

# technology



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## **AIN'T NO SECRETS ANYMORE DEPT**

KMGI has recently released SeePassword, a utility that can be purchased for \$19.99 USD that will reveal all forgotten passwords on your

computer. It is a software 'magnifying glass' that you position over the asterisks that represent your forgotten passwords – and it changes them back into characters. Unfortunately, it can also be used to reveal passwords on computers that others may wish to keep secret...

## **WINDOWS SP2 DEPT**

Microsoft Windows Security Patch 2 for Windows XP has been released. This was the major security upgrade that has been promised by Microsoft for some time. While tightening security is a good thing, there are known conflicts between SP2 and other software – even applications written by Microsoft.

First what is in SP2 and why should you upgrade? There are three principle parts to SP2. These are: Windows Firewall, Pop-up Blocker for IE and the new Windows Security Centre. Windows Firewall blocks unsolicited connections to your computer by monitoring and restricts access to your computer from the Internet. This prevents hackers and others from gaining access to your system. What this also means is that programs which require access to the internet (such as anti-virus software that automatically seeks out updates from the A-V developer or instant messaging software) may be initially blocked by the firewall. Microsoft has listed Symantec Anti-Virus Corporate edition and MS's own SMP server as two of forty-three currently known applications that have had problems with SP2. Windows will notify you when there is an unsolicited request to connect to your computer and you can decide to allow access or not by that application from then on.

Windows firewall does not disable worms, trojans or malware from operating – if they are on your system or you unintentionally download them onto your system (by having them piggy-back on downloaded software) then you must have a product such as Ad-Aware ([www.javasoftusa.com/software/adaware](http://www.javasoftusa.com/software/adaware)), Spyware Blaster ([www.javacoolsoftware.com/spywareblaster.html](http://www.javacoolsoftware.com/spywareblaster.html)) and SpyBot ([www.safer-networking.org/en/index.html](http://www.safer-networking.org/en/index.html)) (or all of them) running to detect and/or prevent them from coming onto your system. Furthermore, Microsoft specifically states that you should cleanse your system of spyware and malware before downloading and installing SP2. CNN (Sept 6, 2004) reported that Barry Goff, a group product manager at Microsoft, said "some spyware could cause computers to freeze up upon installation of the update". Windows firewall also does not prevent unsolicited email (spam) from coming onto your system, nor does it prevent malicious attachments from operating.

The pop-up blocker is a typical pop-up blocker – it allows you to select site-by-site to allow or disallow internet pop-ups. You can also allow temporary pop-ups if you wish.

The Windows Security Centre monitors three things on your PC: whether you have an adequately configured and updated software firewall, whether your anti-virus software is up-to-date and whether

Automatic Updates has been enabled to allow downloads to be installed automatically. WSC works with most anti-virus and firewall programs (hardware firewalls and routers may not be found by WSC and as such, they may not be monitored by WSC). WSC also monitors your security settings and sends you a notification if it believes that your system might benefit from enhanced security in one of the three areas as mentioned.

SP2 is a good step in the right direction. But most of us can and should ask, does it go far enough? All of us (lawyers and non-lawyers alike) would simply like to have our computer's operating system adequately protect our PC without us having to spend time worrying about security. After all, most of us do not get paid to maintain our networks! We simply want our systems to continue to run the applications that we desire and stop those that we do not. On this measure, does SP2 + Windows XP measure up? The answer is yes and no. First, most business users have their computers running in Windows non-administrative mode. This is a good start in terms of preventing rogue applications from entering your system as non-administrators do not have permission to allow installation of software. Unfortunately when Windows is run in non-administrative mode, some legitimate applications will not run or not run with all functionality enabled. Any user who may need to add an extension to an existing application (say a conversion routine for Word documents) has to request the IT dept to add the extension – after a considerable delay. However, if you run in administrative mode, then rogue applications can easily gain access to your system since an administrator inherently has the authorization to install software. This places users on the horn of a dilemma – grant full rights and open yourself to security problems or lock down the system and potentially cause difficulties for the users. Contrast this with the Mac/OS X environment – where all applications run in full mode but users are prompted for administrative rights when an application requires it. The point is that Mac users do not have to run in a restricted (i.e. non-administrative) mode just to gain security.

