

# Instant IMtegrity Archives

IM Archiving, Search, & Discovery  
for IBM Lotus Sametime





# Who We Are

We are experts in unified communications and real-time collaboration.

- Founded in February 2002 by two IBM/Lotus veterans
- Privately-held company headquartered in Durham, NH
- IBM Advanced Partner
- Awards
  - 2003 IBM/Lotus Rising Star Beacon Award
  - 2003 e-pro Magazine Apex Readers Choice Award
  - 2004 IBM/Lotus Best Tool/Utility Award
  - 2004 Lotus Adviser Gold Editors Choice
  - 2005 Lotus Adviser Gold Editors Choice
  - 2005 IBM/Lotus Best Real-Time & Team Collaboration Solution Finalist
  - 2007 IBM/Lotus Best Tool/Utility Award

# What We Do

We help organizations to meet regulatory requirements, improve customer service, and increase employee productivity.

We develop innovative, enterprise-class compliance and productivity solutions for IBM Lotus Sametime and Microsoft Office Communications Server.

- IM archiving
- IM queue management
- Persistent chat rooms
- IM bot development
- Buddy list administration

# A Few of Our Customers



# Our Products

## IBM Lotus Sametime:



### Instant Team Sessions

Encrypted and secure browser-based persistent chat rooms for IBM Lotus Sametime.



### Instant Queue Manager

Virtual IM Receptionist for IBM Lotus Sametime.



### Instant Team Messenger

Integrate IBM Lotus Sametime awareness into Microsoft Outlook.



### Instant IMtegrity Archives

IM Archiving, Search, and Discovery for IBM Lotus Sametime.



### Instant Buddy List Administrator

Centrally-controlled, server-side buddy list management for IBM Lotus Sametime.



### Instant Agent Framework

High powered, rapid bot development tools for IBM Lotus Sametime.

## Microsoft Live Communications Server



### Instant Archive Viewer

IM Search and Discovery for Microsoft LCS.



### Instant Archive Viewer for Microsoft OCS 2007

IM Search and Discovery for Microsoft OCS 2007.



### Instant Agent Framework

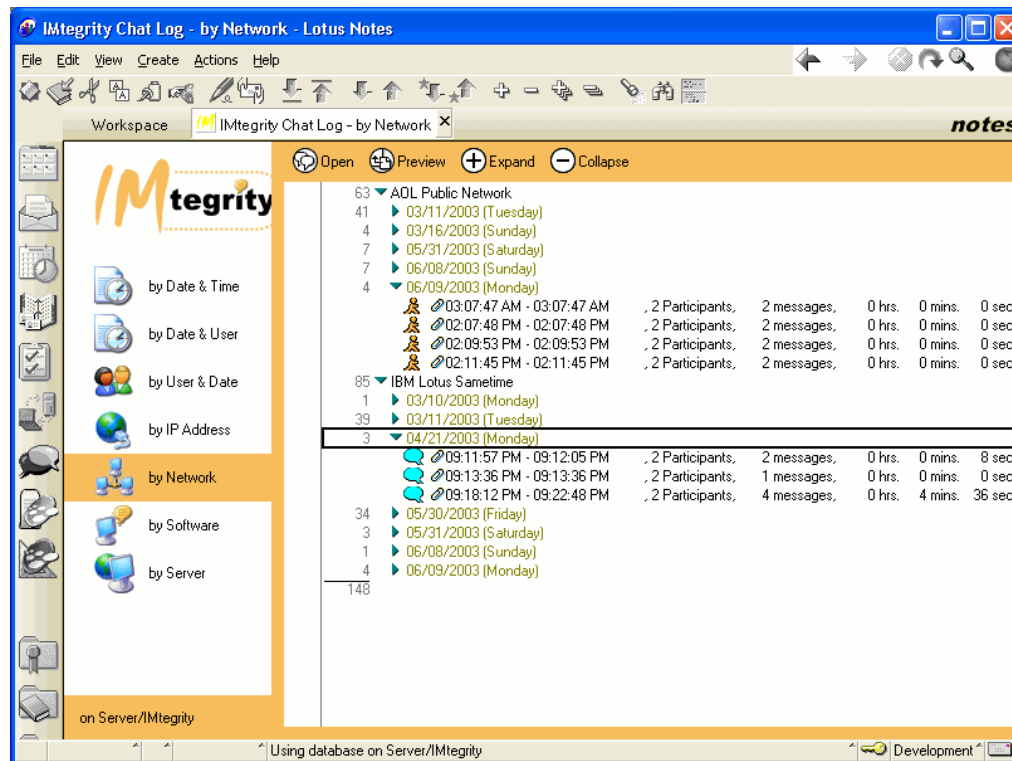
High powered, rapid bot development tool for Microsoft LCS.

