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VERITAS™

Third-Party Connectors

Skype for Business

User Guide

MERGE1

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CHAPTER 1

Introduction

This chapter represents:

- Overview
- Pre-Requisites
- Accessing the Data Connectors

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Overview

Microsoft 365 lets administrators import and archive third-party data from social media platforms, instant messaging platforms, and document collaboration platforms, to mailboxes in your Microsoft 365 organization.

Pre-Requisites

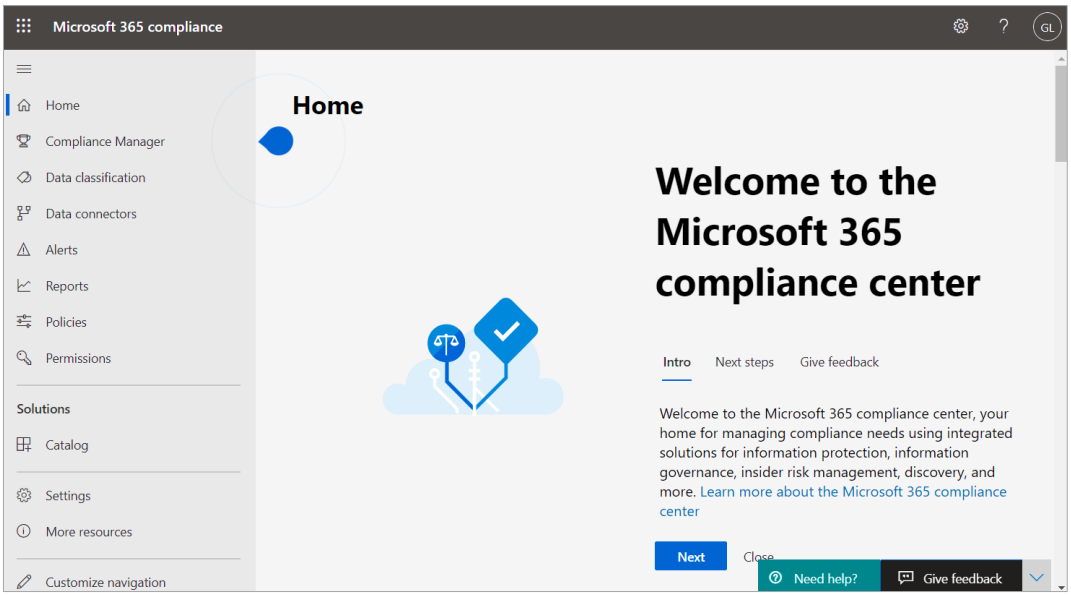
Many of the implementation steps, required to archive Skype for Business data are external to Microsoft 365 and must be completed before you can create the connector in the compliance center.

- Create a Merge1 account by accepting their terms and conditions for Skype for Business connector. Here you will need to contact Veritas Customer Support. You will sign into this account when you create the connector.
- The user, who creates the Skype for Business connector in Step 1 (and completes it in Step 3) on the Microsoft site, must be assigned to the Mailbox Import Export role in Exchange Online. This role is required to add connectors on the Data connectors page in the Microsoft 365 compliance center. By default, this role is not assigned to a role group in Exchange Online. You can add the Mailbox Import Export role to the Organization Management role group in Exchange Online. Or you can create a role group, assign the Mailbox Import Export role, and then add the appropriate users as members. For more information, see the Create role groups or Modify role groups sections in the article "Manage role groups in Exchange Online".

