



FREQUENTLY ASKED COPLINK QUESTIONS

What is the Basic Search process in COPLINK?

If you are new to COPLINK, the idea of doing a database search may be confusing. Part of the problem is that there are many features to choose from. When you break down the COPLINK process, however, you will discover that it is very straight forward to understand. For the most part everything you do in COPLINK falls into one of the following steps:

1. Define your search.
2. Add attributes to your Search.
3. View results in a Summary Table.
4. Make the Summary Table more usable (sort if necessary).
5. Display Details of your search results.

What are the Best Practices for a user when formulating queries?

DO NOT make your search too narrow.

Example: *Enter the subject's last name and the first few letters of their first name and then enter a race and age range such as 20 to 25.*

This will return all of the subject information that has been entered on this subject as different officers have put it into their case reports, citations, field interviews, etc.

If the exact information is entered on the subject, you will only get exact returns.

Example: *Enter "Jones, William, Harold, W/M, and DOB- 01/01/1977, 5'7", 200 lbs., Brown hair and Brown Eyes".*

This will only return the information the way it has been entered and no other information. So if the suspect had been entered as 5'8" tall, a search hit will not be returned. A more robust search would contain the following information:

Example: *Jones, Bill, W/M, 25 to 30.*

This will return all the Bill's, Billy's, Billie's, William's, Willie's, Guillermo's and anyone using any of these names as an alias.

Remember - the less information you enter, the more returns you will get back. Also define your search early and be consistent in how you search. If possible, sit next to a regular user, or even better a power user.



How do I organize a Query?

1. **Define your search target in a sentence.**

Example: *I am looking for a man named Red who robbed a store at Broadway & Craycroft driving a Black pick-up.*

2. **Break it down into concepts.**

Example: *person robbery store (Broadway and Craycroft) truck (black pickup)*

3. **Separate concepts into appropriate terms for each Search Form category.**

Example: *person robbery >>> Person Search*

Example: *store (Broadway and Craycroft) >>> Location Search*

Example: *truck (black pickup) >>> Vehicle Search*

Use special characters as needed.

A wildcard character is a special character that provides information about other characters. In card playing games, for example, a wild card is a designated card that can be used as though it were any possible card. A wildcard character can define an approach to process the characters that follow or are in a current location in a word or phrase.

Use wildcard characters as follows:

"*" or star character means match zero or more characters after the previous character.

Therefore, the expression *su** matches either of the following: *suicide suspicious activity*

"?" or question mark character means match one occurrence of any character in the current position. The pattern *bro??* matches: *brown broom* but not *brother broker*

Note that the "*" and "?" wildcard characters may also be used in all free-form alphanumeric fields throughout COPLINK Search Forms.

What are Search Categories?

There are **four Search Categories available in COPLINK**. One or more Search Categories can be selected at the same time, and can be used with either of the Search Types.

- The **String Match Search** is a search on the string of text or numbers entered. If Auto Wildcard Search Type is selected with this Search Category, then all entries that contain the text or numbers entered, and any additional text or numbers are returned.
- The **Soundex Search** should be used when the exact spelling of the name is unknown. A Soundex query uses a "sound-alike" algorithm and returns all names that meet the Soundex criterion.



- The **Metaphone Search** breaks a word down into an approximation of its English phonetic pronunciation. It is similar in concept to Soundex, but much more comprehensive in its approach. Both Soundex and Metaphone operate only on text.
- The **Diminutive Search** is designed to search for nicknames and diminutives of names.

What are some good examples of when to use the Soundex and Meta-Phone search options?

The Soundex Search should be used when the exact spelling of the name is unknown. A Soundex query uses a "sound-alike" algorithm and returns all names that meet the Soundex criterion. For example you are searching for someone with an alias of "waydoe," but it could be spelled "waydo," "weighdoe," or "waydow."

The Metaphone Search breaks a word down into an approximation of its English phonetic pronunciation. It is similar in concept to Soundex, but much more comprehensive in its approach. Hint: We have tried both Soundex and Metaphone on international names (Polish, Arabic) and Metaphone works better.

What is the difference between a Basic and Refine search?

