

Ruween Dinesh Nugawela

From: saminda@m3force.com
Sent: June 24, 2019 12:36
To: accounts@m3force.com; 'Ruween Dinesh Nugawela'
Cc: chinthaka@m3force.com; sisira@watchguard.lk
Subject: Thotupola 8TB HDD Installation Job

Dear Dilini,

Please invoice the below job,

Thotupola 8TB Hard Drive installation

Best Regards,
Saminda

From: Ian Silva <gm@thotupolalakeside.lk>
Sent: Saturday, April 13, 2019 9:10 AM
To: saminda@m3force.com; 'Dharmasiri Weliwitiya' <operations@thotupolalakeside.lk>
Cc: 'Dinesh Abayaweera' <dinesh@m3force.com>; 'wasanthi' <wasanthi@watchguard.lk>; chinthaka@m3force.com; nilmini@m3force.com; sisira@watchguard.lk
Subject: RE: CC camera monitors not working

Dear Saminda,
Thank you & appreciated.....Noted content of your email.

Dear Dhamasiri,
Pls take note over CC cam system & discussed chairman will need these cameras to be monitored.

Have a Nice Day!

Kind Regards,

Ian Sylva.
General Manager.
Mobile 0772966572
gm@thotupolalakeside.lk



Thotupola Lakeside Resort.

70, Deltara, Piliyandala,

Sri Lanka.

Tel : +94 (0) 11 2617450

Web : www.thotupolalakeside.lk



From: saminda@m3force.com <saminda@m3force.com>

Sent: 12 April 2019 15:52

To: 'Ian Sylva' <gm@thotupolalakeside.lk>

Cc: 'Dinesh Abayaweera' <dinesh@m3force.com>; 'wasanthi' <wasanthi@watchguard.lk>; chinthaka@m3force.com; nilmini@m3force.com; sisira@watchguard.lk

Subject: RE: CC camera monitors not working

Dear Mr. Ian,

Today the 8TB hard drive was installed and the system restored (all 5 cameras are online and recording). Now there will be 30 days recording (approximately).

However please note that the license will be valid for 30 days and shall be renewed after 30 days from today.

Note :- Next time when you log in to the system via your laptop, it will prompt for a software upgrade, please accept and follow the instruction on screen for automatic upgrading..

Best Regards,
Saminda

From: Ian Sylva <gm@thotupolalakeside.lk>

Sent: Thursday, March 21, 2019 6:44 PM

To: Vijith Welikala <vijith@m3force.com>; Lakmal Padmaperuma <lakmalp@watchguard.lk>; wasanthi <wasanthi@watchguard.lk>; chinthaka@m3force.com

Cc: Dinesh Abayaweera <dinesh@m3force.com>; saminda <saminda@m3force.com>; suresh@watchguard.lk; surash@watchguard.lk; ajith.fernando@watchguard.lk; Niro mihindu <nmihidu@gmail.com>

Subject: Re: CC camera monitors not working

Chinthaka,

Let's get real here, there is a fault in the system, it keeps going off with no visuals.

Yes we need a hard drive I do understand, that's what I have requested few months ago.

Saminda, fixed it last week & it worked for few days. I have been sms him few times to get help & he has done so.

BUT the system still continues to go off blank & now it does not show any visuals.

System stops functioning when ever there is a power failure.

Regds,

Ian.

Get [Outlook for Android](#)

On Thu, Mar 21, 2019 at 5:13 PM +0530, "chinthaka@m3force.com" <chinthaka@m3force.com> wrote:

Sir this is not a fault, but the capacity of the hard disk has been used up. Ruween has already informed Ms. Wasanthi to purchase a new hard disk. I will install it as soon as i get it.

Ms. Wasanthi,

Please make arrangements to purchase the 8tb hard disk as soon as possible.

Thank you,

Chinthaka Deshapriya

Sent from my Huawei Mobile

----- Original Message -----

Subject: Re: CC camera monitors not working

From: Vijith Welikala

To: Lakmal Padmaperuma

CC: Ian Silva ,Dinesh Abayaweera ,chinthaka ,saminda

,suresh@watchguard.lk,surash@watchguard.lk,ajith.fernando@watchguard.lk,Niro mihindu

Dinesh and chinthaka

See me on this

VW

Sent from my iPad

On Mar 19, 2019, at 4:16 PM, Lakmal Padmaperuma <lakmalp@watchguard.lk> wrote:

Dear Mr.Dinesh and team

I can understand why?? so much email up and down with out fixing issue please update as early as possible.

