Email from Platte River Networks to Datto, Inc. (Aug. 6, 2015) (on file with the Committee on Homeland Security and Governmental Affairs).

²¹ Email from Platte River Networks to Platte River Networks (Aug. 7, 2015) (on file with the Committee on Homeland Security and Governmental Affairs).

²² PRN used a Mimecast product that allowed PRN to archive employee emails in a cloud-based server and search that archive as needed. *See* Mimecast, Archiving, Risk & Compliance (last accessed on Sept. 23, 2015) <https://www.mimecast.com/solutions/email-archiving-compliance/>.

Any chance you found an old email with their directive to cut the backup back in Oct-Feb. I know they had you cut it once in Oct-Nov, then again to 30days [sic] in Feb-ish. If we had that email, we are golden. Would Mimecast have archived it by chance? Wondering how we can sneak an email in now after the fact asking them when they told us to cut the backups and have them confirm it for our records. Starting to think this whole thing really is covering up some shady shit.... I just think if we have it in writing that they told us to cut the backups, and that we can go public with our statement saying we have had backups since day one, then we were told to trim to 30days [sic], it would make us look a WHOLE LOT better.²³

The State Department formally requested all of Secretary Clinton's records related to her time as Secretary of State on October 28, 2014.²⁴ It is unclear why Secretary Clinton's representatives apparently directed PRN to reduce the backup time period of her emails around the same time period or in the months following the State Department's request.

In order to better understand Datto's role relating to Secretary Clinton's private server, the backup and security capabilities of the private server, and any directives provided to Datto relating to the server, I ask that you please provide the following information and materials:

1. Please produce all documents and communications between or among employees or contractors of Datto and employees of Platte River Networks, Clinton Executive Services Corp. (CESC), or any other party referring or relating to Secretary Clinton's private server or any backup device.
2. Please produce all contracts between Datto and Platte River Networks, CESC, or any other party referring or relating to Secretary Clinton's private server or any backup device.
3. Please produce all invoices, bills, and receipts prepared by Datto or its representatives or agents regarding Secretary Clinton's private server or any backup device.
4. Please produce all helpdesk, service, or support tickets received by Datto from Platte River Networks, CESC, or any other party related to the Datto device used to backup Secretary Clinton's private server.
5. Is Datto authorized to store classified information? Were any Datto employees authorized to view classified information? Please explain. Did Datto's contract

²³ Email from Platte River Networks to Platte River Networks (Aug. 19, 2015) (emphasis added) (on file with the Committee on Homeland Security and Governmental Affairs); *see also* Email from Platte River Networks to Platte River Networks (Aug. 18, 2015) (PRN employee believes CESC direction to reduce the length of time backups were kept "was all phone comm[unication]s") (on file with the Committee on Homeland Security and Governmental Affairs).

²⁴ Letter from Patrick F. Kennedy, Under Secretary, U.S. Department of State, to Cheryl Mills (stamped Nov. 12, 2014) <http://www.archives.gov/press/press-releases/2015/pdf/attachment4-clinton-letter.pdf>.

regarding Secretary Clinton's private server include provisions related to the storing of classified information?

6. Has Datto been contacted by the Federal Bureau of Investigation (FBI) or any other law-enforcement entity regard Secretary Clinton's private server? Has Datto turned over any information, materials, or equipment to the FBI or any other law enforcement entity? Please explain.
7. Information obtained by the Committee suggests that PRN ordered a new Datto device in 2015 "to turn encryption on for the backups and then to power down the old device."²⁵ Please explain the measures taken to ensure the security of data stored on the SIRIS S2000 device, the private cloud, and the Datto Cloud.
 - a. Was the backup data stored on the private cloud encrypted when the device was first installed in 2013?
 - b. Was the backup data stored on the Datto Cloud encrypted?
8. Please explain the process for storing data in the Datto Cloud.
 - a. How long is data retained in the cloud?
 - b. What happens to the data once the required retention period is reached?
 - c. Is the data deleted automatically?
 - d. As mentioned above, CESC requested that the retention period for backups be reduced to 30 days. What information would be lost by reducing the backup retention period to 30 days? Please explain.
9. According to documents received by the Committee, Datto was providing off-site, cloud-based, back-up services for data contained on Secretary Clinton's private server.²⁶
 - a. How much data was stored on Datto's cloud? Please explain.
 - b. Was this data eventually moved elsewhere? If so, where and how was this data moved? If the data was moved from Datto's servers, did Datto retain a copy of that data? If Datto retained a copy, please provide this material to the Committee.
 - c. Please explain what security measures are in place to protect the data stored on Datto's cloud?
 - d. During the time in which Secretary Clinton's private server was backed up on Datto's cloud, did Datto's cloud come under cyberattack? If so, please provide documentation that includes information about the time and date each attack occurred and whether any data was compromised.
 - e. According to documents received by the Committee, Datto was not supposed to be storing data from Secretary Clinton's private server as part of the contract.²⁷ Please explain how and why data was stored on Datto's cloud.

²⁵ Email from Platte River Networks to Platte River Networks (Aug. 18, 2015) (on file with the Committee on Homeland Security and Governmental Affairs).

²⁶ Email from Channel Sales Executive, Datto, Inc., to Platte River Networks (Aug. 6, 2015) (on file with the Committee on Homeland Security and Governmental Affairs).

Mr. Austin McChord
October 5, 2015
Page 6

- f. As mentioned above, Datto employees reviewed why backups to the Datto cloud were occurring.²⁸ Please provide any documentation or correspondence related to what these employees found.

Please provide this information and material as soon as possible, but no later than 5:00pm on October 19, 2015. Additionally, I ask that you please provide the Committee with a staff-level briefing to discuss Datto's role in backing up the server.