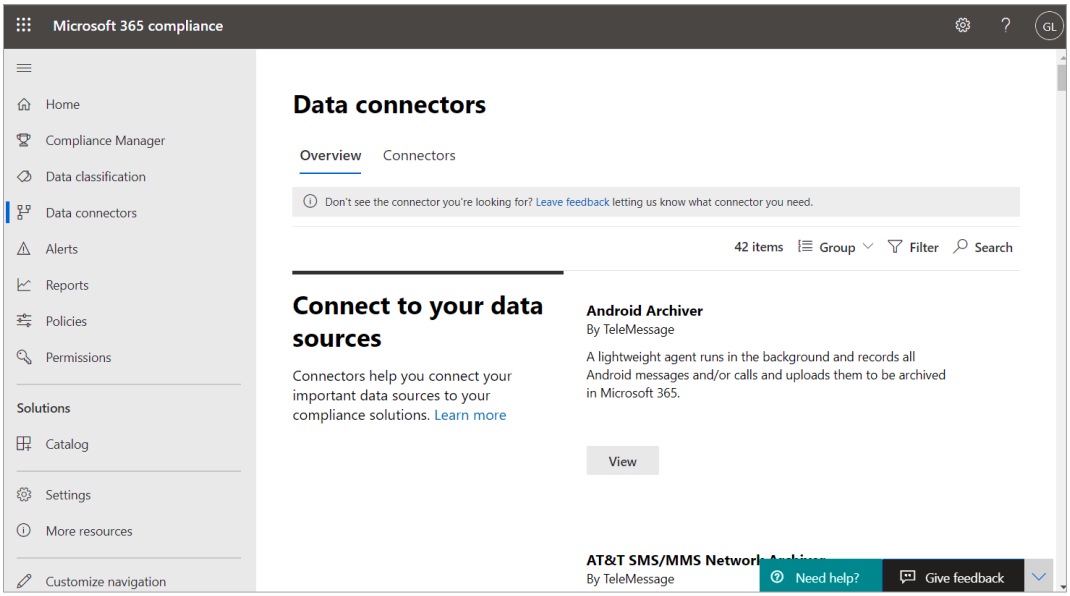
Accessing the Data Connectors

To access the Data Connectors:

1. Go to https://compliance.microsoft.com web page.

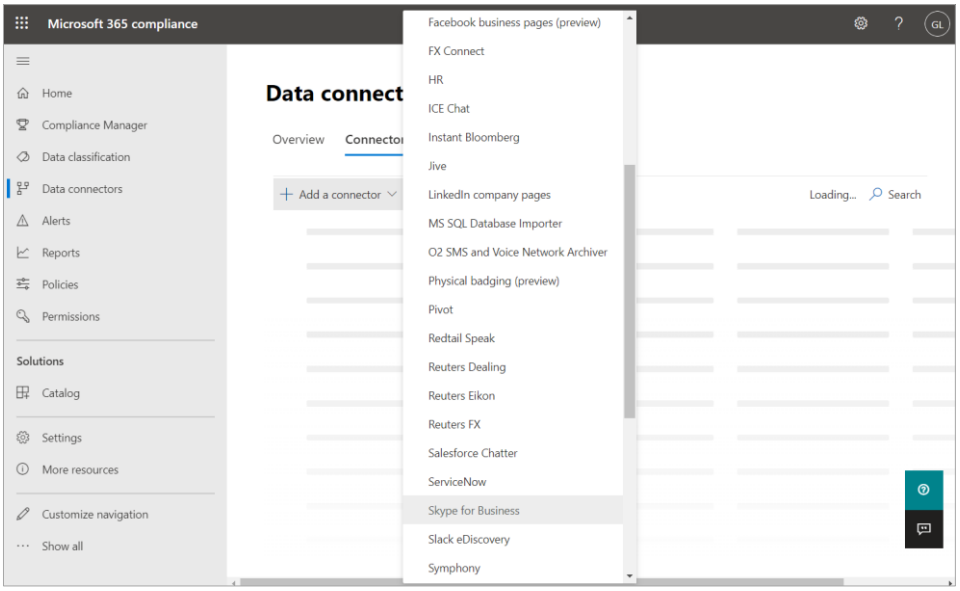


2. Navigate to **Data Connectors**. You will be presented with the **Overview** section of the Data Connectors.



3. Go to the **Connectors** tab.

4. Click the **+Add new connector** button. A pop-up list of connectors will open.



5. Select the **Skype for Business** from the list. For more details on how to set up the connector see *SETTING UP SKYPE FOR BUSINESS*.