# Your Business Dilemmas

- Do you need to monitor and audit Sametime and AOL conversations for internal policy enforcement and/or external regulatory compliance?
- Do you need to convert the contents of your IM archives into a usable business asset?
- Do your users need access to past conversations to do their jobs effectively?

# Solution: Instant IMtegrity

## Sametime IM Search & Discovery



*"We now have peace of mind knowing that we will be able to respond quickly to compliance audits."*

*"Instant IMtegrity has enabled us to mine our Sametime archives for valuable business intelligence."*

*"My users are relying less on email because they now know they can easily access the contents of past IM conversations."*

# Features and Benefits

- Log and audit all Sametime and AOL conversations
  - Track who said what, what was discussed, when it was discussed, and how long the discussion lasted
- 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

# Features and Benefits

- Archives are fully indexed and easily searchable
  - Quickly search by date or by person, or do advanced searches with Boolean operations, within time frames, or over a set conversation length
  - IM conversations—like email—become a usable digital asset
- Authenticate and identify anonymous AOL screen names
  - Match AOL screen names against real names in your LDAP database
  - Attach corporate disclaimer to inbound and outbound AOL chats

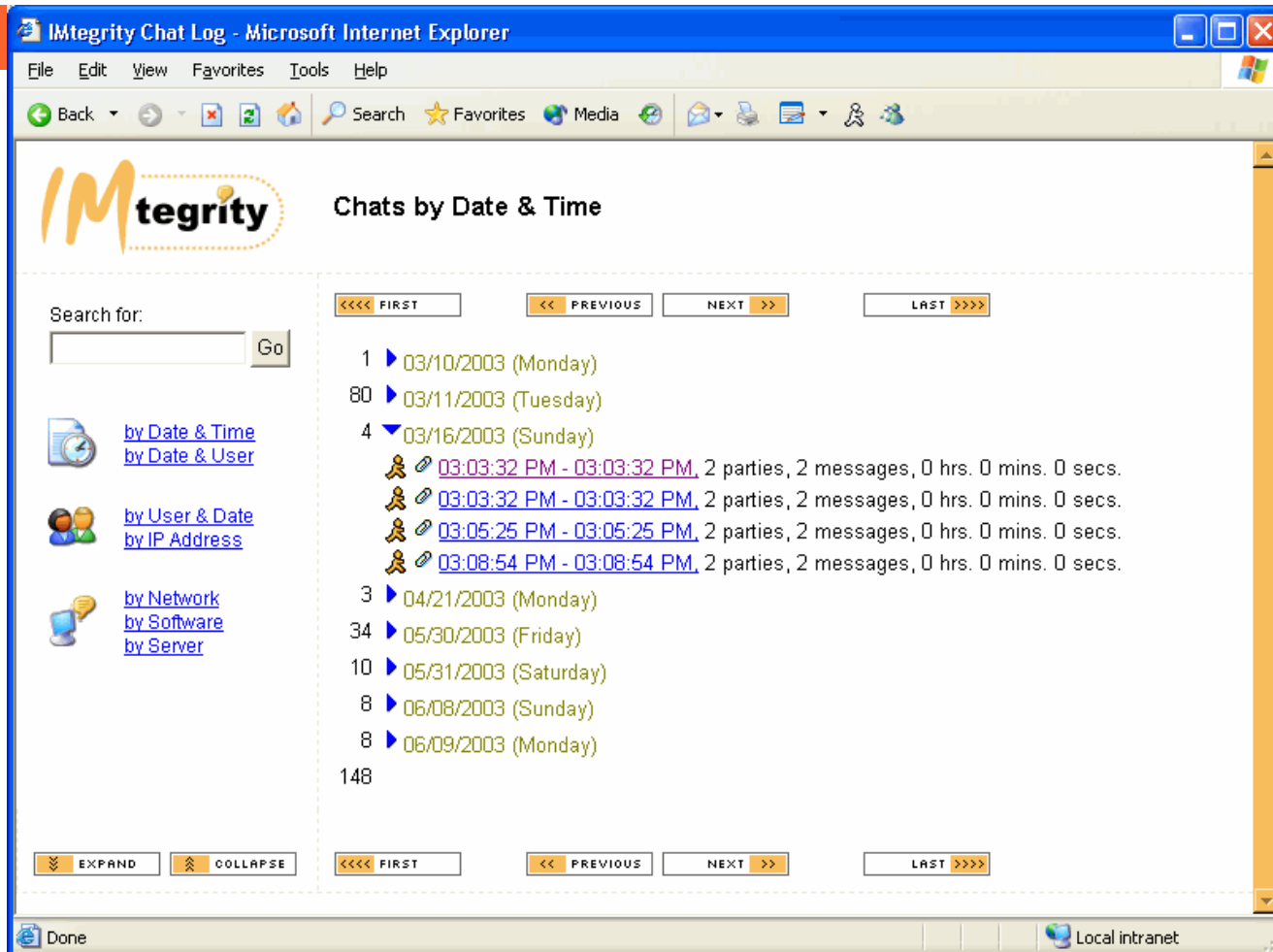
# How it Works

- 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
- Logs chats from:
  - IBM Lotus Sametime Connect Clients
  - IBM Lotus Notes 6.5x, 7.x, 7.5x and 8.x Clients with embedded Sametime support
  - IBM Lotus Sametime Connect AOL IM "Dual Mode" clients
  - AOL Instant Messenger (AIM) Clients
  - GAIM Clients
  - Trillian/Trillian Pro Client

## FAQs: Architecture








- Implemented as a highly-scalable, multithreaded IOCP-based Windows NT service
- Supports IBM Lotus Sametime server versions 2.5, 3.x, 6.5x, 7.0x, 7.5x and 8.x