Sincerely,

Lakmal Padmaperuma /General Manager

WatchGuard Group of Companies

Mobile: [00 94 77 35 21 44 7](tel:0094773521447)

Web: www.watchguard.lk

Email: lakmalp@watchguard.lk

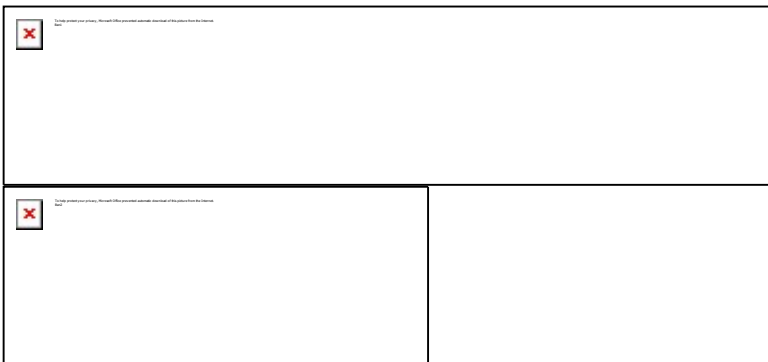
Address: 246/3, Hill Street, Dehiwala.





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 **Consider the environment. Do you really need to print this email?**



----- Original message -----

From: Ian Silva <gm@thotupolalakeside.lk>

Date: 19/03/2019 15:42 (GMT+05:30)

To: 'Dinesh Abayaweera' <dinesh@m3force.com>

Cc: 'Lakmal Padmaperuma' <lakmalp@watchguard.lk>, 'chinthaka' <chinthaka@m3force.com>, 'saminda' <saminda@m3force.com>, suresh@watchguard.lk, surash@watchguard.lk, ajith.fernando@watchguard.lk, 'Vijith Welikala' <vijith@m3force.com>, 'Niro mihindu' <nmihidu@gmail.com>

Subject: RE: CC camera monitors not working

3rd reminder

Dear Dinesh,

I am awaiting your feedback, pls update.

Have a Nice Day!

Kind Regards,

Ian Sylva.

General Manager.

Mobile 0772966572

gm@thotupolalakeside.lk



Thotupola Lakeside Resort.

70, Deltara, Piliyandala,

Sri Lanka.

Tel : +94 (0) 11 2617450

Web : www.thotupolalakeside.lk



From: Dinesh Abayaweera <dinesh@m3force.com>
Sent: 11 March 2019 10:59
To: 'Ian Silva' <gm@thotupolalakeside.lk>
Cc: 'Lakmal Padmaperuma' <lakmalp@watchguard.lk>; 'chinthaka' <chinthaka@m3force.com>;
'saminda' <saminda@m3force.com>; suresh@watchguard.lk; surash@watchguard.lk;
ajith.fernando@watchguard.lk; 'Vijith Welikala' <vijith@m3force.com>; 'Niro mihindu'
<nmihidu@gmail.com>
Subject: RE: CC camera monitors not working

Dear Mr. Ian

Thanks for your confirmation

Best regard

D. Dinesh Abayaweera / Solutions Manager
dinesh@m3force.com / +94 766 319 319 | +94 715 648 513



M3Force (Pvt) Ltd.
Office: + 94 11 279 4646 | + 94 11 432 7575 | + 94 11 432 7577 | Fax: + 94 11 533 2456
#445, Nawala Road, Rajagiriya, Sri Lanka.
<http://m3force.com/>



From: Ian Silva [<mailto:gm@thotupolalakeside.lk>]
Sent: Monday, March 11, 2019 9:52 AM
To: 'Dinesh Abayaweera'
Cc: 'Lakmal Padmaperuma'; 'chinthaka'; 'saminda'; suresh@watchguard.lk; surash@watchguard.lk;
ajith.fernando@watchguard.lk; 'Vijith Welikala'; 'Niro mihindu'
Subject: RE: CC camera monitors not working

Noted.....

