



Ohio Attorney General's Office
Bureau of Criminal Investigation
Investigative Report



2024-1814
Officer Involved Critical Incident – 8401 South Dixie Highway,
Rudolph, Ohio 43462

Investigative Activity: Review of Records
Involves: Wood County Sheriffs Office (O), Deputy Samuel M Miller (S)
Date of Activity: 07/31/2024
Author: SA Joshua S. Rammel, #175

Narrative:

On July 31, 2024, Special Agent (SA) Josh Rammel (Rammel) reviewed multiple documents provided by Meredith Nicholson (Nicholson), Director of IT with the Wood County Sheriff's Office (WCSO), regarding communication between Nicholson and the manufacturers of the body worn camera (BWC), Getac, pertaining to the BWC utilized by Deputy Samuel Miller (Miller) during the course of the Officer Involved Critical Incident (OICI) that occurred on June 16, 2024.

The communication was associated with the missing timeframe of footage from Miller's BWC that had been identified as occurring between 02:27:07 and approximately 03:13:00 on June 16, 2024.

The first document was identified as a log of the metadata contained in the BWC. The log is highlighted identifying the particular recording file that was deleted automatically by the BWC which was the file that would have contained footage of the shot fired during the course of the OICI.

The second document is an official letter sent by Getac Technical Support Manager Stefan Bakken (Bakken) to the WCSO. The letter stated that the video file that would have contained footage of the shot fired was not available in the Getac solution. Bakken advised that audit logs and other circumstances had been reviewed, and the determination made by Getac was that the file was automatically deleted by the Getac multi-dock software due to the file transfer size being below 100 bytes, specifically 16 bytes.

The third document was identified as a communication thread between Nicholson and Getac.

The messages began on June 17, 2024. Getac advised that the missing footage must have been corrupted at the time of recording resulting in the size of the footage being "too small to be kept". Mark Ressel (Ressel) with Getac stated that the reason for the file being identified as "too small" and being unable to record the missing segment of footage was possibly due to

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Approved By SAS Scott A. Stranahan on
08/02/2024

the BWC not having been offloaded since March 10, 2024. Ressel indicated that the BWC has limited storage capability on the device itself and that the BWC needed to be offloaded more frequently to guarantee the space required to record. Nicholson requested a copy of the logs and an official letter from Getac advising the reason for the missing footage.

On July 9, 2024, Bakken advised that in order to provide the information the request needed to be sent through Getac's E-Legal System including approval from the President of Getac. Bakken stated that the process may "take some time".

On July 22, 2024, Nicholson sent an additional request for the documentation from Getac. Bakken responded back that the request is taking longer than usual, and that Bakken will be "checking on this with legal", and that it was waiting on final approval.

On July 24, 2024, Nicholson again reached out to Bakken for updates on the information.

On July 25, 2024, Bakken responded that Getac's headquarters in Taiwan had been shut down due to a typhoon, and that he was working with the Director of Legal to get the information expedited.

On July 26, 2024, Nicholson again requested the information and also asked for a direct contact with legal at the request of the Wood County Sheriff. Bakken replied back with the official letter identifying the reason for the missing footage. Nicholson informed Bakken that the letter did not provide enough information to properly describe the reason for the missing footage and requested additional information clearly explaining that the error was caused internally by the BWC and not Miller's actions.

On July 29, 2024, Bakken requested access to the BWC in order to review additional logs due to the logging information specifically for June 16, 2024, was missing. Nicholson advised Bakken that the footage was already reviewed by Getac in a previous message. Nicholson clarified that the WCSO and the Ohio Bureau of Criminal Investigation (BCI) needed official documentation clearly explaining that the footage was not deleted by Miller or the WCSO, and that this type of error does not occur again. Bakken informed Nicholson that he needed to connect directly with the BWC in order to "say with certainty" that the WCSO did not delete the footage. Bakken explained that there is always the possibility that a "bad faith actor" with "technical know-how can crack the system". Bakken explained that Getac discovered three (3) other instances in June 2024, where the BWC utilized by Miller had the same errors resulting in missing footage. Bakken stated that this particular BWC was the only one with the WCSO that had these particular problems. Bakken clarified that if he was unable to examine the particular BWC then he would be unable to provide the legal team with the proper technical details required for Bakken to sign off that the error was definitively with that particular BWC.

On July 30, 2024, Nicholson informed Bakken that the BWC would be put back on the docking station in order to gather more log information. Nicholson explained that the logs already obtained clearly show that the missing segment was identified as being "too short", but the sequential segments were not. Nicholson described the ability of someone being able to delete a middle segment directly from the BWC, prior to placing it on the master dock, and still offload the segment the same time as the sequential segments as "actually quite magical".

