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**From** Liz Ward (020 7327 5961)

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**Date** 28<sup>th</sup> August 2009

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**To** Lloyd's QA Tool & Wordsensa QA users

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**CC** LMA  
LMBC  
Market Reform Group

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**Subject** **Guidance note for Open Market QA Tool v4.0, Binding Authority QA Tool v4.0 and Wordsensa QA rules**

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## 1. Purpose

This communication summarises the content changes contained in version 4.0 of the Lloyd's Open Market QA tool, Binding Authority QA tool and Lloyd's WordsensaQA rules, released on 28<sup>th</sup> August 2009.

[http://www.lloyds.com/Lloyds\\_Market/Tools\\_and\\_reference/Quality\\_assurance\\_tool/](http://www.lloyds.com/Lloyds_Market/Tools_and_reference/Quality_assurance_tool/)

## 2. Summary of Changes to the OM QA Tool checks and Wordsensa QA rules

- **Marine Excess of Loss:**  
Various amendments to checks so that a search for marine excess of loss business produces meaningful results. This has required additional versions of checks for other types of reinsurance so that a class of business relevant check narrative could be created for marine excess of loss business.
- **Regulatory Checks:** Various amendments have been made to the regulatory checks in the Open Market QA Tool as a result of regulatory changes
- **"Document Production heading:** For regulatory checks, principally those relating to language requirements, the "Document Production" heading has been replaced by the current MRC heading "Insurer Contract Documentation".
- **Feedback from the Market:** Various updates to provide improvements in line with feedback provided by the market.

### **3. Summary of Changes to the BA QA Tool checks**

- **Regulatory Checks:** Various amendments have been made to the regulatory checks in the Binding Authority QA Tool as a result of regulatory changes

### **4. Full Details of QA Tool check updates**

Full details of all check changes included in this release are detailed in 'OM QA Tool v4.0 Check Changes – 28 August 2009.xls' and 'BA QA Tool v4.0 Check Changes – 28 August 2009.xls' available in the Downloads section of the [QA tool homepage](#). This contains details of the new, amended and deleted checks.

### **5. QA Tool Check Downloads**

Full details of the checks contained in this release of the QA tool are available for download as an Excel spreadsheet in the 'See Also' section of the [QA tool homepage](#).

*'Open Market Download Version 4.0 – 28 August 2009.xls'*

*'Binding Authority Download Version 4.0 – 28 August 2009.xls'*

### **6. Wordsensa QA Manual Rules Download Instructions**

If you are running the latest version of the Wordsensa QA software it has the capability of automatically picking up the latest rules library, however for those users who have opted to manually download the rules, please visit

<http://update.adsensa.com/update/wordsensaga/ver1.0/rules.zip>

You will need to replace any existing rules.zip files on your system with this downloaded version.

For the desktop version of Wordsensa QA the rules.zip file can be found;

for Windows XP in:

[Drive]\Documents and Settings\All Users\Application Data\Wordsensa

or, for Windows Vista in:

[Drive]\ProgramData\Wordsensa

For the server version of Wordsensa QA the rules.zip file can be found in:

[Drive]\Program Files\Apache Software Foundation\Tomcat 5.5\conf\Wordsensa

## 7. Wordsensa QA Software Installation/Upgrade Instructions

If you are not running the latest version of the Wordsensa QA software and would like to upgrade you should follow the instructions below. This version has the capability of automatically picking up latest rules library.

Licensed firms - go to <http://www.adsensa.com/download/lloydsmagents/>  
Using your firm's login details

Please follow the detailed Installation Instructions on the download web site.