Pls order.

Safety & Security comes 1st.

Have a Nice Day!

Kind Regards,

Ian Sylva.

General Manager.

Mobile 0772966572

gm@thotupolalakeside.lk



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70, Deltara, Piliyandala,

Sri Lanka.

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Web : www.thotupolalakeside.lk



From: Dinesh Abayaweera <dinesh@m3force.com>
Sent: 11 March 2019 09:32
To: 'Ian Silva' <gm@thotupolalakeside.lk>
Cc: 'Lakmal Padmaperuma' <lakmalp@watchguard.lk>; 'chinthaka' <chinthaka@m3force.com>; 'saminda' <saminda@m3force.com>; suresh@watchguard.lk; surash@watchguard.lk; ajith.fernando@watchguard.lk; 'Vijith Welikala' <vijith@m3force.com>; 'Niro mihindu' <nmihidu@gmail.com>
Subject: RE: CC camera monitors not working

Dear Mr. Ian

Please refer the attached amended quotation and confirm to proceed

Thanks

D. Dinesh Abayaveera / Solutions Manager
dinesh@m3force.com / +94 766 319 319 | +94 715 648 513



M3Force (Pvt) Ltd.
Office: + 94 11 279 4646 | + 94 11 432 7575 | + 94 11 432 7577 | Fax: + 94 11 533 2456
#445, Nawala Road, Rajagiriya, Sri Lanka.
<http://m3force.com/>



From: Dinesh Abayaweera [<mailto:dinesh@m3force.com>]
Sent: Sunday, March 10, 2019 12:38 PM
To: 'Niro mihindu'

Cc: 'Ian Silva'; 'Lakmal Padmaperuma'; 'chinthaka'; 'saminda'; suresh@watchguard.lk; surash@watchguard.lk; ajith.fernando@watchguard.lk; 'Vijith Welikala'
Subject: RE: CC camera monitors not working

Noted Sir.

I will do the needful

Thanks

D. Dinesh Abayaveera / Solutions Manager
dinesh@m3force.com / +94 766 319 319 | +94 715 648 513



M3Force (Pvt) Ltd.
Office: + 94 11 279 4646 | + 94 11 432 7575 | + 94 11 432 7577 | Fax: + 94 11 533 2456
#445, Nawala Road, Rajagiriya, Sri Lanka.
<http://m3force.com/>



From: Niro mihindu [<mailto:nmihidu@gmail.com>]
Sent: Saturday, March 9, 2019 12:08 PM
To: Dinesh Abayaweera
Cc: Ian Silva; Lakmal Padmaperuma; chinthaka; saminda; suresh@watchguard.lk; surash@watchguard.lk; ajith.fernando@watchguard.lk; Vijith Welikala
Subject: Re: CC camera monitors not working

Inter company transaction are not treated as a sale pls indicate

Cost.

Regards,

Niroshan

On Mar 9, 2019, at 11:38 AM, Dinesh Abayaweera <dinesh@m3force.com> wrote:

Dear Mr. Ian

Herewith forward the Hard disk Quotation for your reference, please approve to proceed

Thanks

D. Dinesh Abayaweera / Solutions Manager
dinesh@m3force.com / +94 766 319 319 | +94 715 648 513

<image001.png>

M3Force (Pvt) Ltd.
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#445, Nawala Road, Rajagiriya, Sri Lanka.
<http://m3force.com/>

<image001.png>

<image014.png>

From: saminda [<mailto:saminda@m3force.com>]
Sent: Friday, March 8, 2019 7:01 PM
To: Ian Silva; 'Lakmal Padmaperuma'; 'Niro mihindu'; chinthaka; Dinesh Abayaweera
Cc: suresh@watchguard.lk; surash@watchguard.lk; dinesh@m3force.com; ajith.fernando@watchguard.lk; 'Vijith Welikala'
Subject: RE: CC camera monitors not working

Dear Dinesh,

Refer to below, the Issue was not a technical problem but the hard drive capacity need to be increased to keep recording for one month. Please send a quote for a HDD upgrade (quote one 8TB HDD).