CHAPTER 2

Setting Up Skype for Business

This chapter represents:

- Overview
- Terms of Service
- Connector Name
- Connection to Source

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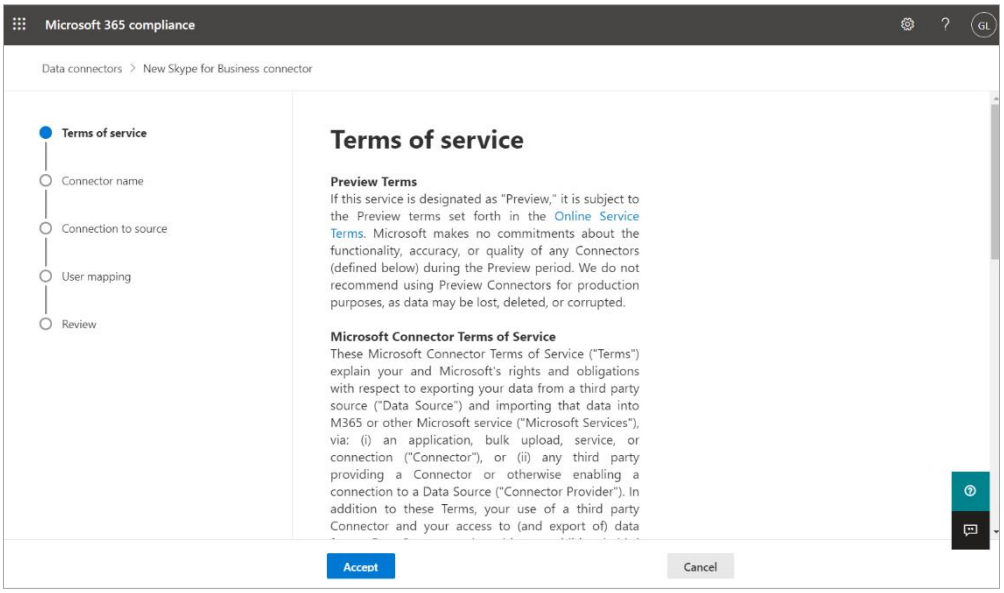
Overview

To set up a new Skype for Business connector, you need to complete the following steps:

- Terms of service
- Connector name
- Connection to source
- User mapping
- Review

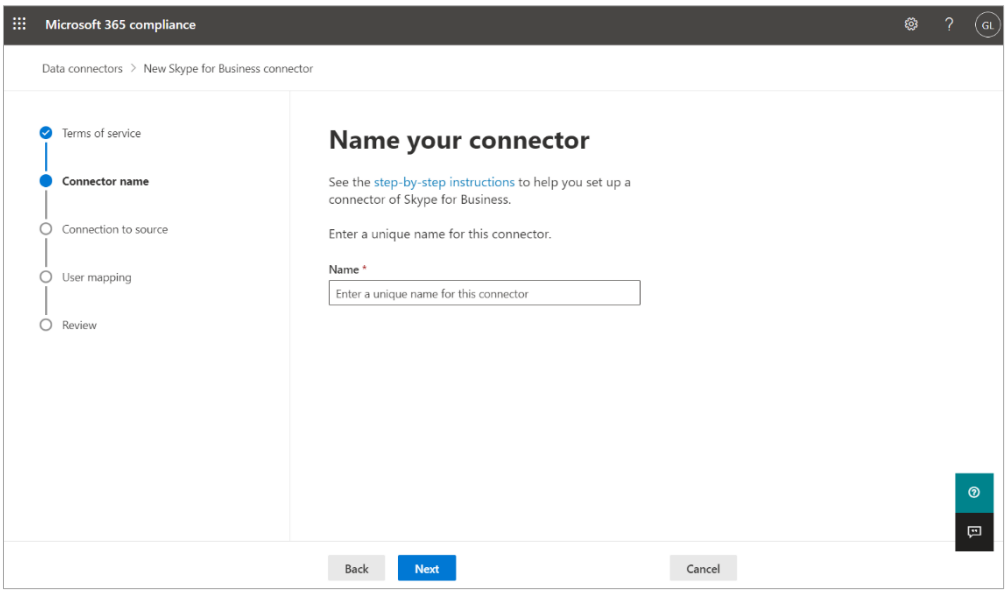
Terms of Service

For terms of service, read the terms carefully and accept them by clicking the **Accept** button.