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Approved By SAS Scott A. Stranahan on
08/02/2024

Later, on July 30, 2024, Bakken informed Nicholson that his investigation was completed, and that logs from one of the previous instances where Miller's BWC had the same type of error as on June 16, 2024, were being analyzed and should be completed by the following day.

On July 31, 2024, Nicholson informed SA Rammel that Bakken was still working with Getac's Legal Department in order to properly explain what was needed regarding the investigation. Bakken also advised that the original hardware designers for the BWC were being consulted in order to properly identify the issues that caused the malfunction.

The initial letter from Getac, the log information, and the communication chain between WCSO and Getac was attached to this investigation. See the attachments for the complete details.

Attachments:

Attachment # 01: Letter_to_Wood_County_7.26.2024

Attachment # 02: WCSOGetacSMillerBWCTicket_6-17thru7-30

Attachment # 03: SMillerBWCincident_20240616GETACLog

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[VIA ELECTRONIC MAIL]

Wood County Sheriff's Office
1960 E Gypsy Lane Rd
Bowling Green, OH 43402

July 26, 2024

Dear Sir/Madam,

Thank you for contacting us regarding the recent data loss event your department experienced while using a Getac BC-02 body-worn camera. We understand the video file, V4240451.MP4 ("File"), recorded by the BC-02, BC22014536, on June 16, 2024, at 1:27am is not available within the Getac solution. We have examined audit logs and circumstances surrounding this event and believe the File was automatically deleted by the Getac multi-dock software because the file size was below the minimum file size to retain. The Getac multi-dock software is designed to automatically delete files transferred that are less than 100 bytes. Here, the logs indicate the File was only 16 bytes, and hence the multi-dock software would have automatically deleted the File.

We apologize for any inconvenience this may cause your department. Please contact Stefan Bakken, Technical Support Manager, at sbakken@getac.com with any questions or concerns.

Sincerely,

GETAC, INC.

In Development

raised by: **Meredith Nicholson**
 mnicholson@woodcountyohio.gov
 4193085880

category: **Getac Video Solutions Support**

priority: **Medium**

Additional Information:

serial number: **BC22014536**

Meredith Nicholson

17 Jun 24 10:07 AM

Hi Meredith,

This is our support ticket for our call this morning. You reported missing video that should have continued from the end of [SMiller_1756_061624064836_90](https://g303.getaccloud.com/Media/Detail?id=SMiller_1756_061624064836_90&EvidenceGroupId=3314225&videoSysSerial=5407932) (https://g303.getaccloud.com/Media/Detail?id=SMiller_1756_061624064836_90&EvidenceGroupId=3314225&videoSysSerial=5407932) (.mp4 segment name would have been V4240451) and before [SMiller_1756_061624064839_91](https://g303.getaccloud.com/Media/Detail?id=SMiller_1756_061624064839_91&EvidenceGroupId=3314225&videoSysSerial=5407932) (https://g303.getaccloud.com/Media/Detail?id=SMiller_1756_061624064839_91&EvidenceGroupId=3314225&videoSysSerial=5407932). From the Dock log, we can see that it was deleted when it offloaded:

```
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[Device Send Message: 0x]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[UI_CONFIGSET_EVIDENCECA]
[CategoryName:C737]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[Device Send Message: 0x]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22014536, 4821-1BE6]-[Device Send Message: 0x]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22014536, 4821-1BE6]-[UI_CONFIGGET_FILE] down:
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[UI_CONFIGSET_EVIDENCECA]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[Device Send Message: 0x]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22014536, 4821-1BE6]-[UI_CONFIGSET_VIDEOINFO]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[UI_CONFIGSET_EVIDENCECA]
[CategoryName:C737]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[Device Send Message: 0x]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22014536, 4821-1BE6]-[UI_CONFIGSET_VIDEOINFO]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[UI_CONFIGSET_PREBUFFERS]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[Device Send Message: 0x]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[UI_CONFIGSET_MUTEENABLE]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22014536, 4821-1BE6]-[Device Send Message: 0x]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22014536, 4821-1BE6]-[UI_CONFIGSET_DELETEFILE]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[Device Send Message: 0x]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[UI_CONFIGSET_AUDIOONLY:]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[Device Send Message: 0x]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[UI_CONFIGSET_WRITEESSEN]
```

It must have been corrupted at time of recording because the resulting file was too small to be kept (Below is from the Dock's log on EVM showing details of the segment).

Unit log

📄 🗑️ Export All Pages

Station	Unit	Event Time	Event Details
Wood County, OH - SO	WCSO-MD	06/16/2024 05:48:36 AM	Small size file 'V4240451.MP4', file size = 16, file duration

◀ 1 ▶ 100 items per page

Mark will follow up with a statement for you after I submit this ticket.

