

# EXHIBIT E

Sorry I did not get to respond to this yesterday, but I did not get a chance to check my e-mail. I'm not quite sure what the problem is, and I'm going to just assume that you haven't tried to upload in a while. If you have been trying to upload, and you've been having problems, it's because you didn't follow the directions I sent earlier. In case you never got them/lost them, here they are from my previous e-mail: --- Steps for uploading files via ftp: 1. Login to ftp server (same username and password as before) 2. go to images/upload directory. 3. make a new directory for the state (if needed, must be all caps). 4. make a new directory for the city within that directory, in all lowercase, and substituting '+' for all spaces (for example, the directory for Miami Beach, FL, would be: /images/upload/FL/miami+beach) 5. upload photos.zip to the new directory (filename MUST be photos.zip) 6. login (with admin access) to www.streetfax.com/photographers/upload\_ftp.php (I'll add a link to the admin toolbar when I get a chance) 7. input the city and state (no need to worry about case or the space replacement, it will do it automatically). 8. hit OK on the dialog box that comes up (the correct directory will be shown again, to make sure you put the stuff in the right place) 9. wait for a bit for the files to unzip and be copied into the database (should take no more than 2-3 minutes for about 1500 photos) 10. you'll get a status message telling you how many photos were added. If it says 0, try one more time. Note that one minute should pass between step 5 and 8, because a script on the server to prepare the zip file runs every minute. --- I took care of pompano beach for you, but that was the only zip there. As for deleting all photos and starting from scratch, just let Mark and me know when you would like to do that -- one of us will take care of it now, but it involves clearing the database and deleting a bunch of files, so one of us should handle it now. We can leave instructions for you once we go live, but it should be done manually through telnet, as the risk would be too high to put it in a script on the web. I'll do my best to resolve any outstanding issues this weekend. -Jeff----- Original Message ----- From: "paul ceglia" <paulceglia@msn.com </cgi-bin/compose?curmbox=F000000001&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1&to=paulceglia@msn.com&msg=MSG1061601094.25&start=1650905&len=5164&src=&type=x>> To: <kazen@post.harvard.edu </cgi-bin/compose?curmbox=F000000001&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1&to=kazen@post.harvard.edu&msg=MSG1061601094.25&start=1650905&len=5164&src=&type=x>>; <mzuckerb@fas.harvard.edu </cgi-bin/compose?curmbox=F000000001&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1&to=mzuckerb@fas.harvard.edu&msg=MSG1061601094.25&start=1650905&len=5164&src=&type=x>> Sent: Thursday, August 21, 2003 10:46 AM Subject: another day > Tomorrow is uploading day and I am either going to have to tell the three > people I have hired they cant work again this week or you all need to work > some miricles today. please let us resolve this issue. karin and i had some > serious problems with pictures integrating not onlyh that didnt match in > name but from different towns, I want a full explanation as to how this > could possibly occur and what steps you have taken to make sure it doesnt > happen again. As I said in a recent email I can not wait any longer to have > this site together, I have to get venture capital Now. I have to have this > site finished and working before I can do so. I am under extreme pressure. > extreme. Perhaps my way of communicating that that pressure is coming from > these corrections that still have not been resolved. To date i have only 5 > of the twenty two original issues crossed off. please do what needs to be > done this week to complete what needs to be done. My nerves can not take > much more. Paul

I've got ssh access again, so I can work on the script at least (but I still can't set up the FTP

See pages 4 - 6

account). I will get the script finished tomorrow for setting up the database after you upload the files, but until I do that, I'm going to have to manually run the script to put the files into the database. I put the files from hialeah into the database. I noticed that all the files in the zip were in a directory (fl=hialeah). In the future, please make sure they are in the root directory of that zip, or the automatic script won't work. For now you can keep uploading the files, as it will probably take a while. If you don't have the time to upload the files at the speed you have, it's always an option to mail me CD's of the photos, as I can connect between 100 and 400kB/s to the server. - Jeff ----- Original Message ----- From: "paul ceglia" <paulceglia@msn.com </cgi-bin/compose?curmbox=F000000001&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1&to=paulceglia@msn.com&msg=MSG1061345684.48&start=1597613&len=3097&src=&type=x>> To: <kazen@post.harvard.edu </cgi-bin/compose?curmbox=F000000001&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1&to=kazen@post.harvard.edu&msg=MSG1061345684.48&start=1597613&len=3097&src=&type=x>>; <mzuckerb@fas.harvard.edu </cgi-bin/compose?curmbox=F000000001&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1&to=mzuckerb@fas.harvard.edu&msg=MSG1061345684.48&start=1597613&len=3097&src=&type=x>> Sent: Tuesday, August 19, 2003 10:00 PM Subject: uploading > Another attempt today at uploading a 61mb file and apparently no results. I > am optimistic that it might just be taking awhile on the server end to > unzip. I followed jeffs ftp instructs as best I could. it took an hour to > upload at 15k(what the hell can I do about this slow shit) cable. I noticed > afterward that jeffs instructs stated state=city.zip but his example was > reversed. i followed the first. it has been six hours now and still no pics > in hialeah fl.

mon aug 18th  
Paul,

I have put the links on the photocount page, and Jeff has set up an ftp server which should be able to handle uploads of more than 64mb. He will be sending out directions on how to use that sometime tomorrow.

I sat down to write the intersection search for the backend that you requested, but then I realized that I had no idea what you wanted since it wasn't covered in the spec at all and you haven't really described it as anything more than an intersection search. What is it an intersection search for?

Although I received no help so the process took longer than it needed to, I did get a chance to look at your Mike and Carol complaint. It seems that two things are going on. First, you said that it appeared in every single search you performed. I looked in your log of searches and ran all of them and it only appeared in about one in five searches. This either means that you were using "every time" to refer to "most of the time" or that we're getting different results on different computers. Since I clearly cannot test the site on different computers, could you please give me a hint as to which of those two it is? In the event that it is the first, then it is actually not an error that it is showing up. The search algorithm aims to find the intersections which are closest to the search text. We judge "closeness" by seeing how many characters need to be deleted and added from one street name to get the other. Since "Mike" and "Carol" are very short street names, even though the intersection you enter might be completely different, you have to delete very few characters in either "Mike" or "Carol" to get to the empty string "" and from there you can add the name of the street you're searching for in the

number of characters equal to the length of the name. Thus, Mike and Carol will frequently appear above other intersections that also clearly don't match the search because the names are just shorter. But as I suspect you have found, if you run a search for Flagler and something else, you won't get Mike and Carol as a result because there are plenty of good matches for Flagler. Basically, this problem is not a real problem and it will be fixed as soon as all the test images (like Mike and Carol) are removed from the database and only the real, longer-named intersections remain.

I'll send another update as I change more on the site. I made some more sample pages and I fixed the home button links that you told me about but I haven't gotten the chance to test and upload those pages yet since I dropped everything else to work on the other requests you had. I'll get around to uploading those tomorrow though.

Mark

sun aug 17th

I'm having troubles logging into the server -- I am trying to get in contact with both Mark and Servepath to see if we can resolve the issue, but I cannot make the necessary updates until I have that access.

In the meantime, you might as well start uploading the zip files of all the photos to the server. I haven't been able to create a specific uploading account yet, because of my lack of access to the server, so for now, login as follows using your favorite ftp program:

server: [ftp.streetfax.com <http://65.54.172.250/cgi-bin/linkrd?lang=EN&lah=c585e1ffc2953c3fedbc0cc71d9e9033&lat=1061812677&hm\\_action=ftp%3a%2f%2fftp%2estreetfax%2ecom>](http://65.54.172.250/cgi-bin/linkrd?lang=EN&lah=c585e1ffc2953c3fedbc0cc71d9e9033&lat=1061812677&hm_action=ftp%3a%2f%2fftp%2estreetfax%2ecom)

login: streetfax

password: longfax3

Then move to the following directory:

httpdocs/images/upload

Then, you can do one of two things:

- 1) You can name each zip as: state=city.zip, such as miami=fl.zip
- 2) You can create directories for each city, and then upload a zip (of any name) to that directory the format should be: state/city/, such as FL/miami

Either one is fine, and this is only temporary. Once I get login access to the server again, I will set up an account that only has access to the upload directory.

