StoneScribe 3.2.6

Frequently Asked Questions

DONOMA

Donoma StoneScribe provides policy-based archiving & records management for text-based Unified Communications data. Originally created for retaining Cisco Jabber conversations, StoneScribe now supports an expanding set of text-based communication records for secure, accountable record retention, reporting and insight.

LICENSING & RETENTION CONFIGURATION:

Do I have to license for every person on my network? A license is needed for each account needing retention.

Do you support Enterprise distributed server models? Yes.

How is this product available? StoneScribe is available either as a virtual application running on a Microsoft Windows virtual server, or it is available as a cloud service.

Are clustered servers supported? Yes.

Can the StoneScribe database be housed in the same location? (For example: Cisco IM&P Server) Yes. We prefer this set up.

Does this system support Cisco's "CUCM Presence Group" toolset for managing users? Yes. StoneScribe will automatically pull from the Presence Groups configured in Cisco. This makes for easier management.

MANAGING & WORKING WITH RECORDS:

How does records search work?

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 are my search options? StoneScribe makes it easy to search by date & time range, employee name (individual or multi-person), exact or partial keyword (s), manual tags or Keyword SmartAction tags

Do you maintain file attachments? Yes. Attachments are not only retained, but are kept in context with the conversation where they were shared.

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Why can't I just do a backup? How is archiving different? Searching a native communication system database is not only very challenging and time consuming, it has a lot of limitations for proper data retention and production:

- No retention policy.
- Records edited outside of backup window are missed.
- No context. (Cannot see the entire thread of each communication)
- No preservation of files attached & shared during a conversation.
- Cannot search by conversation participant (required to meet e-Discovery & regulatory standards)
- Metadata is not retained for the communication thread
- Cannot produce the records in a commonly usable electronic format.
- No data security/access control to see communication records.
- No audit trail.
- No secure destruction.

If we have an Enterprise installation, can I search in one place for data on multiple servers? Yes.

Tell me more about the EML export capabilities. Many organizations have legacy storage systems and policies that mandate that a copy of retained records live within those systems. (Example: Global Relay or a Legal Management database. StoneScribe can be configured to provide records to those systems via automated EML export.

Can we see the context of an entire communication thread? Yes, you will be able to see an entire conversation thread with any associated files attached and shared. Please note that conversations have a 24 hour span. Any additional conversations between the same parties on subsequent days will be separate conversations.

Do you support Persistent and Federated Chat for IM & Presence activity? Yes.

Does StoneScribe support "Peer to Peer" file sharing? No. StoneScribe only retains conversations that are processed at the server level. Typically when organizations are concerned about retaining these kinds of records, it is recommended that the peer to peer file sharing functionality be turned off and Message File Transfer enabled so that file sharing requests are processed at the server level so they can be properly retained and managed.

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What happens if a user clears their Jabber history? StoneScribe's design integrates with Cisco so that those communications are archived in real time. If a user clears a conversation locally, it does not impact the retention. The communication was retained the moment they pressed the enter key. This is in contrast to a backup scenario, where records could be deleted prior to the backup and missed.

How can StoneScribe help me comply with personal privacy regulations such as GDPR? StoneScribe makes it very easy to search and find records for specific individuals. As long as the person accessing the records has the rights to remove records, and this action is not precluded by retention policies in place that over-ride this request (as can happen in certain legal and compliance situations) then marking the records for immediate destruction is easy . Any such action will also be part of the activity audit features.

What if we need to vary the hold length for specific records? StoneScribe allows for retention length adjustments by an authorized administrator. This is commonly seen when needing to flag records for litigation hold, as an example. All changes are tracked in the audit system.

Can StoneScribe help me automatically filter and flag conversations? Yes. StoneScribe's Keyword Smart Actions make this easy. Pre-defined keywords trigger notifications and/or tags that can in turn be used for workflow & review. This all happens in the background and is transparent to the end user.

EXPANDED RECORD RETENTION (EML INGESTION)

What other kinds of records can StoneScribe retain & manage? As of this release, StoneScribe will support the retention of Cisco Jabber records via IM & Presence Server, Webex Connect and data from Smarsh.

What retention record types are planned? We plan to support EML import of Microsoft Exchange. Microsoft Office 365 , Gmail and Lotus Notes by summer 2019. We are also planning to support EML format from major social networks, corporate chat/XMPP platforms (such as Cisco Teams, Slack, Microsoft Teams) and mobile messaging records. For more specifics on roadmap timelines, please reach out to your Donoma representative.

SECURITY & PERFORMANCE

What security features are built into this product? StoneScribe was designed with a strong security aspect in mind. Our solution provides essential security measures by implementing public/private key cryptography based (AES256) encryption into the platform, to store recordings in a secure and encrypted format, and to prevent your recordings from being tampered with. Each channel the communication goes through is also encrypted by TLS. The data is encrypted at rest and in transit. StoneScribe also provides secure destruction of data such that it cannot be forensically recreated.

Will this archiving system create any kind of delay in the flow of communications between users? No. StoneScribe's real-time archiving technology is designed so that retention happens in parallel to real time communications. It is seamless to the end users.

Have more questions? Contact us and we'll be happy to help!

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