

Instant Webinar

IM Archiving and Compliance for IBM Lotus Sametime



Instant Mission

We develop social applications for enterprises – generally leveraging an enterprise IM platform

Enterprise-class compliance and productivity solutions for IBM Lotus Sametime and Microsoft Lync

- IM Archiving, e-Discovery, and Compliance
- IM Help Desk Applications (click to chat)
- Contact List Migration and Management

Your Business Dilemmas

- You need to monitor and audit Sametime conversations for internal policy enforcement and/or external regulatory compliance
- You need to capture and retain all IBM Sametime conversations at a server level
- You need to create ethical IM firewalls, or notify compliance officers immediately if certain rules are triggered

Overview

- Installation – less than 30 minutes
- Highly scalable – 60 to 60,000 users
- Stable
- Sametime 8.5 (and previous versions)
- Various content types
- Action rules and filters
- Ethical firewalls
- Integrates with 3rd party compliance solutions (i.e. EMC Source One)

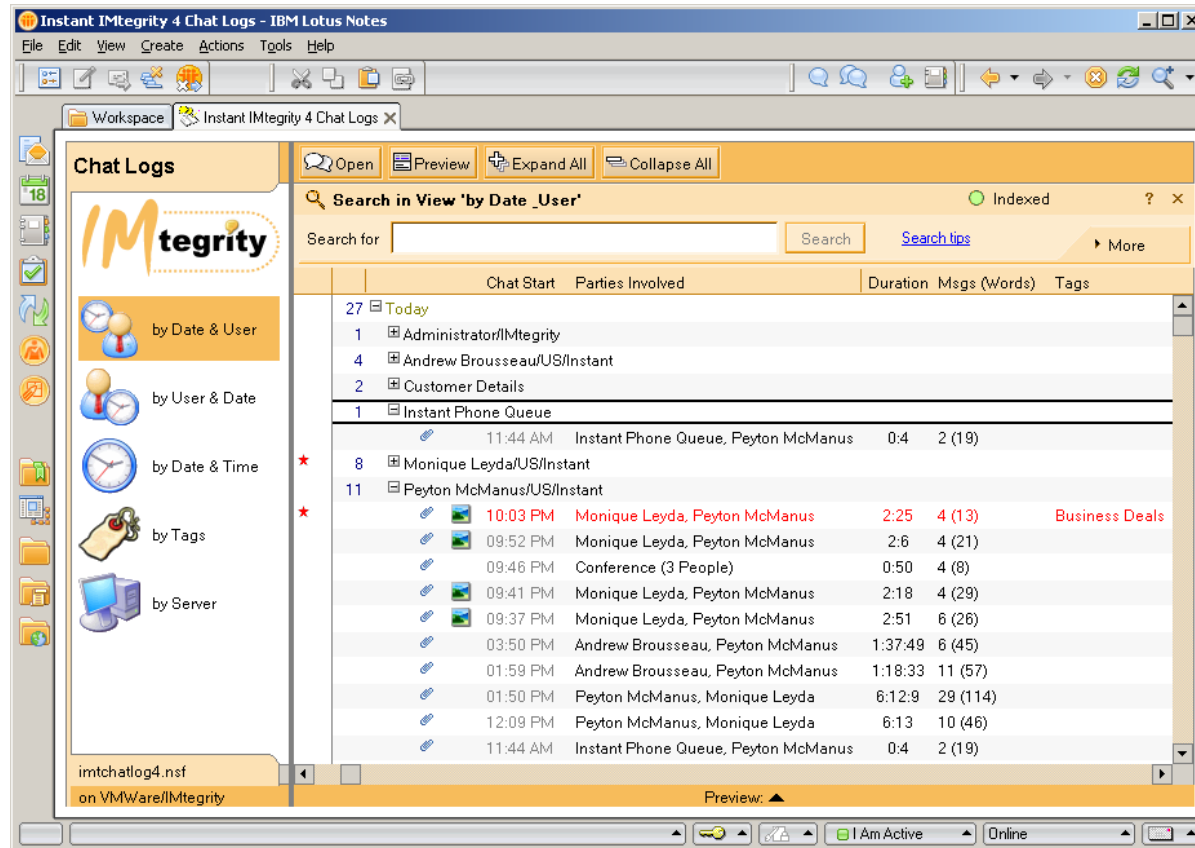
Installation

- Installs on Sametime server
- Typical 30 minute installation
- Database components
 - Imtchatlog5.nsf – unique
 - Imtconfig.nsf – replicating within domain
 - Database for help and documentation
 - Server task for console based management
 - Windows service task
- All created automatically -

Content Capturing

- Log and audit all Sametime conversations
 - Track who said what, what was discussed, when it was discussed, and how long the discussion lasted
- Capture
 - Text
 - Images
 - Emoticons
 - Screenshots in line with the chat text
 - Capture file transfers (new with 4.06)
 - URLs