-Jeff

sat, aug 16th

Paul, I'm sorry for the delays. This past week has seen nearly everything go wrong for me -- from my car breaking down to getting stuck in CT/Westchester because of the blackout, and I haven't been able to check my personal e-mail since last Saturday. I think you and I will both agree now

that we'll have to use FTP to upload the files. I will set up an account for uploading zips to a temporary directory, and then I will make a script on the back-end that will automatically unzip the files, put them in the right directory, and then add them to our database. I hope to have that working in the next few hours, and done by tomorrow at the latest. What sort of error checking do you want me to do on the zips? Is it safe to assume that the contents of the zip all follow the specified naming convention? As for uploading individual jpegs, I noticed that my error catching for photo names wasn't working, so I'm going to fix that script as well. As for errors in the database, I have not been able to replicate any of the missing photos, duplicate photos, or any other problems. I have checked through the database, and we still have the same number of files as we started with, plus the ones you have uploaded. As for some of the other requests you have made in the e-mail below or in your previous e-mail, these are new features that were not in the original specs. I have looked over them in more detail, and I have determined that adding some of these features will require reworking the database and nearly all the files that deal with the database (namely all the work I've done since day 1). While I have time to do bug fixes and small additions to the backend, I do not have the time to redo nearly everything I've already done, and those changes would take several weeks of work. I too am disappointed that this project has gone as long as it had -- the original plan was to complete everything before or shortly after I graduated in June. Dedicating the time necessary to do this project even though mid July was not a problem, but I cannot work on this project indefinitely. When we submitted the site to you a few weeks back, we had nearly all the features in the spec completed, and I was under the impression that there would only be a few more hours of bug fixing until the project was complete, notwithstanding the addition of the billing process. I am not sure how you can threaten to withhold our pay or reduce the amount when you have yet to provide us with everything we need to complete the site. Until you have purchased the necessary licenses to allow the e-mail system you want, and until you have arranged for a method of billing, there is no possible way we can complete the site. We have been extremely patient and flexible with you the past 3 months -- now that things have gotten hectic for both Mark and I, I ask that you show us the same patience and flexibility that we have shown you. -Jeff ----- Original Message ----- From: "paul ceglia" <paulceglia@msn.com </cgi-bin/compose?curmbox=F000000001&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1&to=paulceglia@msn.com&msg=MSG1061052413.9&start=1461590&len=6927&src=&type=x>> To: <kazen@post.harvard.edu </cgi-bin/compose?curmbox=F000000001&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1&to=kazen@post.harvard.edu&msg=MSG1061052413.9&start=1461590&len=6927&src=&type=x>>; <mzuckerb@fas.harvard.edu </cgi-bin/compose?curmbox=F000000001&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1&to=mzuckerb@fas.harvard.edu&msg=MSG1061052413.9&start=1461590&len=6927&src=&type=x>> Sent: Friday, August 15, 2003 5:12 PM Subject: A deduction is coming > alright guys, I believe I have been more than patient waiting for you to > finish this project. Enough is enough. small things I could understand, the > fact that I still cant upload and that the pictures I uploaded last week are > gone, half gone or vanished is another. No I wont give you an exact replica > of my search since it happens in every attempt, I can not wait another day. > I am nearly 200,000 pictures behind in uploading and Mark you never > mentioned to me in the contract that it would take place 64mb at a time. as > you can imagine it is gojng to take a hell of a long time to get this done. > as far as the back end goes you still have not completed what my > interpretation of the back end is and it seems very clear that it was to be > built to my specs, not yours. More than the allotted time has elapsed and > though I sent a check for \$5,000 to you

today mark, I have thought better of > it and if by monday I can not upload still, can not search still by > intersection and cannot link to the intersection by the photocount page, I > am cancelling the check. this is the third friday in a row tht I am paying a > back end team to sit on thier asses because you havent deliverd a working > database. As our contract clearly states, this is going to result in a > deduction of the total amount owed. Jeff i understnd that you started a new > job and that it was going to take you as you said a bit longer to reply > since you couldnt reply during business hours, is that any reason to have > left me hight and dry all week?. I have a group of people counting on me to > provide them a living, Food in the mouths of their kids. delays like this > jeopardize my ability to follow through since I can not yet send out the > businness plans to the fourty people on our list because there is no telling > how the site will react to thier probes, this means I may one day be faced > with having to let people go, that I dont want to let go, because I havent > recieved the funding I need. lets get on the ball fellas, Paul >

Paul, There are several things that need to be said in response to your last email. First of all, I think this project is dragging on longer than either of us expected, but that is for measures out of my team's control. The fact that it took you until late May to purchase the server I told you was needed to proceed, until mid June to get a working design for the site to us, and that you have been requesting additional functionality which Jeff and I have tried to comply with are largely responsible for this project's extended period of development. Jeff and I have worked and produced a site that matches the functionality in our agreed upon specification. I don't know if you are referring to that spec as my spec or yours, but that is what we agreed upon for this phase of development, and there is no room in the contract to alter that. If you look at what was agreed upon, you will find that we have done all that for you and more. As for getting the system working, Jeff and I have performed rigorous tests and cannot recreate any of the errors you are reporting. While we accept the fact that there may be flaws and are fully willing to fix those, we need to understand what you are doing to get those results. Simply saying that the error occurs every time or that images are vanishing doesn't help us solve any problems. If you are getting an error every time you search, then if you tell us what you are doing when you search one time then that might be enough to recreate the error. We really want to get this thing working for you, but you need to help us by telling us what your errors are or we will never be able to fix them. With the 64mb limit, it was a problem that came up after writing the contract, so there is no way I could have brought it to your attention earlier. I agree that it is not optimal and so I have been working on finding a better solution, but the agreed upon specification does not mention uploading an unlimited amount of images, so technically the system we have developed still meets the specification. That said, we still want to produce the best solution so we won't settle for what we have just because it meets the spec. If there is way to get around the 64mb limit, then you know we will find it. Otherwise, you can at least rest assured knowing that it is impossible (or that only a much more expensive solution is available) and that no other group of developers could have provided it for the same price we are charging either. Next, we should probably set a final feature set and deadline for this phase of development. There are only two ways I can see the deadline. The first is that the original deadline is irrelevant because of all the administrative delays on your side; and the second is that my team gets two weeks from the time the final design is submitted. If you want to go with the first definition, which seems sort of sketchy to me, we should set a new deadline now and stick to it, no matter what other delays come up. However, it seems more prudent to stick with the second definition, which is what is listed in the contract, that provides my team with two weeks after the all the materials have been submitted by the designer.

If this is the case, then we cannot even define the final deadline yet because you have requested a new banner from Andy which has not been sent to us yet. Either way, your statement that deductions should be imposed is completely unjustified and I think you should revoke it. Once again, I understand that this project is taking longer than either of us expected, and none of us is happy about that. Jeff has a new job to begin, I have other things I want to get done, and you have a business to run. Arguing about deductions to the price does not solve anything and discussion of that matter should be dropped until a final deadline is agreed upon. Your threat about cancelling the check was also wholly unnecessary and uncalled for, but despite that I can assure that you we will have checked over the upload feature (although not necessarily have gotten past the 64mb limit), added links to the photograph count page, and I will even compromise and add the intersection search feature, which I think you should note is not even mentioned in the specification. In order to make sure the upload feature is working, I will first need to hear from you about what part of it is not working -- what isn't uploading, what you are doing that leads you to believe that things are vanishing, etc. At this point I can assure you that we've done more than \$8000 worth of work, and probably more than the whole \$18000 of the entire project. We will complete these final requests for you, but we cannot continue to develop for you until we see some money. And as a last request, I would like to ask you to keep Jeff off of an administrative emails, especially those in which you refer to money. I understand that you had a message specifically for him in there, but in the future perhaps that can be handled in a separate email or I can pass the message along for you. I will most likely give you a call this weekend if I can't figure out what's wrong with the sections you're reporting errors in from the minimal information you've provided. Best, Mark

wed aug 13th

Paul, Sorry I have been slow in responding to your emails for the past five days or so. I have recently been busy with other things I was planning to do this summer, as I did not take into account that this project would take so long. At this point I'm sure you feel like it's dragging on as much as I do, so I'm going to really push to get all of your unresolved issues fixed within the next few days. It seems that some of your requests weren't covered at all in the original specification, but we'll try to cover as many of those as we can during the next revision. The two requests that come to mind immediately are the ability to modify database entries by the intersection and the ability to delete an entire town. While the latter is quite easy to do and we will surely be able to get that done, the former is a little more difficult and there may not be time before the next revision is complete. One issue that remains unresolved is the explanation of the algorithm used for searching. I understand that it will help you to have a grasp on what the system actually does, but it is our intellectual property, and as with the website, it can only be turned over to you upon payment. I am amenable to work something out where we can discuss the algorithm before the full payment has been covered, but an acceptable amount must be tendered. And speaking of this, have you sent out any of the checks yet? Jeff and I are a little worried that this whole thing has taken so long and we haven't received any more payment for the project which is basically functional and complete. If you haven't sent anything out yet though, when you do, please send it to me at this address: 2 Russell Place Dobbs Ferry, NY 10522 Thanks. Hopefully the next revision of the site will answer most of your questions and we will be ready to move forward.  
Mark