Thank you,

attachments:
image-20240617110404-3.png, image-20240617110528-4.png

Mark Resell

17 Jun 24 10:21 AM

Good Morning Meredith,

Unfortunately, based on the available logs, not too much further detail can be provided besides what Eric has already shared. However, attached is the log message from the Masterdock that shows the file was deleted to the error of being too small. Basically, what this indicates is that the camera was unable to successfully record that segment, and as such, has failed.

I did notice that this BWC had not offloaded since 3/10/2024, and as such may have had limited storage space available on the camera, which may have been a contributing factor as to why this specific recording failed to save successfully. I would advise the officer to ensure their BWC is offloaded more frequently, and to monitor for any further issues.

Regards,

attachments:
Report_2024617161154452548.pdf

**Meredith
Nicholson**

17 Jun 24 10:36 AM

External email – make sure you trust this source before opening links/attachment.

Thank you, Mark. Can I also get a copy of the file that shows where that segment was deleted by the system? We will need an official letter from GETAC stating what happened.

Thank you,

Meredith

From: Getac Video Solutions Support <support@getacvideo.com>
Sent: Monday, June 17, 2024 12:22 PM
To: Nicholson, Meredith <MNicholson@woodcountyohio.gov>
Subject: Re: SMiller Missing Recording Segment 6/16/24 01:27 #GVSS00042872

New reply for the ticket #GVSS00042872

Good Morning Meredith,

Unfortunately, based on the available logs, not too much further detail can be provided besides what Eric has already shared. However, attached is the log message from the Masterdock that shows the file was deleted to the error of being too small. Basically, what this indicates is that the camera was unable to successfully record that segment, and as such, has failed.

I did notice that this BWC had not offloaded since 3/10/2024, and as such may have had limited storage space available on the camera, which may have been a contributing factor as to why this specific recording failed to save successfully. I would advise the officer to ensure their BWC is offloaded more frequently, and to monitor for any further issues.

Regards,

Mark Resell
Mark Resell
Senior Technical Support Engineer, Getac Video Solutions
Direct Email: Mark.Resell@getacvideo.com (mailto:Mark.Resell@getacvideo.com)
Support: (833) 820-5172 Opt. 2 or Email Support@getacvideo.com (mailto:Support@getacvideo.com)

www.getacvideo.com (<http://www.getacvideo.com>)

Client: Meredith Nicholson
Status: Waiting Customer

Have questions? Please visit our [Knowledge Base](http://kb.getacvideo.com) (<http://kb.getacvideo.com>) for helpful tips!

<https://support.getacvideo.com/ticket/42872/> (<https://support.getacvideo.com/ticket/42872/>)

Eric Christenson

17 Jun 24 2:57 PM

Hi Meredith,

The log file from the dock is too big to attach to this email, but you can download it [here](https://getacvideo55431-my.sharepoint.com/:u:/g/personal/gvssupportonedrive_getacvideo_com/EdDsXvfPIMRjmljps07952ABmZ2kVRS0ZKDISAXu?e=mlTmlZ) (https://getacvideo55431-my.sharepoint.com/:u:/g/personal/gvssupportonedrive_getacvideo_com/EdDsXvfPIMRjmljps07952ABmZ2kVRS0ZKDISAXu?e=mlTmlZ). You can open and search it for "0451" (missing segment).

Thank you,

Meredith Nicholson

17 Jun 24 3:22 PM

External email – make sure you trust this source before opening links/attachment.

Thank you, Eric.

From: Getac Video Solutions Support <support@getacvideo.com>
Sent: Monday, June 17, 2024 4:59 PM
To: Nicholson, Meredith <MNicholson@woodcountyohio.gov>
Subject: Re: SMiller Missing Recording Segment 6/16/24 01:27 #GVSS00042872

New reply for the ticket #GVSS00042872

Hi Meredith,

The log file from the dock is too big to attach to this email, but you can download it [here](https://getacvideo55431-my.sharepoint.com/:u:/g/personal/gvssupportonedrive_getacvideo_com/EdDsXvfPIMRjmljps07952ABmZ2kVRS0ZKDISAXu7ho?e=mlTmlZ) (https://getacvideo55431-my.sharepoint.com/:u:/g/personal/gvssupportonedrive_getacvideo_com/EdDsXvfPIMRjmljps07952ABmZ2kVRS0ZKDISAXu7ho?e=mlTmlZ). You can open and search it for "0451" (missing segment).

