




OP SIS Weblink Technical Specification

Please note the following specifications are intended as a guideline only, and are recommended minimum specifications. Our software may run on a lower specification but performance might be affected. We do not provide support for systems with a lower specification than that shown below. We recommend upgrading operating systems regularly to utilise the most recently available service packs.

| Item | | OP SIS Weblink – Online Case Information System | |
|----------------------------|--|---|--|
| WEBLINK MODULE | Explanation | | |
| | <ul style="list-style-type: none"> To provide 24 x 7 access for your clients, their case information is held on the secure Weblink Server, external to your office. Clients do <u>not</u> access any computers in your office. You only transfer a "copy" of case information for <u>selected</u> cases to the Weblink Server (it does not hold <u>all</u> of your data). This way your original data is safe; it cannot be tampered with, and it keeps data transfer times to a minimum. The Weblink License controls the maximum number of Cases you hold on the Weblink Server at any given time. You can upgrade the Weblink License to a higher number of Cases at any time, e.g. if you reach your limit you simply upgrade your license (of course regular housekeeping to de-select inactive cases will reduce data transfer time and free up your Licenses' quota). You pay monthly for the Weblink service. You can upload data to the Weblink Server at any time you choose so your clients are seeing "the latest" information, and how often you like, although transfer time may dictate this, e.g. twice daily. Automatic scheduled upload is also available. <i>Note: Clients cannot login to Weblink during transfer times.</i> Transfer times will vary depending on Internet traffic and the number of cases being uploaded, but typically 50 Cases will take 5-10 minutes to upload (each upload cleans out the database and re-transfers all cases selected for Weblink to ensure fresh information). |  <p>OP SIS WEBLINK ONLINE CASE TRACKING</p> <p>Support your clients 24 hours a day, 7 days a week, 365 days a year – without picking up the phone, emailing or writing a letter!</p> <ul style="list-style-type: none"> • Add value for your existing clients • Differentiate your firm • Broaden your client base • Increase your efficiency & profitability <p>Practice Management Solutions</p> | |
| YOUR OFFICE | Requirements at your Office | | |
| Weblink Software | Weblink is a module built into Solicitor Case Manager , therefore if you have Solicitor Case Manager V4.30.10 or later you only need to purchase and activate a License to use the Weblink module. Please also review the technical specification for Solicitor Case Manager . | | |
| Internet Connection | Requires ADSL (Asynchronous Digital Subscriber Line) connection to the Internet. Please contact your Broadband communications provider to arrange installation, e.g. British Telecom. <i>Note: Although 56k Modem or ISDN connections may work for very limited Case transfers they are highly likely to impact performance and will result in slow or even unreliable data transfers. We do NOT recommend Modem or ISDN for Weblink.</i> <u>Connecting to the Internet opens your computer network to possible unauthorised access - it is essential for the safety of your information that your server employs a Firewall and Anti-Virus software.</u> | | |



| YOUR OFFICE (contd.) | Weblink Upload PC |
|----------------------------|--|
| Weblink Upload PC | <p>In your office you should choose one PC (with Solicitor Case Manager installed) to perform the Weblink Upload Transfer. You choose when and how often to upload your data to our Weblink Server, using the Automatic Upload utility. <i>Note: This PC can otherwise be used for normal day-to-day operation of Solicitor.</i></p> <p>Pentium III 750MHz (Pentium IV 1.2GHz or higher recommended), 512Mb min RAM, approx. 1Gb disk space, Default 800 x 600 screen resolution. Microsoft Windows © 2000 Pro / XP Pro, Vista Business/Ultimate (we do not recommend 98, XP Home or Win ME).</p> <p>100Mb additional hard disk space for Weblink Upload Transfer temporary and Backup files.</p> |
| Software | <p>Solicitor Case Manager V4.30.10 or later must already be installed on this PC with access to the main Solicitor database.</p> <p>Weblink Setup Software must be installed on this PC.</p> <p>MDAC 2.7 or greater (Microsoft Data Access Components) required for TCP-IP Sockets Net-Library to enable SSL (Secure Sockets Layer) transfer of data to the Weblink Server. <i>Note: MDAC 2.7 is included when installing Weblink.</i></p> |
| Internet Connection | <p>The Weblink Upload PC requires outbound access to the Internet via your ADSL connection.</p> <p><i>Note: Your network Firewall or Router configuration may require modifying to allow connections via SSL (port 443 by default) and Microsoft® SQL Server™ (port 1433 by default).</i></p> |
| SSL Certificate | <p>GTE CyberTrust Root Certificate to allow trusted SSL connection to the Weblink Server.</p> <p><i>Note: Certificate is included with Weblink installation.</i></p> |



