

Jive Records Retention Module:

Track Key Jive Content

Jive makes informed decision-making easier than ever, but such a powerful platform can't be deployed without considering your legal and compliance requirements. With Jive's Records Retention Module, you can integrate Jive with your downstream SMTP retention and e-discovery systems.

Track Interactions, Not Just Content.

Records Retention tracks the creation or update of user-generated content within Jive and delivers it to an external archival system. This includes:

Content	What do we retain?		What don't we retain?
<ul style="list-style-type: none"> Document 	<ul style="list-style-type: none"> Create Edit Rate Like Bookmark Comment 	<ul style="list-style-type: none"> Edit comment Like comment Share Delete Add Recipients 	<ul style="list-style-type: none"> Mark/unmark
<ul style="list-style-type: none"> Uploaded file 	<ul style="list-style-type: none"> Create Edit Rate Like Bookmark Comment 	<ul style="list-style-type: none"> Edit comment Like comment Share Delete Add Recipients 	<ul style="list-style-type: none"> Mark/unmark

Content	What do we retain?	What don't we retain?
<ul style="list-style-type: none"> Discussion 	<ul style="list-style-type: none"> Create Edit Reply Rate Like Bookmark Share Delete Unmark Questions Add Recipients 	<ul style="list-style-type: none"> Mark/unmark Branch
<ul style="list-style-type: none"> Poll 	<ul style="list-style-type: none"> Create Edit Rate Like Bookmark Comment Edit comment Vote Like comment Share Delete 	<ul style="list-style-type: none"> Archive
<ul style="list-style-type: none"> Status update 	<ul style="list-style-type: none"> Create Like Bookmark Comment Edit comment Repost Like comment Share Delete 	
<ul style="list-style-type: none"> Blog 	<ul style="list-style-type: none"> Create Edit 	
<ul style="list-style-type: none"> Blog post 	<ul style="list-style-type: none"> Create Edit Like Drafts Bookmark Comment Edit comment Like comment Share Delete 	<ul style="list-style-type: none"> Trackbacks

Content	What do we retain?	What don't we retain?
<ul style="list-style-type: none"> Bookmark (external) 	<ul style="list-style-type: none"> Create Edit comment Like comment Bookmark 	<ul style="list-style-type: none"> Comment Edit Like Share Delete
<ul style="list-style-type: none"> Idea 	<ul style="list-style-type: none"> Create Edit Like comment Comment 	<ul style="list-style-type: none"> Edit comment Bookmark Share Delete Votes (up/down)
<ul style="list-style-type: none"> Photo album 	<ul style="list-style-type: none"> Create Edit Bookmark Comment 	<ul style="list-style-type: none"> Edit comment Like comment Share Delete
<ul style="list-style-type: none"> Photo 	<ul style="list-style-type: none"> Create Edit Like Bookmark Comment 	<ul style="list-style-type: none"> Edit comment Like comment Share Delete
<ul style="list-style-type: none"> Direct Message 	<ul style="list-style-type: none"> Create Reply 	<ul style="list-style-type: none"> Add Recipients
<ul style="list-style-type: none"> People 		<ul style="list-style-type: none"> Download v-card Edit profile Edit Privacy Edit Preferences
<ul style="list-style-type: none"> Announcement 	<ul style="list-style-type: none"> Create 	<ul style="list-style-type: none"> Edit

Content	What do we retain?	What don't we retain?
<ul style="list-style-type: none"> All 		<ul style="list-style-type: none"> Unbookmark Unlike Tag Follow Track View
<ul style="list-style-type: none"> Share 	<ul style="list-style-type: none"> Create Add recipients 	
<ul style="list-style-type: none"> Project 	<ul style="list-style-type: none"> Create Edit 	
<ul style="list-style-type: none"> Group 		<ul style="list-style-type: none"> Create Edit Invite
<ul style="list-style-type: none"> Space / Community 	<ul style="list-style-type: none"> Create Edit Invite 	<ul style="list-style-type: none"> Move Merge
<ul style="list-style-type: none"> Moderation 		<ul style="list-style-type: none"> Create Edit Accept / Reject
<ul style="list-style-type: none"> Widgets / Tiles 		<ul style="list-style-type: none"> All
<ul style="list-style-type: none"> Apps 		<ul style="list-style-type: none"> All
<ul style="list-style-type: none"> Admin console 		<ul style="list-style-type: none"> All
<ul style="list-style-type: none"> Search 		<ul style="list-style-type: none"> All
<ul style="list-style-type: none"> Following / Tracking 		<ul style="list-style-type: none"> All

Select the Delivery Format that's Best for You.