- Supports Microsoft Windows NT4 SP6, Windows XP (SP2), Windows 2000 (SP5) and Windows 2003 (incl. SP2)
- Archives are searchable by servers, screen names, authenticated user names, organizations, IP addresses, etc

# FAQs: Browser View











The screenshot shows a Microsoft Internet Explorer browser window titled "IMtegrity Chat Log - Microsoft Internet Explorer". The address bar is empty. The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The toolbar contains icons for "Back", "Forward", "Home", "Search", "Favorites", "Media", "Print", "Mail", "New Tab", and "Close".

The main content area displays the "IMtegrity" logo on the left and "Chats by Date & Time" on the right. Below the logo is a search box with the text "Search for:" and a "Go" button. To the left of the search box are four search filters, each with an icon and a link:

-  [by Date & Time](#)
-  [by Date & User](#)
-  [by User & Date](#)
-  [by IP Address](#)
-  [by Network](#)
-  [by Software](#)
-  [by Server](#)

The "Chats by Date & Time" section features a list of chat sessions with navigation buttons at the top: "<<< FIRST", "<< PREVIOUS", "NEXT >>", and "LAST >>>". The list includes:

- 1 ▶ 03/10/2003 (Monday)
- 80 ▶ 03/11/2003 (Tuesday)
- 4 ▼ 03/16/2003 (Sunday)
  -   [03:03:32 PM - 03:03:32 PM](#), 2 parties, 2 messages, 0 hrs. 0 mins. 0 secs.
  -   [03:03:32 PM - 03:03:32 PM](#), 2 parties, 2 messages, 0 hrs. 0 mins. 0 secs.
  -   [03:05:25 PM - 03:05:25 PM](#), 2 parties, 2 messages, 0 hrs. 0 mins. 0 secs.
  -   [03:08:54 PM - 03:08:54 PM](#), 2 parties, 2 messages, 0 hrs. 0 mins. 0 secs.
- 3 ▶ 04/21/2003 (Monday)
- 34 ▶ 05/30/2003 (Friday)
- 10 ▶ 05/31/2003 (Saturday)
- 8 ▶ 06/08/2003 (Sunday)
- 8 ▶ 06/09/2003 (Monday)
- 148

At the bottom of the chat list, there are "EXPAND" and "COLLAPSE" buttons, and another set of navigation buttons: "<<< FIRST", "<< PREVIOUS", "NEXT >>", and "LAST >>>".

The status bar at the bottom shows "Done" on the left and "Local intranet" on the right.