Furthermore, security writers on the web have decried the 'security' of MS's internet firewall and security center. David Berland of ZDNet (Sept 2, 2004) has stated that the MS Firewall has "some back doors that a hacker could drive a Mack truck through".

Microsoft has assuredly done much behind the scenes that is security-oriented that isn't immediately obvious in SP2 – such as rewriting code to make it more robust and secure, and for that, Microsoft deserves full credit. However, for users waiting for Microsoft to bring in a completely secure, safe and worry-free operating environment, they will have to wait a bit longer than just SP2.

## **DIGITAL DICTATION DEPT**

The Olympus 4000 Digital voice recorder and AS4000 digital transcription kit is now available. This unit has a slide switch control and customizable buttons and has an easy to read LCD. The package comes with a docking cradle for recharging the batteries that are included with the system. The 4000 offers 5.5 hours of record time at "high" quality on the included removable media card. Digital voice files can be sent over your office network, by e-mail or via FTP (with encryption, if desired), for transcription. The AS4000 software is also configurable, allowing for customization of your voice file management. The Olympus 4000 is available from Speakeasy Solutions (604-264-9109) or e-mail ([alexandria@speakeasysolutions.com](mailto:alexandria@speakeasysolutions.com)).

## **MASTERFILE DEPT**

There is a new evidence analysis and strategy software package now available for litigators. MasterFile helps lawyers pull together case strategy, facts, evidence, issues and people, into one database. If you are looking at an alternative to CaseMap by itself, CaseMap + Summation or CaseMap + Concordance, you may wish to look at MasterFile.

MasterFile's approach is to create a "master-file" (database) to capture and organize all your case knowledge and information including evidence, transcripts, authorities, extracts, facts, argument, chronologies, players, issue list, questions and reminder tasks. This design eliminates the need for two systems (a litigation support and a document management system) to manage your documents and case strategy. Consequently, its document repository provides comprehensive document management for work product, pleadings and paper documents.

You can link to and explore the relationships between all your case elements as the database contains full text and extracts of all the evidentiary documents, as well as the facts of the case. MasterFile is designed for the mobile lawyer - you can disconnect from the network and work from anywhere. On reconnecting, at the office or over the Internet, you get full, bi-directional, synchronization of the entire database and with your entire workgroup.

How does it work? Typically, you start by entering the facts of the case in MasterFile. You can assess these facts by relevance, impact and status. Using "doc-links", you link the facts directly to your evidence that has also been brought into the MasterFile database in the form of scanned document images, transcripts, authorities, research, electronic evidence such as photographs, audio/video segments, etc. You can also use evidence extracts rather than the full document. The "doc-links" will take you directly to your reference — even to audio or video files. Within your facts, you build your legal argument and substantiate it with direct references to your evidence or extracts, point by point.

You can view events as a chronological list or in two day, weekly and monthly calendar formats which allow you to see the relationship between events. Events that span a time period, i.e. have a start and end date, can be shown as repeating events on each day of their duration. The calendar format view can also be full text searched to view events relevant only to a particular issue or player.

Relationships between facts, players, places, issues, events, etc. are very often the key to "cracking" that elusive case or understanding how the evidence and facts of a litigation or investigation fit together. MasterFile's "Explore" tool lets you explore and follow chains of relationships among all these without having to constantly open and close moded windows.

For searching, MasterFile features a full text index and search capability which includes operators for proximity searching (i.e. within sentence or paragraph), fuzzy logic (to help ignore spelling or OCR mistakes), phonetic searching, and other options. By using MasterFile, you are able to not only search your evidence (documents, extracts or facts), but also you can search your notes, arguments or any other information in the database (i.e. your case strategy).