By default the Basic Association Search looks for Persons, Organizations, Locations, Phones, Vehicles, Firearms, Property, and Securities associated with the object or objects in the "Associated With" search window. The user can change the default by deselecting one or more objects. Simply click the checkbox to deselect/select.

The Refine Search is useful when looking for direct associations. To use the Refine Search, select the Refine Search tab at the top of the "Search For" window. In the Refine Search the "Search For" window then allows entry of a specific object, rather than all objects of an object type used in the Basic Search.

Can a deleted history or case folder be recovered?

COPLINK does not store backups of history or case folders.

What happens in the Admin Module?

Admin allows the system administrator to adjust security protocols, add or delete users and user groups, add or remove user and group access permissions, add or remove user suspensions, reset user passwords, perform audits, and maintain the system look-up tables.



Administrative - How many levels of Admin Rights are there and how are auditing privileges associated with each level?

There are three levels of Admin Rights:

- None - No Admin module privileges.
- Agency - Ability to alter user information for own agency and conduct auditing on own agency users only.
- Node - All Admin module privileges including global system auditing of queries.

What is 28CFR23?

28 CFR Part 23 is a guideline for law enforcement agencies. It contains implementing standards for operating federally funded multi-jurisdictional criminal intelligence systems. It applies to systems operating through federal funding under the Omnibus Crime Control and Safe Streets Act of 1968, as amended. Manage these documents with audit, approve, purge, or alert functionality. There is a copy of these guidelines in the Intel L.E.A.D. Module.

Under Case Folders, what is the Map Incident button?

This creates an Incident Analyzer map of the document locations that are included in the Case.

Age - Can the system recognize months (i.e. looking up an infant for a search)?

Currently you can either search on an age range of zero to one year old, or by DOB only.

What is the difference between Match Unknowns and No Unknowns?

When you select "Match Unknowns," search parameters are changed so that, if an object you are searching for is marked "unknown" in the database, it still returns in your query.

Example: *Search on WHITE MALE, also returns WHITE UNKNOWN and UNKNOWN MALE.*
The opposite is true if "No Unknowns" is selected.

What is the difference between Limited Associations and All Associations?

"Limited Associations" is the default state for the COPLINK Detect module. If you enter two or more search terms, COPLINK shows only associations that match two or more search terms. Limited Associations displays relationships between one entity AND others. This is a focused



search that, if successful, displays at least associations between two of the entities being searched on.

“All Associations” returns ALL results that match any search term. All Associations display relationships between one entity AND others also. In addition this mode also displays any relationships with any one of the entities being searched on and anything else in the database. This is a more general search and displays everything in the Limited Associations search plus any available relationships outside the scope of the Associated With: search.

What is a Watch List - Tools/Preferences?

COPLINK has the ability to place entities on watch lists. In Visualizer, if an object is on a watch list. It is highlighted in RED.

What is Document Count?

A COPLINK query displays the number of each document type viewable by year and agency that contributed the documents to the node.

View - How do you use the View Results option?

The Results button becomes active once a successful Find Associations query is conducted. After subsequent searches one can select View -> Results to get back to the associations results screen.

How is the Incident Analyzer used from the top down menu?

Once you create an Incident Analyzer map, you can get back to that map after subsequent searches using View -> Incident Analyzer.

Active Agent - Notification is given when a user logs on. How are you notified?

Active Agent has two forms of notification. The first method is by inserting a red number into the Agent button at the top of the application indicating number of alerts. The second method is via any email enabled device as long as you put an email address into your Agent task or Agent preferences.



When logging in, are the User Name and Password case sensitive?

Yes.

From the Log-In screen, why can't I access the Admin and/or Intel LEAD?

Your Administrator must assign module rights to each member. Check with your Administrator.

If I enter a query in one of the search forms and then enter another query in another search form and press Find, will it look at both queries and give me the associations?

No. This type of search is conducted by adding each search query to either a Basic or Refined search and then running a "Find Association".

Can you have more than one COPLINK session open at a time?

No this system is designed to allow only one open session for each user at a time.

Can I set my session time-out to an amount greater than the administrative global time out?