Notes View - Chats by Date/User



Instant IMtegrity 4 Chat Logs - IBM Lotus Notes

File Edit View Create Actions Tools Help

Workspace Instant IMtegrity 4 Chat Logs X

Chat Logs

Open Preview Expand All Collapse All

Search in View 'by Date _User' Indexed ? x

Search for Search [Search tips](#) More

	Chat Start	Parties Involved	Duration	Msgs (Words)	Tags
27 Today					
1		Administrator/IMtegrity			
4		Andrew Brousseau/US/Instant			
2		Customer Details			
Instant Phone Queue					
1	11:44 AM	Instant Phone Queue, Peyton McManus	0:4	2 (19)	
8		Monique Leyda/US/Instant			
11		Peyton McManus/US/Instant			
	10:03 PM	Monique Leyda, Peyton McManus	2:25	4 (13)	Business Deals
	09:52 PM	Monique Leyda, Peyton McManus	2:6	4 (21)	
	09:46 PM	Conference (3 People)	0:50	4 (8)	
	09:41 PM	Monique Leyda, Peyton McManus	2:18	4 (29)	
	09:37 PM	Monique Leyda, Peyton McManus	2:51	6 (26)	
	03:50 PM	Andrew Brousseau, Peyton McManus	1:37:49	6 (45)	
	01:59 PM	Andrew Brousseau, Peyton McManus	1:18:33	11 (57)	
	01:50 PM	Peyton McManus, Monique Leyda	6:12:9	29 (114)	
	12:09 PM	Peyton McManus, Monique Leyda	6:13	10 (46)	
	11:44 AM	Instant Phone Queue, Peyton McManus	0:4	2 (19)	

imtchatlog4.nsf
on VMWare/IMtegrity

Preview: ▲

I Am Active Online

Features and Benefits

- Inclusion/Exclusion Rules
 - Determine which people will be identified as key players and their conversations will be stored
 - Capture based on people, keywords, or other attributes
- Rules Engine
 - Flag conversations for later review
 - Immediately raise notification alerts based on configurable rules
 - Notes 'agents' may be developed to forward conversations to 3rd party storage systems

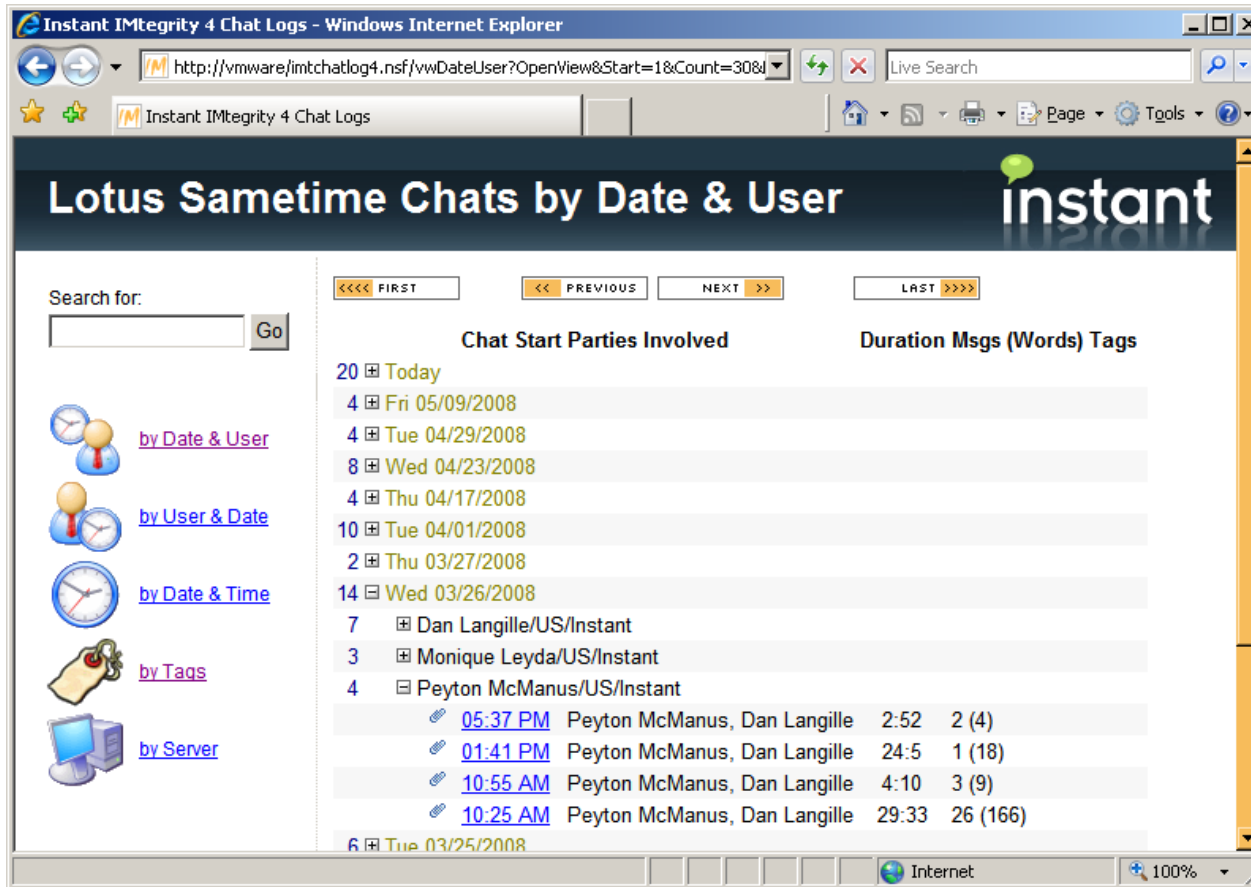
Integration

- Integrates with EMC Source One and Legato via connector
- Integration with 3rd party compliance via SMTP
- May create custom Notes agents – standard Notes DB
- Custom action rules and extensible configuration provides open platform for additional integration with other systems

Promotions

- 2012 competitive upgrade promotion
- Upgrade from competitive product, typically for less than annual support and maintenance
- Qualified competitive upgrade products
 - Akonix
 - Symantec IM Manager
 - Permessa - now GBS
 - Actiance – previously Facetime