The Committee on Homeland Security and Governmental Affairs is authorized by Rule XXV of the Standing Rules of the Senate to investigate "the efficiency, economy, and effectiveness of all agencies and departments of Government."²⁹ Additionally, S. Res. 73 (114th Congress) authorizes the Committee to examine "the efficiency and economy of operations of all branches and functions of the Government with particular reference to (i) the effectiveness of present national security methods, staffing and processes...."³⁰ For purposes of this request, please refer to the definitions and instructions in the enclosure. To the maximum extent possible, please provide unclassified responses to my questions; should a complete response to any question require that you send me classified information, you may send me that information under separate cover, via the Office of Senate Security.

If you have any questions about this request, or concerns about the instructions or requirements in the enclosure, please contact Scott Wittmann or Mike Lueptow of the Committee staff at (202) 224-4751. Thank you for your prompt attention to this matter.

Sincerely,



Ron Johnson
Chairman

cc: The Honorable Thomas R. Carper
Ranking Member

Enclosure

²⁷ Email from Channel Sales Executive, Datto, Inc., to Platte River Networks (Aug. 6, 2015) (on file with the Committee on Homeland Security and Governmental Affairs).

²⁸ *Id.*

²⁹ S. Rule XXV(k); see also S. Res. 445, 108th Cong. (2004).

³⁰ S. Res. 73 § 12, 114th Cong. (2015).

Cash, Steven A.

From: Kenneth Eichner <[REDACTED].com>
Sent: Thursday, October 15, 2015 10:09 AM
To: Cash, Steven A.
Subject: RE: Digital Letter attached re Platte River

Steve,

Nice meeting you yesterday. Please let me know your thoughts about my stance, which is I do object to any Platte River Network materials being sent to Homeland Security & Gov't Affairs Committee.

Best regards,
Ken



3773 Cherry Creek Drive North
Suite 900, West Tower
Denver, Colorado 80209
[REDACTED]

This E-mail message is confidential, is intended only for the named recipient(s) above and may contain information that is privileged, attorney work product, or otherwise protected by applicable law. If you have received this message in error, please notify the sender at 303-837-9800 and delete this E-mail message. Thank you.

From: Cash, Steven A. [mailto:[REDACTED].com]
Sent: Tuesday, October 6, 2015 12:34 PM
To: 'Kenneth Eichner'
Subject: Digital Letter attached re Platte River

Steven A. Cash | Attorney at Law | [Attorney Bio](#)



1100 New York Ave., NW Suite 300 | Washington DC 20005
[REDACTED]

BOSTON | CONNECTICUT | NEW JERSEY | NEW YORK | WASHINGTON, DC  

This message contains PRIVILEGED AND CONFIDENTIAL INFORMATION intended solely for the use of the addressee(s) named above. Any disclosure, distribution, copying or use of the information by others is strictly prohibited. If

you have received this message in error, please notify the sender by immediate reply and delete the original message.
Thank you.

.....



BOSTON CONNECTICUT NEW JERSEY NEW YORK WASHINGTON, DC

STEVEN A. CASH
Attorney at Law

1100 New York Ave., NW, Suite 300
Washington, DC 20005

T: [REDACTED]
[REDACTED].com

October 15, 2015

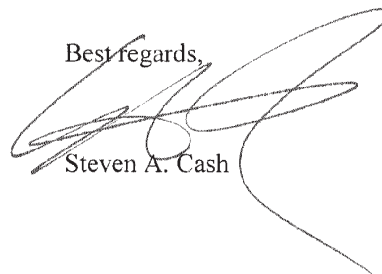
Kenneth Eichner
The Eichner Law Firm
3773 Cherry Creek Drive North
Suite 900, West Tower
Denver, Colorado 80209

Dear Mr. Eichner:

I write to memorialize our telephone conversation yesterday in reference to my letter to you of October 6, 2015. In that letter I advised you of Datto Inc.'s receipt of a letter from Chairman Ron Johnson of the U.S. Senate's Homeland Security & Government Affairs Committee ("the Committee") seeking certain information and materials from Datto, Inc. ("Datto") related to Platte River Networks. I wrote that Datto would "proceed with the understanding that Platte River Networks has no objection to disclosure of the information and materials requested" unless otherwise notified by you. By e-mail of that date you responded, and advised that Platte River Networks had "no objection."

During yesterday's conversation you advised that statement of non-objection given in your email of October 6, 2015 was withdrawn, and Platte River Networks now objects to Datto providing "Confidential Information" as defined in the Datto Reseller Agreement to the Committee. You reiterated that position in your e-mail to me today. Accordingly, Datto will not provide such Confidential Information to the Committee unless required by law or by order of a court or governmental agency.

Best regards,



Steven A. Cash

DAT00000321

STEVEN A. CASII
Attorney at Law

1100 New York Ave., NW, Suite 300
Washington, DC 20005

November 14, 2015

Kenneth Eichner
The Eichner Law Firm
3773 Cherry Creek Drive North
Suite 900, West Tower
Denver, Colorado 80209

Dear Mr. Eichner:

Yesterday Politico published an article, *Clinton Email Companies Rebuff Senate Investigators*, which quotes Platte River Networks spokesman Andy Boian:

There was a suggestion by our legal counsel and the legal counsel of Datto that everything has been turned over regarding the Clinton matter by Datto, so there wasn't an extraordinary need for Datto to do anything else... [t]here wasn't any more information that Datto could provide that Platte River couldn't, so there was a suggestion that any inquiry that goes to Datto ... comes through us.... [a]nd that's just out of pure convenience.

Datto is concerned that the above description of communications between Platte River and Datto counsel attributed to Mr. Boian is not accurate, and leaves the reader with a distinctly false impression. I am writing to you to set the record straight.

