

## WebCase Frequently Asked Questions

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### Do I need to be on the Internet to use WebCase™?

Yes. To use WebCase effectively, and to receive software updates, access to the Internet is required.

WebCase can, however, be used to record applications that don't require an Internet connection. Any application you can open on your desktop can be opened using the WebCase video recorder.

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### What kind of computer system do I need to operate WebCase?

#### Operating System Recommendations:

WebCase version 1.5 supports Microsoft® Windows operating systems XP and Vista. We anticipate support for Microsoft's 64-bit operating systems, but have not yet completed testing.

WebCase requires the .NET version 2.0 framework or later from Microsoft. If not previously installed, .NET version 2.0 will be installed with WebCase during installation.

**NOTE:** If you are using a software firewall such as Zone Alarm, Norton 360, or MacAfee Internet Security on your investigative PC, it **MUST** be configured to allow WebCase and all of its software components access to the Internet.

#### Hardware Minimum Recommendations:

- Intel-based PC with Pentium 4 or equivalent processor
- Minimum 100MB of disk space
- Minimum 1 GB of RAM.
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**NOTE: For the WebCase video function to work properly, you **MUST** have a microphone and speakers plugged into the investigative PC during WebCase installation and use. A simple USB headset with microphone will suffice.**

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### Does WebCase run on Apple hardware?

WebCase is not written to run on Macintosh OSX at this time. However, WebCase can run on Intel-based Apple hardware with [Boot Camp](#) installed.

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### Can WebCase be used on an Intranet?

Yes. In addition, WebCase can be used on computers that are not connected to a network or the Internet. Even so, WebCase and its features can **record any application that appears on the computers' screen.**

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## **Can WebCase be run in a virtual environment, such as VMware, Parallels, Fusion, or Virtual PC?**

WebCase requires an [Aladdin security key \(dongle\)](#). Therefore, it will not run in a virtual environment.

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## **What is a dongle?**

A dongle is a physical security device that allows software to be used only when the device is present. WebCase requires a dongle that can be inserted into an available USB slot in your computer or laptop.

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## **Do I need a dongle for the trial version of WebCase?**

A physical dongle is not necessary for WebCase trialware, which uses Aladdin's software security key. This allows users to run a fully functional version of WebCase for 30 days after its initial installation. After 30 days, a physical dongle is required, and is provided with the purchase of WebCase.

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## **What Internet browsers does WebCase support?**

WebCase now only supports Microsoft Internet Explorer. We are currently working on adding Firefox support. Safari will not be supported at this time.

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## **Do I need specialized training to use WebCase?**

**WebCase has been specifically designed for easy use.** However, we do make several different kinds of training available:

- Our screencasts, located on the eLearning page, fulfill a basic tutorial function. After reviewing the screencasts, users will be prepared to collect defensible evidence from the Internet.
- Webinars run about an hour long and cover the same material as in the screencasts, though they are more interactive in that they allow participants to ask questions.
- Our new two-day on-site seminars are designed to train groups on how to use WebCase. This is an excellent opportunity for the sponsor agency to invite area investigators, prosecutors, and others to learn about how WebCase benefits them in their jobs.

For more information on all these opportunities, see our training page.

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## **Where can I find WebCase technical support?**

We are pleased to offer technical support in several ways, depending on which best meets your needs:

- Submit your question directly to us. Our online Support Ticket System allows you to fill out a form. We will answer your question within 24 hours.
- Other WebCase users may be able to answer your question. Our online forum contains categories for installation, usage, how-to, and general troubleshooting.
- Finally, a Vere Software toolbar is installed in your Web browser when you download WebCase. It has been specifically designed for investigators; it provides easy access to powerful online tools, as well as a feedback button to communicate with the Vere Software team.

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## **I am a law enforcement officer who wants to conduct undercover investigations online. Where can I learn how?**

Several organizations specialize in this kind of training and education. We recommend the following:

- [SEARCH, the National Consortium for Justice and Statistics High-Tech Crime Investigative Training](#)
- [The National White Collar Crime Center \(NW3C\)](#)
- [Internet Crimes Against Children \(ICAC\) Training & Technical Assistance Program](#)

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## **Is WebCase designed to be only a law enforcement tool?**

**NO.** WebCase is designed to collect, preserve, and present legally defensible evidence in ALL Internet investigations. To that end, we have asked for feedback from civil attorneys, private detectives, corporate security, and HR professionals.