I must have added some different views instead. Do you want me to keep the ones I have so far or should I scrap those and just add these instead?

Let me know what you want me to do with the other ones, but either way I'll make these two new views.

#### color breaking down

This is an issue with the design of the banner graphic. You should probably speak with Andy about that. He sent me a couple of images the other day, so I'll see if he has supplied a new version of the banner, and if he has, I'll upload it when I change the site tonight.

#### duplicate photos

This is probably because we've uploaded the city of Miami and several other images many times and we probably didn't cleanly remove everything each time. We've tested this and made sure that each upload adds each picture only once, but that doesn't mean that uploading an image twice won't add it twice. For archiving reasons it makes sense to add the image twice.

If you are getting duplicate entries when you've uploaded images only once, tell us what you're doing and we'll figure it out. Or if there are duplicate entries that you're finding, tell us where you're coming across them and we'll try to find the error if there is one.

#### 19. mike and carol

This is another error that I cannot recreate. I have never run a search that has returned Mike and Carol as a result. Please tell me exactly what you're doing when you get this result. That is, what page you're on, what you're searching for, what you've typed in, where you clicked, and what all of the results are.

Also, if you want (this may or may not help), you can take a screen shot of the error when it is up on the screen by pressing the PrintScreen key on your keyboard. From here you can open up Microsoft Paint, press Ctl+V to paste the screen shot into an image, save the image, and email it to me as an attachment. That way I will be able to see exactly what you see.

In general, if you're reporting an error, you should try to give as much information and context about what was happening so we'll have more data to go from when we try to figure out what's malfunctioning.

#### 9. speed limit searches

Currently (and since the last revision of the site), running a speed limit search does produce a list of sentences which are links to those images. And the sentences generated do mention that the images are of speed limits. If you get search results that do not conform to this standard, please tell me exactly what you did (ie, what you search for, where you clicked, what pages you went to) and I'll try to recreate the error. If there is indeed an error, I'll fix it. For now, you may just need to refresh the page to get the latest working version.

#### addition options in search

Right now, after a search is performed and the ten closest options appear, there is a link at the bottom of the page where the adjuster can go to specify a town, city, and/or state. I thought that this was the way you wanted it done so that's the way it was originally laid out. If you want it switched, this can be done as well, but perhaps there was a reason that you asked it to be done on two separate pages to begin with. Let me know what you decide.



From the design point of view, showing the results and another options box might take up more room than the window has to offer and it could make things cluttered. If you want this switch to be made, I will have to ask Andy for a new design on that page, so I will not be able to make the change immediately.

## 2. sample searches

I made some new samples and I'll post them on the website later today. Tell me if you want different samples to go with different pages on the site.

### 1. home page link not working

I assume that your not about links to the home page means that you are still having some trouble accessing the website from <http://www.streetfax.com>. I have looked at this a few times and it really doesn't seem as if anything is blatantly wrong with it, so I have to get deeper into the problem and figure out exactly what's going on. So could you answer the following questions for me? 1. If you try refreshing the page once you get the error message, does it work? Refresh using Ctl+R. 2. What Internet browser are you and the people who are having difficulties using (Internet Explorer, Netscape Navigator, Mozilla, etc) ? What operating system are you using (Windows, Mac, etc) ? 3. What is the error message you're getting?

fri, aug 8th

## 22. uploading timeout

I realized earlier that my changes hadn't been saved, and the timeout was only 20 minutes. I have made the necessary changes to make it 1 hour to timeout on the uploads. If you think you still need more time, I can see about upping the time even more. It shouldn't make much of a difference in the long run, although it is ideal to set the timeout as low as possible just in case some script gets out of control. When I initially set the timeout, I was using my speeds, which was about 30 minutes for 200MB of files, and then slowing it down. But my cable access is very fast by broadband standards (I can average over 100kB/s on a good connection, including that with the server we are using), so I've slowed it down to more reasonable (but still fairly decent) broadband speeds of around 25kB/s. If you are still having troubles, let me know, but I think these modifications should have fixed the problems. I made the fix early Thursday morning, so if you did any tests on Thursday it should have used the new values. Mark and I are discussing the list, specifically those that I have not yet responded to. Most are fairly minor issues, which shouldn't take long to address. I am starting a new job sometime next week, so my response times will be limited during normal business hours starting next week. My work on this project was undoubtedly a large factor towards my new job, so I am thankful for the opportunity that you have given both Mark and me. I am of course still devoted to this project, and I will spend whatever time necessary after work to complete the site. I am very encouraged by what we have accomplished so far, and I cannot wait until we can make the site live for business. -Jeff -----

Original Message ----- From: "paul ceglia" <[paulceglia@msn.com](mailto:paulceglia@msn.com)</cgi-bin/compose?curmbox=F00000001&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1&to=paulceglia@msn.com&msg=MSG1060329140.206&start=1212690&len=6328&src=&type=x>> To: <[kazen@post.harvard.edu](mailto:kazen@post.harvard.edu)</cgi-bin/compose?curmbox=F00000001&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1&to=kazen@post.harvard.edu&msg=MSG1060329140.206&start=1212690&len=6328&src=&type=x>> Sent: Thursday, August 07, 2003 11:14 AM Subject: Re: 22. uploading

timeout > Jeff, great insights here, I will ping the cable speed today and try a > smaller file size. Ill  
let you know the outcome. Paul > > >From: Jeff Kazen <kazen@optonline.net </cgi-  
bin/compose?curmbox=F000000001&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1  
&to=kazen@optonline.net&msg=MSG1060329140.206&start=1212690&len=6328  
&src=&type=x>> > >Reply-To: Jeff Kazen <kazen@post.harvard.edu </cgi-bin/compose?  
curmbox=F000000001&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1  
&to=kazen@post.harvard.edu&msg=MSG1060329140.206&start=1212690&len=6328  
&src=&type=x>> > >To: paul ceglia <paulceglia@msn.com </cgi-bin/compose?  
curmbox=F000000001&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1  
&to=paulceglia@msn.com&msg=MSG1060329140.206&start=1212690&len=6328  
&src=&type=x>>, kazen@post.harvard.edu </cgi-bin/compose?curmbox=F000000001  
&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1  
&to=kazen@post.harvard.edu&msg=MSG1060329140.206&start=1212690&len=6328  
&src=&type=x>, > >mzuckerb@fas.harvard.edu </cgi-bin/compose?curmbox=F000000001  
&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1  
&to=mzuckerb@fas.harvard.edu&msg=MSG1060329140.206&start=1212690&len=6328  
&src=&type=x> > >Subject: 22. uploading timeout > >Date: Thu, 07 Aug 2003 02:15:38 -0400  
> > > > 22. we have attempted to upload and the page seems to time out each and > > > every  
time, the bar goes for a bit at the bottom and then "page cannot > >be > > > displayed at this time  
appears" > > > >Does this occur during: > > > >1) uploading a zip through the unrequested photo  
upload section > > > >2) uploading a single photo through the unrequested photo upload section  
> > > >3) uploading a single photo through the requests page > > > >If it is 1): Are you sure the  
zip file you are uploading is 64MB or > >smaller? If it is larger than 64 MB, the script is going to  
halt, which > >will likely result in the "page not displayed" message. Unfortunately, > >there is no  
workaround here -- PHP cannot accept larger files, and there is > >no way of pre-screening the  
file size until the file has been completely > >uploaded. Therefore, the script is simply cut short, as  
a limitation of > >PHP, and does not give us a chance to generate an error message. > > > >If the  
size is 64MB or smaller, then the issue is probably upload speed. > >I'm not sure what sort of  
connection you have, but if it is a slow > >broadband > >(or, <shudder> a dialup), then the script  
may just be timing out before the > >zip can be fully uploaded. You will either have to split the  
uploads into > >smaller zips, or if this is unacceptable, then we will have to switch to an > >FTP  
method of uploading, which will not be as nearly user friendly, and > >will, for the most part,  
have to be done manually, without much guidance. > >I > >can teach you how to do the FTP  
uploading (or tell you the necessary > >details > >about where to place the files and what  
permissions, etc., if you are > >familiar with FTP uploading) if this is the way you want to go.  
Please > >note > >that if we do switch to FTP, the security level will need to drop down a > >bit,  
as those with upload abilities will have access to the image files, > >and > >allowing usernames  
and passwords to be revealed to unauthorized users could > >cause major problems. There are  
precautions we can take, but I am > >skeptical > >of the security, and while it would still be  
nearly impossible for a casual > >user to gain unauthorized access, it would potentially open up  
additional > >holes for malicious or experienced users (i.e. hackers). > > > >-Jeff > > >