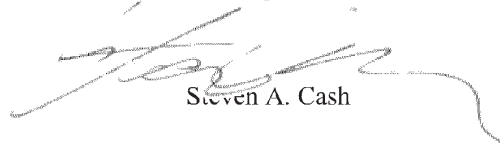
I was the only legal counsel for Datto to have any communication with any legal counsel for Platte River Networks about the Senate Committee's request, and that communication was directly with you. At no point did either you or I suggest anything like what is described by the words attributed to Mr. Boian, or even discuss any agreement about how to respond to inquiries.

Datto has consistently taken the position that it would respond to and comply with requests made by the Senate Committee on Homeland Security & Governmental Affairs to the extent permitted by Datto's data privacy policies and its contractual confidentiality requirements.

Kenneth Eichner
November 14, 2015
Page 2

At no time did Datto agree, or even discuss, the possibility whether there was a “need for Datto to do anything else,” or that any Committee “inquiry that goes to Datto... comes through Platte River Network.”

Best regards,



Steven A. Cash

cc: The Honorable Ron Johnson
Chairman
Committee on Homeland Security & Governmental Affairs
United States Senate
Washington, D.C. 20510

The Honorable Thomas R. Carper
Ranking Member
Committee on Homeland Security & Governmental Affairs
United States Senate
Washington, D.C. 20510

Scott D. Wittmann
Investigative Counsel
Committee on Homeland Security & Governmental Affairs
United States Senate
Washington, D.C. 20510 (*via e-mail only*)

Michael Joseph Lucptow
Investigative Counsel
Committee on Homeland Security & Governmental Affairs
United States Senate
Washington, D.C. 20510 (*via e-mail only*)

James Secreto
Chief Counsel for Oversight & Investigations
Committee on Homeland Security & Governmental Affairs
United States Senate
Washington, D.C. 20510 (*via e-mail only*)

STEVEN A. CASH
Attorney at Law

1100 New York Ave., NW, Suite 300
Washington, DC 20005



January 15, 2016

VIA E-MAIL

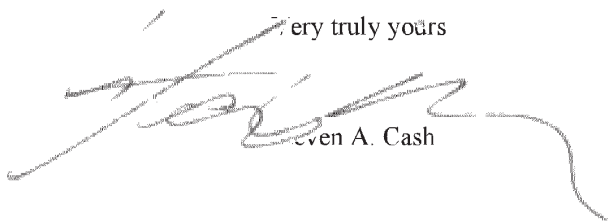
Kenneth Eichner
The Eichner Law Firm
3773 Cherry Creek Drive North
Suite 900, West Tower
Denver, Colorado 80209

Dear Mr. Eichner:

I write on behalf of our client, Datto, Inc. (Datto) to advise you, pursuant to Paragraph 9(c) of the Datto Reseller Agreement between Datto and Platte River Networks, that Datto has received a letter from Chairman Lamar Smith of the U.S. House of Representative's Committee on Science, Space & Technology, dated January 14, 2015. A copy of that letter is attached. In it, Chairman Smith seeks certain materials related to Datto services provided to Platte River Networks. We intend to fully comply with any legal requirement to provide information and materials responsive to Chairman Smith's request, and will consider providing some or all of the materials voluntarily.

Please advise, in writing, whether Platte River Networks objects to disclosure of the information and materials requested; please also advise if you intend on seeking "a protective order or other remedy to limit such disclosure."

Very truly yours

A handwritten signature in black ink, appearing to read "Steven A. Cash".

Steven A. Cash

Attachment as described

Cash, Steven A.

From: Kenneth Eichner <[REDACTED].com>
Sent: Tuesday, January 19, 2016 10:28 AM
To: Cash, Steven A.
Subject: RE: Digital Letter Attached re: Platte River Networks

Steve,

PRN does object to disclosure of “information and materials requested,” that you mention in your Jan. 15th letter. As far as seeking a protective order or other remedy, no determination has been made concerning that issue.

Respectfully,

Kenneth F. Eichner,
Counsel for Platte River Networks



The Eichner Law Firm

3773 Cherry Creek Drive North
Suite 900, West Tower
Denver, Colorado 80209



This E-mail message is confidential, is intended only for the named recipient(s) above and may contain information that is privileged, attorney work product, or otherwise protected by applicable law. If you have received this message in error, please notify the sender at 303-837-9800 and delete this E-mail message. Thank you.

From: Cash, Steven A. [mailto:[REDACTED].com]
Sent: Tuesday, January 19, 2016 4:00 AM
To: 'Kenneth Eichner' <[REDACTED].com>
Subject: RE: Digital Letter Attached re: Platte River Networks

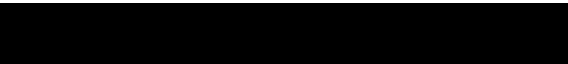
Happy holidays to you as well. We will need to respond, and thus a decision from your client by tomorrow would be much appreciated.

Regards,

Steven A. Cash | Attorney at Law | [Attorney Bio](#)



1100 New York Ave., NW Suite 300 | Washington DC 20005



BOSTON | CONNECTICUT | FLORIDA | NEW JERSEY | NEW YORK | WASHINGTON, DC   

From: Kenneth Eichner [mailto:[REDACTED].com]
Sent: Monday, January 18, 2016 10:38 AM
To: Cash, Steven A.
Subject: Re: Digital Letter Attached re: Platte River Networks

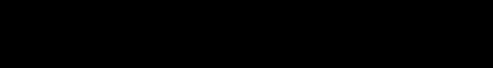
Steve,

A belated happy holidays. My client is still deciding how much, if any, additional resources to expend on the latest round of government inquiry. When do you need a response by?

Best regards,
Ken

 The Eichner Law Firm

3773 Cherry Creek Drive North
Suite 900, West Tower
Denver, Colorado 80209



This E-mail message is confidential, is intended only for the named recipient(s) above and may contain information that is privileged, attorney work product, or otherwise protected by applicable law. If you have received this message in error, please notify the sender at 303-837-9800 and delete this E-mail message. Thank you.

