Contextware Tech Q&A
Revised 08/12/06

What is Contextware's technology innovation?
Most comparable software is either *transactional* (closed system, generally automating a granular action) or *referential (*categorizes, indexes then searches information and content). Contextware's patent protected approach does both – it is powered by a dual taxonomy that uses transactions (processes) to create a framework that defines, then references content. However, the content taxonomy treats content as business objects, so referencing only requires descriptive metadata (no APIs or integration are needed). Contextware was also the first to bring to market a web-native, cross browser toolset for capturing business processes.

How many concurrent users can you support?
Contextware supports 100 concurrent users (or a total of 1,000 licensed users) per CPU. Licensing is based on seats, not CPUs, so it is the customer's decision as to when to augment hardware performance.

What is your security model?
Permissions can be set at the organization level (Contextware supports multiple organizations that are separate but that can share system data), the group level and the user level. Processes and users are added to groups, where specific security for the group processes can be set. If a user is in multiple groups, the default is the highest level of permission for a particular process.

Do customers have to dedicate a server to only running Contextware?
No. Contextware has a very small footprint as it a contextual layer that contains *descriptive* user, process and content data. However, should the upload capability be heavily utilized (vs. referencing content that exists elsewhere), storage may become an issue.

What is the physical size of Contextware?
The Contextware application itself is approximately 10MB, depending on how it is packaged for the application server. A "clean" database can vary from 50 MB (MySQL) to 60MB (MSSQL). The database only ever stores user, process and asset *data*, so even in a very large deployment the database will never become unwieldy. If you are using the upload function, however, you will need to make sure storage capacity is in sync with your content requirements.

How is Contextware installed?
Like most enterprise software, Contextware is dependent on a number of other systems (operating system, application server, database, Java SDK) that have a variety of licensing options. Once these are properly in place, installing Contextware is a simple as attaching the database and deploying the installation files in the application or webserver – so an install shield is not required.

Can the user interface be customized?
The system color palette and visible logo can be modified within minutes, and the retrieval interface, or "portal" presentation layer can be easily customized via XML style sheets (XSLT). Each new release includes a detailed description of new or modified components that so that customers can update their modifications as desired.

Do you have a help guide?
The help guide is accessed via the help function in Contextware.

Are training materials available?
Contextware has detailed training materials available on-line. Training is delivered in modules that correspond to the different functional areas within Contextware OS. Printed color copies of these modules are available for a nominal charge. Customized and multi-media training packages are also available for each client.

How often do you have a new product release?
Minor releases are approximately ever 9-12 months. Major releases are approximately every 12-15 months.

How does support work?
There are detailed support guidelines available on line at
http://www.contextware.com/support/index.htm

Standard solution support provides 5 x 8 access to our toll free help desk line and email support is available at support@contextware.com

What technologies do you use?
Java, XML/XSLT, JSP, Javascript, DOM, DHTML, CSS, AJAX

What version of Java are you using?
Java 2 Platform, Enterprise Edition (J2EE) SDK version 1.5

Is the Java only server side, or client side as well?
Server only.

How about the Javascript?
Client, but cross browser (most recent version of most browsers).

How does your natural language search work?
When an activity is created, we use a lexical database (WordNet 2.1 Copyright 2005 by Princeton University. All rights reserved.) to do a semantic expansion of similar concept words. So, when a user searches, he/she can use their own semantics to find what they are looking for.

What is your reference platform for the server side? For the client?
Windows Server 2000, 2003; and Windows XP Professional.

Does Contextware have its own mail server?
No, Contextware piggybacks on the client's existing SMTP server.

Is Contextware vulnerable to SQL injection?
No, there is no SQL exposed in the XML or JSP layer, queries are restricted to the compiled Java. And, whenever parameters have to be passed to SQL from the Web GUI, they are validated on the server.

Is Contextware susceptible to javascript injection/malware?
No. Information entered into Contextware is output as XML via XSLT (XML style sheets) so all characters and character entities are transformed into and displayed as XHTML characters, *not* HTML code (so no scripts can be run).

What databases do you support?
Contextware OS supports MySQL 5 and MS SQL Server 2000.

What application servers do you support?
Apache, IBM WebSphere, BEA WebLogic and Jboss.

What operating systems do you support?
The Microsoft Windows family, Linux (including IBM AIX) and Sun Solaris.

What Web servers do you support?
Apache Tomcat, BEA WebLogic Server, IBM WebSphere, Jboss, Microsoft IIS.

What browsers do you support?
Contextware operates on Mozilla Firefox 1x, Opera® 7x, Safari 1x, Netscape® 7x, Microsoft
Internet Explorer 6x.