

# Needles® *The Customizable Case Management Software for Law Firms*

## Technical Specifications

	Server	Workstation
Operating System <sup>1</sup>	<p>RECOMMENDED: Windows Server 2008 SP2 or R2 Windows Server 2003 SP2 or R2</p> <p>OTHER: Windows Server 2000 SP4 Windows 7<sup>2</sup> Windows Vista SP2<sup>2</sup> Windows XP SP3<sup>2</sup> Windows 2000 Professional w/SP4<sup>2</sup> Novell NetWare 6.5<sup>3</sup> Novell NetWare 6.0 w/SP3<sup>3</sup> Novell NetWare 5.1 w/SP6<sup>3</sup></p>	<p>RECOMMENDED: Windows 7 Windows Vista SP2 Windows XP SP3</p> <p>OTHER: Windows Server 2008 SP2 or R2 Windows Server 2003 SP2 or R2 Windows Server 2000 SP4 Windows 2000 Professional w/SP4</p>
Processor	<p>RECOMMENDED: Intel Xeon 2.40 GHz (or faster)</p> <p>MINIMUM: Intel Pentium 4 1.6 GHz or 100% compatible</p>	<p>RECOMMENDED: Intel Core 2 Duo 1.86 GHz (or faster)</p> <p>MINIMUM: Intel Pentium 4 1.6 GHz or 100% compatible</p>
Memory	<p>RECOMMENDED: 2 GB RAM or more (depends on firm size and requirements of other server software)</p> <p>MINIMUM: 1 GB RAM</p>	<p>RECOMMENDED: 1 GB RAM or more (2 GB or more if using Windows Vista or Windows 7)</p> <p>MINIMUM: 512 MB RAM</p>
Hard Disk Space	<p>Sybase Program Files: Approx. 250 MB Needles Program Files: Approx. 150 MB Needles Database: Approx. 15 MB (plus an additional 5 MB per 100 cases) Additional space required for case related documents, forms, etc.</p>	<p>Sybase Program Files: Approx. 250 MB Needles Program Files: Approx. 150 MB</p>
Display	<p>RECOMMENDED: 1024x768 or higher with 32-bit colors (small fonts)</p> <p>MINIMUM: 800x600 with 256 colors (small fonts)</p>	<p>RECOMMENDED: 1024x768 or higher with 32-bit colors (small fonts)</p> <p>MINIMUM: 800x600 with 256 colors (small fonts)</p>
Network	<p>100 Base-TX (100 mbps) or faster Protocol: TCP/IP or SPX</p>	<p>100 Base-TX (100 mbps) or faster Protocol: TCP/IP or SPX</p> <p>If using wireless - 802.11g or faster NOTE: Any interruption to wireless network will disconnect Needles.</p>

<sup>1</sup> **64-bit compatibility:** *Needles is a 32-bit application, however, it is supported on 64-bit operating systems.*

**64-bit Servers:** The 64-bit version of Sybase 11 or Sybase 10 can be installed on a 64-bit Server to host the Needles database.  
The 32-bit version of Sybase must also be installed for use with the Needles program.

**64-bit Workstations:** The 32-bit version of Sybase must be installed for use with the Needles program.

*NOTE: Only the 64-bit versions of Sybase 11 and Sybase 10 are supported on 64-bit servers.  
If running Sybase 9, 8, or 7, only the 32-bit version must be installed.*

<sup>2</sup> **Peer-to-Peer Server:** Needles can be hosted on a Windows 7, Windows Vista, Windows XP or Windows 2000 workstation.

*NOTE: If that workstation will be used for running other programs as well, then the recommended maximum number of users for Needles is 5 or less.*

<sup>3</sup> **Novell NetWare Servers:** Sybase SQL Anywhere 11 is not compatible with Novell NetWare servers.

### **Database Management Software**

The Needles database runs on Sybase SQL Anywhere software.

SQL Anywhere is a "multi-processor aware" application and will utilize multiple processors on a server (depending on the license type purchased).

Sybase SQL Anywhere new installs and version upgrades are available for purchase from Needles, Inc.

Minimum supported version of Sybase SQL Anywhere: *(Please call Needles, Inc. for most current information)*

Sybase 11.0.1.2052 - (minimum required for Windows 7 and Server 2008 R2 = 11.0.1.2331)

Sybase 10.0.1.3764 - (minimum required for Windows 7 and Server 2008 R2 = 10.0.1.3960)

Sybase 9.0.2.3476 - (not supported on Windows 7 and Server 2008 R2)

Sybase 8.0.3.5444 - (not supported on Windows 7 and Server 2008 R2)

Sybase 7.0.4.3541 - (not supported on Windows 7 and Server 2008 R2)

### **Backup**

Needles includes a utility to backup the open database files.

Network backup software must also be used to place the backed-up database files onto removable media for safe storage.

### **Remote Access**

Remote Desktop Services (Terminal Services) is recommended for remote access.

Server based hardware requirements apply plus add an additional 256 MB RAM (or more) per user.

*NOTE: Needles is not supported as a published application or through RemoteAPP.*

VPN - Needles can be run over a VPN, however performance is often inadequate due to bandwidth restrictions.

Due to variable Needles usage and integrations, there are no statistics for the amount of bandwidth that Needles requires.

### **Virtualization**

Needles can be hosted within a Virtual Server utilizing a dedicated pass-through disk or fixed virtual hard drive.

Needles and Sybase are not explicitly tested within a virtual environment. Support for performance, functionality and errors is only available to the extent that the issue is reproducible in a non-virtual environment.