Browser View - Chats by Date/User



Instant IMtegrity 4 Chat Logs - Windows Internet Explorer

http://vmware/imtchatlog4.nsf/vwDateUser?OpenView&Start=1&Count=30&l

Instant IMtegrity 4 Chat Logs

Lotus Sametime Chats by Date & User

Search for:

	Chat Start Parties Involved	Duration	Msgs (Words)	Tags
20	Today			
4	Fri 05/09/2008			
4	Tue 04/29/2008			
8	Wed 04/23/2008			
4	Thu 04/17/2008			
10	Tue 04/01/2008			
2	Thu 03/27/2008			
14	Wed 03/26/2008			
7	Dan Langille/US/Instant			
3	Monique Leyda/US/Instant			
4	Peyton McManus/US/Instant			
	05:37 PM Peyton McManus, Dan Langille	2:52	2 (4)	
	01:41 PM Peyton McManus, Dan Langille	24:5	1 (18)	
	10:55 AM Peyton McManus, Dan Langille	4:10	3 (9)	
	10:25 AM Peyton McManus, Dan Langille	29:33	26 (166)	
6	Tue 03/25/2008			

Navigation: by Date & User, by User & Date, by Date & Time, by Tags, by Server

Features and Benefits

- Admin console enables granular, archive-wide search and discovery
 - Enforce internal IM usage policies
 - Respond quickly and completely to compliance audits and legal discovery requests
 - Access is secured by Access Controlled Lists
 - Quickly create highly configurable, flexible, and powerful rules to precisely control which Lotus Sametime messages should be included or excluded from logging
 - Easily set automatic Action Rules to run predefined actions for chats that match specific selection criteria

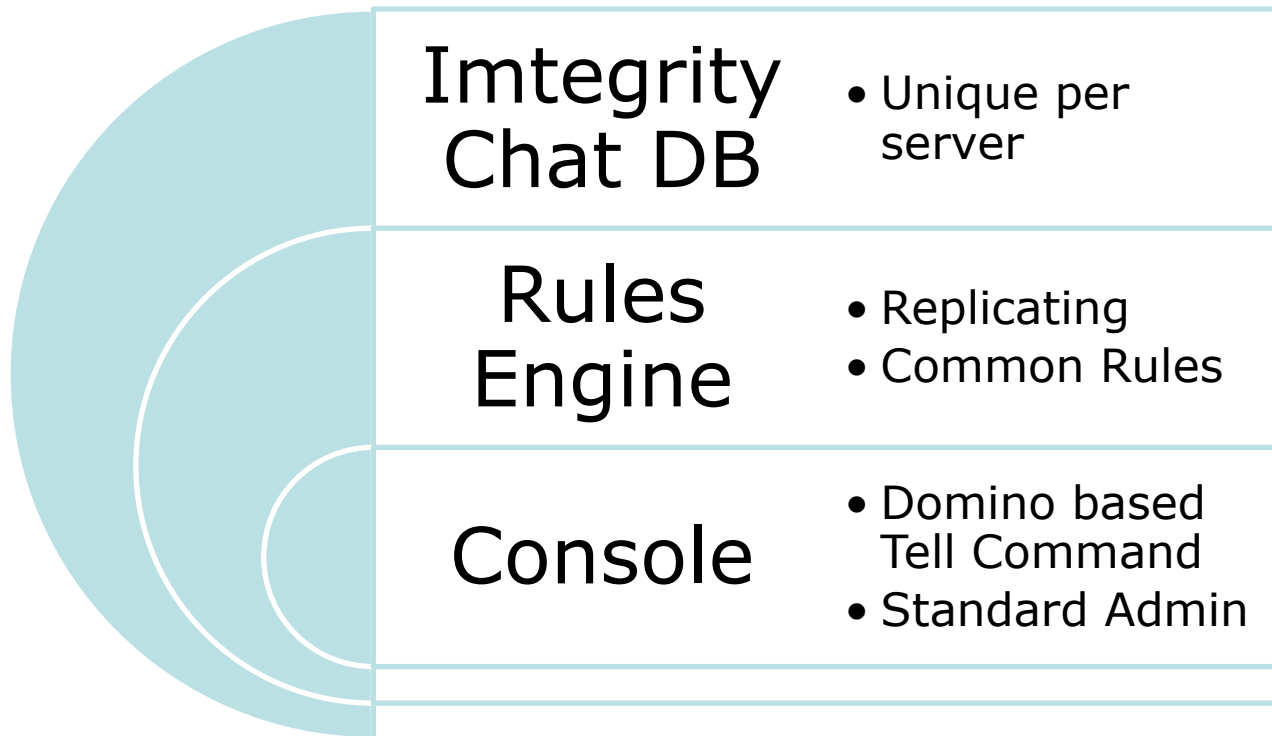
How it Works

- Stores chat logs in text, XML, and Lotus Notes Database format
- Chat logs accessible via web browser interface and/or Lotus Notes clients
- Granular access control lists of chat logs
- Easy "Google-style" full text searches of chat logs