Other than that, the system is working fine.

Best Regards,

Saminda

Sent from my Redmi Note 4X

On 8 Mar 2019 3:56 p.m., Ian Silva <gm@thotupolalakeside.lk> wrote:

Dear Lakmal,

Samindra was on the job today at TPL, rectified issues of the CC cam, need to install a hard disc that will give 30 days replay, as at present its only for 5 days.

Thank you & apprecaited.

Have a Nice Day!

Kind Regards,

Ian Sylva.

General Manager.

Mobile 0772966572

gm@thotupolalakeside.lk

<image015.jpg>

Thotupola Lakeside Resort.

70, Deltara, Piliyandala,

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Tel : +94 (0) 11 2617450

Web : www.thotupolalakeside.lk

<image016.png>

From: Lakmal Padmaperuma <lakmalp@watchguard.lk>

Sent: 07 March 2019 14:56

To: Niro mihindu <nmihidu@gmail.com>

Cc: Ian Silva <gm@thotupolalakeside.lk>; Saminda <saminda@m3force.com>;
suresh@watchguard.lk; surash@watchguard.lk; dinesh@m3force.com;
ajith.fernando@watchguard.lk; Vijith Welikala <vijith@m3force.com>

Subject: Re: CC camera monitors not working

Dear Sir

Respectfully Noted and do needful immediately

Sincerely,

Lakmal Padmaperuma /General Manager

WatchGuard Group of Companies

Mobile: [00 94 77 35 21 44 7](tel:0094773521447)

Web: www.watchguard.lk

Email: lakmalp@watchguard.lk

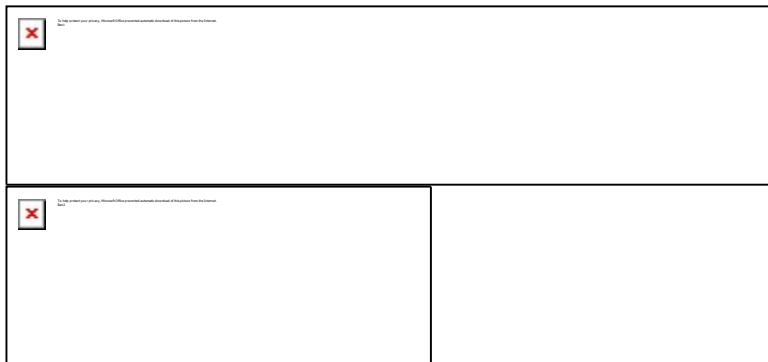
Address: 246/3, Hill Street, Dehiwala.



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----- Original message -----

From: Niro mihindu <nmihidu@gmail.com>

Date: 07/03/2019 13:02 (GMT+05:30)

To: Lakmal Padmaperuma <lakmalp@watchguard.lk>

Cc: Ian Silva <gm@thotupolalakeside.lk>, Saminda <saminda@m3force.com>, suresh@watchguard.lk, surash@watchguard.lk, dinesh@m3force.com, ajith.fernando@watchguard.lk, Vijith Welikala <vijith@m3force.com>

Subject: Re: CC camera monitors not working

Dear Lakmal,

This problem has persisted for sometime and beyond a mere technical glitch.

I urge you to go into the problem and find a solution as none of the technical people who attended to the

Problem could fix it nor state as to what the issue was.

Needless to say that the surveillance is of utmost importance to TPL as on average 600 plus individual walk

Through the gates of TPL every week.

Thotupola has always opened their gates and served M3force to their best capacity at all times without fail

I believe you will do the same for Thotupola.

Further the TPL system is used as a reference point for M3force.

I am expecting a solution.

Regards,

Niroshan

On Mar 6, 2019, at 4:13 PM, Lakmal Padmaperuma <lakmalp@watchguard.lk> wrote:

Dear Dinesh

please look in to this matter immediately.