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## **Will WebCase let me collect evidence for more than one case at a time?**

Yes. WebCase is designed to help the user track multiple cases. When started, it will prompt you to "Start a New Case" or "Open an Existing Case."

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## **What is “evidence verification,” and why is it important in the collection of my Internet evidence?**

File hashing is a term used to describe the use of a mathematical algorithm to “fingerprint” a specific piece or string of data. The output is a number unique to that specific piece of data.

The benefit to the user is that the piece of data now has a unique calculated number to identify whether the original data has changed. If a piece of data is rehashed after the original hash is taken, and that second hash value is different from the first, it means the original piece of data has been changed. Thus, the piece of data may be called into question as an evidence item.

Evidence verification is tracked in the WebCase logging function.

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## **Does WebCase use only the MD5 algorithm for evidence verification?**

No. WebCase collects MD5, SHA1, SHA256, SHA384, and SHA512 values each time a file is saved in the Evidence Locker. Which one of these is displayed depends on user or agency preference.

During installation, the Administrator can configure which value to use and display. S/he can change this setting later for all users. Individual investigators can also change the setting for each new report.

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## **Does WebCase save the data in a proprietary format?**

No. WebCase uses a variety of methods to collect data, including a “files native” format. When the evidence is saved into the WebCase database, it is date/time stamped and then hashed to ensure its identification and defensibility as a piece of evidence you collected.

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## **How does WebCase record date and time stamps on collected evidence?**

WebCase validates the precise date and time via [the atomic clock at the National Institute of Standards and Technology \(NIST\)](#). As evidence, this information is collected and deposited in the Evidence Locker.

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## **Can I import non-Internet-based files into WebCase for evidence collection?**

Yes. Other files can be imported into the WebCase file for inclusion in the final report. Files imported into WebCase will be hashed via the default algorithm, and date/time stamped. Comment and description fields allow users to add information about the data added to the report.

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**I use Internet programs that are not on WebCase's "default programs" list. Can I still use these tools from within WebCase?**

Yes. Any Windows application can be associated with and used within WebCase.

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**How are my cases in WebCase secured?**

WebCase uses several methods to secure your data:

- 1) Access to the program is restricted through the use of a dongle. This ensures that only authorized users access the system containing WebCase.
- 2) Once WebCase is installed and configured, each investigator is assigned his/her own individual login. This ensures that data is not shared among cases. So, not only are cases isolated among investigators; they are also isolated from other cases.
- 3) The data is secured in a program-controlled database, so that it is accessible only to authorized users.

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**I see that WebCase captures video in the Adobe® Flash video (flv) file format. Does WebCase output to any other video formats?**

Version 1.5 of WebCase outputs to [the Adobe Flash video file format, "flv."](#) As the format that creates the smallest files, it is the most user-friendly. In a future version, we may add support for additional video file formats.

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**I am doing a lot of video capture with WebCase. Can I save the files directly to a removable drive?**

Yes. You can redirect the output to any location.

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**Can WebCase archive Web sites?**

Yes. In fact, this is how WebCase collects a single web page as a piece of evidence.

Pushing the archive button causes WebCase to collect the entire page of the associated URL (Uniform Resource Locator, or web address) and save it in the .MHT file format. MHTML files are commonly used to archive Web pages. All relative links in the Web page are remapped—retaining their availability to the investigator, even if deleted from the "live" site—and the embedded content is included in the .MHT file. The .MHT file can be opened offline with Microsoft Word, Internet Explorer, or Opera.

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**Can WebCase burn the collected evidence to a CD or DVD?**

Yes. The Generate Report function allows users to select certain or all evidentiary files, depending on the user's publication needs. This feature creates an HTML report and then burns an auto-run CD or DVD for easy review.

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**Can reports be printed?**

Only text portions of the report can be printed. Files containing captured content, such as log files, can also be printed.

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**Can the key logging feature be disabled?**

Yes. Users can disable most features within WebCase. This functionality gives the user control over the online evidence collection process. Be aware, however, that any of these decisions may require further explanation at trial.

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**Can I use the same undercover identity in multiple cases?**

Yes. You can create multiple undercover identities. The identity can then be imported into a new case and used for that case only. Any changes or additions to an identity within a case are saved to that case only.

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**Can agency or company logos be imported to appear on the WebCase report?**

Yes. The Administrator can customize WebCase to reflect your agency or company logo, as well as contact information, in the report.