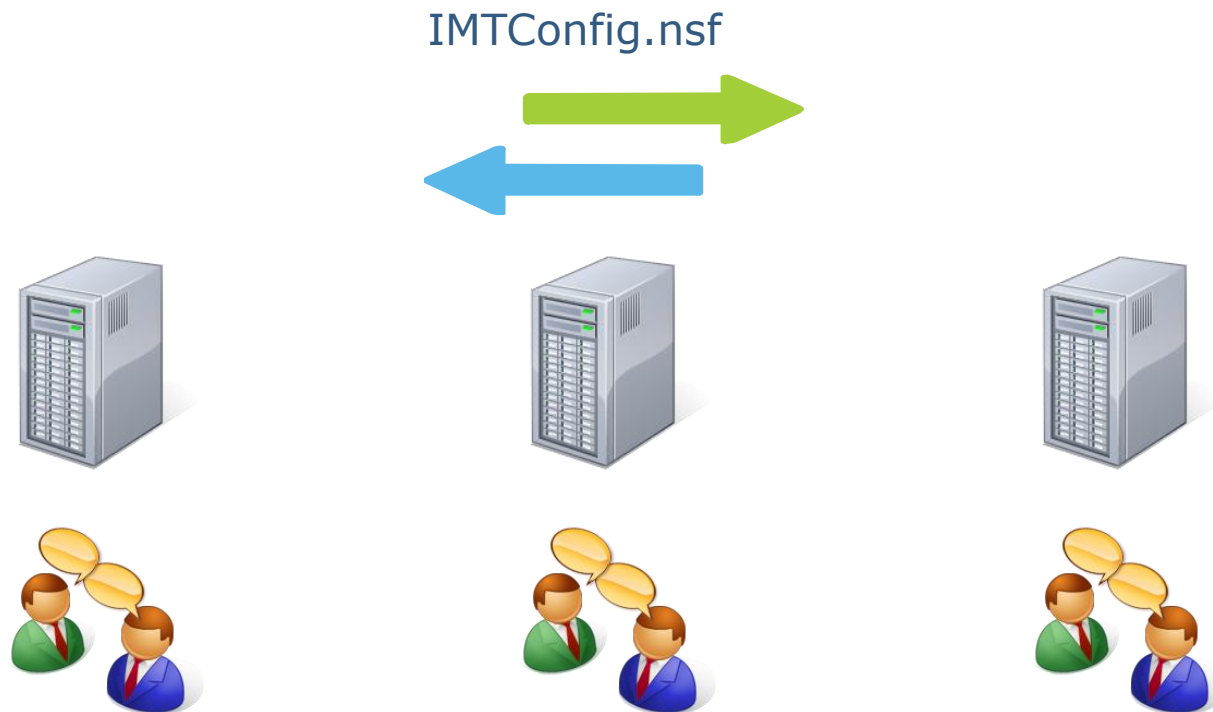
Multi Server Architecture

- IMtegrity is designed to be deployed within a multi server architecture
- Imtegrity leverages the best features of Domino based replication to manage storage and configuration
- By default, the imtchatlog4.nsf will have a unique replica ID and will not replicate – however it could be configured to replicate if required
- The rules engine and configuration database imtconfig.nsf installs as a domain wide replica and is intended to replicate.
 - This enables global configuration changes and rules engine updates to take place in a central point and then replicate across the installed servers

Instant IMtegrity Archives in Action



Instant IMtegrity Archives in Action



Multi Server Architecture

- If required, a domain wide replica of the chat logging database may be created. This will enable Domino to replicate the chat logging database between Sametime servers.
- The following steps enable domain wide replicas

To set a domain -wide replica ID for imtchatlog 4.nsf:

Open a command prompt window

Change into the Instant IMtegrity installation folder

Run **imtconfig.exe /SetLogDomainReplicaID**

Instant IMtegrity Console Integration

```
Prashanth: Lotus Domino Server
> show tasks

Task                Description
Database Server    Perform console commands
Database Server    Listen for connect requests on TCPIP
Database Server    Perform Database Cache maintenance
Database Server    Idle task
Database Server    Load Monitor is idle
Database Server    Database Directory Manager Cache Refresher is idle
Database Server    Idle task
Database Server    Listen for connect requests on LAN0tcpip
Database Server    Log Purge Task is idle
Database Server    Idle task
Database Server    Organization Name Cache Refresher is idle
Database Server    Idle task
Database Server    Idle task
Database Server    Idle task
Database Server    Idle task
Database Server    Idle task
Database Server    Idle task
Database Server    Idle task
Database Server    Shutdown Monitor
Database Server    Shutdown Monitor
HTTP Server        Listen for connect requests on TCP Port:80
Directory Indexer  Idle
POP3 Server        Listen for connect requests on TCP Port:110
POP3 Server        Utility task
IMAP Server        Listen for connect requests on TCP Port:143
IMAP Server        Utility task
Agent Manager      Executive '1': Idle
Sametime Server    Running
Admin Process      Idle
Schedule Manager   Idle
IMAP Server        Control task
Router             Idle
POP3 Server        Control task
IMtegrity Importer Idle, importing every 60 seconds
Gateway Connector  Idle
Rooms and Resources Idle
Agent Manager      Idle
Replicator         Idle
Indexer            Idle
Event Monitor      Idle
```

FAQ: Architecture

- Implemented as a highly-scalable, multi-threaded IOCP-based Windows NT service
- Supports IBM Lotus Sametime client and server versions 2.5, 3.x, 6.5x, 7.0x, 7.5x and 8.5x
- Supports Microsoft Windows NT4 SP6, Windows XP (SP2), Windows 2000 (SP5) and Windows 2003 (incl. SP2), Windows Server 2008
- Archives are searchable by servers, screen names, authenticated user names, organizations, IP addresses, etc

FAQ: Integration - Legato & Source One

- Optional Compliance Connector is available
- Transfers conversations from IMtchatlog5 to exjournal.nsf
- Provided as additional database with connection information

Control Record
IMtegrity Connector for EMC Legato

* = Required Field

IMtegrity Chat Log Information

Server:
Enter the server name containing the IMtegrity Chat Log database, or click [here](#) to browse for it.