On Jan 15, 2016, at 4:05 PM, Cash, Steven A. <[REDACTED].com> wrote:

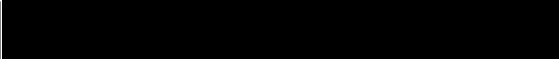
Ken,

See attached. Hope you have been well,

Steven A. Cash | Attorney at Law | [Attorney Bio](#)

<image001.jpg>

1100 New York Ave., NW Suite 300 | Washington DC 20005



BOSTON | CONNECTICUT | FLORIDA | NEW JERSEY | NEW YORK | WASHINGTON,
DC <image002.jpg> <image003.png> <image004.jpg>

This message contains PRIVILEGED AND CONFIDENTIAL INFORMATION intended solely for the use of the addressee(s) named above. Any disclosure, distribution, copying or use of the information by others is strictly prohibited. If you have received this message in error, please notify the sender by immediate reply and delete the original message. Thank you.

<2016.01.15, Letter, SAC to Eichner.PDF>

This message contains PRIVILEGED AND CONFIDENTIAL INFORMATION intended solely for the use of the addressee(s) named above. Any disclosure, distribution, copying or use of the information by others is strictly prohibited. If you have received this message in error, please notify the sender by immediate reply and delete the original message. Thank you.

STEVEN A. CASH
Attorney at Law

1100 New York Ave., NW, Suite 300
Washington, DC 20005



July 13, 2016

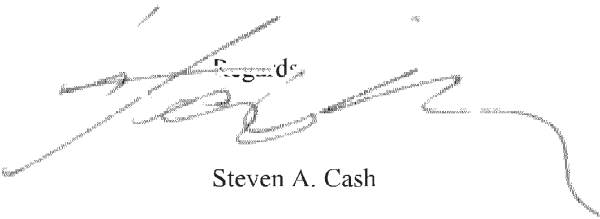
VIA E-MAIL AND UPS

Kenneth Eichner, Esq.
The Eichner Law Firm
3773 Cherry Creek Drive North
Suite 900, West Tower
Denver, Colorado 80209

Dear Mr. Eichner:

I write on behalf of my client Datto, Inc. to advise you, pursuant to the Datto Reseller Agreement between Datto and Platte River Networks, that on July 12, 2016 we received the enclosed letter from Chairman Ron Johnson of the U.S. Senate's Homeland Security & Government Affairs Committee and Chairman Lamar Smith of the U.S. House of Representatives' Committee on Science, Space, & Technology.

Please advise, in writing, whether Platte River Networks objects to disclosure of the information and materials requested.


Steven A. Cash

Enc. as Described

STEVEN A. CASH
Attorney at Law

1100 New York Ave., NW, Suite 300
Washington, DC 20005



July 13, 2016

VIA E-MAIL AND UPS

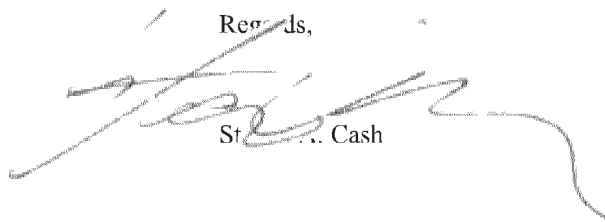
Kenneth Eichner, Esq.
The Eichner Law Firm
3773 Cherry Creek Drive North
Suite 900, West Tower
Denver, Colorado 80209

Dear Mr. Eichner:

I write on behalf of my client Datto, Inc. to advise you, pursuant to the Datto Reseller Agreement between Datto and Platte River Networks, that on July 12, 2016 we received the enclosed letter from Chairman Ron Johnson of the U.S. Senate's Homeland Security & Government Affairs Committee and Chairman Lamar Smith of the U.S. House of Representatives' Committee on Science, Space, & Technology. The letter seeks certain information and materials, referencing Chairman Johnson's letter of October 5, 2015; a copy of that letter is enclosed.

Please advise, in writing, whether Platte River Networks objects to disclosure of the information and materials requested.

Regards,



Steven A. Cash

Enc. as Described



BOSTON CONNECTICUT NEW JERSEY NEW YORK WASHINGTON, DC

STEVEN A. CASH
Attorney at Law

1100 New York Ave., NW, Suite 300
Washington, DC 20005



July 14, 2016

VIA E-MAIL AND UPS

Kenneth Eichner, Esq.
The Eichner Law Firm
3773 Cherry Creek Drive North
Suite 900, West Tower
Denver, Colorado 80209

Dear Mr. Eichner:

I write on behalf of my client Datto, Inc. to advise you, pursuant to the Datto Reseller Agreement between Datto and Platte River Networks, that on July 12, 2016 we received the enclosed letter from Chairman Ron Johnson of the U.S. Senate's Homeland Security & Government Affairs Committee and Chairman Lamar Smith of the U.S. House of Representatives' Committee on Science, Space, & Technology. The letter seeks certain information and materials, referencing Chairman Johnson's letter of October 5, 2015 and Chairman Smith's letter of January 14, 2016; a copy of those letters are enclosed, along with my subsequent correspondence with you.

Please advise, in writing, whether Platte River Networks objects to disclosure of the information and materials now requested.

Regards,

A handwritten signature in black ink, appearing to read 'S. Cash', written over the typed name 'Steven A. Cash'.