aug 7th

22. uploading timeout

> 22. we have attempted to upload and the page seems to time out each and  
> every time, the bar goes for a bit at the bottom and then "page cannot be  
> displayed at this time appears"

Does this occur during:

- 1) uploading a zip through the unrequested photo upload section
- 2) uploading a single photo through the unrequested photo upload section
- 3) uploading a single photo through the requests page

If it is 1): Are you sure the zip file you are uploading is 64MB or smaller? If it is larger than 64 MB, the script is going to halt, which will likely result in the "page not displayed" message. Unfortunately, there is no workaround here -- PHP cannot accept larger files, and there is no way of pre-screening the file size until the file has been completely uploaded. Therefore, the script is simply cut short, as a limitation of PHP, and does not give us a chance to generate an error message.

If the size is 64MB or smaller, then the issue is probably upload speed. I'm not sure what sort of connection you have, but if it is a slow broadband (or, <shudder> a dialup), then the script may just be timing out before the zip can be fully uploaded. You will either have to split the uploads into smaller zips, or if this is unacceptable, then we will have to switch to an FTP method of uploading, which will not be as nearly user friendly, and will, for the most part, have to be done manually, without much guidance. I can teach you how to do the FTP uploading (or tell you the necessary details about where to place the files and what permissions, etc., if you are familiar with FTP uploading) if this is the way you want to go. Please note that if we do switch to FTP, the security level will need to drop down a bit, as those with upload abilities will have access to the image files, and allowing usernames and passwords to be revealed to unauthorized users could cause major problems. There are precautions we can take, but I am skeptical of the security, and while it would still be nearly impossible for a casual user to gain unauthorized access, it would potentially open up additional holes for malicious or experienced users (i.e. hackers).

-Jeff

aug 7th

## 20. strange script

> 20.strange scripting appears occasionally when i try to use the back button > to return to a previous page, one veritical line of text in the middle of > thescreen When you are using the back button on which part of the site, and specifically between which pages? Could you be more specific on "strange scripting"? There are several areas of the site where the back button will not work because the page is designed (for security purposes) to only be accessed from a certain other page. Also, any form data must be resubmitted to properly display the page, so you must be sure to resubmit the form data when prompted. The way that internet explorer (especially) handles the back button is far from ideal, but it must be that way in order to ensure the most current versions of the pages, as well as preventing unauthorized access to sites. For example, you would not want to enable a non-admin to use an admin's computer and hit the back button after the admin logged out to view the previous pages. In the backend, you should never have to hit the back button. There should either be a "back" link inside of a page, or you should be able to view the last page you saw by hitting one of the top navigation buttons. On a more general note, if and when you find future bugs, please be as specific as possible, with exact error messages, and what you did to cause the error. If we cannot recreate the bug on our end, it will be difficult, if not

impossible, to debug the problem. -Jeff

17. error during acceptance of assignment

> 17 when i attempted to accept the request assigned to me as a  
photographer  
> an error appears stating "line 78, char 2".

I was unable to recreate this on my end. Could you please be more specific?  
Is there any more detail in the error message? What steps were taken to  
cause this error? Have you been able to repeat this error?

If this error occurred yesterday afternoon, it is possible that you were  
trying to access the backend while I was updating it. If you once again  
attempted to accept the request and it worked fine, then there shouldn't be  
anything to worry about. I'm assuming this was a PHP error and not a  
Javascript error, and if it was a PHP error, then it would indicate some  
sort of compiling error, which would come up every time that script was  
accessed, which is clearly no longer happening.

-Jeff

10. deleting or modifying from the same location

> 10.should be able to modify , or delete a picture that already exists in the > database from the  
same location without having to reenter info elsewhere. What "same location" are you referring  
to? -Jeff

12. counters, and reminder alerts

> 12.will counter stop counting when pictures are uploaded are the six hour  
3  
> hour and 1 hour alerts in place?

Yes. Both of these requested features are in place. The counter will  
display the time it took to complete the request when the request is finally  
complete. Remember, to view completed requests, you must choose the "show  
all" option on the open requests page.

Your test photographers should have received all three e-mails on the  
requests that you have tested with. If they did not, then please let me  
know -- but when I tested it I received the e-mails as I should have, when  
there was 6, 3, and 1 hour remaining.

-Jeff

aug 5th  
re: new request

I now see the problem with the uploading. Before your e-mail, I didn't realize that the order that  
the two streets are given actually mattered, but now I see. n=1st ave=5th st is: facing north on 1st  
ave at 5th st, while: n=5th st=1st ave is: facing north on 5th st at 1st ave. So the order of the two  
streets is important. I will code it so that you choose the direction and the street you are currently  
on, and the other street will automatically be chosen for you. It will be done with a selection box,  
so you don't have to worry about uploading the photos under the wrong claim #. As for the  
answers to a few other questions: I'm not absolutely sure why mike and carol always come up

when searching -- I'll have to check with Mark on this. My guess it is due to the search algorithm matching to shorter words best if there is no exact or close match. For deleting entire folders of the database: Is it really necessary to have the ability to delete an entire city's worth of photos from the database on the photographer interface? Do you foresee any time in the future (once the site is up and running) where this would be necessary? It would be easy to code, but I am hesitant to include it in the main photographer interface. Perhaps this could be another page, that is only accessible via certain admins, or even just you yourself? As for things on the back-end that need to be completed: 1) I just realized that there is no way for a normal user to change his or her password -- I will add a page for that soon. 2) Upgrading the uploading interface for claims to allow photographers to specify the order the streets should be stored in the database (as requested below). 3) Updating the help files to reflect recent changes in the interface. 4) Any other changes or additions you would like. The other two big things that need to get done are getting the e-mail addresses set up, and then implementing the billing system. -Jeff ----- Original Message -----  
From: "paul ceglia" <paulceglia@msn.com </cgi-bin/compose?curmbox=F000000001  
&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1  
&to=paulceglia@msn.com&msg=MSG1060101117.74&start=1099005&len=7410  
&src=&type=x>> To: <kazen@post.harvard.edu </cgi-bin/compose?curmbox=F000000001  
&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1  
&to=kazen@post.harvard.edu&msg=MSG1060101117.74&start=1099005&len=7410  
&src=&type=x>> Sent: Tuesday, August 05, 2003 9:21 AM Subject: Re: New Request >> Yes indeed the sites we see out there on the street are going to be a > collection of photographs of themselves. Good idea about the extra button. I > actually think that we need to rethink that uploading format in general. The > reason I stopped was due to the fact that when I tried to upload the > pictures, i have to choose a direction and because of it it always assumes > to know the, or never changes the street sequence which is obviously a > disaster since one can't be north south east and west on mike at the > intersection of carol. two creative solutions i have thought of are either > the photographer has to choose the direction in the first field, the street > the picture is taken from in the second field and then the intersecting > street in the third and then there is a notation box accompanying each > picture so that the photographer can type any needed info (always needed in > special work) while that picture is being uploaded. The second > solution is to have the photographer type the entire label while they take > the picture so that it can simply be uploaded and sorted in the same manner > that the others are. It also seems like a good idea to have a place where > the claim number has to be verified so that pictures of one don't get > uploaded into another. I guess that couldn't happen if one of the above two > choices is followed but easily could, and did, in the current system. (one > quick thought, why does mike and carol come up in every search?) > I have what seems a growing list of things left unanswered by mark, the > top of which is how do I delete the entire folder at one time from the > database. I have to do this before I can upload what is now over a hundred > thousand pictures labeled under the new format.. > It is getting rather difficult for me to keep track of everything I have > already mentioned and to alleviate this my hope for this day is that I will > receive communication on what is fresh in both your minds and I can then > cross this with the overall list I am compiling. My plan is to send you both > a set of emails each individually numbered so that as each problem or > question is answered or resolved I can easily check it off the list. I will > be compiling it today and hopefully have it to you today as well. The site > looks great, seems like we are getting the bugs out one by one, and I see a > really great program coming through. Paul >>>From: Jeff Kazen <kazen@optonline.net </cgi-bin/compose?curmbox=F000000001  
&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1