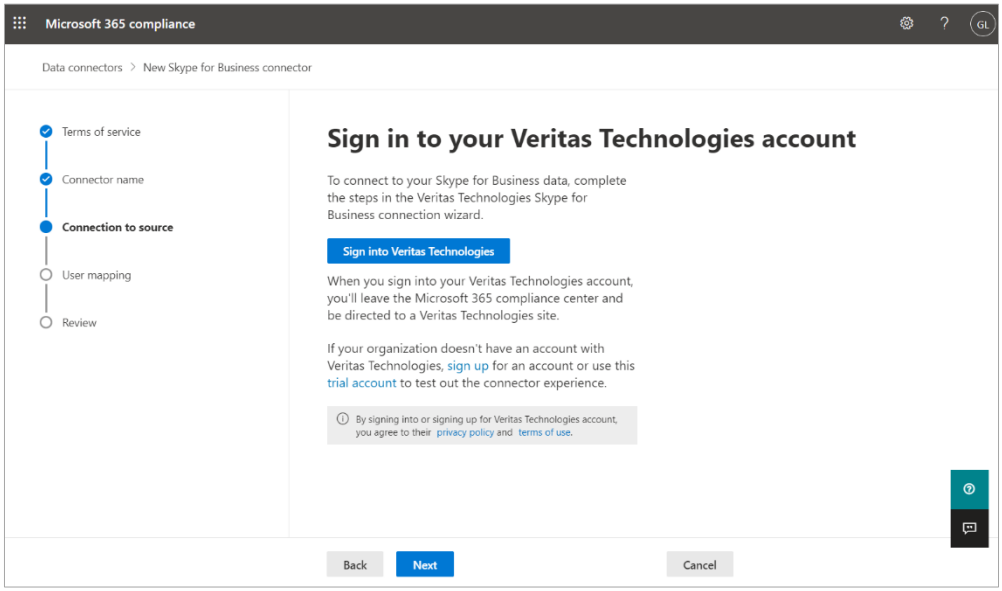


Connector Name

To create a connector, define a unique name that can represent or identify the connector:



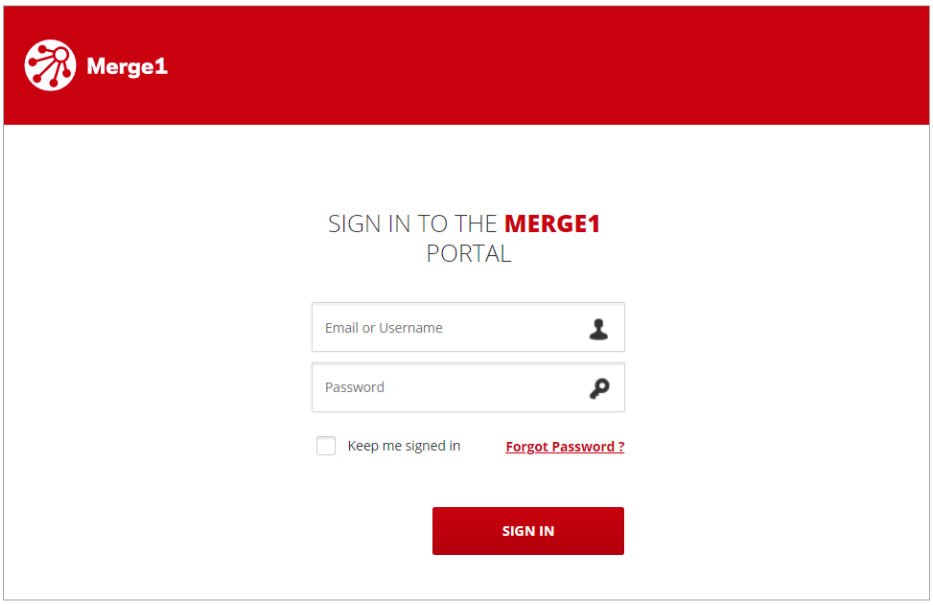
Click **Next**, to be navigated to the **Sign in to your Veritas Technologies account** page.



By clicking **Next**, you will be redirected to the Veritas Merge1 site. For more details on how to manage the source connection, see *Connection to Source*.