The new software version is fingerprinted and should not require a licence key

If using a proxy server, you will need to edit:

[Drive]\Documents and Settings\All Users\Application Data\Wordsensa\updater-config.xml

with the appropriate proxy server details. The proxy settings are the last 4 lines of the config file as described below. The data value needs to be inserted or amended between the >< delimiters. The port 80 line in the example config file below illustrates this. WordPad should be adequate for editing, if you do not have an xml editor on the desktop.

```
<entry key="httpProxyAddress"></entry>  
<entry key="httpProxyPort">80</entry>  
<entry key="httpProxyUsername"></entry>  
<entry key="httpProxyPassword"></entry>
```

## 8. Wordsensa QA User Acceptance Process Instructions

If you have taken part in the Wordsensa QA User Acceptance Process, you will need to make updates to the Wordsensa QA configuration files:

### 1. FOR WORDSENSA QA SERVER USERS (This should be done by the system admin)

(a) Open file updater-config.xml at:

[\[drive\]:\Program Files\Apache Software Foundation\Tomcat 5.5\conf\Wordsensa](#)

Replace line

```
<entry key="updateUrl">http://update.adsensa.com/update/wordsensaqa/test0.1/rules.zip</entry>
```

with

```
<entry key="updateUrl">http://update.adsensa.com/update/wordsensaqa/ver1.0/rules.zip</entry>
```

Check that the following entries are set to "true" as below:

```
<entry key="updaterEnabled">true</entry>  
<entry key="periodicUpdatingEnabled">true</entry>
```

Save changes and close document

(b) Open file wordsensa.xml at:

[drive]:\Program Files\Apache Software Foundation\Tomcat 5.5\conf\Wordsensa

Replace line

```
<entry key name="qatoolurl">http://www.lloyds.com/qatual/</entry>
```

with

```
<entry key name="qatoolurl">http://www.lloyds.com/QAT/OpenMarket.aspx</entry>
```

Save changes and close document

(c) If the directory below exists on your system ::

[drive]:\Program Files\Apache Software Foundation\Tomcat 5.5\webapps\wordsensa\WEB-INF

then this directory will override the files you have just created and therefore you must copy both files into this directory. Note there may be existing files with the same name - these should be overwritten with the newer version.

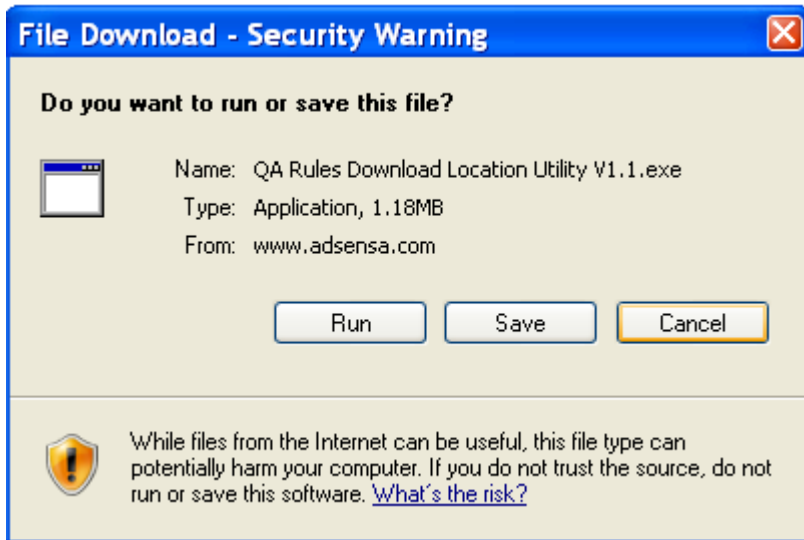
(d) Restart Tomcat.

## 2. FOR WORDSENSA QA DESKTOP USERS

The changes shown at (a) and (b) below need to be made but this can be completely automated by using the QA Rules Location Utility that you should have downloaded before participating in the external UAT. However, if you did not download the utility at that time then you may do so now by downloading the from [http://www.adsensa.com/download/QA\\_rules/](http://www.adsensa.com/download/QA_rules/) and entering username: "qa" and password: "lloyds" (note it is possible that you will be requested to enter the username and password twice – if this is the case then perform this twice).

