



LUMEN IT FAQ

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What are the end-user requirements for using Lumen?

Lumen runs in a web browser. It can be used from any internet-connected device that meets the following browser requirements:

- Google Chrome version 34 or higher on Linux, Mac OS X, Windows, and Android
- Internet Explorer 10 or higher (TLS 1.2 must be enabled)
- Mozilla Firefox 25.0 or higher on Linux, Mac OS X, and Windows
- Safari on iOS 6 or later

Additionally, Lumen can make use of two-factor authentication for authenticating users. If users elect to authenticate in this way, they can utilize an Android, iPhone, or Windows Phone device as a second factor for authentication. Visit duosecurity.com for more information on this process.

What are the IT requirements for installing and configuring Lumen?

In order to import data from an agency, the follow requirements must be met:

- A Lumen virtual machine must be downloaded from Numerica and installed on site. The virtual machine must be allocated at least 2 cores, 8GB of RAM, and 20GB of disk space.
- The virtual machine must have access through the agency's firewall to runlumen.com on ports 22 and 443.
- Access must be granted from the virtual machine for any data sources the agency has elected to index in Lumen. This would typically include a username/password for read-only access to:

- Database servers hosting RMS and/or CAD data.
 - File servers and Sharepoint servers serving documents and image files.
- If access is granted only to a subset of tables or fields in a database, then a database administrator or other IT staff must create the appropriate views on the database server.
- During the installation process, an agency point of contact must be available to answer questions about the database schema. Typically, the point of contact will be an analyst, records technician, or database administrator.

What happens to our data?

The Lumen virtual machine installed onsite connects to local data sources periodically, polls those data sources for updated records, and sends them to Numerica's secure data center using an encrypted connection. The polling schedule can be selected by the customer, and can be as often as every few minutes if desired. The agency retains full ownership and control of their data. Numerica will never share or use an agency's data for any purpose without permission.

How secure is Lumen?

Numerica has implemented a full suite of physical and logical security measures to protect sensitive law enforcement data from unauthorized access. For details, please see our 'Lumen Security Brief' white paper.

What RMS, database systems, and other data sources are supported?

Lumen supports virtually any RMS or CAD system that is hosted on a SQL database server. Database support includes (but is not limited to) Oracle, MS SQL Server, IBM DB2, and MySQL. Lumen can also process files stored in Sharepoint or on other file servers.