Connection to Source

Use the login screen to access Merge1 or retrieve a forgotten password.



Skype for Business uses a role-based access control model to ensure the security of the data stored in the system. Only users with the appropriate access rights will be able to enter the system, access specific data, and perform certain activities.

Signing In

To sign in to Merge1 provide the following credentials:

- Email or Username
- Password

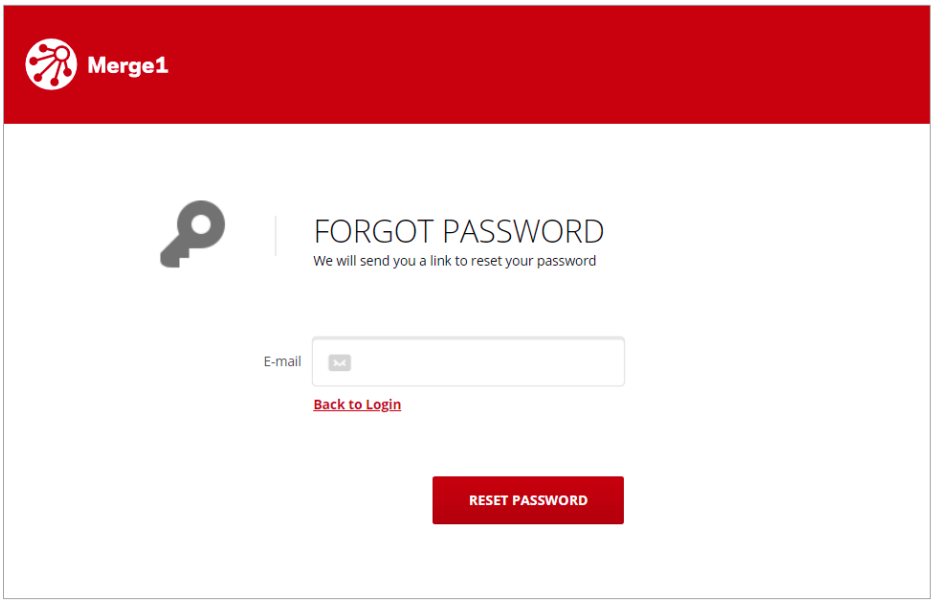
Password Recovery

The system is designed to provide the functionality of retrieving user password in case of forgetting or for some other reason. Passwords are retrieved through the identification link sent to the user's email address contained in the user profile. When a user clicks the link in the email, user's identity will be verified, and an opportunity for defining new password will be provided.

To recover the password,:

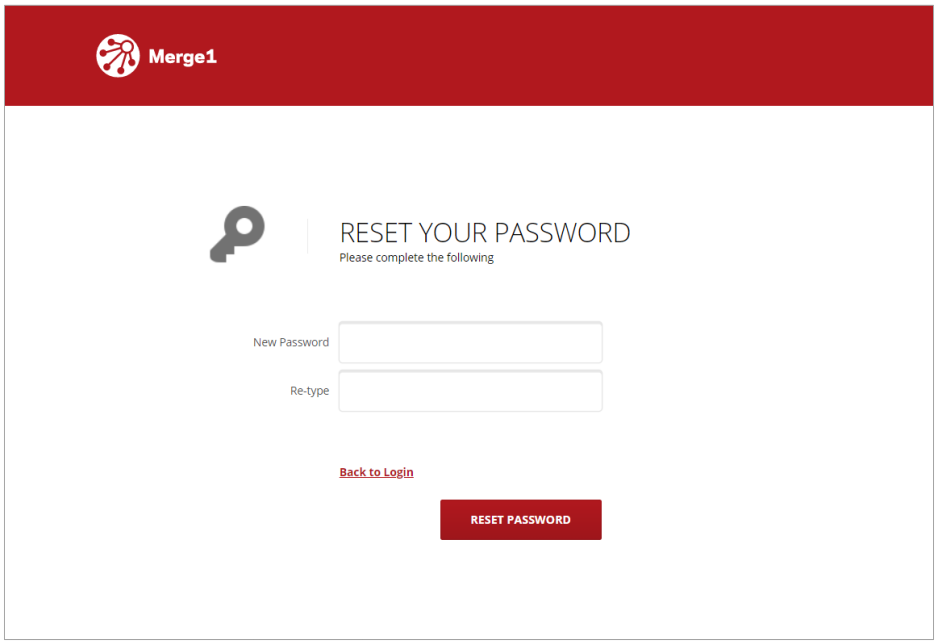
1. Click the **Forgot Password** link in the **Sign in** window.