Thank you,

Eric Christenson



Eric Christenson
Technical Support Specialist
Getac Video Solutions, Inc.
p: 833-820-5172
a: 3800 American Blvd West, Ste 500,
Bloomington, MN 55431

*Client: Meredith Nicholson
Status: Waiting Customer*

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<https://support.getacvideo.com/ticket/42872/> (<https://support.getacvideo.com/ticket/42872/>)

Stefan Bakken
9 Jul 24 11:57 AM

Meredith, I apologize for not notifying you of this! I thought I had sent you a message regarding it, but very clearly did not looking back at this ticket. Last week we sent a letter regarding this through our "E-Legal" system, which is basically just an approval system. It has to go through a few approvals and that can sometimes take some time because one of the approvals is the President of Getac. If we don't hear anything by end of week, I will follow up with the legal team regarding the status of the letter.

Thanks

Meredith Nicholson
9 Jul 24 12:01 PM

External email – make sure you trust this source before opening links/attachment.

Hello,

Sounds good. Thank you for the update, Stefan. BCI has not asked about it again yet, but I want to be ahead of them and just get it sent over.

Thank you,

Meredith

Meredith Nicholson

WCSO Director of IT



Wood County Sheriff's Office/Jail

1960 E Gypsy Lane Rd, Bowling Green, OH 43402

☎ 419-308-5880

☎ 419-354-9372

🌐 <https://woodcountysheriff.com> (<https://woodcountysheriff.com/>)

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(<https://outlook.office365.com/bookwithme/user/c282294fbc3f4f3aa3d4924b519e41c2@woodcountyohio.gov?anonymous&ep=plink>)

From: Getac Video Solutions Support <support@getacvideo.com>
Sent: Tuesday, July 9, 2024 1:58 PM
To: Nicholson, Meredith <MNicholson@woodcountyohio.gov>
Subject: Re: SMiller Missing Recording Segment 6/16/24 01:27 #GVSS00042872

New reply for the ticket #GVSS00042872

Meredith, I apologize for not notifying you of this! I thought I had sent you a message regarding it, but very clearly did not look back at this ticket. Last week we sent a letter regarding this through our "E-Legal" system, which is basically just an approval system. It has to go through a few approvals and that can sometimes take some time because one of the approvals is the President of Getac. If we don't hear anything by end of week, I will follow up with the legal team regarding the status of the letter.

Thanks

Stefan Bakken



Stefan Bakken
Support Manager
Getac Video Solutions, Inc.
p: 612-225-4155
a: 3800 American Blvd West, Ste 500,
Bloomington, MN 55431

Client: Meredith Nicholson
Status: On Hold

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<https://support.getacvideo.com/ticket/42872/> (<https://support.getacvideo.com/ticket/42872/>)

attachments:

image005.png, image006.jpg, image001.jpg, image003.png, image004.png

**Meredith
Nicholson**

22 Jul 24 12:51 PM

Hello,

BCI is requesting documentation regarding the missing segment. Any ETA on this?

Thank you,

Meredith

On Jul 22, 2024, at 1:16 PM, Joshua Rammel <Joshua.Rammel@ohioago.gov (mailto:Joshua.Rammel@ohioago.gov)> wrote:

Lt. Holland

Has the Wood County Sheriff's Office received any official documentation yet explaining the reason for the gap in time on Deputy Miller's body camera footage from the incident on June 16, 2024?

Special Agent Josh Rammel (he/him/his)

Ohio Bureau of Criminal Investigation

Special Investigation Unit

Office of Ohio Attorney General Dave Yost

Cell number: 740-506-3386

Fax number: 866-534-6284

joshua.rammel@ohioago.gov (mailto:joshua.rammel@ohioago.gov)

Stefan Bakken

22 Jul 24 1:01 PM

Hi Meredith, checking on this with legal. It appears to be taking longer than usual for approval.

Thanks!

**Meredith
Nicholson**

22 Jul 24 1:26 PM

External email – make sure you trust this source before opening links/attachment.

Ok. Thank you.

From: Getac Video Solutions Support <support@getacvideo.com>

Sent: Monday, July 22, 2024 3:02 PM

To: Nicholson, Meredith <MNicholson@woodcountyohio.gov>

Subject: Re: SMiller Missing Recording Segment 6/16/24 01:27 #GVSS00042872

New reply for the ticket #GVSS00042872

Hi Meredith, checking on this with legal. It appears to be taking longer than usual for approval.

Thanks!

Stefan Bakken



Stefan Bakken
Support Manager
Getac Video Solutions, Inc.
p: 612-225-4155
a: 3800 American Blvd West, Ste 500,
Bloomington, MN 55431

Client: Meredith Nicholson
Status: Manager Action

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<https://support.getacvideo.com/ticket/42872/> (<https://support.getacvideo.com/ticket/42872/>)

Stefan Bakken
22 Jul 24 1:28 PM

Apparently it is waiting on final approval from my boss. He is currently in Taiwan, I've requested he approve it, which I expect to happen tonight. So I should hopefully be able to get this to you tomorrow.

Thanks!

