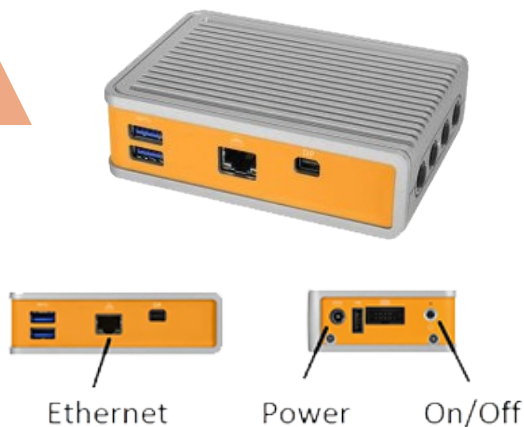


SureView Ops Link

Ops Link is a secure plug-and-play device that is used to connect ONVIF Profile-S / RTSP IP Cameras to SureView Response. Ops Link eliminates the complexity of securely connecting your cameras to your SureView account. No need to change firewall rules, open ports, or engage in complex IT configurations, everything you need is in the box. All video transmitted through the Ops Link is encrypted using the highest industry standard 2048-bit and TLS v1.2 protocol.



FAQs

HOW DOES IT WORK?

As soon as it's added into your network, the Ops Link makes a secure connection to SureView's cloud servers and establishes an encrypted tunnel that is used to exchange data between cameras at your location and your SureView account.

WHAT DO I DO WHEN I RECEIVE IT?

The box contains the Ops Link and a power adapter. Please connect the power adapter to the Ops Link and plug it in, then use an Ethernet cable to plug it into your network. It should automatically turn on showing a white light above the On/Off button, but if it doesn't, press the button to switch it on.

It will receive an IP address automatically from your network via DHCP and establish an encrypted connection with SureView Response. Shortly afterwards it will appear in your Response account for use with your cameras.

HOW MANY DO I NEED?

You will need one Link per separate network where RTSP/ONVIF Profile-S cameras exist. So:

- If you have one location that is able to access all cameras (such as your security office or a data center) that is the only Link you will need.
- If each location containing cameras has its own network you will need one Link per location.

WHICH CAMERAS ARE COMPATIBLE WITH OPS LINK?

Ops Link is compatible with Cameras that support:

- H.264 ONVIF Profile S, or
- H.264 over RTSP streaming

DOES OPS LINK SUPPORT DHCP?

By default Ops Link is configured for DHCP so that it's "plug-and-play" ready, with DHCP-Enabled networks. It is not necessary for it to keep the same IP address but if you would like that then you must use your DHCP server to set a static mapping.

HOW SECURE IS OPS LINK?

The connection to Ops utilizes industry standard 2048-bit encryption using the latest TLS v1.2 protocol to servers that are hardened to PCI v3.2 levels

- 1. Data Encrypted:** All data between Ops Link and SureView Response servers is encrypted using industry standard 2048-bit encryption over the latest TLS 1.2 protocol.
- 2. Tenants Separated:** Tenant Separation is strictly enforced to ensure no other tenant can view your cameras.
- 3. Access Restricted:** Ops Link restricts connections to only the specific cameras on your network that you permit.
- 4. Privilege Restriction:** The Ops Link service runs as a non-privileged user so in the unlikely event of a security breach an attacker does not have root access to the system it's running on.
- 5. Penetration Tested:** Penetration Testing is performed on the application—including the Ops Link component—by external providers to provide confirmation on the security of the system.



IMPORTANT: we recommend the following additional steps to provide an even higher level of safety:

1. Isolation: Place your cameras and Ops Link in an isolated network (such as a VLAN) to separate them from other business systems, or, set access rules on your network switches to restrict your Ops Link so that it is only able to talk to your cameras.

2. Privilege Restriction: Provide a read-only username for your cameras, so the only permission SureView Response has on the cameras is to view video (Response does not need permissions that allow altering settings on your cameras).

HOW DO I RECEIVE SUPPORT?

If you have any issues with your Ops Link please contact Customer Support providing the serial code shown on the large sticker on the bottom of the device (NOT from the smaller sticker on the side) usually appearing as a "U" or an "E" followed by 6 numbers i.e. "U000001" or "E000001"

Submit a Request ➤

Use the "Submit a Request" link at the top right corner of our support portal at <https://help.sureviewops.com> and fill out the request form

Email us ✉

Email us at: opshelp@sureviewsystems.com

Chat to us online 💬

Using the help-bubble in the bottom right corner of our support portal at <https://help.sureviewops.com> you can start a chat with one of our team members. If no one is online you'll be able to leave a message and we'll get back to you as soon as possible.

WhatsApp 📞

You can also chat us on WhatsApp by scanning the QR code below



SPECIFICATIONS

- Size: 10"x7"x2.25"
- Dual-Core Intel Celeron N3350 Processor
- 1 LAN, 1 mini-DisplayPort, 1 COM, advanced CEC option
- TPM via Intel Platform Trust Technology
- 32GB SSD Storage
- CentOS 8 x86_64
- HTS Code: 8471.50.0150



ABOUT SUREVIEW SYSTEMS

SureView Systems is a global provider of software that improves the ability of security operation centers to manage and respond to security events. SureView is deployed successfully in a wide variety of environments including law enforcement, transportation, critical infrastructure and commercial organizations. SureView supports the largest integration library in the industry, enabling ease of deployment and system administration for a wide variety of organizations across the globe. SureView Systems is an ISO27001 certified company and software is compliant with the most demanding corporate standards for IT and Networking security.

More Information.

For more information please contact SureView at 1-888-387-2860 or visit us www.SureViewSystems.com