MasterFile can bring in and store evidence in any format into the database, including native file format (for discovery or e-discovery disclosures), PDF format, or both together. There is an optional OCR/PDF Evidence Cruncher Engine that will convert, in bulk or on the fly, your Word, Excel, scanned documents, etc. into standard PDF format — which saves you having to acquire Adobe Acrobat for this purpose. The OCR is loaded with the PDF image, allowing you to search the OCR, make extracts, etc. The ability to use PDF documents allows you to work with virtually any electronic document by converting it to PDF and bringing it into MasterFile. The Evidence Cruncher also facilitates document production and archiving. The format can be paper or electronic, as individual files or as a MasterFile briefcase, in native or PDF format with or without Bates page numbers.

MasterFile works within Lotus Notes and allows you to use the full functionality of Notes with MasterFile (email, calendar, address book, to-do list, etc). You can email doc-links to another member of your team — eliminating email attachments — and the doc-link will take the recipient to their copy of the referenced database of MasterFile, ensuring security is maintained. However, if you don't use Lotus Notes e-mail, the same

functionality is also available to Outlook users. Lotus Notes is a quiet workhorse that rarely gets adverse publicity and as such, it may come as a surprise to learn that Notes has 110,000,000 users and a larger market share than Microsoft (46% market share vs 44.2% for Microsoft; Gartner Group, 2004). Notes is the engine behind MasterFile.

MasterFile takes advantage of Notes' private/public key security mechanism for authentication, to control access to individual documents, extracts and facts, to encrypt Internet communications and encrypt all database information, including documents, so everything is secure even if a notebook is stolen. This is particularly important since so many computers, particularly laptops, are being stolen these days.

MasterFile is a self-contained litigation support product that brings the functionality of many different applications together in one place — eliminating the need to integrate different and separate applications, simplifying support and end-user complexity. Since all the data is stored in the MasterFile/Lotus Notes database, and MasterFile brings within it the evidence analysis and strategy tools all in one package, there is no real need to link to other applications.

MasterFile is priced for small or solo practices but the technology can scale to handle large cases. Current pricing is \$395 (USD) for a single user and \$995 for five users. Lotus Notes is available for USD\$99, in single user quantities, including server software if needed, and is installed just like any other Windows software.

MasterFile requires:

- 20mb free hard disk space, plus space for Lotus Notes,
- Screen resolution 1024x768 (minimum), and
- Lotus Notes 6.0.3

Notes' database engine has been designed to handle databases over one terabyte in size; at present, however, Lotus is certifying databases only up to 64G. For files with larger data storage requirements, you would have to break documents up into different logical groups and use doc-links to refer across the databases.

MasterFile is a unique and affordably priced product that deserves a serious look if you're considering CaseMap, Concordance, Summation and/or need comprehensive document management. MasterFile Software North America Inc. ([www.masterfile.biz](http://www.masterfile.biz))

## LAWSTREAM DEPT

Bill Pope has announced several enhancements to LawStream, the integrated accounting and case management product from BC.

The following new (or improved) features are in the latest upgrade:

- enhanced document management;
- better bulk billing;
- expanded functions for mobile use of LawStream data;
- improved control of schedules and other reminders;
- easier monitoring of anticipated trust receipts;
- new trust accounting reports.

There is a new demo package available for download from the demo/evaluation area of the LawStream web site. You can see the functions and benefits that an integrated package can bring to a solo or smaller law office.

PowerSoft Innovations Corporation, Developers of The LawStream Law Office Management System (<http://www.lawstream.com>). Integrated Financial Management and Practice Management for Macintosh and Windows. Phone: (250) 782-3322, Fax: (250) 782-1212, e-mail: [sales@powerinn.com](mailto:sales@powerinn.com).

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The views expressed by the author are his own and not necessarily those of the Law Society of BC.

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