Meredith Nicholson
22 Jul 24 1:34 PM

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Ok. Sounds good. Thank you for looking into this, Stefan.

Enjoy the evening,

Meredith

From: Getac Video Solutions Support <support@getacvideo.com>
Sent: Monday, July 22, 2024 3:30 PM
To: Nicholson, Meredith <MNicholson@woodcountyohio.gov>
Subject: Re: SMiller Missing Recording Segment 6/16/24 01:27 #GVSS00042872

New reply for the ticket #GVSS00042872

Apparently it is waiting on final approval from my boss. He is currently in Taiwan, I've requested he approve it, which I expect to happen tonight. So I should hopefully be able to get this to you tomorrow.

Thanks!

Stefan Bakken



Stefan Bakken
Support Manager
Getac Video Solutions, Inc.
p: 612-225-4155
a: 3800 American Blvd West, Ste 500,
Bloomington, MN 55431

Client: Meredith Nicholson
Status: Manager Action

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<https://support.getacvideo.com/ticket/42872/> (<https://support.getacvideo.com/ticket/42872/>)

**Meredith
Nicholson**

24 Jul 24 8:13 PM

Hi Stefan,

Any update on this? BCI would like to wrap up their investigation but would like to have this documentation in their report.

Thank you,

Meredith

Stefan Bakken

25 Jul 24 8:54 AM

Hi Meredith,

Apologies for the delay again! The final approvals we we're waiting on from our Headquarters in Taiwan but they were shutdown due to a typhoon going through. I am working with our Director of Legal to see if there is any way to expedite this further.

Thanks

**Meredith
Nicholson**

25 Jul 24 9:08 AM

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Hi Stefan,

Ok. Thank you for the update. I passed the information onto BCI.

Thanks,

Meredith

From: Getac Video Solutions Support <support@getacvideo.com>
Sent: Thursday, July 25, 2024 10:55 AM
To: Nicholson, Meredith <MNicholson@woodcountyohio.gov>
Subject: Re: SMiller Missing Recording Segment 6/16/24 01:27 #GVSS00042872

New reply for the ticket #GVSS00042872

Hi Meredith,

Apologies for the delay again! The final approvals we we're waiting on from our Headquarters in Taiwan but they were shutdown due to a typhoon going through. I am working with our Director of Legal to see if there is any way to expedite this further.

Thanks

Stefan Bakken



Stefan Bakken
Support Manager
Getac Video Solutions, Inc.
p: 612-225-4155
a: 3800 American Blvd West, Ste 500,
Bloomington, MN 55431

Client: Meredith Nicholson
Status: Manager Action

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<https://support.getacvideo.com/ticket/42872/> (<https://support.getacvideo.com/ticket/42872/>)

**Meredith
Nicholson**
26 Jul 24 1:53 PM

Hi Stefan,

Any news from the Director of Legal? If you have a contact, then I can have the Sheriff call them.

Thank you,

Meredith

Stefan Bakken
26 Jul 24 2:08 PM

Hi Meredith,

I spoke with them and they said they're still waiting on a few approvals but due to the urgency they can release the letter to me. I have attached it to this thread.

Please let me know if you need anything else here.

Thanks

attachments:

Letter to Wood County 7.26.2024.pdf

**Meredith
Nicholson**
26 Jul 24 2:27 PM

External email – make sure you trust this source before opening links/attachment.

Thank you, Stefan. Much appreciated. Have a great weekend.

Thank you,

Meredith

From: Getac Video Solutions Support <support@getacvideo.com>
Sent: Friday, July 26, 2024 4:09 PM
To: Nicholson, Meredith <MNicholson@woodcountyohio.gov>
Subject: Re: SMiller Missing Recording Segment 6/16/24 01:27 #GVSS00042872

New reply for the ticket #GVSS00042872

Hi Meredith,

I spoke with them and they said they're still waiting on a few approvals but due to the urgency they can release the letter to me. I have attached it to this thread.

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Thanks

Stefan Bakken



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Support Manager
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p: 612-225-4155
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Client: Meredith Nicholson
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<https://support.getacvideo.com/ticket/42872/> (<https://support.getacvideo.com/ticket/42872/>)

Stefan Bakken You as well!
26 Jul 24 2:28 PM

Meredith Nicholson
26 Jul 24 2:38 PM

External email – make sure you trust this source before opening links/attachment.

Hi Stefan,

I read the letter and I'm not sure it's going to work. It makes it seem like the recording was too short and that possibly our deputy had made that short recording. We know that the camera had to have malfunctioned because there is a recording before and a recording after that segment. I know you worked hard to get this letter expedited; however, we need more clarification on what occurred so that it clearly states that the BWC malfunctioned, or that the file was corrupted by the Getac solution system.