2. Provide an email associate with the Merge1 account so that the recovery link is sent to this address.



3. Check your email and click the recovery link.

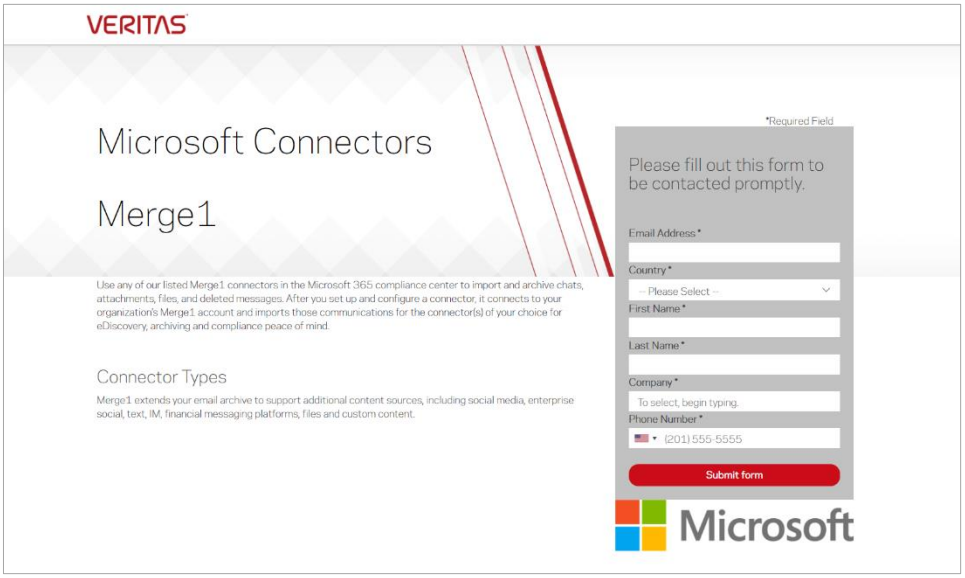
4. Provide a new password and re-enter it for verification.



Creating an Account

If you are new to Merge1 and do not have an account:

1. Request a call from Veritas Technologies by filling out the following information:
   - Email Address
   - Country
   - First Name
   - Last Name
   - Company
   - Phone Number



2. Click **Submit form** and a Veritas Sales Representative will follow up with you by phone or e-mail.
3. After getting approval you can make use of Skype for Business from the Merge1 product.

Now, when you are redirected to the Veritas Merge1 page, you can start configuring the Skype for Business connector. For more details on how to configure the connector, see *CONFIGURING THE SKYPE FOR BUSINESS CONNECTOR*.

CHAPTER 3

Configuring the Skype for Business Connector

This chapter represents:

- Overview
- Connector Configuration
- Monitored Users
- Targets
- Settings
- User Mapping
- Review

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Connector Configurations

Merge1 captures OCS/Lync/Skype for Business chats from SQL databases. Attachments are not captured, so they should be disabled for the compliance.

The configuration page consists of three database configurations:

- **Archive database** usually named LCSLogs contains all the communications between the users.
- **Persistent chat database** is MGC which contains persistent chats.
- **Compliance database** is only used to capture participant entered, participant left, room deleted events, it must be configured along with the Persistent chat database, otherwise, the information will not be captured.

To capture messages from persistent chat rooms, **Enable Chat History** option should be selected from **Persistent Chat** category section.

DB Configuration

Merge1 retrieves data from Lync/Skype for Business directly from its database(s).

Select the **Source System Type** from the drop-down list. Merge1 supports Lync/Skype for Business versions 2007 through 2013. Persistent Chat and Compliance databases are configurable for version 2013 only.