Steven A. Cash

Enc. as Described

DAT00000340

Congress of the United States
Washington, DC 20515

July 12, 2016

Mr. Austin McChord
Chief Executive Officer
Datto, Inc.
101 Merritt 7, 7th Floor
Norwalk, CT 06851

Dear Mr. McChord:

The House Committee on Science, Space, and Technology and the Senate Committee on Homeland Security and Governmental Affairs are examining former Secretary of State Hillary Clinton's use of a private email account and server during her time at the State Department. The Committees understand that a product offered by Datto, Inc.—the Datto SIRIS S2000—was purchased in 2013 for Secretary Clinton to provide on-site, immediate recovery of backup data in the event that the primary server failed. We write to reiterate our previous requests for information regarding Datto's role relating to the security of Secretary Clinton's private server and email account.

On July 5, 2016, Federal Bureau of Investigation (FBI) Director James Comey announced the conclusion of the FBI's investigation into Secretary Clinton. While the FBI did not recommend charges against Secretary Clinton, it did identify numerous security concerns regarding Secretary Clinton's use of a private server and email account. Specifically, Director Comey said that "it is possible that hostile actors gained access to Secretary Clinton's personal email account."¹ This finding was based on the fact that "hostile actors gained access to the private commercial email accounts of people with whom Secretary Clinton was in regular contact from her personal account."² In addition, Director Comey raised the concern about the possibility that Secretary Clinton's server was hacked because of the fact that her personal email domain was known by a large number of people and "she also used her personal email extensively while outside the United States, including sending and receiving work-related emails in the territory of sophisticated adversaries."³

On October 5, 2015, Senator Ron Johnson, chairman of the Senate Homeland Security and Governmental Affairs Committee, wrote to you seeking information about the Datto device used in conjunction with Secretary Clinton's private server. In addition, on January 14, 2016, Congressman Lamar Smith, chairman of the House Committee on Science, Space, and Technology, wrote to you seeking similar information. Datto declined to provide complete responses to the Committees' inquiries, citing that it did not have its client's consent to produce documents or information. Therefore, we are writing to jointly reiterate the previous requests for

¹ Fed. Bureau of Investigation, Statement by FBI Director James B. Comey on the Investigation of Secretary Hillary Clinton's Use of a Personal Email System (July 5, 2016).

² *Id.*

³ *Id.*

Mr. Austin McChord
July 12, 2016
Page 2

information and materials that Datto has yet to provide. The information that Committees seek from Datto will offer better insight into the security and data backup capabilities of Secretary Clinton's private server and what potential vulnerabilities to federal records and sensitive information need to be mitigated.

The Committee on Science, Space, and Technology has jurisdiction over the National Institute of Standards and Technology (NIST) which develops cybersecurity standards and guidelines as set forth in House Rule X. The NIST publishes the *Framework for Improving Critical Infrastructure Cybersecurity* (the Framework).⁴ The Framework sets industry standards and best practices to help organizations manage cybersecurity risks.⁵ The Committee on Homeland Security and Governmental Affairs is authorized by Rule XXV of the Standing Rules of the Senate to investigate "the efficiency, economy, and effectiveness of all agencies and departments of Government."⁶ Additionally, S. Res. 73 (114th Congress) authorizes the Committee to examine "the efficiency and economy of operations of all branches and functions of the Government with particular reference to (i) the effectiveness of present national security methods, staffing and processes..."⁷ Because former Secretary Clinton chose to forego using State's official government system, which is governed by strict federal cybersecurity guidelines, the Committees have questions about whether the level of security of Secretary Clinton's private server, email account, and backup devices is comparable to the cybersecurity standards prescribed by the NIST Framework and reiterate our prior requests for information from Datto.

Please provide this information and material as soon as possible, but no later than 5:00 p.m. on July 26, 2016. If Datto does not provide all of the requested materials, the Committees will consider use of the compulsory process.

If you have any questions about this request, please contact Science Committee staff at 202-225-6371 or Homeland Security Committee staff at 202-224-4751. Thank you for your attention to this matter.

Sincerely,



Lamar Smith
Chairman
Committee on Science, Space,
and Technology
U.S. House of Representatives



Ron Johnson
Chairman
Committee on Homeland Security
and Governmental Affairs
U.S. Senate

⁴ Nat'l Institute of Standards & Tech., *Framework for Improving Critical Infrastructure Cybersecurity* (Feb. 12, 2014), available at <http://www.nist.gov/cyberframework/upload/cybersecurity-framework-021214.pdf> (last visited Jan. 12, 2016).

⁵ *Id.*

⁶ S. Rule XXV(k); see also S. Res. 445, 108th Cong. (2004).

⁷ S. Res. 73 § 12, 114th Cong. (2015).

Mr. Austin McChord
July 12, 2016
Page 3

cc: The Honorable Eddie Bernice Johnson
Ranking Minority Member
Committee on Science, Space, and Technology

The Honorable Thomas R. Carper
Ranking Member
Committee on Homeland Security and Governmental Affairs

Cash, Steven A.

From: Kenneth Eichner <[REDACTED].com>
Sent: Tuesday, January 19, 2016 10:28 AM
To: Cash, Steven A.
Subject: RE: Digital Letter Attached re: Platte River Networks

Steve,

PRN does object to disclosure of “information and materials requested,” that you mention in your Jan. 15th letter. As far as seeking a protective order or other remedy, no determination has been made concerning that issue.

Respectfully,

Kenneth F. Eichner,
Counsel for Platte River Networks



The Eichner Law Firm

3773 Cherry Creek Drive North
Suite 900, West Tower
Denver, Colorado 80209

[REDACTED]

This E-mail message is confidential, is intended only for the named recipient(s) above and may contain information that is privileged, attorney work product, or otherwise protected by applicable law. If you have received this message in error, please notify the sender at 303-837-9800 and delete this E-mail message. Thank you.

From: Cash, Steven A. [mailto:[REDACTED].com]
Sent: Tuesday, January 19, 2016 4:00 AM
To: 'Kenneth Eichner' <[REDACTED].com>
Subject: RE: Digital Letter Attached re: Platte River Networks

Happy holidays to you as well. We will need to respond, and thus a decision from your client by tomorrow would be much appreciated.