File path:
Enter the file path to the IMtegrity Chat Log database, or click [here](#) to browse for it.

Legato Journal Information

Server:
Enter the server name containing the Legato Journal database, or click [here](#) to browse for it.

File path:
Enter the file path to the Legato Journal database, or click [here](#) to browse for it.

Subject line default:
Enter the subject to populate in Legato for any chat documents moved there.

IMtegrity Chat Database Content Options

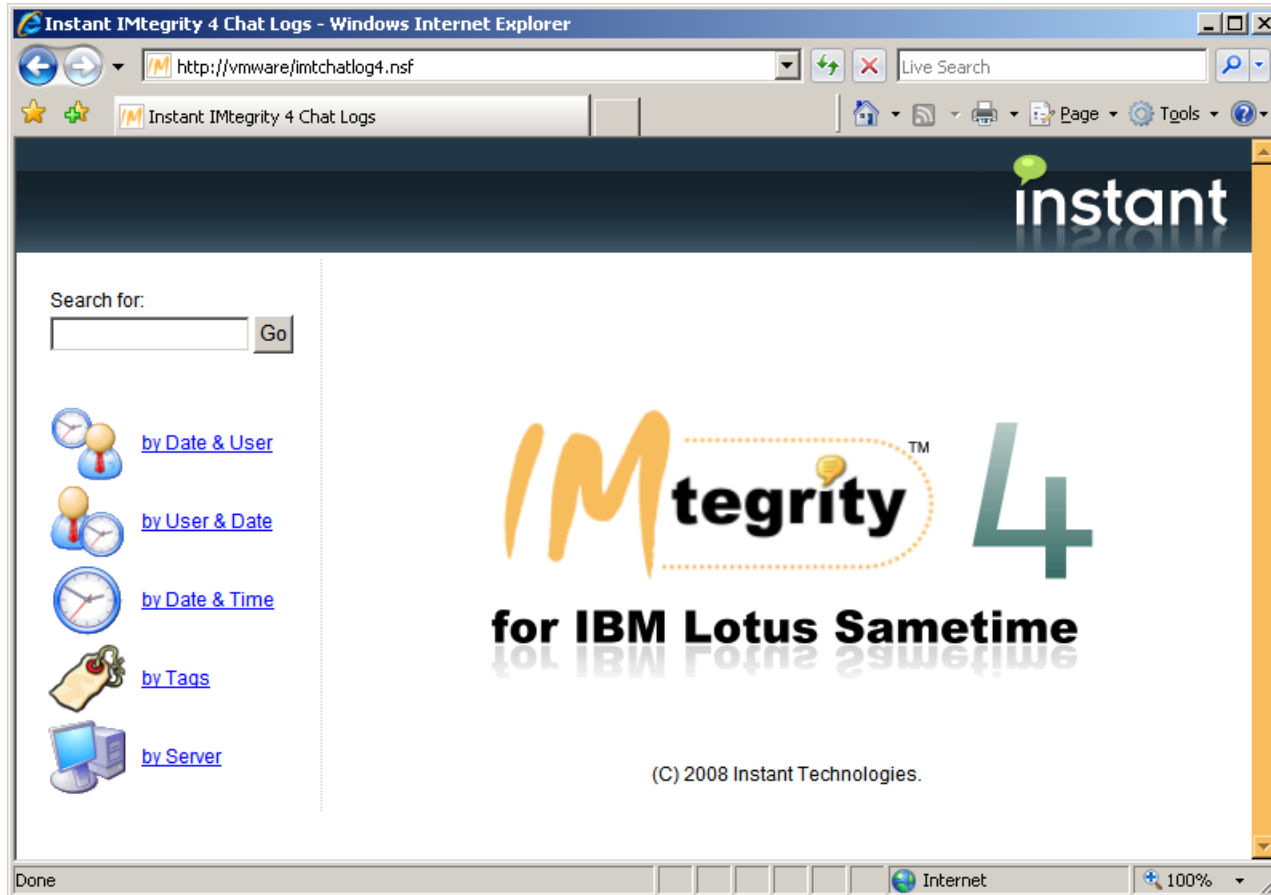
After the chat record is posted to the Legato database, what should happen to the original chat conversation record in the IMtegrity database. Is this a copy or a move operation?

Copy so keep the original record in the IMtegrity DB
 Move so delete the original record