&to=kazen@optonline.net&msg=MSG1060101117.74&start=1099005&len=7410  
&src=&type=x>>>Reply-To: Jeff Kazen <kazen@post.harvard.edu </cgi-bin/compose?  
curmbox=F000000001&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1  
&to=kazen@post.harvard.edu&msg=MSG1060101117.74&start=1099005&len=7410  
&src=&type=x>>>To: paul ceglia <paulceglia@msn.com </cgi-bin/compose?  
curmbox=F000000001&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1  
&to=paulceglia@msn.com&msg=MSG1060101117.74&start=1099005&len=7410  
&src=&type=x>>>Subject: New Request >>Date: Mon, 04 Aug 2003 16:21:42 -0400 >>>  
I noticed that the new request you made is in uploading status. I also >>noticed that it has been  
that way for a while, which made me realize >>something (which may or may not have happened,  
but there needs to be a >>workaround anyway): >>>>If you are uploading photographs, and  
forget to check the "last photo" >>checkbox when uploading the last photo, there is no way to  
move the status >>into the confirming mode without uploading another photo, and the status >>  
will be stuck in the "uploading" state. >>>>To work around this, I've added a new button on  
the view details/modify >>request page, which is "Finished Uploading." It will only appear if the  
>>request is currently in an "uploading" phase, and choosing that option will >>complete the  
uploading process, and e-mail the dispatcher for approval of >>the photographs to be added into  
the main photobase. >>>>-Jeff >>>>P.S. Nice dollar rings.

fri aug 1st

re: admin page

There should have been a link in the e-mail that was sent to the photographer to alert them to the  
new request. If you follow that link (be sure to log into the site as that photographer, and not  
admin) or simply go to the open requests page while logged in as the photographer and click on  
the open request, you will be taken to a page where you can accept the request and then do a  
number of different things after accepting it. If you need more help, let me know. -Jeff -----  
Original Message ----- From: "paul ceglia" <paulceglia@msn.com </cgi-bin/compose?  
curmbox=F000000001&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1  
&to=paulceglia@msn.com&msg=MSG1059764495.2&start=994270&len=8367  
&src=&type=x>>>To: <kazen@post.harvard.edu </cgi-bin/compose?curmbox=F000000001  
&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1  
&to=kazen@post.harvard.edu&msg=MSG1059764495.2&start=994270&len=8367  
&src=&type=x>>>Sent: Friday, August 01, 2003 2:56 PM Subject: Re: admin page (fwd) > Hi  
Jeff, I was looking for the documentation info, though I copied it off > the back end. I am trying  
to reply to a request I made and simply replying > to the email doesnt seem to be the measure. I  
have read through the backend > but cant seem to find a reference as to how to go about it. please  
advise. > paul >>>>From: Jeff Kazen <kazen@optonline.net </cgi-bin/compose?  
curmbox=F000000001&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1  
&to=kazen@optonline.net&msg=MSG1059764495.2&start=994270&len=8367  
&src=&type=x>>>Reply-To: Jeff Kazen <kazen@post.harvard.edu </cgi-bin/compose?  
curmbox=F000000001&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1  
&to=kazen@post.harvard.edu&msg=MSG1059764495.2&start=994270&len=8367  
&src=&type=x>>>To: paul ceglia <paulceglia@msn.com </cgi-bin/compose?  
curmbox=F000000001&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1  
&to=paulceglia@msn.com&msg=MSG1059764495.2&start=994270&len=8367







else you would like the system to do when it gets an unknown request? 3) Are there any other questions or requests about the backend? 4) Have you gotten a chance to go through the documentation? I will update the documentation to reflect the city and state method of assignment once I complete the necessary coding changes. -Jeff ----- Original Message ----- From: "paul ceglia" <paulceglia@msn.com </cgi-bin/compose?curmbox=F000000001&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1&to=paulceglia@msn.com&msg=MSG1059676728.3&start=935681&len=10654&src=&type=x>> To: <kazen@post.harvard.edu </cgi-bin/compose?curmbox=F000000001&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1&to=kazen@post.harvard.edu&msg=MSG1059676728.3&start=935681&len=10654&src=&type=x>> Sent: Thursday, July 31, 2003 1:48 PM Subject: Re: admin page (fwd) > Jeff, I appreciate your thoughts on this topic and I see that zip would > greatly decrease our time in entering info. I have thought about it at great > lengths and as tempting as it is to save that time I cant allow it to come > at hte expense of an additional burden to the adjuster. As i have never seen > a polie report that contained a zip code and have never seen one that didnt > have the town name, I think we must go with the town and state search. > Though we will undoubtedly have additional requests that will have to be > manually emailed to the appropriate photographer, I feel that this must at > least in this phase of development, stay as town designated. Though it will > consume much more time to add town names for us it will only have to happen > once since towns dont often change thier names. I must say though that it is > really appreciated by us that you both are spending so much time thinking > these things through. as I am sure you are already aware of, I know you both > will be very succesful in your lives. thanks, Paul

wed, july 30th

Hi Paul, I just wanted to address some of your concerns. Because the location assignment for photographers can use partial zips, it is unnecessary for users to provide the exact zip of the intersection. They merely need to input a zip code that can be found in that city. For example: New York City has approximately 100 zip codes, ranging from 10001 to 10250. To assign one photographer to New York City, you would then make the following additions to the database: 100, 101, and 102. Now, a user who is trying to find an intersection in NYC can put any zip code ranging from 10000 to 10299, and it will be assigned correctly. It is not necessary for them to give the exact zip code of the intersection they are requesting. The reason I decided to use zip codes instead of cities is due to several reasons: 1) It is harder to mistype a 5 digit number than it is to type a city (and you don't have to deal with differences like St. Louis or Saint Louis, for example). 2) If the client does mistype the 5 digit number, chances are it will still be close to the old number, and therefore still be assigned to the correct photographer. 3) To handle many small towns, you can input only one entry into the database to cover it. If we used individual towns, it could take 100 or more entries in the database to do this. For example, if I want to cover western Suffolk County, I would just add 117 to a photographer's location. If I wanted to do the same under city mode, I would have to add every city in western suffolk, which could take hours to do. I don't think it is unreasonable for the adjusters to have at least one zip code of a city that they are requesting data for. There are databases and services available that will output the correct 5 digit zip code given an address (or even the zip+4), but during a quick examination they seem to be rather costly. A simpler method would be to add a link to the USPS site where you can look up a zip code for a given city and state. Again, the beauty of using zip codes is that they do not need to be 100% precise -- really only the first 3 digits of the zip code are important in determining the approximate location for photographer assignment. Additionally, the system already handles more