# FAQs: Notes View

IMtegrity Chat Log - by Network - Lotus Notes

File Edit View Create Actions Help

Workspace IMtegrity Chat Log - by Network notes

Open Preview Expand Collapse

**IMtegrity**

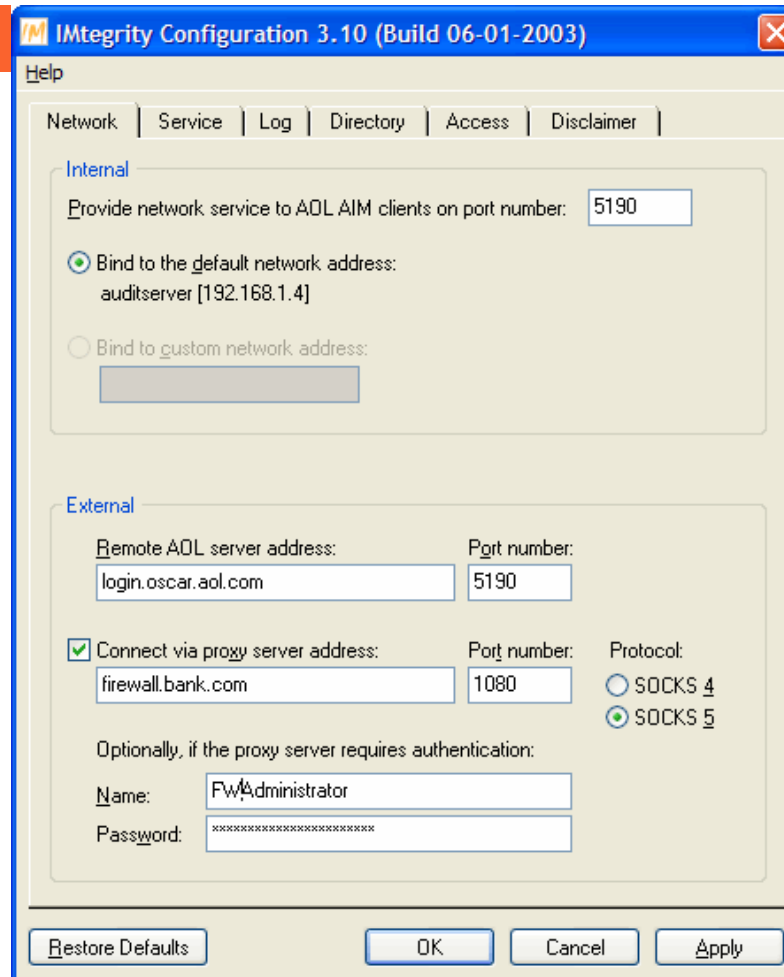
- by Date & Time
- by Date & User
- by User & Date
- by IP Address
- by Network**
- by Software
- by Server

on Server/IMtegrity

63	▼ AOL Public Network						
41	▶ 03/11/2003 (Tuesday)						
4	▶ 03/16/2003 (Sunday)						
7	▶ 05/31/2003 (Saturday)						
7	▶ 06/08/2003 (Sunday)						
4	▼ 06/09/2003 (Monday)						
	☺ 03:07:47 AM - 03:07:47 AM	, 2 Participants,	2 messages,	0 hrs.	0 mins.	0 secs.	
	☺ 02:07:48 PM - 02:07:48 PM	, 2 Participants,	2 messages,	0 hrs.	0 mins.	0 secs.	
	☺ 02:09:53 PM - 02:09:53 PM	, 2 Participants,	2 messages,	0 hrs.	0 mins.	0 secs.	
	☺ 02:11:45 PM - 02:11:45 PM	, 2 Participants,	2 messages,	0 hrs.	0 mins.	0 secs.	
85	▼ IBM Lotus Sametime						
1	▶ 03/10/2003 (Monday)						
39	▶ 03/11/2003 (Tuesday)						
3	▼ 04/21/2003 (Monday)						
	☺ 09:11:57 PM - 09:12:05 PM	, 2 Participants,	2 messages,	0 hrs.	0 mins.	8 secs.	
	☺ 09:13:36 PM - 09:13:36 PM	, 2 Participants,	1 messages,	0 hrs.	0 mins.	0 secs.	
	☺ 09:18:12 PM - 09:22:48 PM	, 2 Participants,	4 messages,	0 hrs.	4 mins.	36 secs.	
34	▶ 05/30/2003 (Friday)						
3	▶ 05/31/2003 (Saturday)						
1	▶ 06/08/2003 (Sunday)						
4	▶ 06/09/2003 (Monday)						
148							

Using database on Server/IMtegrity Development

# FAQs: AOL Proxy Configuration

A screenshot of the IMtegrity Configuration 3.10 (Build 06-01-2003) dialog box. The window has a blue title bar and a menu bar with "Help", "Network", "Service", "Log", "Directory", "Access", and "Disclaimer". The "Internal" section contains a port number field set to "5190" and two radio button options: "Bind to the default network address: auditserver [192.168.1.4]" (selected) and "Bind to custom network address:" (unselected). The "External" section contains fields for "Remote AOL server address" (login.oscar.aol.com) and "Port number" (5190). It also has a checked checkbox for "Connect via proxy server address:" with fields for "firewall.bank.com", "1080", and "SOCKS 5" (selected). Below this are fields for "Name" (FWAdministrator) and "Password" (masked with asterisks). At the bottom are buttons for "Restore Defaults", "OK", "Cancel", and "Apply".