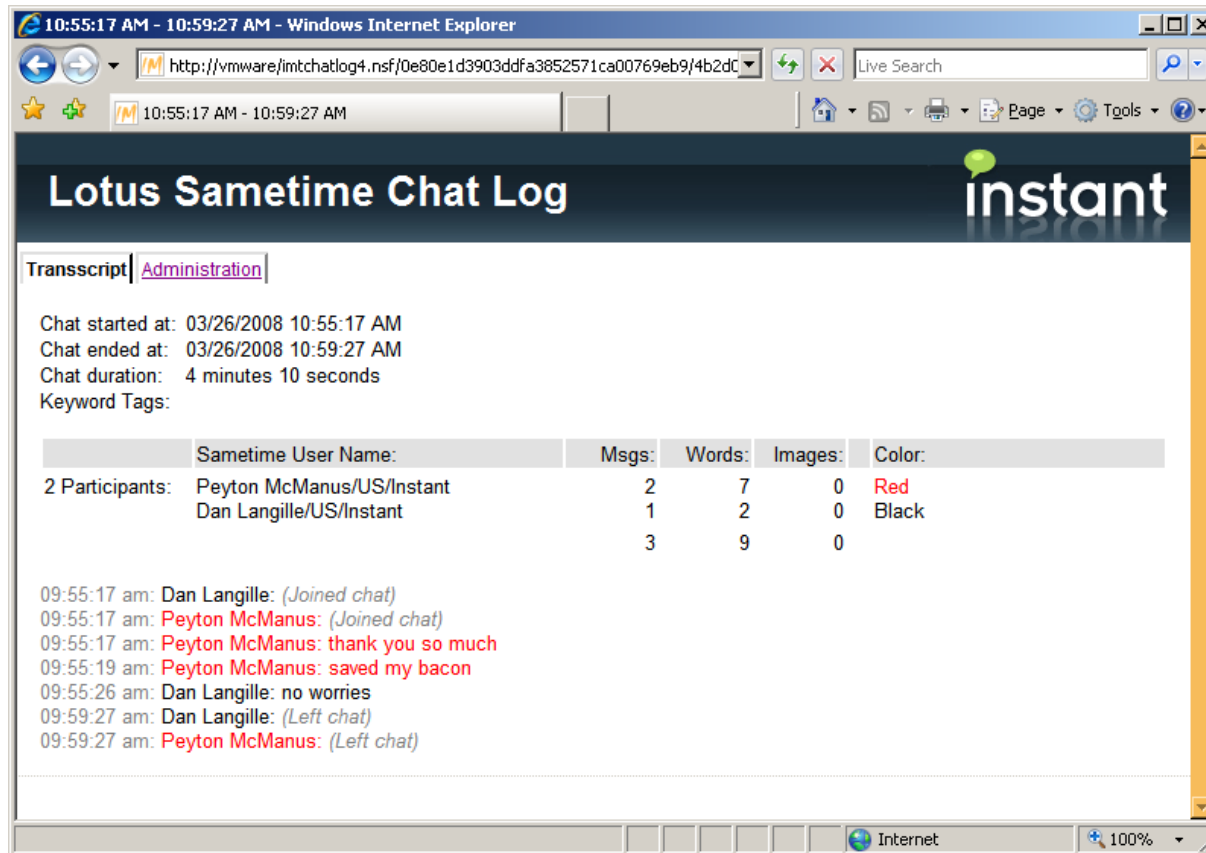
Instant IMtegrity Archives in Action

- Product demonstration

FAQ: Browser Home Page




FAQ: Browser View - Chat Log



10:55:17 AM - 10:59:27 AM - Windows Internet Explorer

http://vmware/mtchatlog4.nsf/0e80e1d3903ddfa3852571ca00769eb9/4b2dc

Lotus Sametime Chat Log 

Transcript | [Administration](#)

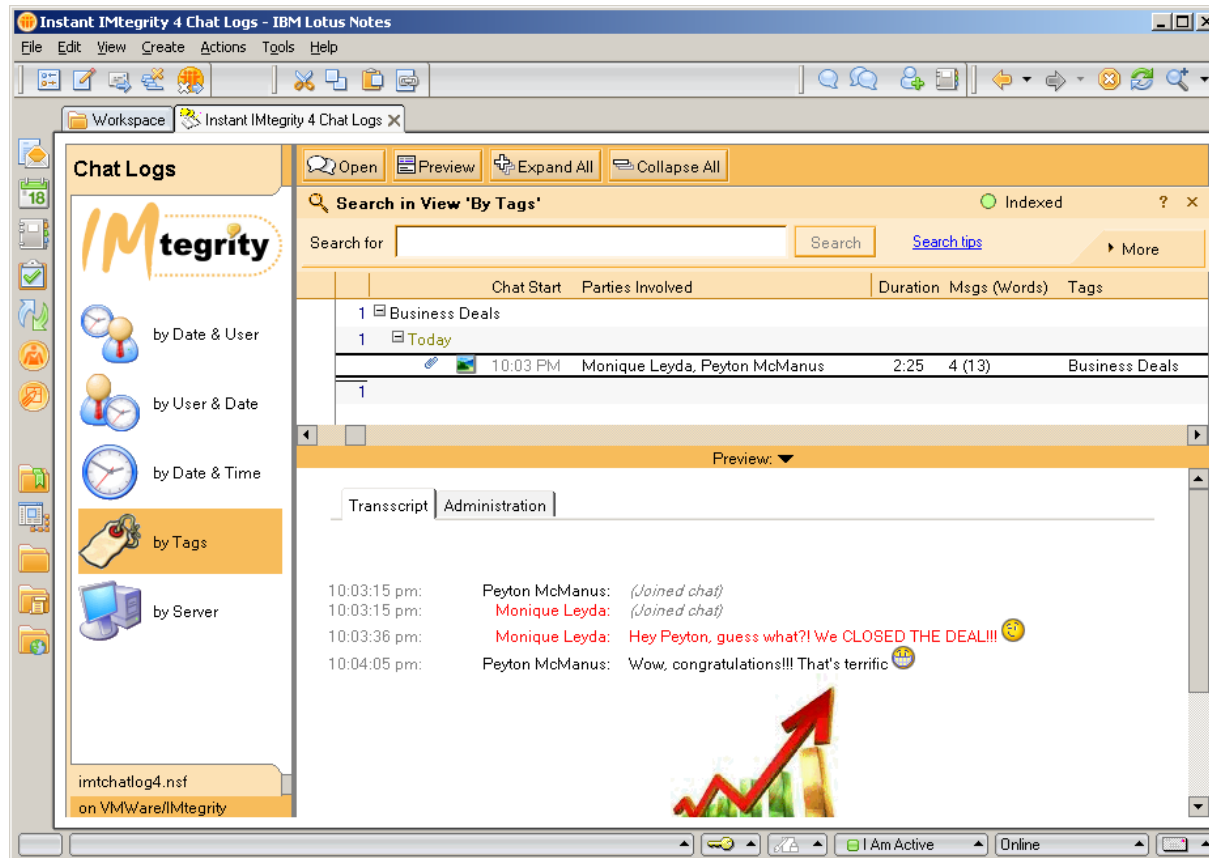
Chat started at: 03/26/2008 10:55:17 AM
 Chat ended at: 03/26/2008 10:59:27 AM
 Chat duration: 4 minutes 10 seconds
 Keyword Tags:

