



OPEN LETTER TO CHIEF ANDERSON

August 10, 2010

Steve Anderson, Chief of Police
Metropolitan Nashville Police Department
200 James Robertson Parkway
Post Office Box 196399
Nashville, TN 37219-6399

Chief Anderson:

Last Thursday, reports were issued to the media by your department, regarding ICOP's backend software. ICOP's software performed as designed. These statements that have been issued by your department regarding our product are causing irreversible damages, and are inaccurate.

At 4:00 on the afternoon of August 5, 2010, we received a voicemail from a reporter from the *Tennessean* newspaper, indicating that he would release a story at 5:00 pm, regarding 1,600 lost video files from the Metropolitan Nashville Police Department. We made multiple attempts to reach you to resolve this matter. ICOP did not respond to the press, as our corporate policy is always to make every effort to support law enforcement, and protect the interests of our customers. Unfortunately, because no calls were returned, ICOP was unable to effectively address the issue.

The loss of any files was not the result of ICOP's action, but the result of your personnel and/or operating procedures. ICOP updated your ICOP backend server software on May 25, 2010, per your department's request. Your ICOP software settings were selected and entered by Metropolitan Nashville Police Department personnel with a sixty (60) day delete, and ten (10) day purge, which caused the files to be deleted pursuant to these parameters. ICOP has never lost files in this manner and your loss is directly related to the short ten (10) day purge schedule established by Metropolitan Nashville Police Department. When ICOP updates its product, all department settings remain unchanged. ICOP has confirmed that your settings were simply copied, and remained unchanged.

One of the functions performed by ICOP's backend software is "file lifecycle management", which includes the ability for the end user to control how long video files are retained in the system. In fact, ICOP's software not only allows agencies to select the number of days for files to remain on the server before being deleted, but our software even provides a secondary safeguard, or "Safe Delete" feature, which enables deleted files to be recovered, in case of an unwanted deletion. The number of days in which files are held in "Safe Delete" status is also a setting which was selected and applied by Metropolitan Nashville Police Department.

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If ICOP had been granted access to your server, in a timely fashion, the files could have been recovered. I understand that there is only one person in your department who has access to your server, and he was on a two-week vacation when the various files were purged. No one in your department was given his administrative rights, in his two-week absence.

Metropolitan Nashville Police Department has a total of twelve (12) ICOP Model 20/20-W systems in the fleet.

Metropolitan Nashville Police Department purchased a Primera Automatic Disc Publisher from ICOP on June 26, 2008, for the purpose of backing-up the video files to DVD. It appears this backup/archive system was not being utilized.

ICOP is willing to cooperate to try to rectify the situation. We will need to have access to the server to run a database report to determine which files were deleted. ICOP is willing to use all available resources to help you determine which files were deleted, but cannot perform this work without access to the server.

Even if Metropolitan Nashville Police Department elects to purchase units from another vendor, ICOP will continue to support your department, for as long as you use our systems.

Respectfully,



David C. Owen
Chairman and CEO

DCO/ka