Live-state or snapshot backups do not usually pause transactional databases correctly while the snapshot is being created and therefore is not a supported means for backing-up the live Needles database.

Needles is not supported in a Virtual Desktop (on a client computer) or as a Virtual Application.

### **Additional Hardware and Software Recommendations**

- UPS Power Supply (Battery Backup) for server and other critical hardware devices.
- Network Firewall and Anti-Virus solutions.

## Supported Integrations<sup>1</sup>

Accounting	Juris <sup>®</sup> 2.35 SP1, 2.3 SP1 PCLaw <sup>™</sup> 10.x, 9.x, 8.x Peachtree 2010, 2009, 2008, 2007, 2006 QuickBooks <sup>®</sup> 2010, 2009, 2008, 2007
Calendar <sup>2</sup>	Microsoft <sup>®</sup> Outlook 2007, 2003, 2002 (latest Service Pack for the version of Outlook installed is required) eLaw <sup>®</sup> (eCalendar) syncs with Needles calendar through Outlook. An account with eLaw is required.
Case Status Online	eCaseStatus <sup>™</sup> An account with eCase is required. See <a href="http://www.eCaseStatus.com">www.eCaseStatus.com</a> for more information. <i>This service allows for viewing of updated case status information online by clients or referring attorneys.</i>
Custom Reporting <sup>3</sup>	InfoMaker - This is a Sybase <sup>®</sup> product that is available with your Needles/Sybase purchase. Any other 3d-party reporting program that can connect to an ODBC database.
Document Assembly	<sup>4</sup> Adobe <sup>®</sup> Acrobat <sup>®</sup> 9, 8, 7, 6 Corel <sup>®</sup> WordPerfect <sup>®</sup> X4, X3, 12, 11, 10, 9 (latest Service Pack for the version of WordPerfect installed is required) Microsoft <sup>®</sup> Word 2007, 2003, 2002(XP), 2000 (latest Service Pack for the version of Word installed is required) HotDocs <sup>®</sup> 2009, 2008, 2007, 2006
Document Management <sup>5</sup>	docSTAR <sup>™</sup> - Available via a 3rd party integration - contact (800) 708-7833 for more information. FileCenter 6 (by Lucion <sup>™</sup> Technologies) eDrawer Interwoven WorkSite - Available via a 3rd party integration - see <a href="http://www.needles.com/pdf/Needles_WorkSite_Integration_Details.pdf">http://www.needles.com/pdf/Needles_WorkSite_Integration_Details.pdf</a> for more information. Worldox <sup>™</sup> GX2, GX, 2002(XP)
E-mail	Microsoft <sup>®</sup> Outlook 2007, 2003, 2002 (latest Service Pack for the version of Outlook installed is required) Any MAPI compliant E-mail program (includes Microsoft Outlook 2000, GroupWise, Outlook Express, Windows Mail, Windows Live Mail)
Handheld Synchronization	Needles Calendar, Contacts and Tasks can be synced with handhelds through Microsoft <sup>®</sup> Outlook. Requires: Outlook 2007, 2003 or 2002 (latest Service Pack for the version of Outlook installed is required) Handheld device that can sync with Microsoft Outlook.
Records Retrieval	MediConnect (requires account with MediConnect)
Scanning	<i>Scans can be initiated through Needles (provided Needles isn't set to use a Document Management program)</i> Requires: TWAIN compliant driver installed for the scanner.
Telephony	<i>Calls can be initiated from within Needles through a TAPI or CallTo: command.</i> TAPI - TAPI driver must be installed and configured correctly. CallTo: - This sends the command formatted for an Internet Dialer such as Skype <sup>™</sup>
Time and Billing <sup>6</sup>	Juris <sup>®</sup> 2.35 SP1, 2.3 SP1 QuickBooks 2010, 2009, 2008, 2007 Timeslips 2010, 2009, 2008, 2007, 2006

1. Needles does not integrate with the "online", "live" or "web-based" versions of the above products. Please visit [www.needles.com](http://www.needles.com) or call us for the most current technical information.
2. Calendar - Although Needles includes a built-in calendar, the Outlook calendar can be made easily accessible through Needles for firms that wish to use the Outlook calendar instead.
3. Custom Reporting - Needles includes a built-in custom report writer, however, other report-writing programs such as InfoMaker can be used as well. Needles, Inc. also has report writing services available. Contact Needles, Inc. for more information.
4. Adobe Acrobat - In order to **create** the actual form template files, you will need to utilize Adobe Acrobat (Professional version) 9, 8, 7 or 6. To **merge** the PDF form with information from Needles into a PDF document, you may use either Adobe Acrobat (Reader, Standard or Professional version) 9, 8, 7 or 6; however, only the Professional and Standard versions\* will allow you to **save** the resulting merged PDF file.
  - \* Adobe Acrobat Reader can save merged forms if the form was originally saved by Adobe Acrobat Professional using the *Enable Usage Rights in Adobe Reader* setting. (This is limited to 500 uses per form. See Adobe Help files and Adobe Software License Agreement for more information)

**Note:** Because Needles creates an FDF file that will merge into the PDF template, only Adobe products can be used for merging the information. You may wish to explore other third-party products that are available for creating PDF templates, but you will still need Adobe Acrobat to merge and save the merged results.
5. Document Management - Needles includes a built-in document manager for firms that do not wish to use a 3rd-party document management program.
6. Time Tracking - Needles includes built-in time tracking for firms that do not wish to track time in a 3rd-party time tracking program.

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