Thank you,

Meredith

From: Getac Video Solutions Support <support@getacvideo.com>
Sent: Friday, July 26, 2024 4:29 PM
To: Nicholson, Meredith <MNicholson@woodcountyohio.gov>
Subject: Re: SMiller Missing Recording Segment 6/16/24 01:27 #GVSS00042872

New reply for the ticket #GVSS00042872

You as well!

Stefan Bakken



Stefan Bakken
Support Manager
Getac Video Solutions, Inc.
p: 612-225-4155
a: 3800 American Blvd West, Ste 500,
Bloomington, MN 55431

Client: Meredith Nicholson
Status: Waiting Customer

Have questions? Please visit our [Knowledge Base \(http://kb.getacvideo.com\)](http://kb.getacvideo.com) for helpful tips!

<https://support.getacvideo.com/ticket/42872/> (<https://support.getacvideo.com/ticket/42872/>)

Stefan Bakken
26 Jul 24 2:46 PM

Hi Meredith,

I will bring this up with the legal team and see what they say. We would be looking at having to run through the same approval process, FYI.

Thanks

Stefan Bakken
29 Jul 24 12:27 PM

Meredith,

Do you still have BC22014536? I would be interested in taking another look to see if I can glean anything else from the logs. The issue we are having with re-wording this is the logging information from that day is entirely missing.

Thanks

Meredith Nicholson
29 Jul 24 3:18 PM

External email – make sure you trust this source before opening links/attachment.

I'll have to check with our Detective Lt. tomorrow. I think they kept the body camera as evidence for the case.

If you look at the ticket, then you should be able to see what Eric saw in the logs on 6/24/2024.

Thank you,

Meredith

From: Getac Video Solutions Support <support@getacvideo.com>
Sent: Monday, July 29, 2024 2:28 PM
To: Nicholson, Meredith <MNicholson@woodcountyohio.gov>
Subject: Re: SMiller Missing Recording Segment 6/16/24 01:27 #GVSS00042872

New reply for the ticket #GVSS00042872

Meredith,

Do you still have BC22014536? I would be interested in taking another look to see if I can glean anything else from the logs. The issue we are having with re-wording this is the logging information from that day is entirely missing.

Thanks

Stefan Bakken



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Stefan Bakken
29 Jul 24 3:20 PM

Understood! The issue is the data we have from the 24th offers no conclusive decision that we can make as a business. Eric only pulled logs around the specific day, I'd like to do a larger pull and analyze other days to see if any similar behavior has occurred.

Thanks

**Meredith
Nicholson**
29 Jul 24 3:48 PM

Ok. I'll check with Lt. Detective tomorrow. The Wood County Prosecutor's Office is requesting the ticket string for this incident as evidence on the case.

Thank you,
Meredith

**Meredith
Nicholson**
29 Jul 24 4:01 PM

Hi Stefan,

We need documentation that states that the missing segment from SMiller's BWC could not have been deleted by our agency. Plus, we need to make sure that this doesn't happen again.

Thank you,
Meredith

Stefan Bakken
29 Jul 24 4:25 PM

This is why I need to connect to the camera, if we do not have logging on this single instance, I cannot say with certainty that your agency did not delete it. While we do secure our systems, there is always the possibility a bad faith actor with enough determination and technical know how can crack a system.

I would like to work with you tomorrow to gather some more information, as I found 3 other instances from this camera behaving in a similar manner for the month of June. This is NOT exhibited on any other camera at your agency. If I can correlate all this data, I may be able to get a more definitive statement for you.

To be clear, I am not indicating in any way that Wood County has anything to do with the data missing. I hope you don't think I am intentionally being vague or misleading. I am simply speaking from an objective stand point of what possibilities could exist. If I cannot provide our legal team with proper technical details, we can't get sign off on anything more than the letter we have already provided.

Thanks!

**Meredith
Nicholson**
30 Jul 24 6:43 AM

External email – make sure you trust this source before opening links/attachment.

Hi Stefan,

I can assure you that no one at this agency is able to crack the Getac system and delete that segment. Especially, since the system clearly shows in the logs that there are sequential segments, yet the middle segment was too short and got deleted by the Getac system according to Getac's system policy. Getac recordings allow for 1 hour segments. It would be a great feat, actually quite magical, for the person to remove the segment before it was placed on the master dock, where all three segments were offloaded at the same time.

The camera is in evidence. BCI and our detectives will allow us to put it back on the dock so that we can obtain logs.

Please let me know when we can review the data on the camera.

Thank you,

Meredith

From: Getac Video Solutions Support <support@getacvideo.com>
Sent: Monday, July 29, 2024 6:26 PM
To: Nicholson, Meredith <MNicholson@woodcountyohio.gov>
Subject: Re: SMiller Missing Recording Segment 6/16/24 01:27 #GVSS00042872

New reply for the ticket #GVSS00042872

This is why I need to connect to the camera, if we do not have logging on this single instance, I cannot say with certainty that your agency did not delete it. While we do secure our systems, there is always the possibility a bad faith actor with enough determination and technical know how can crack a system.