No. You may set your session to an amount lesser than the global amount, but no greater than the global amount.

What is the difference between initiating a New Session and Clearing the G.U.I.?

Both New Session and Clear wipe the query interface clean of existing data. The difference is that a New Session removes all data including any and all history for the current session. The Clear button removes data only from the active Search Folder and its sub-tab filters.

Can I do multiple sorts on Summary Tables?

Yes. Sort and sub-sort multiple columns by Control clicking on the column header. Sort on any column. Control click on a second column and you will see a #2 appear indicating the second sort.



Are there wildcards in COPLINK?

Yes.

Auto Wildcard is available from the Query pull down menu. Auto Wildcard places a wildcard at the end of a string of text or numbers. Wildcard characters can also be employed in the middle or at the beginning of a string of text or numbers. The wildcard characters recognized by COPLINK are the "asterisk" and the "question mark". The asterisk (commonly called "star") searches for one or more characters at the point where it is inserted. The question mark replaces a single character and may be used consecutively.

What is A3?

A3 denotes any query that goes outside of a COPLINK node. There are four types of queries that a COPLINK node can issue to an outside data source:

- **COPLINK-to-COPLINK NON-CONSOLIDATED.** This allows a user to query another COPLINK node. The results are displayed in separate tables (for example, TUCSON displays in one table, PHOENIX displays in another). This is a native part of a COPLINK node and consequently is free to users. We do not charge extra for this functionality.
- **COPLINK-to-COPLINK CONSOLIDATED.** This allows a user to query another COPLINK node and see results in a single consolidated table. This allows you to see a complete view of the persons across all nodes selected. This functionality is purchased with the A3 module.
- **COPLINK-to-Other NON-CONSOLIDATED.** This is a query that is run to a public information site, such as Choice Point or Lexis Nexis. Results are always returned in a separate table. No additional analytics can be performed.
- **COPLINK-to-Other CONSOLIDATED.** This is the true A3 product. For example, this would connect a user to an R-DEx or other data source. These types of connections are generally significantly slower because the A3 system usually needs to issue additional queries to obtain all the data necessary to display results to the user and perform analytics.

What versions of Java does COPLINK run on?

COPLINK has been compiled and extensively tested on version 1.5. In theory it will work on any Java version 1.5 or higher, but Java sometimes makes applications run differently on different versions. We have done successful testing on 1.6, but have not 'officially' certified COPLINK with version 1.6.



What is the difference between COPLINK Connect and COPLINK Mobile?

Connect is a desktop application that allows users to query the COPLINK database, save and load history files, and map results. This is planned to be removed in a future version, as Detect contains all the functionality of Connect.

Mobile is the PDA/Smartphone version of COPLINK (sometimes referred to as Connect Mobile) which allows an officer to do simple queries into a COPLINK system via HTML. This was designed for small screen devices such as PDAs and cell phones, however it can be used on any device that supports HTML web browsing.

What is the difference between Intel LEAD and ILP?

Intel LEAD was developed for the Massachusetts State Police Fusion Center. The design goal of Intel LEAD was to use familiar COPLINK screens for data entry, plus allow the user to input 28CFR part23 compliant intelligence reports into a COPLINK system.

ILP was designed in conjunction with the San Diego Sheriff's Intel Center. It is also 28CFR23 compliant. ILP incorporates a different workflow and enhanced review processes. It incorporates several new ideas such as draft and temporary reports. It also adds EVENT-based intelligence gathering, as well as multimedia support (images, video, audio, digital documents, etc).

What GIS mapping products and map data formats does COPLINK use?

We use ESRI Map Objects-Java edition. We also integrate with ESRI ArcGISServer 9.2. ArcGISServer 9.2 supports more formats and is more scalable than MapObjects, but generally the types of map data formats we can use are:

- Shapefiles
- ArcSDE layers
- ArcIMS image and feature services
- Image formats such as BMP, TIFF, PNG, JPG, DTED, GIF, and MrSID
- Computer-aided design (CAD) (DGN, DXF, and DWG)
- Military formats such as VPF, limited CIB
- Smart Data Compression (SDC)
- Geodatabase (ArcGISServer only)