IMtegrity Configuration 3.10 (Build 06-01-2003)

Help

Network | Service | Log | Directory | Access | Disclaimer

Internal

Provide network service to AOL AIM clients on port number: 5190

Bind to the default network address:  
auditserver [192.168.1.4]

Bind to custom network address:  
[ ]

External

Remote AOL server address: login.oscar.aol.com Port number: 5190

Connect via proxy server address: firewall.bank.com Port number: 1080 Protocol:  SOCKS 4  SOCKS 5

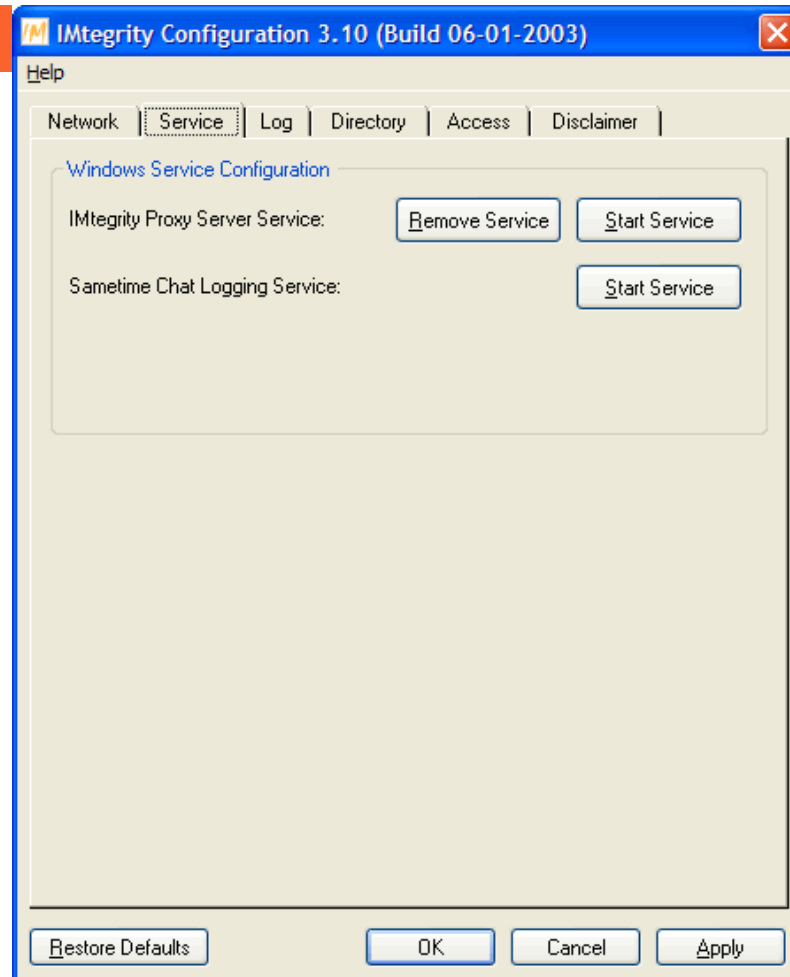
Optionally, if the proxy server requires authentication:

Name: FWAdministrator

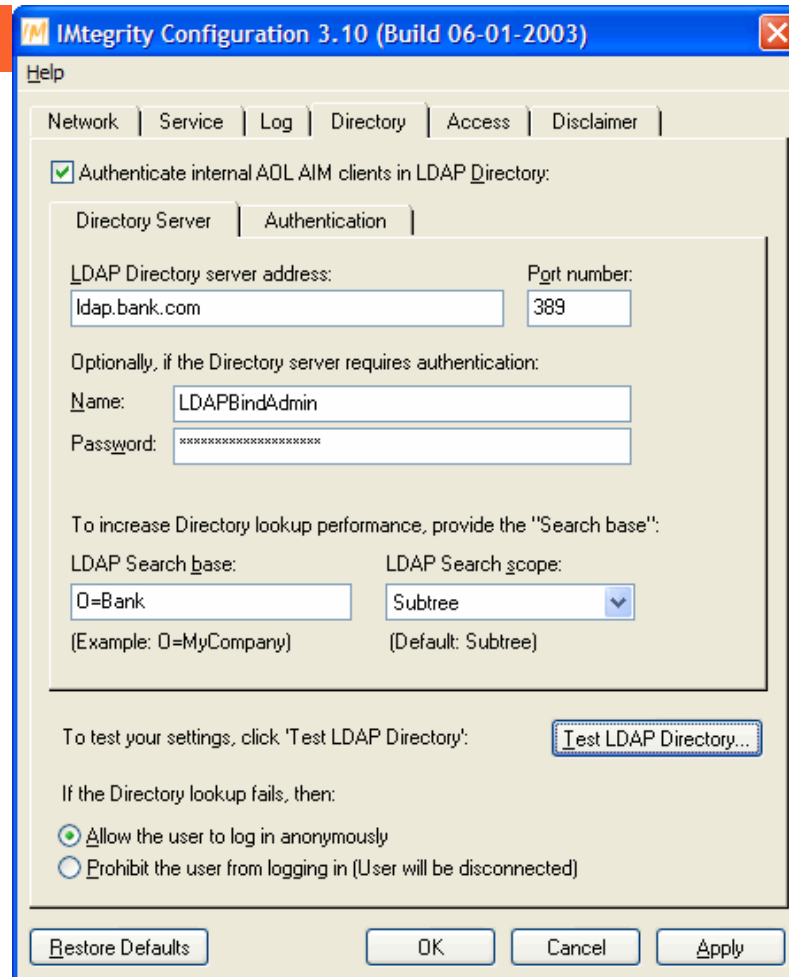
Password: [ ]