| YOUR WEB SITE | Web Site Requirements |
|--|--|
| <p>Link to Weblink</p> | <p>Weblink is designed to operate over the Internet, therefore your clients start by accessing <u>your</u> web site where they can find your link to the Weblink login page. Normally this is achieved by your website designer inserting a simple SSL URL popup window link into your company web site,</p> <p>(e.g. <a href="https://secure.opsishost.co.uk/<your-weblink-area>/interface.htm">https://secure.opsishost.co.uk/<your-weblink-area>/interface.htm).</p> <p>You might also choose to create a totally new web page in your site dedicated to advertising your Online Case Information service to new clients, which also contains the link to the Weblink login page for registered clients to use.</p> <p><i>Note: If you do not yet have a web presence, please contact us. OPSIS does not provide internet design or hosting services but we can put you in touch with a recommended OPSIS partner who will be pleased to provide competitive web design and hosting services. In the short-term we can set up a basic Weblink startup page which you can notify your clients of via email/fax/letter, etc.</i></p> |
| <p>Company Logo, Branding and Contact Details</p> | <p>Parts of Weblink can be tailored to use your corporate branding, e.g. logos, text, contact details, to create a smooth aesthetic transition from your company web site to the Weblink interface, thereby enhancing the customers impression of the service you are providing. You will need to provide us with your company logo graphics and contact details. Please visit the Weblink Demonstration for an example.</p> |
| <p>Webmasters Info</p> | <p>There is a document intended for use by webmasters which provides full details of how to implement Weblink and suggestions for building a new web page. This can be downloaded from the OPSIS web site or please contact us to request it.</p> |

| CUSTOMER'S PC | Your Customers PC |
|--|--|
| Client PC | Your users (clients, estate agents, internal staff and any person you have granted permission to login and use Weblink) will use their PC to browse the Internet, visit your web site and use Weblink to view case information relevant to them. Most modern PC's have all the necessary software pre-installed to allow Weblink to be used. |
| Email Address | Every user of Weblink must have a valid, contactable email address, since this is used to notify them of their login details, password changes and any other important information. |
| Internet browser | <p>Weblink uses 128-bit Secure Sockets Layer (SSL) data encryption to ensure your users information is protected. Most modern PC's with Microsoft Windows supplied already incorporate this technology. The following internet browsers and operating systems should already be configured to work with 128-bit encryption:</p> <ul style="list-style-type: none"> • Internet Explorer 5.00 and above, • Netscape 4.x and above, • AOL 5 and above <p>on Windows 98 Second Edition, Windows ME, Windows 2000, Windows XP or Windows Vista. <i>(Anything earlier than this may require upgrading by following a 3 minute upgrade procedure which users can view on the web site).</i></p> |
| Root Certificate | <p>OP SIS Practice Management Solutions Ltd. have been verified and approved by the Comodo Group Certificate Authority to use a 128-bit Digital PremiumSSL certificate authenticating our server to protect transactions, passwords, personal details, etc, and identifying OP SIS to people who access our Weblink interface. The "root" certificate for Comodo is trusted by 99% of all current internet browsers, and comes pre-installed with all Windows 98SE, Windows ME, Windows 2000 and Windows XP operating systems. <i>Any older browsers that do not yet have this "root" certificate will simply warn and ask the user to verify whether they wish to proceed using Weblink - they simply say Yes.</i></p> |
| WEBLINK SERVER | System Security |
| <p><u>System Security:</u></p> <p>We take security of the Weblink system very seriously. The list below provides summary information. We appreciate that some OP SIS customers or users of the Weblink system may require further assurance of the measures taken to ensure the integrity of their data. Please contact us and we will be happy to provide a full list of security considerations taken into account when OP SIS designed the system.</p> <ul style="list-style-type: none"> • The Weblink service is protected by several levels of security, both at your office and on the remote Weblink Server, to ensure unauthorised access is prevented. • Weblink uses the Internet industry standard Secure Sockets Layer (SSL) for authenticated and encrypted transmission of data between the Weblink Server database and the customers internet browser to prevent viewing of sensitive case information by hackers, exactly the same as is done by any professional shopping web sites that request credit card information. • You have total control over the registration of new users, and allocation or renewal of their login details. • The data that can be accessed from the internet is held on a dedicated remote hosting computer (the Weblink Server) located in a secure facility owned by a specialised hosting company (Netcetera / Redbus Interhouse, London Docklands) carefully selected by OP SIS for the purpose. The location provides the following features; <ul style="list-style-type: none"> ○ Dedicated network port on Netcetera's 100Mb/s backbone into the London Internet Exchange (LINX, the centre of the UK Internet). 2 x Diverse Power Supplies, 2 x 1750 KVA Generator backup, 2.5MVA UPS system in redundant parallel formation. This makes it almost impossible for there to be a service outage due to loss of power. ○ Close control downflow air-conditioning units guarantee stable temperature and humidity. ○ Fire protection: Very early smoke detection apparatus installed (VESDA), FM200 fire suppression system, meaning a fire would be extinguished by chemicals in seconds leaving equipment undamaged. ○ CCTV system covering all entrances/exits and main areas, 24 hour video recording, full perimeter alarm, PAC security card access system, visual verification of all persons entering the data floor. • Only the minimum required information is held on the Weblink Server. • OP SIS is responsible for the day-to-day management of the Weblink Server. • Daily backup of your Weblink SQL database to remote Network Attached Storage (NAS) device. | |

Weblink Location:

Occasionally we have been asked whether it is possible for Weblink to be installed in-house at the solicitors premises. This is not possible because the server has to be configured with a higher level of security features than is usually featured on a typical law firms in-house servers. Build-purpose should not be mixed with other business needs (email, document management, databases, etc) that might negatively impact the Weblink solution due to potential security flaws, or mis-management resulting from inexperience.

1.1 Further Information

Please do not hesitate to contact our Helpdesk if you need any further information or assistance regarding technical/hardware matters:-



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Northern Ireland: +44(0)28 9065 3006

Republic of Ireland: +353(0)1 294 2903

<http://www.opsisltd.com/>