Regards,

Steven A. Cash | Attorney at Law | [Attorney Bio](#)

 DAY PITNEY LLP

1100 New York Ave., NW Suite 300 | Washington DC 20005

[REDACTED]

BOSTON | CONNECTICUT | FLORIDA | NEW JERSEY | NEW YORK | WASHINGTON, DC





BOSTON CONNECTICUT FLORIDA NEW JERSEY NEW YORK WASHINGTON, DC

STEVEN A. CASH
Attorney at Law

1100 New York Ave., NW, Suite 300
Washington, DC 20005

January 15, 2016

VIA E-MAIL

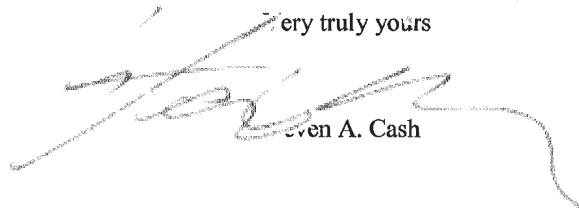
Kenneth Eichner
The Eichner Law Firm
3773 Cherry Creek Drive North
Suite 900, West Tower
Denver, Colorado 80209

Dear Mr. Eichner:

I write on behalf of our client, Datto, Inc. (Datto) to advise you, pursuant to Paragraph 9(c) of the Datto Reseller Agreement between Datto and Platte River Networks, that Datto has received a letter from Chairman Lamar Smith of the U.S. House of Representative's Committee on Science, Space & Technology, dated January 14, 2015. A copy of that letter is attached. In it, Chairman Smith seeks certain materials related to Datto services provided to Platte River Networks. We intend to fully comply with any legal requirement to provide information and materials responsive to Chairman Smith's request, and will consider providing some or all of the materials voluntarily.

Please advise, in writing, whether Platte River Networks objects to disclosure of the information and materials requested; please also advise if you intend on seeking "a protective order or other remedy to limit such disclosure."

Very truly yours



Steven A. Cash

Attachment as described

DAT00000345

Congress of the United States House of Representatives

COMMITTEE ON SCIENCE, SPACE, AND TECHNOLOGY

2321 RAYBURN HOUSE OFFICE BUILDING

WASHINGTON, DC 20515-6301

(202) 225-6371
www.science.house.gov

January 14, 2016

Mr. Austin McChord
Chief Executive Officer
Datto, Inc.
101 Merritt 7, 7th Floor
Norwalk, CT 06851

Dear Mr. McChord,

The Committee on Science, Space, and Technology is conducting oversight of federal cyber security policies and guidelines. Because of Datto Inc.'s work in managing software that provides backup data, the Committee requests your company's assistance in improving the National Institute of Standards and Technology (NIST), Framework for Improving Critical Infrastructure Cybersecurity (the Framework) and the Federal Information Security Act (FISMA).¹ The Framework sets industry standards and best practices to help organizations manage cybersecurity risks,² and FISMA provides a mechanism for oversight of federal government information security programs. Both FISMA and the Framework are becoming more important as high profile cybersecurity attacks are becoming more common. As part of this oversight initiative, I am writing to request documents and information relating to work your company performed for a former government official.

On January 8, 2016, the Committee held a hearing entitled "Cybersecurity: What the Federal Government Can Learn from the Private Sector," where private sector cybersecurity experts testified on industry approaches and best practices for safeguarding against cybersecurity threats.³ During the hearing, John Wood of the Virginia Cyber Security Commission was presented with the following scenario: a senior government official at an executive branch department approached a company to set up a private email account at their residence for conducting both official and personal business. It is likely that sensitive or classified information about national security will be transferred and stored on this network.⁴ Mr. Wood told the

¹ Nat'l Institute of Standards & Tech., *Framework for Improving Critical Infrastructure Cybersecurity* (Feb. 12, 2014), available at <http://www.nist.gov/cyberframework/upload/cybersecurity-framework-021214.pdf> (last visited Jan. 14, 2016).

² *Id.*

³ H. Comm. on Science, Space, & Tech., *Hearing on Cybersecurity: What the Federal Gov't Can Learn from the Private Sector*, 114th Cong. (Jan. 8, 2016).

⁴ *Id.* (question and answer by Chairman Lamar Smith).

Committee if his company were faced with such a request, his company would choose not to accommodate the request outlined in the scenario.⁵ Mr. Wood called such an arrangement “illegal” and noted that the proposed scenario is “exposing classified data in the open.”⁶ As a technology expert, Mr. Wood’s testimony confirms the Committee’s concerns with deviating from government information security requirements. This exchange raises significant concerns because it flagged a potential violation of FISMA and it exposed an information security network vulnerability of a high profile government official.

Understanding Datto’s role in providing backup data for former Secretary of State Hillary Clinton’s private server is critical to improving government cybersecurity standards, specifically NIST’s cybersecurity Framework. According to an October 7, 2015, news report, Datto was responsible for ensuring that Secretary Clinton’s emails were properly backed up on an off-site cloud.⁷ The sensitive nature of the information that could be found in Secretary Clinton’s backup data created a unique challenge to ensure all cybersecurity risks were mitigated. Datto’s practices in backing up the off-site cloud are of value to the Committee’s ongoing oversight as well as NIST, as they seek to implement President Obama’s Executive Order to update the Cybersecurity Framework.⁸

Cybersecurity is becoming a greater threat to our nation than ever before. Last year “more than 178 million records on American’s were exposed in cyberattacks.”⁹ According to the Government Accountability Office, in 2014, federal agencies reported 67,168 cyber security incidents that exposed personally identifiable information.¹⁰ More troubling, the State Department scored a 42 out of 100 on the federal government’s cyber security report card. This score is lower than the Office of Personnel Management’s score, which recently experienced an attack exposing 20 million Americans’ private information.¹¹ In light of this ever increasing threat, the Committee takes seriously its duty to ensure the NIST Cybersecurity Framework is properly equipped to safeguard our nation’s information.