Restore Defaults OK Cancel Apply

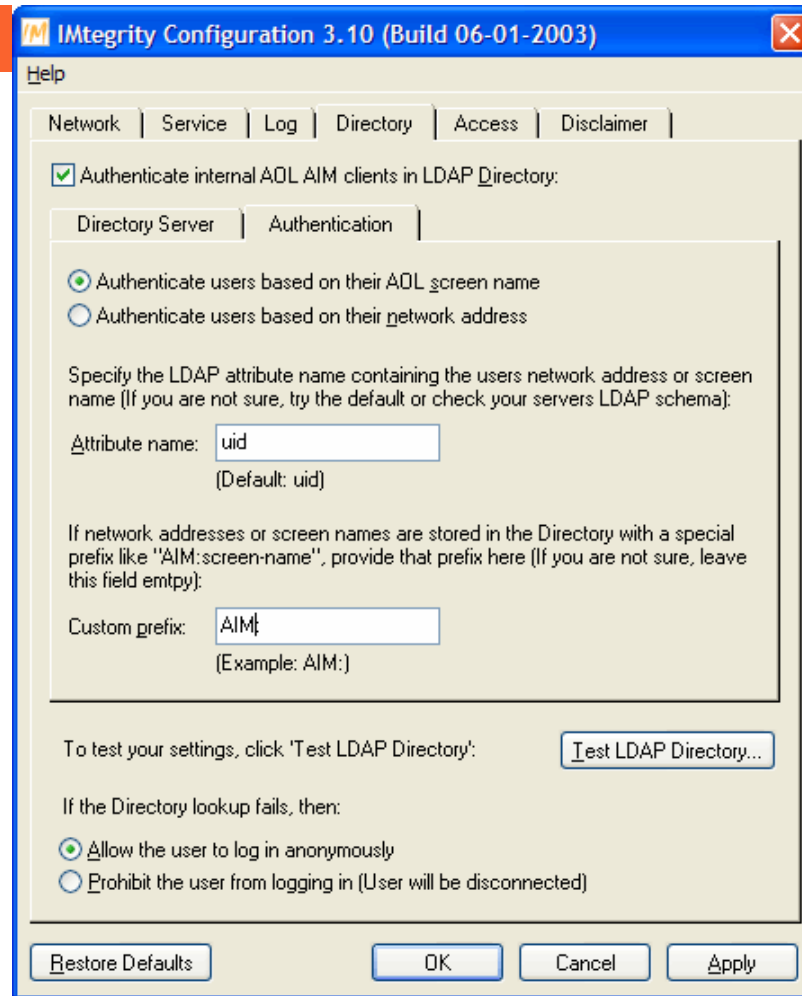
# FAQs: NT Service Configuration



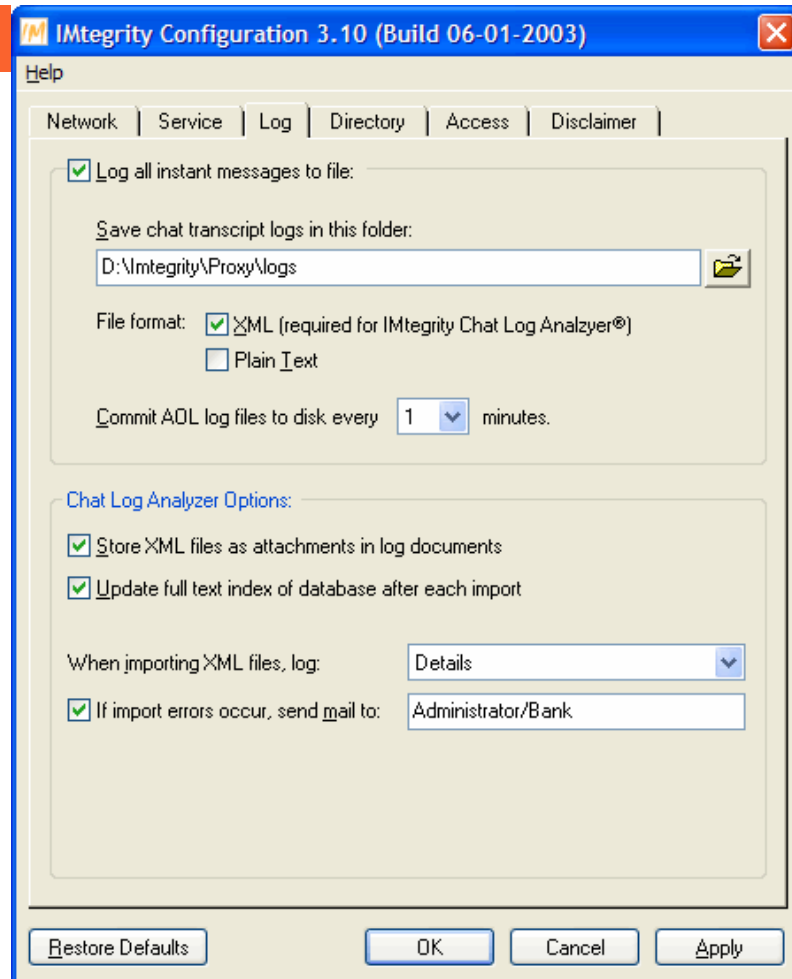
# FAQs: LDAP Configuration

A screenshot of the IMtegrity Configuration 3.10 (Build 06-01-2003) window. The window has a blue title bar and a menu bar with "Help", "Network", "Service", "Log", "Directory", "Access", and "Disclaimer". The "Directory" tab is selected. A checkbox labeled "Authenticate internal AOL AIM clients in LDAP Directory:" is checked. Below this, there are two sub-tabs: "Directory Server" and "Authentication". The "Authentication" sub-tab is active. It contains fields for "LDAP Directory server address:" (ldap.bank.com) and "Port number:" (389). Below these are fields for "Name:" (LDAPBindAdmin) and "Password:" (masked with asterisks). Further down, there are fields for "LDAP Search base:" (O=Bank) and "LDAP Search scope:" (Subtree). At the bottom, there is a "Test LDAP Directory..." button and two radio buttons for handling failed lookups: "Allow the user to log in anonymously" (selected) and "Prohibit the user from logging in (User will be disconnected)". The window also has "Restore Defaults", "OK", "Cancel", and "Apply" buttons at the bottom.

