



StoneScribe FAQ

What does this product do?

This product provides policy-driven instant message archiving for the Cisco IM & Presence (Jabber) platform. It enables secure, accountable record retention of instant messages, along with the ability to search, filter, and report on those records.

Is this solution only for Administrators, or can End users access & manage their messages?

StoneScribe is designed as a compliance ready application. There are multiple roles that can span from Administrator to end-user (optional). If enabled, users can find their own messages; review them (but not delete them) right from their Cisco Jabber client. While Administrators have the option to turn the user access off – it's a great productivity feature that saves IT from needing to help users locate their own messages.

Why do I have to be concerned about archiving instant messages?

First, instant messages are now part of the communications toolset, and can contain important information that should be saved. Like any other electronic record, if that chat history is deleted or cleared, it may be lost forever.

Instant Messages are records that are requested during litigation. StoneScribe makes it easy to ensure appropriate retention & destruction of messages, and makes it very easy to find and work with records.

Lastly, data mining from instant message communications is a growing means to improve business processes. StoneScribe's ability to find, filter, redact and even auto-tag make it easy to identify critical issues, hot topics and keyword flagging.

How can I quickly find specific messages?

The system has an intuitive interface where you input search parameters to narrow down the messages and conversations you would like to find. The search results are previewed, then select the threads for download or send via email. An audit trail is kept of all activity.

What happens if a user deletes their instant messages?

Instant messages are archived in real time. If a user deletes an instant message conversation, a copy will still be archived. This is in contrast to a backup scenario, where records could be deleted prior to the backup and missed.

What about files shared during a conversation? Do you retain those too?

Yes. StoneScribe has the option to retain files transferred during conversations.



Can we set up certain keywords as more important & alert someone?

Yes. StoneScribe offers Keyword Smart Actions. This means the Administrators can identify certain keywords to trigger certain actions automatically, regardless of the end user's actions. Currently this includes the ability to auto-tag messages with the flagged keyword, send alerts and create specific entries in the audit log.

Will this archiving system slow down the message time between users?

No. StoneScribe's real-time archiving technology is seamless to the end users. There are no delays to slow down their collaboration.

What security features are built into this product?

There are several:

1. The application can be configured to use "HTTPS" for an additional level of security for application administration. (HTTPS is a protocol used by Web servers to transfer and display Web content securely. The data transferred is encrypted so that it cannot be read by anyone except the recipient.)
2. The StoneScribe archive database uses AES256 encryption.
3. The archived messages are encrypted.
4. StoneScribe keeps an audit trail of all activity.
5. StoneScribe provides file shredding that is US Dept. of Defense (DoD) compliant. This ensures that records cannot be constructed from disk after deletion.

Does it need its own server?

Yes, StoneScribe needs a Windows server, but is optimized for use in a virtual environment, so a physical server is not required.

Are clustered IM/Presence servers supported?

Yes.

Can the StoneScribe database be housed in the same location as the Postgres database for the Cisco Presence Server?

Yes. We prefer this set up, but if your database is already located elsewhere, we do offer the flexibility to be able to connect to that Postgres server in another location.

Does this system support Cisco's "CUCM Presence Group" toolset for managing users?

Yes.

What if we need to vary the hold length for specific records?

No problem. StoneScribe allows for over-rides of group policies for specific accounts by an authorized administrator. So if you decide that you want to hold onto certain records for a different time period than the standard policy, this is easily accommodated.

How much storage does this require?

Because it is an archiving system, it only captures the incremental changes each day. It knows what data it already has and only adds the new records. Plus IM chats are very small file sizes. We offer a worksheet that will help you size your storage needs over time, based on your organization's retention needs.

How can I tell how much allocated storage is being used?

StoneScribe's web-based Administration console has a real time storage usage meter so you can check it any time.

Speaking of storage, what if we want to change the location of our archives?

No problem. StoneScribe makes it easy to re-locate your archive location.

We've looked at using Actiance to archive our IM. How is this better?

StoneScribe archives in the background – it does not filter messages through an archiving server during chat interactions. That causes lags in performance for the users or can even take Jabber messaging offline if the Actiance server has problems.



Our approach:
Instant Messaging Stays Instant

- No server interference or delay
- Data retained in real time

Others' approach:
Messaging Relay & Delay

- No Jabber messaging if server goes offline
- Multiple possible points of failure

StoneScribe offers security, performance, protection from technical spoliation issues and we do it for a very cost effective price point.

For more information, contact us today!

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