Sincerely,

Lakmal Padmaperuma /General Manager

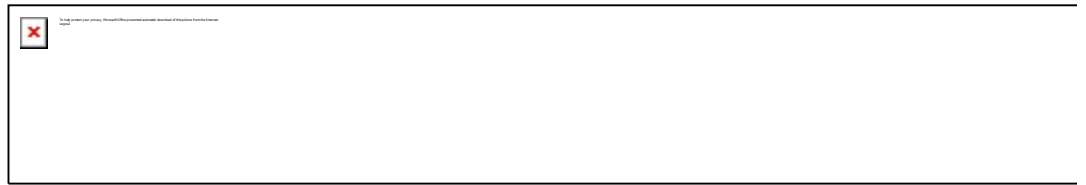
WatchGuard Group of Companies

Mobile: [00 94 77 35 21 44 7](tel:0094773521447)

Web: www.watchguard.lk

Email: lakmalp@watchguard.lk

Address: 246/3, Hill Street, Dehiwala.



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----- Original message -----

From: Ian Silva <gm@thotupolalakeside.lk>

Date: 06/03/2019 16:04 (GMT+05:30)

To: 'Saminda' <saminda@m3force.com>, 'Lakmal Padmaperuma' <lakmalp@watchguard.lk>, suresh@watchguard.lk, surash@watchguard.lk

Cc: 'Vijith Welikala' <vijith@m3force.com>, 'Niro mihindu' <nmihidu@gmail.com>

Subject: RE: Re: CC camera monitors not working

Dear Lakmal,

This is to bring to your attention that CC camera & back up recording system does not function. There was person who & set up the desk top screen & my lap top, BUT only lasted 1 day.

Its of no use having CC cam withought proper recording or back up for in the event of a issue in the hotel.

Have a Nice Day!

Kind Regards,

Ian Sylva.

General Manager.

Mobile 0772966572

gm@thotupolalakeside.lk



Thotupola Lakeside Resort.

70, Deltara, Piliyandala,

Sri Lanka.

Tel : +94 (0) 11 2617450

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From: Ian Silva <gm@thotupolalakeside.lk>
Sent: 21 February 2019 09:27
To: 'Saminda' <saminda@m3force.com>; 'Lakmal Padmaperuma' <lakmalp@watchguard.lk>
Cc: 'Vijith Welikala' <vijith@m3force.com>; 'nmihidu@gmail.com' <nmihidu@gmail.com>
Subject: RE: Re: CC camera monitors not working

Dear Lakmal,

As discussed, NO one has attended to this matter –
Saminda came & spent a full day not been able to

rectify the matter, we still BLANK on the CC cam & monitors, appreciate your help.

If there's a breach of premises or theft we unable to sustain or record any evidence.

- It's been 2/3 months since I have notified of the fault
- 5 or more verbal communication to no avail
- 3rd email

Have a Nice Day!

Kind Regards,

Ian Sylva.

General Manager.

Mobile 0772966572

gm@thotupolalakeside.lk



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Sri Lanka.

Tel : +94 (0) 11 2617450

Web : www.thotupolalakeside.lk



From: Ian Silva <gm@thotupolalakeside.lk>
Sent: 11 February 2019 08:22
To: 'Saminda' <saminda@m3force.com>
Cc: 'Vijith Welikala' <vijith@m3force.com>; 'nmihidu@gmail.com' <nmihidu@gmail.com>; 'Lakmal Padmaperuma' <lakmalp@watchguard.lk>
Subject: Re: CC camera monitors not working

Dear Saminda,

As discussed, informing you with reference to CC cameras monitors not working at TPL, I have not had any feedback or personal come recently to rectify the fault.

It's been two months reporting the same fault consistently, your Tec come on & off to check to no avail & incomplete.

I would appreciate if you may extend your help to resolve the issue as a matter of urgency & concern. We do not have any back up or cameras to monitor any breach of security at TPL.

Have a Nice Day!

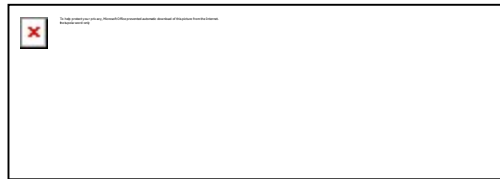
Kind Regards,

Ian Sylva.

General Manager.

Mobile 0772966572

gm@thotupolalakeside.lk



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Virus-free. www.avast.com

<Quotation Details QT_03_19_1816_00660.pdf>