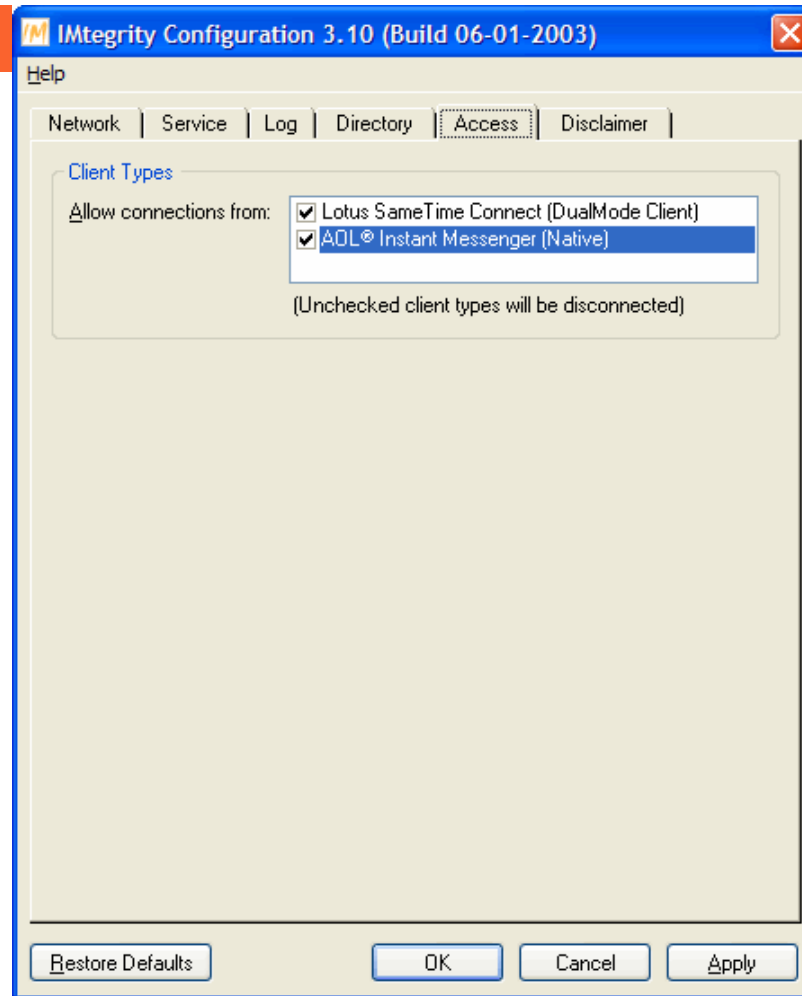
# FAQs: LDAP Authentication

A screenshot of the IMtegrity Configuration 3.10 (Build 06-01-2003) window. The window has a blue title bar and a menu bar with "Help", "Network", "Service", "Log", "Directory", "Access", and "Disclaimer". The "Directory" tab is selected. A checkbox labeled "Authenticate internal AOL AIM clients in LDAP Directory:" is checked. Below it are two sub-tabs: "Directory Server" and "Authentication". The "Authentication" sub-tab is active, showing two radio button options: "Authenticate users based on their AOL screen name" (selected) and "Authenticate users based on their network address". Below these