	Sametime User Name:	Msgs:	Words:	Images:	Color:
2 Participants:	Peyton McManus/US/Instant	2	7	0	Red
	Dan Langille/US/Instant	1	2	0	Black
		3	9	0	

09:55:17 am: Dan Langille: *(Joined chat)*
 09:55:17 am: Peyton McManus: *(Joined chat)*
 09:55:17 am: Peyton McManus: thank you so much
 09:55:19 am: Peyton McManus: saved my bacon
 09:55:26 am: Dan Langille: no worries
 09:59:27 am: Dan Langille: *(Left chat)*
 09:59:27 am: Peyton McManus: *(Left chat)*

Internet 100%

FAQ: Tagged Preview



The screenshot shows the Instant IMtegrity 4 Chat Logs application interface. The window title is "Instant IMtegrity 4 Chat Logs - IBM Lotus Notes". The interface includes a menu bar (File, Edit, View, Create, Actions, Tools, Help), a toolbar, and a workspace area. On the left, there is a "Chat Logs" sidebar with the IMtegrity logo and several sorting options: "by Date & User", "by User & Date", "by Date & Time", "by Tags" (which is selected), and "by Server". The main area displays a search bar and a table of chat logs. The table has columns for "Chat Start", "Parties Involved", "Duration", "Msgs (Words)", and "Tags". A preview window is open for a chat log with the tag "Business Deals". The preview shows a transcript of a chat conversation:

Chat Start	Parties Involved	Duration	Msgs (Words)	Tags
10:03 PM	Monique Leyda, Peyton McManus	2:25	4 (13)	Business Deals

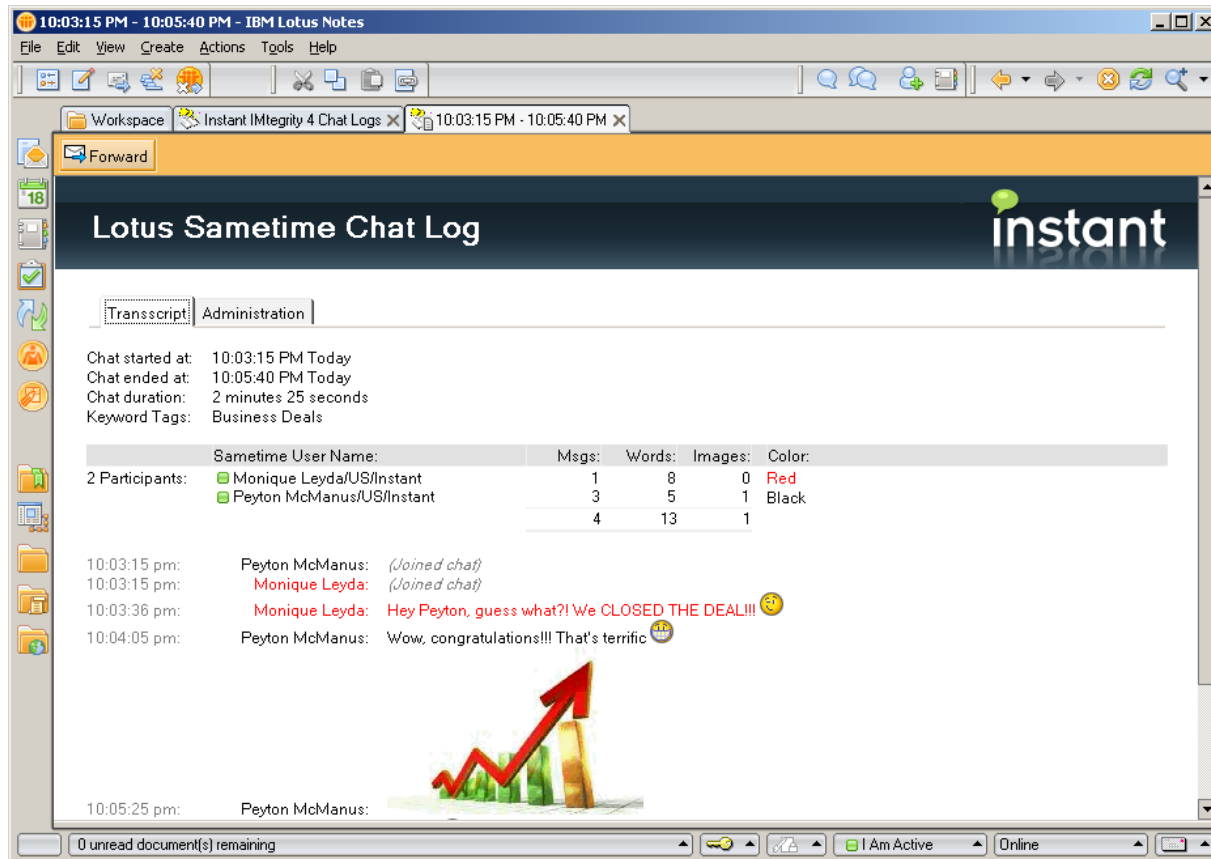
Preview: Administration

Transcript Administration

10:03:15 pm: Peyton McManus: (Joined chat)
 10:03:15 pm: Monique Leyda: (Joined chat)
 10:03:36 pm: Monique Leyda: Hey Peyton, guess what?! We CLOSED THE DEAL!!! 😊
 10:04:05 pm: Peyton McManus: Wow, congratulations!!! That's terrific 🎉

At the bottom of the preview window, there is a small graphic of a red arrow pointing upwards over a bar chart, symbolizing growth or success.