than one photographer being assigned to the same location. So even if we did go back to the town name way of assigning, having two people assigned to Miami would not be a problem. The system would e-mail both of them, and would allow either to accept the request. I can make the change back to city and state, but again, I feel that it is a much more complicated system that would be prone to more errors. Even if the client gets the zip code horribly wrong, there is a default user that gets assigned all requests that could not be assigned to a normal photographer. All you need to do is have someone check the [unknown.location@streetfax.com](mailto:unknown.location@streetfax.com) `</cgi-bin/compose?curmbox=F000000001&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1&to=unknown.location@streetfax.com&msg=MSG1059604341.35&start=928150&len=7531&src=&type=x>` account, and then address the issue there. Also, if a dispatcher or admin ever logs onto the Open Requests page and sees a request assigned to Unknown Location, then he/she can quickly set up a photographer location for the zip code (or modify the zip code, if it is incorrect), and then reassign the request to the correct photographer. Let me know what you would like me to do regarding the issue. Lastly, to address the e-mail issue: The control panel that came with the server is only a demo version, and therefore only allows the creation of one e-mail address. To get an unlimited amount of e-mail address, we must purchase a retail license. The smallest available is a 10-domain license, but they only come in packs of 10, so at \$100 per license, it would be \$1000. The next best license is a 30-domain license, which is \$199, and you can buy just one of them. We really only need one domain, as we are only operating streetfax.com on the server, but that is not an option. I've attached the order form for the 30 domain license. Once the license is purchased, I can go about adding default e-mail addresses and set up a system where you can administer additional e-mail addresses easily. > ----- Forwarded message ----- > Date: Wed, 30 Jul 2003 14:55:49 -0400 > From: paul ceglia [paulceglia@msn.com](mailto:paulceglia@msn.com) `</cgi-bin/compose?curmbox=F000000001&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1&to=paulceglia@msn.com&msg=MSG1059604341.35&start=928150&len=7531&src=&type=x>>` > To: [mzuckerb@fas.harvard.edu](mailto:mzuckerb@fas.harvard.edu) `</cgi-bin/compose?curmbox=F000000001&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1&to=mzuckerb@fas.harvard.edu&msg=MSG1059604341.35&start=928150&len=7531&src=&type=x>` > Subject: Re: admin page >> Mark, I have entered the test adjusters and test photographers for the > testing. Unfortunately due to the zip code issue we can go no further. I > think the zip code is a really great idea, i just dont think it is realistic > unless the computer automatically assigns the zip code through some > software. asking adjusters to defferentiate zips is a real pain in the ass > for them and we have three different maps and all of them seem to have > variations in the lines, if you can see them. I see the great benefit of > having it by zip in the cities and it also makes good organizational sense. > Especially if we could track pictures or amounts seperately by them. Unless > there is some really handy software we can integrate to give us the zip I > think we should continue on with the town name idea of assigning. If it > means that during our growth that at some point 2 people needed to be > emailed for a city like miami(which seems very unlikely, or at least if we > had the market share needed to have to do that , somewhere around 80% ,we > would have more money than we knew what to do with and could pay you to take > six months off in the carribbean to re write that coding.) My thoughts are > that we should have a default email that the dispatcher could check so that > if a town is missspelled or missing that the computer would know that if it > isnot on the list for any of the photographers then on to the catchall > email. > let me know what you think. > On the email issue, does this mean that we get no emails with this server > package? or jsut a few, if we dont get any please send me the link to buy > the software. thanks Paul >

----- Forwarded message ----- Date: Mon, 28 Jul 2003 14:21:17 -0400 (EDT) From: Mark Elliot Zuckerberg <mzuckerb@fas.harvard.edu> Subject: question Are dispatchers assigned to locations just like photographers are, or are they just general administrators of the system? Thanks. Mark

mon jul 28th  
re: admin page

Paul, I'll respond to each point below your listed items. On Mon, 28 Jul 2003, paul ceglia wrote:  
> Mark, It seems as though we are almost there. I hope you will read this > email caefully and respond to each point addressed. I have taken the measure > of numbering them so as to ensure that when you respond to each point if you > could refer to it by the number then I can remain fairly confident that we > have adressed each point. I am planning to have a test involving everyone > involved here on wednesday. we will be batch testing the photographers > dispatch, the modify, delete, upload; the database search (which will require > instructions by you by tomorrow as to how we upload into and create new > towns to upload into.) we will also be testing the speedlimit seach to > verify the sentence strucure results we have previously discussed. I would > also like a list of everything you have coding for that results in sentence > structure. Having your list will let us know what yo are aware of and what > we should be searching for. we can not wait any longer for many of these > issues to be resolved. I feel we are falling behind in tranfering > information and knowledge. > The following list will help us in bringing this project to a much needed > close. >> 1. please provide instruction on opening new email accounts under streetfax > asap. > Currently it doesn't seem like you have the package that allows you to get unlimited emails, so we'll have to purchase a license for about \$150 and then I can add whatever email addresses you want. > 2 in the speed limit search the word "approximately" should be added to all > sentence structure jsut before the footage. > I'll add that right now. > 3 the home link does not work and from many peoples computers you can not > type in www.streetfax.com and have it take you to our home page. I have had > people in california and NYC try without success. > I'll look into that -- I think the way I'm linking may only work under certain browsers. I can fix that easily. > 4 Sample pages are all the same, andy says he sent the samples to you. also > is "garauntee" the proper spelling > I got one sample and that's the link I used. Do you want different sample results? I can always just generate these randomly if need be. And guarantee is the correct spelling. I didn't spell check all the text that was sent to me, but I'll change that one. Let me know if you find any other typos that need to be corrected. > 5 are all pages cryptographed > Only the pages that need to be secure are. The searches are not, but anything involving user information, passwords, or billing info (when we implement that) are. > 6 E commerce will have to wait for federal id# > Okay, keep me posted. > 7 database search currently doesnt return client to a second page where town > and state are specified. > I thought this was an option that the person could choose if they wanted. The link is at the bottom of the page when the results are displayed. But now that I think about it, I haven't updated that link yet so it probably isn't going anywhere. I'll correct that. > 8 the hourglass design should appear under the top ten searches (once the > town info has been entered) with all available info already filled in with a > large caption that reads "place your order here to recieve these photographs > in 24 hours or theyre free" precollected info should be client name, company > name, client email, phone number, intersection name(s) and town. > I'll include the hourglass image in the next version of the page. The page you're talking about does exist, but I haven't updated that link yet either (it's right below the one in item #7 which I also haven't updated). I am a bit confused about

the town thing in the search though. Right now they enter the two streets and it gives them results. My understanding of this is that they'd have the option to specify a town for better results, or that they could just choose one of the results provided -- is this wrong? > 9 the algorithms that you have developed along with the notation to be able > to follow its sequence. > By algorithms do you mean the code? I have commented the code well so you should be able to follow what's going on in each section. I will hand the code over to you upon payment of the project. > 10 a copy of all coding with notations to allow us to understand where each > transaction is taking place at within the code. > I think this is the same as #9. > 11. what coding do you currently have for translation into sentence > structure. > Basically everything, except the images from Miami use some older standards that don't show all of the more recent syntax pieces. > 12 there is supposed to be a script in the back end that tells us how many > pictures match an intersection for each intersection. this is an incredibly > important aspect of backend cleanup. > This is just a sub-version of the search script. Instead of returning the pictures, it just returns the number of pictures. I don't have the link with me now, but the script is on the server and I'll send you the link later in the day. > 13 speed limits should return a set of proper sentences that tell the > location of each sign they should be the links to the pictures. we thought > this would not only save on bandwidth but also needless download time for > the client and the ability to print out any single image without the rest. > I'll change the way the speed limit search results are displayed so that the images aren't actually displayed until one is selected. Your bandwidth concern seems well justified. > 14. we need to be able to delete, modify and upload from the same place, I > don't suppose it matters if it links to a different page but it has to be > smooth and easy. **OFTEN BACKEND WILL HAVE A PICTURE THAT THEY ARE TRYING TO > FIND A HOME FOR AND** they will be checking the intersections they believe it > belongs in and when they find it they need to be able to just click and > upload. > The upload page will be smoothly accessible from the modification page. I haven't uploaded the latest version with the link in it though. I'll do that when I get back to my system later. When you say they need to be able to just click and upload, I assume you mean after they've entered the parameters for that image, right? Parameters meaning direction, street1, street2, extra info, etc... > 15. what measures are in place for for client requests that do not have a > corresponding photographer that is preassigned the territory? this seems like > it could happen regularly through either misspelling or through the use of > another name for an area than the one we are using. it seems like it should > instantly be delivered to a open email account so that after the dispatcher > sees that no one has responded to it within the 40 minutes she will see that > it is unassigned. > My team has found what we feel is a good solution to this problem, and I'd like to run it by you. Instead of identifying photographer locations by name, we thought it would be better to do them by zip code instead. That way, there would be the type of one to one correspondence necessary to map locations to photographers. Also, it provides an easy and powerful notation for assigning photographers to locations. For example, you could assign a photographer to a specific zip code, like 02138, which would just be the Harvard part of Cambridge, or you could assign him to 021XX, where each 'X' could be any number. That way, the zip code 021XX encompasses all of the Boston area in one simple code. You can also use this to make exceptions. An example of this would be if photographer #1 was assigned to 021XX and photographer #2 was assigned to 02138. That would mean that photographer #1 was really assigned to all zip codes starting with 021 except for 02138 (because that code was assigned to photographer #2) Tell me if you think this system works -- I think it's very good. > 16. will the counter stop once the pictures are uploaded so we can track > response times? > I hadn't considered this but it definitely can, and it makes sense to do so. > 17. intervals for auto generated emails to remind photographers of > unfinished requests should be 6 hours left,