I would like to work with you tomorrow to gather some more information, as I found 3 other instances from this camera behaving in a similar manner for the month of June. This is NOT exhibited on any other camera at your agency. If I can correlate all this data, I may be able to get a more definitive statement for you.

To be clear, I am not indicating in any way that Wood County has anything to do with the data missing. I hope you don't think I am intentionally being vague or misleading. I am simply speaking from an objective stand point of what possibilities could exist. If I cannot provide our legal team with proper technical details, we can't get sign off on anything more than the letter we have already provided.

Thanks!

Stefan Bakken



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**Meredith
Nicholson**

30 Jul 24 8:44 AM

Hi Stefan,

The Sheriff is requesting that we get this done as soon as we can. Please let me know when you have time today to look at the logs.

Thank you,

Meredith

Stefan Bakken

30 Jul 24 9:42 AM

Hi Meredith,

I have time available now or can make time whenever necessary. Just let me know.

Thanks

**Meredith
Nicholson**

30 Jul 24 10:13 AM

External email – make sure you trust this source before opening links/attachment.

I'm available now. Feel free to call me on my cell phone: 419.308.5880

Thank you,
Meredith

From: Getac Video Solutions Support <support@getacvideo.com>
Sent: Tuesday, July 30, 2024 11:44 AM
To: Nicholson, Meredith <MNicholson@woodcountyohio.gov>
Subject: Re: SMiller Missing Recording Segment 6/16/24 01:27 #GVSS00042872

New reply for the ticket #GVSS00042872

Hi Meredith,

I have time available now or can make time whenever necessary. Just let me know.

Thanks

Stefan Bakken



Stefan Bakken
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Stefan Bakken
30 Jul 24 12:11 PM

Hi Meredith,

I've concluded my investigation. One of the other occurrences behaved exactly like the missing segment from 6-16. No logs at all for it. However, the first occurrence of this was back on 6-1 and it DOES have logs attached to it. I have submitted them to our engineers to review tonight (they work evenings). I will let you know in the morning what they say, and what next steps will be.

Thanks!

**Meredith
Nicholson**
30 Jul 24 12:44 PM

External email – make sure you trust this source before opening links/attachment.

Thank you, Stefan. I look forward to hearing from them.

Thank you,

Meredith

From: Getac Video Solutions Support <support@getacvideo.com>
Sent: Tuesday, July 30, 2024 2:12 PM
To: Nicholson, Meredith <MNicholson@woodcountyohio.gov>
Subject: Re: SMiller Missing Recording Segment 6/16/24 01:27 #GVSS00042872

New reply for the ticket #GVSS00042872

Hi Meredith,

I've concluded my investigation. One of the other occurrences behaved exactly like the missing segment from 6-16. No logs at all for it. However, the first occurrence of this was back on 6-1 and it DOES have logs attached to it. I have submitted them to our engineers to review tonight (they work evenings). I will let you know in the morning what they say, and what next steps will be.

Thanks!

Stefan Bakken

The logo for Getac, featuring the word "Getac" in a bold, orange, sans-serif font.

Stefan Bakken
Support Manager
Getac Video Solutions, Inc.
p: 612-225-4155
a: 3800 American Blvd West, Ste 500,
Bloomington, MN 55431

Client: Meredith Nicholson
Status: In Development

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Stefan Bakken Changing status
30 Jul 24 12:49 PM

