

OneVault

Frequently Asked Questions



Donoma OneVault provides policy-based archiving & records management supported email and communication records. OneVault brings together prior Donoma retention solutions and now supports an expanding set of 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? OneVault 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.

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? OneVault makes it easy to search for data. Once the date range is selected, users can layer in multiple search parameters. These searches can span across multiple data types (email and IM for example). The result is a very intuitive, flexible compound search with production of records controlled by corporate policy for both data and data access.

Do you maintain file attachments? Yes. For communications that involve file attachments (such as email and IM) 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.

LIMITATIONS OF BACKUP

- No retention policy.
- No chain of custody so data is not defensible.
- 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.

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. Depending on the data type, some systems view conversations as having a maximum 24 hour lifespan. 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 OneVault support "Peer to Peer" file sharing? No. OneVault 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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Can a user delete data before it is archived? OneVault's design archives communications 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.

What if we need to vary the hold length for specific records? OneVault 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 OneVault help me automatically filter and flag conversations? Yes. 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

What records can OneVault retain & manage? Currently we support: Microsoft Office365 email, Exchange 2016 (Cloud or on premise) Gmail, Cisco Jabber, Webex Connect and Smarsh.

What retention record types are planned? Cisco Voicemail Cisco Teams, Slack, Microsoft Teams, mobile messaging records and more. For more specifics on roadmap timelines, please reach out to your Donoma representative.

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

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