⁵ *Id.*

⁶ *Id.*

⁷ Rachel Bade, *Data Firm Gives FBI All Backed-up Clinton Emails*, POLITICO, Oct. 7, 2015, available at <http://www.politico.com/story/2015/10/hillary-clinton-email-server-fbi-platte-river-214521>.

⁸ The White House, *Executive Order – Improving Critical Infrastructure Cybersecurity* (Feb. 12, 2013), available at <https://www.whitehouse.gov/the-press-office/2013/02/12/executive-order-improving-critical-infrastructure-cybersecurity> (last visited Jan. 14, 2016).

⁹ Keith Wagstaff, *Hack to the Future: Experts Make 2016 Cybersecurity Predictions*, NBC NEWS, Jan. 2, 2016, available at <http://www.nbcnews.com/tech/internet/hack-future-experts-make-2016-cybersecurity-predictions-n486766> (last visited Jan. 14, 2016).

¹⁰ Pierluigi Paganini, *Incidents at Federal Gov’t Agencies Increased More Than 1,000 Percent Since 2006*, CYBER DEFENSE MAG., Jul. 21, 2015, available at <http://www.cyberdefensemagazine.com/incidents-at-federal-government-agencies-increased-more-than-1000-percent-since-2006/> (last visited Jan. 14, 2016).

¹¹ Ken Dilanian, *Under Clinton, State’s Cybersecurity Suffered*, ASSOC. PRESS, Oct. 19, 2015, available at <http://www.apnewsarchive.com/2015/AP-Exclusive-Years-of-poor-network-security-at-State-predated-a-hack-linked-to-Russia/id-3dfcd8ad743945c9b19ff45870f5e2ec> (last visited Jan. 14, 2016).

January 14, 2016

Page 3

To assist the Committee in understanding how Datto utilized the NIST Cybersecurity Framework in safeguarding Secretary Clinton's server, I request the following documents and information as soon as possible, but by no later than noon on January 28, 2016. Please provide the requested information for the time frame from January 1, 2009, to the present:

1. All documents and communications referring or relating to Secretary Clinton's private server or network, including but not limited to documents referring or relating to FISMA.
2. All documents and communications referring or relating to Datto providing any backup device or service for Secretary Clinton's private server.
3. All documents and communications referring or relating to any security breaches to Secretary Clinton's server or network which took place at any time, including but not limited to the time period January 1, 2009, to the present.
4. All documents and communications referring or relating to the National Institute of Standards and Technology's Framework for Improving Critical Infrastructure Cybersecurity.

The Committee on Science, Space, and Technology has jurisdiction over the National Institute of Standards and Technology which develops cybersecurity standards and guidelines as set forth in House Rule X.

When producing documents to the Committee, please deliver production sets to the Majority Staff in Room 2321 of the Rayburn House Office Building and the Minority Staff in Room 394 of the Ford House Office Building. The Committee prefers, if possible, to receive all documents in electronic format.

If you have any questions about this request, please contact Drew Colliatie or Caroline Ingram at 202-225-6371. Thank you for your attention to this matter.

DAT00000348

January 14, 2016
Page 4

Sincerely,

A handwritten signature in black ink that reads "Lamar Smith". The signature is written in a cursive, flowing style.

Lamar Smith
Chairman

cc: The Honorable Eddie Bernice Johnson, Ranking Minority Member

STEVEN A. CASH
Attorney at Law

1100 New York Ave., NW, Suite 300
Washington, DC 20005



July 20, 2016

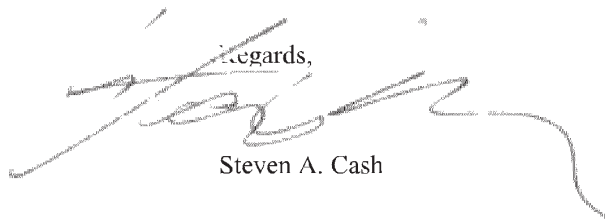
VIA E-MAIL ONLY

Kenneth Eichner, Esq.
The Eichner Law Firm
3773 Cherry Creek Drive North
Suite 900, West Tower
Denver, Colorado 80209

Dear Mr. Eichner:

I write further to my letter to you of July 14, 2016 to memorialize your reply, by e-mail of this date, in which you confirmed receipt of that letter, and advised that "on behalf of my client PRN, we continue to assert maintain that we do not consent to release of any Platte River's data/information."

Regards,

A handwritten signature in black ink, appearing to read "Steven A. Cash", written over the typed name.

Steven A. Cash

STEVEN A. CASH
Attorney at Law

1100 New York Ave., NW, Suite 300
Washington, DC 20005



August 31, 2016

VIA E-MAIL

Kenneth Eichner
The Eichner Law Firm
3773 Cherry Creek Drive North
Suite 900, West Tower
Denver, Colorado 80209

Dear Mr. Eichner:

We represent Datto, Inc. (“Datto”) and write to advise you, pursuant to the “Reseller Agreement” between Platte River Networks, Inc. and Datto, that we have been served with a subpoena issued by the U.S. House of Representatives, Committee on Science, Space & Technology.¹ A copy of the subpoena is attached. Datto intends to comply with this subpoena. Please advise as soon as possible if you intend to seek a protective order or other remedy to limit such disclosure.

Regards,

A handwritten signature in black ink, appearing to read 'Steven A. Cash', written over the typed name below.