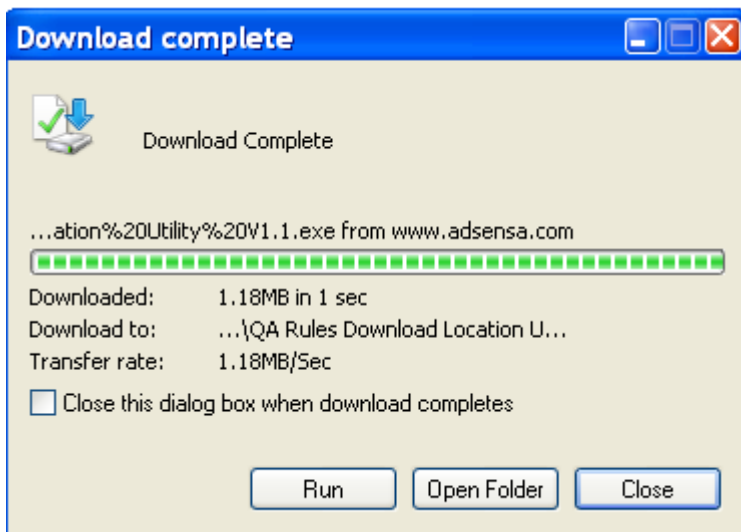
The following instructions show the download sequence as applicable using Internet Explorer 7. There may be minor variations if using another version of Internet Explorer or a different browser.

Once downloaded you will be prompted asking if you wish to run the utility as shown below:



Choose Save because you will need to use this utility again if you participate in user acceptance testing of later releases (next release scheduled for end of November 2009).

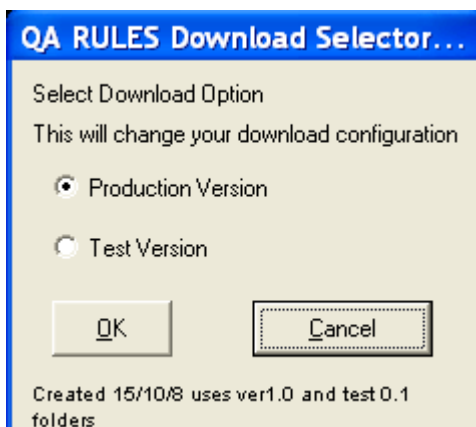
When the download has completed you will be prompted as follows:



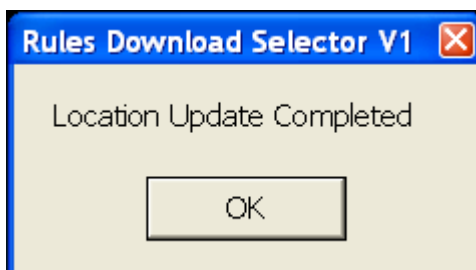
Choose Run to run the utility. However, depending upon your browser settings you may first be prompted as follows:



Choose Run again and you will be prompted with the following.



Press OK and the utility will then update your configuration. When it has completed the following pop-up window will be displayed. Press OK to exit the utility.



The utility will have updated the config files as per the instructions below:

(a) Open file updater-config.xml at:

[\[drive\]:\Documents and Settings\All Users\Application Data\Wordsensa](#)

Replace line

```
<entry key="updateUrl">http://update.adsensa.com/update/wordsensaqa/test0.1/rules.zip</entry>
```

with

```
<entry key="updateUrl">http://update.adsensa.com/update/wordsensaqa/ver1.0/rules.zip</entry>
```

Check that the following entries are set appropriately as below:

```
<entry key="updaterEnabled">true</entry>
```

```
<entry key="periodicUpdatingEnabled">false</entry>
```

Save changes and close document

(b) Open file config.xml at:

```
[drive]:\Program Files\Wordsensa Professional\
```

Replace line

```
<config-item name="qatool-url ">http://www.lloyds.com/qatuat</config-item>
```

with

```
<config-item name="qatool-url">http://www.lloyds.com/QAT/OpenMarket.aspx</config-item>
```

Save changes and close document

## 9. **Feedback**

Any questions or feedback you may have on the QA Tool checks or operation of the rules in Wordsensa QA can be sent either to [WordsensaQAQueries@lloyds.com](mailto:WordsensaQAQueries@lloyds.com) or submitted online using the QA Tool feedback form on Lloyd's.com.

Regards,

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