FAQ: Open Tagged Chat



10:03:15 PM - 10:05:40 PM - IBM Lotus Notes

File Edit View Create Actions Tools Help

Workspace Instant IMtegrity 4 Chat Logs 10:03:15 PM - 10:05:40 PM

Forward

Lotus Sametime Chat Log


instant

Transcript Administration

Chat started at: 10:03:15 PM Today
 Chat ended at: 10:05:40 PM Today
 Chat duration: 2 minutes 25 seconds
 Keyword Tags: Business Deals

Sametime User Name:	Msgs:	Words:	Images:	Color:
2 Participants:				
Monique Leyda/US/Instant	1	8	0	Red
Peyton McManus/US/Instant	3	5	1	Black
	4	13	1	

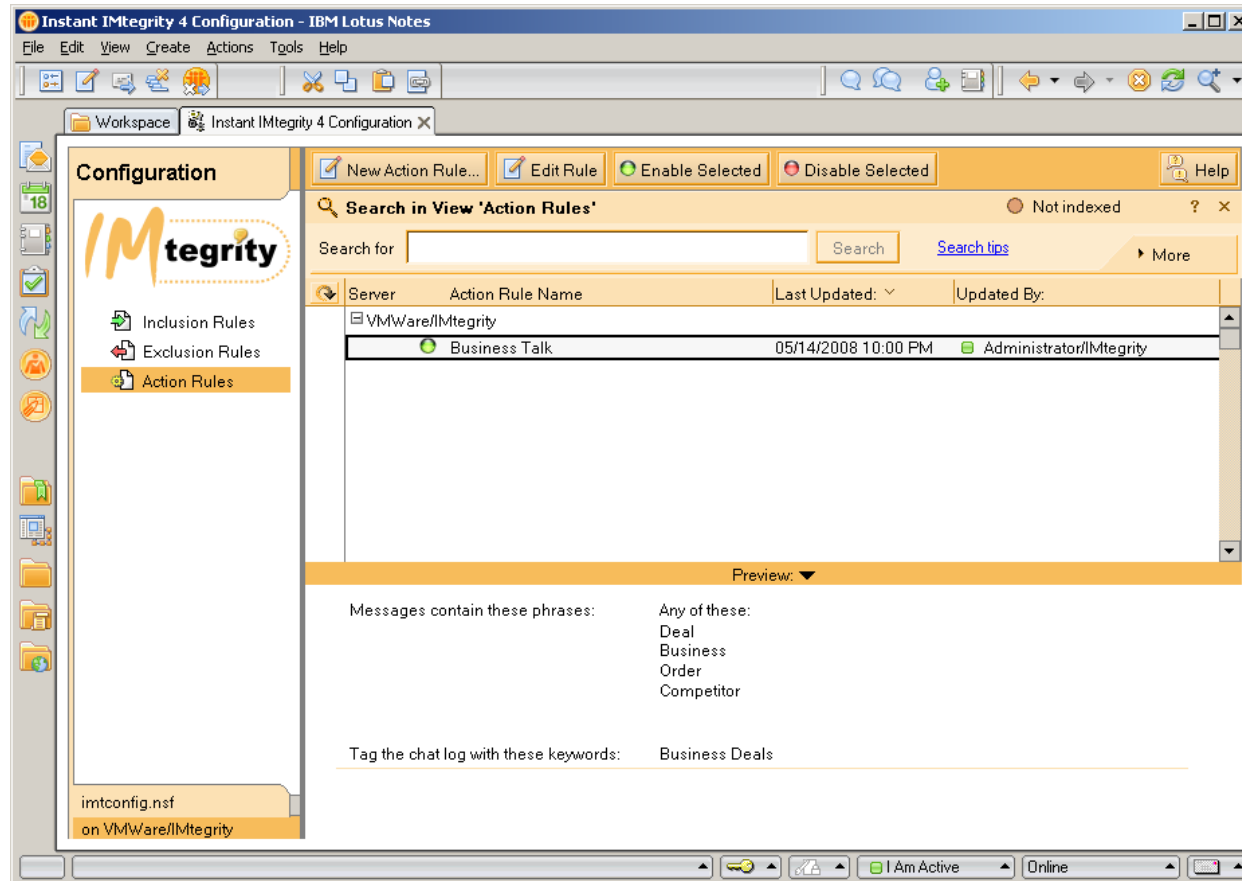
10:03:15 pm: Peyton McManus: (Joined chat)
 10:03:15 pm: Monique Leyda: (Joined chat)
 10:03:36 pm: Monique Leyda: Hey Peyton, guess what?! We CLOSED THE DEAL!!! 🎉
 10:04:05 pm: Peyton McManus: Wow, congratulations!!! That's terrific 🎉

10:05:25 pm: Peyton McManus: 

0 unread document(s) remaining

I Am Active Online

FAQ: Configuration Preview



FAQ: Action Rule