Steven A. Cash

Attachment

¹ The reseller agreement provides, under the heading “Required Disclosures,” “Notwithstanding the foregoing, each party may disclose Confidential Information to the limited extent required in order to comply with the order of a court or other governmental body, or as otherwise necessary to comply with applicable law, provided that the party making any such disclosure, where possible, shall first have given written notice to the other party in order to allow the other party to seek, at its sole cost and expense, a protective order or other remedy to limit such disclosure.”

Admin Console

[Home \(nextHome.php\)](#) [Status \(nextstatus.php\)](#) [Directory \(directory/index.php\)](#) [Invoices \(invoices.php\)](#)
[Resellers \(nextResellers.php\)](#) [Service Link \(nextServiceLink.php\)](#) [RoundTrip Drives \(/roundtrip\)](#)
[Ticket Portal \(https://dattoinc.zendesk.com/agent/\)](https://dattoinc.zendesk.com/agent/) [Server Stats \(serverStats.php\)](#) [Tools \(nextTools.php\)](#)
[Logout \(logout.php\)](#)

Last Updated

Last Updated: 4:49:30 PM

Refresh In: 5:40

Options

Search Devices

Local Devices

Checkin Log

Device Search

Field: **Multi-Search** Search: **20106** Sort By:
Device Number

Device List

[REDACTED]	[REDACTED]	Currently Idle	487.06 GB of 1.78 TB	Expires 9/1/2015
S2000 - [REDACTED]	[REDACTED]	Tx Limit: 5000KBps	499.9 GB on serve [REDACTED]	Last seen: 2 Mins 34 Secs ago

Device

No snapshot taken

OS version: 2.791.0 (installed) / 2.78213 (latest)

Speed Sync version: 2.063 (installed) / 2.063 (latest)

10.04 Packaging Status: Pass

Distro Codename: lucid

Manufactured: June 6th 2013, 2:16 PM

Registered: June 17th 2013, 11:36 AM

Commitment: No current commitment to service
Expires On:

Warranty Expires On: June 6, 2016, 12:00 AM (Not eligible for extension (<https://partners.dattobackup.com/policies.php>))

Uptime: 236 Days 5 Hrs 35 Mins 34 Secs
As of last check-in.

Load Average: 0.00 as of last 5 minutes

Maintenance: [Send Replacement Part](#) [Order RoundTrip](#)

Setup: [Setup Device Alerts \(deviceAlerts.php?sn=\[REDACTED\]\)](#)

[Configure Device Params \(deviceParams.php?deviceID=\[REDACTED\]\)](#)

Field Upgrade: [Show Options \(fieldUpgrade.php?deviceID=\[REDACTED\]\)](#)

Diagnostics

Current tasks.

Emergency login: **[REDACTED]**
FTP: Disabled

Perform Task: **Select Task...** Add

SMART Status: Healthy - Details

Router manufacturer: Fortinet Inc.

Ping size limit: 1500

Second NIC: Disabled

Alerts: Set up device alerts (deviceAlerts.php?sm= [REDACTED])
 View Alerts: Alert Log
 IonCube Installed: No
 Debug Mode: False
 Linux kernel version: [REDACTED]
 Kzfs Version: [REDACTED]
 HomePool Ver: 28
 VBox Version: [REDACTED]
 BIOS Version: 2.0b
 BIOS Vendor: American Megatrends Inc.

Reseller & User

Reseller: PlatteRiver ([REDACTED]) (/nextResellerInfo.php?rid=[REDACTED])
 Contact name: [REDACTED]
 E-mail: [REDACTED]@com
 Phone: [REDACTED]
 Invoice: 482547 (nextViewInvoice.php?invoiceID=[REDACTED]), item: [REDACTED]
 Registration: Bill Thornton
 PRN
 [REDACTED]
 Expiration: Expires 9/1/2015
 Autorecurring monthly
 Billing Method: Live Dataset Retention
 Billing Identity: S2000

Protected machines

Hostname	Original Local IP/DNS	Details	Help	Batch virtualization	Manage VLANs
<input type="checkbox"/> CLNTINETBB	[REDACTED]	Windows Server [REDACTED] ☰ Last Monday at 4:04 (65.4GB) ▲ Last Monday at 4:04 (88.2GB)			
<input type="checkbox"/> CESC-DC01	[REDACTED]	Windows Server [REDACTED] ☰ Today, 16:01 (49.2GB) ☁ Last Thursday at 16:01 (50.3GB)			
<input type="checkbox"/> CESC-EXCH01	[REDACTED]	Windows Server [REDACTED] ☰ Yesterday, 0:01 (372.4GB) ▲ Last Wednesday at 18:01 (370.4GB)			

cloudVM jQuery control • [REDACTED]

Offsite Enabled

Sync Method: Per-agent (speedSyncInfo.php?deviceID=[REDACTED])
 Latest VM Instance: No VM instances for this device
 Total Round Trips: 0 (roundtrip/index.php?curPage=returned&device=[REDACTED])
 Scheduled entries: 7 Show

Datto File Filters: None set
Alloted Offsite (TB): 1
Billing Policy: Private Cloud
Total Offsite **BILLED FOR** : 499.9 GB
Total Offsite - Serverspace: 571.92 GB
Total Offsite - SpeedSync: 499.9 GB

Be advised: Offsite numbers lower than 20mb will be rounded down to 0mb when displayed in the partner portal.

Last Complete Sync: **6:02 pm Aug-13-2015** - Sync History - Sync History Chart (syncHistory.php?sn=[redacted])
Array Status: Healthy

Services

ShadowProtect Licenses: Show details | Provision ShadowProtect License (spProvision.php?deviceID=[redacted])
Premium Support: Show details

Notes

Write something...

Visible to:

- Users
- Resellers

Post

Management

Setup RMA: [Replace device](#)

Remove Device: [Delete device](#)