are two text input fields: "Attribute name:" with the value "uid" and "(Default: uid)", and "Custom prefix:" with the value "AIM:" and "(Example: AIM:)". At the bottom, there is a "Test LDAP Directory..." button, a section for "If the Directory lookup fails, then:" with two radio button options: "Allow the user to log in anonymously" (selected) and "Prohibit the user from logging in (User will be disconnected)", and a row of four buttons: "Restore Defaults", "OK", "Cancel", and "Apply".

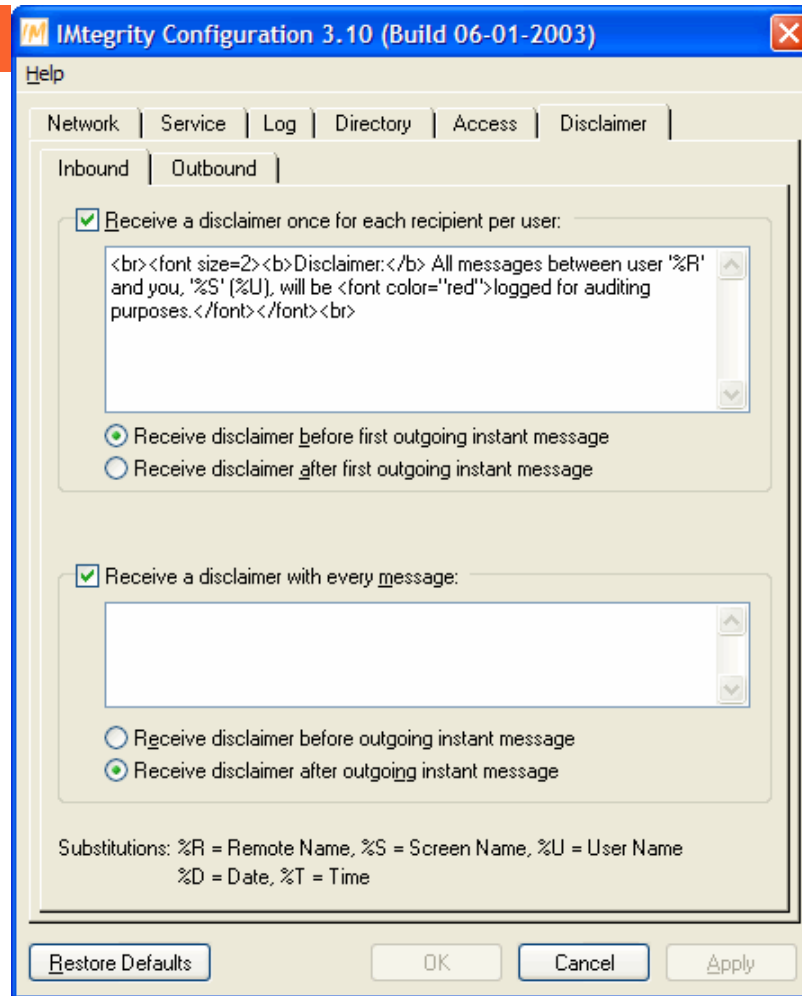
# FAQs: Chat Logging Configuration



# FAQs: Client Access Configuration



# FAQs: Inbound Disclaimers



# FAQs: Outbound Disclaimers