3 hours left and 1 hour left. it > would be ideal if you can show me in the program where things like this can > be modified as we progress. > I'll change these, and when everything is complete, we can discuss how to change these. > 18. start claim #s at 00187000. > Sure. > 19. dispatchers should have 1/2 hour to verify pictures. > Sure. > 20. adjusters should receive auto gen email with link to pictures. (i would > like to be testing allof this on wednesday. > That's working right now. > 21. there should be a place where adjusters can view their last images and > comments say last 30 or 60 requests. > That's already on the live site. There are links to those options on the main page. > 22. layout styles should keep the same page and should have the following > four layouts > 1) pictures on left, comments on right, title underneath picture > 2) pictures on right, comments on left, title underneath picture > 3) only 2 pictures per page with writing underneath and a line > seperating one from the othr > 4) just one picture per page, writing and comments underneath and > all words showing on all pages to give a proffesional > appearance when printed out. > A button as we discussed, in the corner to change appearance would be > the ideal way for adsuters to choose how they will lay out the page. > Thanks for the specs on these. I'll put them into action asap. > I am really looking forward to seeing this all in action, please push to > deliver what you need to in order for our wednesday tests. It has been a > real pleasure working with you thus far. Hope all is well. thanks Paul > There are a lot of requests here, but everything will be functional by Wednesday for your tests. It has been good working with you as well. Since we'll basically be done on Wednesday, we should figure out what we'll be doing for payment for the site. As written in the contract, the first payment is due on the date of delivery, so please have that ready to be sent out as soon as everything is done. I'll email you again later with an update of everything I've done today. Best, Mark

fri, jul 25  
re:admin page

Paul, I added the scroll box to the edit images page. First you click to select the city (Miami is the only city right now) and then after you've hit the button, the second scroll box populates with all of the intersections from that city. From here you can select an image and press the button again, and the page will reload with a box to edit the fields of that image. You also have the option to delete that image from the databse. In terms of uploading, I decided it would probably be better to do that through a different page so you can find that page at:

[http://www.streetfax.com/photographers/upload.php <http://65.54.172.250/cgi-bin/linkrd?\\_lang=EN&lah=035575a2d750bebef17b3b0b5377c711&lat=1061814160&hm\\_action=http%3a%2f%2fwww%2estreetfax%2ecom%2fphotographers%2fupload%2ephp>](http://www.streetfax.com/photographers/upload.php?http://65.54.172.250/cgi-bin/linkrd?_lang=EN&lah=035575a2d750bebef17b3b0b5377c711&lat=1061814160&hm_action=http%3a%2f%2fwww%2estreetfax%2ecom%2fphotographers%2fupload%2ephp) This page currently only supports uploading of zip archives. It was designed this way to optimize transfer speeds and so that multiple files could be uploaded to the server at the same time. Tomorrow by about 2pm, we will have the functionality implemented to upload single image files that are not zipped. This will probably be the easiest way to upload single files to the server, although it will still be a faster transfer if you zip the images first. I also put together working copies of the pages to view recent searches and recent comments. You can access these pages from the main page after you've logged in. Their style will be adapted to that of the rest of the site when Andy sends me the colors I need. I'll send you specific directions and information about each function in the photographer interface as I write them up. I'll have time to write up a walk-through for the photographer backend tomorrow afternoon once all the uploading stuff is taken care of. As of now, all of the requested functionality is in place and we just need to fit everything to conform to Andy's design and your requests before the whole thing will be ready to go. As always, please send comments

on all pages you review. Thanks! Mark

wed jul 23rd  
re:admin page

Paul, I just optimized the search a little so now the admin image edit page should work pretty quickly. You can find it at: <http://www.streetfax.com/admin/editimage.php>. The way it works is you first run a search through the database. You can search with either one term or two. If you want to search with only one term, leave the second box blank. When you search, a list of all images matching all of the terms you've entered will appear. You can see their information as displayed in a table, or you can click on one of two links for each image. The first link on the left is the image's ID in the database. Clicking this link will bring you to another page where you can edit that image's entry in the database. The second link is to see the actual image in the database. This page wasn't covered in the spec, so I wasn't exactly sure how you wanted it done. If you want some sort of batch editing as well, could you explain what you want done and I'll get on that immediately. Tell me if you have any problems with the page. And also, you probably shouldn't make any changes that you don't actually mean to change (in case you wanted to test out the pag) because the page actually updates the live database. Mark

jul 22nd

Paul, I was about to send you the link last night for that page when I found a bug in the script. I've fixed the bug, but I want to make sure there are no others, so I'll send you the final page sometime this evening. I was also wondering what was going on with Verisign. We need that account and information before we can finish the site, unless you want to forgo that part of it for the time being. Everything is taking a bit longer than expected because of all the infrequent contacts between the three of us. At this point, all of the functionality should be present in the front-end and back-end besides the different layouts, which I still need to hear from you what the layouts are, the administration page, which will be completed by tonight, and the verisign scripts, which cannot be completed until we have all of that information. Have you had a chance to thoroughly look through everything that you have so far to make sure it's how you want it? Let me know if you want anything changed, and I'll continue to keep you posted with progress updates. Mark

Andy, I implemented your pages and everything seems to be working well. You can now go to [www.streetfax.com](http://www.streetfax.com) and begin the login sequence. I was actually wondering if this is what you wanted to have happen. You named the login page `index.htm` which means that it should be the default page, but it might make sense so have another page where people who don't have accounts can get a sense of the site. This is just something to ask Paul, but it would be helpful for me to know how the site is going to be mapped out as well. One piece of layout difficulty I'm having is that the login pages you gave me have both the username and password fields as textboxes. I changed this so the password field would be a password box -- this way the password will appear as asterisks rather than the actual password. However, something strange is happening with the HTML where the two boxes are not the same length. Can you take a look at that for me and tell me if you have any ideas on how to get that to work better with the layout? If you go to [www.streetfax.com](http://www.streetfax.com) you'll see what I mean. Besides that, everything looks great. On Paul's request, I have thrown together two extra pages that allow adjusters to see recent searches

they've done and all of the comments they've written respectively. For these pages, I'm displaying the results in a table where each row is a recent search or a comment they've written. I think it would look nice to have the rows alternate in colors, so could you pick out a couple of colors for me? I'll modify the style-sheet myself so you don't need to worry about that. Thanks! Mark On Mon, 21 Jul 2003, Reed, Andy (WLS) wrote: > Morning Gentlemen, >> I just wanted to get a follow up response. How are things going on both of > your ends. It's been a while since I've heard from Either of you. Mark, did > you get those files I sent you? Did they work smoothly for you? I'd be happy > to send them again. Paul, how are things on your front? Is there anything > else that you require from me? >> Just curious to see where things stand. Hope you're both well and I hope to > hear back from you soon, > Andy >

jul 20th

re:requested changegs

Paul, Sorry, I gave you the wrong url last time. There is an "s" in photographers...

