

James Shewey

Subject: FW: VPN issues

From: [REDACTED]

Sent: Monday, July 14, 2014 6:01 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: FW: VPN issues

[REDACTED]

I just wanted to take a moment to pass along a note from one of our customers regarding his encounter with James on your team. As you can see, he was very impressed with James and I am wanted to be sure that I pass along his praises. I know that it is rare when people say good things and that gets messaged.

James,

Thanks so much for making our customer not feel like one of many. It goes along way!

Thanks!

Best Regards,

[REDACTED]



[Introducing the next generation model for simplified orchestration of Enterprise Apps](#)

From: [REDACTED]

Sent: Monday, July 14, 2014 2:55 PM

To: [REDACTED]

Subject: VPN issues

Happy Monday [REDACTED]

I spent about an hour on the phone today with James Shewey from F5 in Boston. He was good enough to work with me on the configuration of our F5 APM. After considerable troubleshooting we think we have the problem narrowed down to an issue with the certificate and key pair.

We will be testing tonight with the default cert and key pair. If that works tomorrow we will be putting in a new pair of our own.

Please send back through channels that James was very helpful. He is professional, knowledgeable and took the time to insure I understood why each step he took was important. I would give him top marks.

I will let you know if we have the issue resolved.

Thanks

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