[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22014536, 4821-18E6]-[UI_CONFIGGET_FILE] download C:\DCIM\100_PICO\V4240450.MP4_Category.txt
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[UI_CONFIGSET_EVIDENCECATEGORY][Level1_Category:0][Level2_Category:0][Level3_Category:0][CategoryName:C739]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[Device Send Message: 0x8a]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[UI_CONFIGSET_EVIDENCECATEGORY][Level1_Category:1][Level2_Category:0][Level3_Category:0][CategoryName:C738]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[Device Send Message: 0x8a]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22014536, 4821-18E6]-[Device Send Message: 0x68]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22014536, 4821-18E6]-[UI_CONFIGGET_FILE] download C:\DCIM\100_PICO\V4240450.MP4_Category.txt
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[UI_CONFIGSET_EVIDENCECATEGORY][Level1_Category:2][Level2_Category:0][Level3_Category:0][CategoryName:C741]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[Device Send Message: 0x8a]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22014536, 4821-18E6]-[UI_CONFIGSET_VIDEOINFO][FileName: C:\DCIM\100_PICO\V4240450.MP4_Category.txt]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[UI_CONFIGSET_EVIDENCECATEGORY][Level1_Category:3][Level2_Category:0][Level3_Category:0][CategoryName:C737]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[Device Send Message: 0x54]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22014536, 4821-18E6]-[UI_CONFIGSET_VIDEOINFO] upload success
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[UI_CONFIGSET_PREBUFFERSOUND:0]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[Device Send Message: 0xb6]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[UI_CONFIGSET_MUTEENABLE:0]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22014536, 4821-18E6]-[Device Send Message: 0x5e]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22014536, 4821-18E6]-[UI_CONFIGSET_DELETEFILE][DeleteFile: C:\DCIM\100_PICO\V4240451.MP4]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[Device Send Message: 0xb4]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[UI_CONFIGSET_AUDIOONLY:0]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[Device Send Message: 0xb2]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[UI_CONFIGSET_WIRELESSEENABLE:1]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[Device Send Message: 0xbb]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[UI_CONFIGSET_RECORDING_BEEPSOUND_ENABLE:0]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[Device Send Message: 0xc4]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[UI_CONFIGSET_RECORDING_BEEPSOUND_PERIOD:0]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[Device Send Message: 0xd1]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[UI_CONFIGSET_VIBRATION_NOTIFICATION_STATUS:1]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[Device Send Message: 0xd3]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[UI_CONFIGSET_VIBRATION_NOTIFICATION_INTERVAL:60]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[Device Send Message: 0xd5]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[Device Send Message: 0xb9]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[UI_CONFIGSET_MARK_ENABLE:1]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[Device Send Message: 0xbd]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[UI_CONFIGSET_PLUGOUT_BEEPSOUND_ENABLE:1]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[Device Send Message: 0xda]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[UI_CONFIGSET_SHORT_PRESS:0]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[UI_USB_SendMessage][UI_MOUNTEDDEVICE_DISCONNECT]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[MainController][UI_MOUNTEDDEVICE_DISCONNECT]
[Windows_USB_v0.94.51][20240616-06:48:36][1][thread_ctrl[2] start to close]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22026642, 58D0-33B9]-[MainController][UI_MOUNTEDDEVICE_DISCONNECT: disconnect complete]
[Windows_USB_v0.94.51][20240616-06:48:36][1][scsiClientStreamThreadEntry][thread return]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22014536, 4821-18E6]-[Device Send Message: 0x68]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22014536, 4821-18E6]-[UI_CONFIGGET_FILE] download C:\DCIM\100_PICO\V4250452.MP4.txt
[Windows_USB_v0.94.51][20240616-06:48:36][1][UI_USB_SendMessage][UI_MOUNTEDDEVICE_GET]
[Windows_USB_v0.94.51][20240616-06:48:36][1][DEVICE:BC22014536, 4821-18E6]-[UI_CONFIGGET_FILE] download success
[Windows_USB_v0.94.51][20240616-06:48:38][1][DEVICE:BC22014536, 4821-18E6]-[Device Send Message: 0x68]
[Windows_USB_v0.94.51][20240616-06:48:38][1][DEVICE:BC22014536, 4821-18E6]-[UI_CONFIGGET_FILE] download C:\DCIM\100_PICO\V4250452.MP4_Category.txt
[Windows_USB_v0.94.51][20240616-06:48:38][1][DEVICE:BC22014536, 4821-18E6]-[UI_CONFIGGET_FILE] download success
[Windows_USB_v0.94.51][20240616-06:48:39][1][DEVICE:BC22026642, 58D0-33B9]-[Free Resource Completely]
[Windows_USB_v0.94.51][20240616-06:48:39][1][UI_MOUNTEDDEVICE_GET]
[Windows_USB_v0.94.51][20240616-06:48:39][1][Mounted Device Amount:5]
[Windows_USB_v0.94.51][20240616-06:48:39][1][UI_MOUNTEDDEVICE_GET Callback Return]
[Windows_USB_v0.94.51][20240616-06:48:39][1][DEVICE:BC22014536, 4821-18E6]-[UI_CONFIGSET_VIDEOINFO][FileName: C:\DCIM\100_PICO\V4250452.MP4_Category.txt]
[Windows_USB_v0.94.51][20240616-06:48:39][1][DEVICE:BC22014536, 4821-18E6]-[UI_CONFIGSET_VIDEOINFO] upload success
[Windows_USB_v0.94.51][20240616-06:48:40][1][DEVICE:BC22014536, 4821-18E6]-[UI_CONFIGSET_VIDEOINFO][FileName: C:\DCIM\100_PICO\V4250452.MP4_Category.txt]
[Windows_USB_v0.94.51][20240616-06:48:40][1][DEVICE:BC22014536, 4821-18E6]-[UI_CONFIGSET_VIDEOINFO] upload success