

SureView OpsLink Server

WHAT IS OPSLINK SERVER?

OpsLink Server is a secure plug-and-play windows server that eliminates the complexity of securely connecting your security systems to your SureView account. No need to change external firewall rules, open ports, or engage in complex IT configurations.

- Supports Virtual or Physical machines (Virtual recommended to allow simple resource increases)
- Secure device that connects on-premises systems to SureView Response
- Streams Encrypted using industry standard 2048-bit encryption and sent using TLS v1.2 protocol
- Utilizes the CloudLink SureView Service to connect to internal systems such as Access Control and VMS, or standard IP Cameras to the SureView cloud servers
- Integrates easily with internal systems via deployed native integration packages
- Multiple OpsLink Server can be configured for High Availability and Scalability
- Ethernet connection to a network which provides the following:
 - DHCP to assign it an IP address (Preconfigured Static IP is available on request)
 - Access to your devices
 - Access to the internet

SPECIFICATIONS

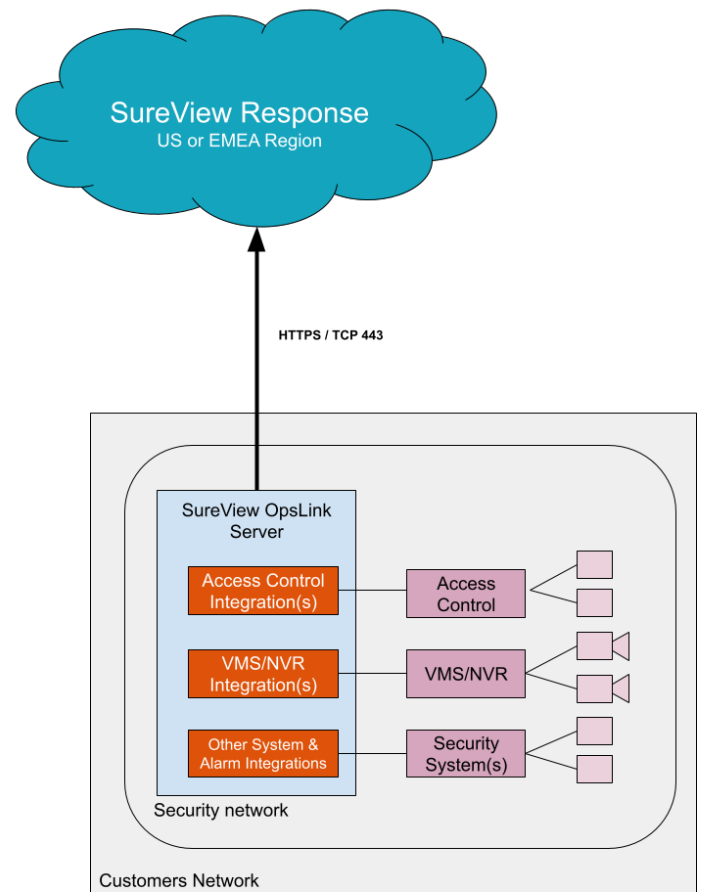
- Type: Virtual or Physical server (VM recommended)
- OS: Windows Server 2016 standard edition or higher
- CPU: 20GHz total
- RAM: 16GB total
- HDD: 100GB SSD
- Redundant Hardware: all hardware of the physical server (whether the type is Virtual or Physical) must be redundant to ensure fault tolerance, including PSUs, NICs, and HDDs

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- Network Access: the following permanent network access is required from the server:

- To SureView Ops to "wss://cloudlink.sureviewops.com" (HTTPS WebSocket to port 443)
- To SureView Downloads at "https://download.sureview-systems.com" (HTTPS to port 443)
- To the On-Premise Systems being integrated with on the local network via the ports used by the particular integration from its support page



DEVICE COMPATIBILITY

The OpsLink Server's native integration compatibility depends on the individual account and configuration that has been set up. Please speak to your account manager for details.

In addition to the Native Integrations, OpsLink Server is compatible with H.264 Cameras that support ONVIF Profile S or RTSP streaming.

REMOTE ACCESS

In the event that SureView needs to assist with support or deployment of additional or updated native integration packages, they may request remote access to the OpsLink Server.

The method of Remote Access can be determined by the customer's IT Team.

SECURITY

The connection to SureView Response is made using 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 OpsLink Server and the 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:** OpsLink Server restricts connections to only the devices on your network that you permit.
4. **Privilege Restriction:** The CloudLink Service runs as a non-privileged user service.
5. **Penetration Tested:** Penetration Testing is performed on the application, including the OpsLink Server components, 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 OpsLink Server on 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 OpsLink Server so that it is only able to talk to your cameras.
2. **Privilege Restriction:** Provide the minimum user permissions for device access. Please review the documentation for the individual integrations for more details on the specific requirements.

HOW DO I RECEIVE SUPPORT

If you have any issues with your OpsLink Sever please contact Customer Support.

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
Please include your organization name and a contact phone number (including your country code) as it will help us direct your request to the best team member.

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 with us on WhatsApp by scanning the QR code below:



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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. 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