The Records Retention Module is offered in two varieties: SMTP, and RestAPI. All formats capture the same data, but differ in timing and structure.

- The SMTP format converts each retained communication into an email message, which is delivered to an email inbox within your company. It is assumed that all email traffic is already captured, so this offers a simple mechanism to capture Jive communications by leveraging your current infrastructure.

- The RestAPI format sends each event via REST to an instance of Actiance Vantage. This provides a reliable mechanism to feed information to a Vantage system for archival and analysis.

Message Specifics

Message Content

Each communication captured contains a title and a body. Additional information is also included to provide additional context.

Title

This is the title of the communication that was posted. In cases where the interaction does not have a title (e.g. commenting or voting) a reasonable title is substituted. For SMTP, this value is put in the email subject line with an additional indicator to make it easy to identify messages coming from Jive. For XML, the title is included in an individual node.

Body

This is the main content of the communication combined with additional information, providing a human-readable summary to aid in review. The body is used as the email message body. The body includes:

1. Discovery Links: The first line of the body includes links to relevant places in Jive. This includes the author's profile page, the content interacted with and the place where the content resides. The links are valid at the time the content was created, though these may have been modified or removed since the event was captured.
2. Visibility Indicator: The second line of the body indicates whether the content was visible to all or to a subset of Jive users. Since content within Jive is often available to all users, this line makes it easy to tell if only certain users had access when the interaction occurred.
3. Content: The remainder of the body contains the content posted by the author during the communication. In cases where the author does not include content (for example, when liking or voting), a reasonable explanation of what occurred is used.

Metadata

Detailed information about each interaction is included. The author who generated the event is not only indicated in the body, but also as the sender (placed in the "from" field in SMTP messages) or user responsible (placed in a UserId field in RestAPI). Even more fine grained information about each event is either included as XHeaders in SMTP or as attributes in RestAPI. An example of this information includes:

• Message ID	• A unique value for each event
• Root ID	• A pointer to the “root” of a conversation in Jive (for example, a Document or Discussion)
• Item ID	• A pointer to the actual item in Jive, if different from the “root” item (for example, a comment or reply)
• Parent ID	• A pointer to the item's parent in Jive, if that parent is not the “root” item (for example, if the item is a comment based on another comment)
• Action Type	• An indicator of what action was taken
• Content Type	• An indicator of the type of content being acted upon
• Container ID	• A pointer to the container in which the conversation took place

Participants

While content may be accessible to all Jive users, there are situations where content is only accessible to a subset of users. In cases where content is in a restricted place, or is directed to specific users (for example, a Direct Message, Share, Invitation, etc.), the email addresses of those users are included in the retention message. For all varieties, the addresses of restricted content are included in the Visibility Indicator in the messages body. For SMTP, they are also included in the X-CClist XHeader. For RestAPI, they are included in attributes.

Attachments and Images

Many content types within Jive can have embedded images or attached files. Documents may even be built directly from an uploaded file. All of these binary files are included with the retention message. For RestAPI, binaries are sent as part of each call. For SMTP, binary files are included as email attachments. However, because email gateways limit the size of messages they accept, the module will limit the number of binaries attached to each message, spreading them out over multiple messages. The maximum size of each message can be configured to match the email gateway limitations of your enterprise.

SMTP vs RestAPI

The information captured by the Records Retention Module is identical, regardless of which output format you choose. The choice of which output format is right for your enterprise is not always an easy one to make. Fortunately, picking one or the other does not lock you into that format—you can always decide to change at a future date.

Advantages of SMTP

- Simplifies the integration with your archival system.
- Short delay between capture and ingestion (measured in minutes), making testing and validation much easier.

Disadvantages of SMTP

- The SMTP protocol does not offer guaranteed delivery (though Jive does provide a free “Confirmation Service” to work around this limitation).
- Your archival system may need to be configured to make all data points searchable.
- Attachment and Image sizes must be constrained across the entire Jive application to accommodate email server size restrictions.

Advantages of RestAPI

- Simplifies the integration with your archival system.
- Short delay between capture and ingestion (measured in minutes), making testing and validation much easier.
- There are no attachment size restrictions.

Disadvantages of RestAPI

- Currently only compatible with Actiance Vantage version 12.1 or higher

Compatibility

SMTP, Records Retention Core: • Jive Cloud

RestAPI:

- Jive Cloud

Licensing and Installation

This module is a paid Jive Professional Services engagement for hosted and on-premise customers. Please contact your Jive account representative for more information or email us at sales@jivesoftware.com.

In addition, you can find information and discussions about this module in our community at community.jivesoftware.com.