<http://www.streetfax.com/photographers/index.html> <[http://65.54.172.250:80/cgi-bin/linkrd?lang=EN&lah=b88f40940578a3aae81081129c9a40a3&lat=1061814390&hm\\_action=http%3a%2f%2fwww%2estreetfax%2ecom%2fphotographers%2findex%2ehtml](http://65.54.172.250:80/cgi-bin/linkrd?lang=EN&lah=b88f40940578a3aae81081129c9a40a3&lat=1061814390&hm_action=http%3a%2f%2fwww%2estreetfax%2ecom%2fphotographers%2findex%2ehtml)> Let me know if that doesn't work for you -- it works for everyone here. Sorry for the delay. Mark On Sun, 20 Jul 2003, paul ceglia wrote: > Mark, Hope all is well. I have tried the back end link several times > including today sunday and it says file not found. I assume your partner had > some unexpected delays. I did recieve an email from requests at streetfax > but it didnt say what to do, it looked like a sample that the photographers > would recieve. let me know whats up, Could you tell me how I will need to > upload new data to the site so we can begin to do so. It seems very > difficult to really get an understanding of how the engine works without > more pics on there. thanks Paul >>> >From: Mark Elliot Zuckerberg <[mzuckerb@fas.harvard.edu](mailto:mzuckerb@fas.harvard.edu) </cgi-bin/compose?curmbox=F000000001&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1&to=mzuckerb@fas.harvard.edu&msg=MSG1058731203.26&start=700778&len=3436&src=&type=x>>> >To: paul ceglia <[paulceglia@msn.com](mailto:paulceglia@msn.com) </cgi-bin/compose?curmbox=F000000001&a=d6b5d89c635ccd5ee966013dc4cd8d54&mailto=1&to=paulceglia@msn.com&msg=MSG1058731203.26&start=700778&len=3436&src=&type=x>>> >Subject: Re: requested changes? >> >Date: Fri, 18 Jul 2003 04:55:32 -0400 (EDT) >>> >Paul, >>> >Just to keep you posted, I've made most of the changes you requested in >>your last email, and I have heard from my partner that the back end >>database will be up by 1pm today. The url for that page is: >>> ><http://www.streetfax.com/photographer/index.html> >> >You can use the username/password admin/admin for now. If you get this >>before 1pm, try to hold off on going to the site until he gets to make >>sure everything is up there. >>> >I wrote the script that allows adjusters to view recent searches they have >>made, but I was wondering what you wanted to do for viewing comments. Do >>you just want to make a list of all the images they have made comments >>for and display that? Also, I went to implement the different layouts for >>the search results but I couldn't find them anywhere in my email. Could >>you please resend those layouts. Thanks! >>> >As always I'll keep you posted as things change, and please keep me posted >>on your comments. >>> >Mark

wed july 16th

Paul, I apologize for the delay in showing you the backend. I am waiting for word back from my

partner, and he hasn't gotten back to me in two days. In the meantime, I am sure you have noticed the changes I've been making to the search part of the site, and I was wondering if you had any input for me on those. Andy sent me all the files for the front-end of the website, so I plan on having those all online within a day or two. Do you have any word from verisign yet? With the final pages and style from Andy received on the 14th, we should be set for a release date of the 21st. If everything is set with verisign within the next couple of days, we should be able to get all the billing stuff in there. Otherwise, I guess I'll just add it as soon as it's ready. I'll keep you posted, and please send me any comments you have about the site so far. Mark

#### A NUMERIC LIST OF ISSUES

Hey guys, Please address each one of the following issues with its own email, preferably with the corresponding number in the subject. It would greatly increase my ability to track our ironing. thanks paul

numeric list of issues:

1. link to home page needs
2. new sample pages must be up
3. after initial search clients are not returned to a page where the top ten closest matches appear on the top half and where on the bottom they enter the town info for "a more detailed search" that then takes them to a screen if there are still no exact matches that has the ten closest in that town on top and the hourglass emblem on the bottom with all of the pertinent fields already entered for a special request guaranteed within 24 hours.
4. algorithm Though I understand that mark feels somewhat protective of his ideas in regards to this issue, it is vital to our business to participate in and clearly understand how searches are being performed. a comprehensive understanding of the formula should be discussed.
5. a list of codings you have that are translated into sentence structure. and the ability for us to understand how to insert additional codings
6. codings are not appearing in fourth field info in the back end, though they exist in the file name, they do not appear as the proper sentences they should be.



7. on the back end modify, how does one add comments to the picture that will stay with the picture.

8. number of images search on the back end should be able to be sorted by street intersection or by number of matching pictures and then be capable of linking into that intersection so that changes can be performed without exiting that search and trying to transfer that info over into a single picture search in the modify and delete section of the backend.

9. speed limit searches should produce results that give the adjuster a series of proper sentences that contain the speed limit itself.

10. should be able to modify , or delete a picture that already exists in the database from the same location without having to reenter info elsewhere.

11. I see that in some areas photographs are being duplicated within the database, with the same file names, what could cause this issue?

12. will counter stop counting when pictures are uploaded are the six hour 3 hour and 1 hour alerts in place?

13 why does color break down on apparently irregular intervals in the midst of the streetfax logo on top of the home page

14. The modify and delete should have the ability to search by single photograph and by intersection so that an entire intersection could be called up and then any single picture within it modified or any picture in it deleted and ideally would provide us with the opportunity to upload an additional picture into it.

15. I would be great if on the email the photographers get that it included the name of the requesting adjuster and telephone number so that if clarity needed to be gained an adjuster could be contacted directly.

16 has the ability to delete an entire town been added

17 when i attempted to accept the request assigned to me as a photographer an error appears stating "line 78, char 2".

18. when an adjuster types more than the box permits after performing a search it will not print out the extra comments. we think it might be best if one long comments box appeared down the whole side of the picture when comments are made to individual photographs.

19.why does mike and carol appear as a search every time a search is performed? this might be answered within question 4.

20.strange scripting appears occasionally when i try to use the back button to return to a previous page, one vertical line of text in the middle of the screen

21.adjuster preferences should allow the adjuster to choose between whether images appear on left of screen or right or only two per printable page or one. we dont want pictures getting cut off in the middle as they print. text should always remain constant as centered under each picture.

22. we have attempted to upload and the page seems to time out each and every time, the bar goes for a bit at the bottom and then "page cannot be displayed at this time appears"

NEW REQUEST

(TO JEFF)

Jeff, your on some good thoughts there with the selection box, I think it would resolve the problem. I will order the emails tomorrow, regretfully today I am fairly tied up in meetings all day and wont get much else done. I would like to really stress that it seems vital to have a box on that same page so that as each picture is about to be uploaded that the photographer have a box to enter additional notes. This is something that happens quite frequently in special collections. Someone may request a picture of 225 south elm st, or the point on jerico mile where the lanes reduce from 2 lanes to only one. the adjuster may add comments about particulars but when a photographer arrives on the scene there may only be a 223 south elm and a 229. In which case the photographer must make special notations about such or run the risk of providing mis info. " 223 is the yellow house on the right the next house, the white one is 229, I have taken this shot of the house number to verify the same" In the lane reduction shots one might write" this photograph is

aclose up of the lane change, please refer to the more distant photograph takaen from the north to see it in relationship, there is an approx 5 feet of room between the curb and the white line at the point in the reduction where the fire hydrant is". occasionally there might be the need for more info but usually that would be the extent of it

The growing pains children, mike and carol are a bit concerning for me, After meeting with the team last night, everyone seems to agree that we have the right to understand in advance of payment the algorythm and what it is doing, Personally I felt we were going to be included in making such a large determination about how our product was used. I will truely regret it if we reach a disagreement here with mark.

As far as deleting a whole town goes, once these inittial photos have run thier course(5 years) we will be recollecting each town and refreshing the entire databaase one town at a time, at that point eachtown will hae to be delted in its entirity. I agree that it should be a page that only I should be able to access.

perhaps we should have a discussion about the billing system so that you can have a clear picture of it before you begin?