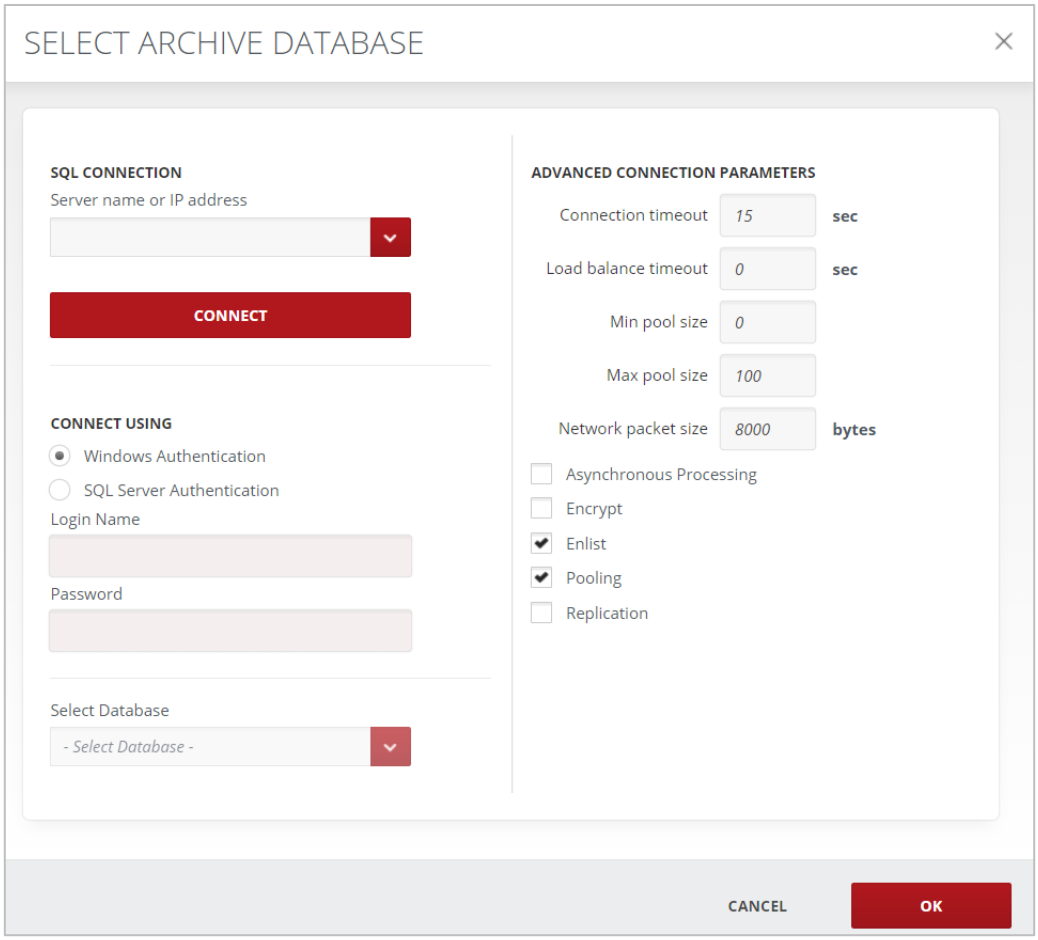
Note

Your Merge1 service account must have read access to your Skype for Business Compliance Databases (the default database names for Skype for Business are: LCSlogs, mgc, mgccomp).

In the Merge1 Configuration for Skype for Business, we have three types of databases: **Archive**, **Persistent Chat**, and **Compliance**, which are configured individually by providing database server addresses and authentication credentials.

To change the configurations of individual database types, click **Configure** next to each database.

All three types of databases are configured as follows:



1. Select the SQL Server from the drop-down menu.
2. Choose the authentication method to connect to the server. If **Windows Authentication** is chosen Merge1 will connect to it using the **Windows credentials** of the account, it is set upon. If **SQL Server Authentication** is chosen it can be connected to with the **SQL Server** credentials.
3. Select the database, where Skype files are stored, from the drop-down list after connecting to the server.
4. **Advanced Connection Parameters** allow specifying the following:
    - In the **Connection timeout** field, the time during which the query is not processed can be specified to yield timeout.

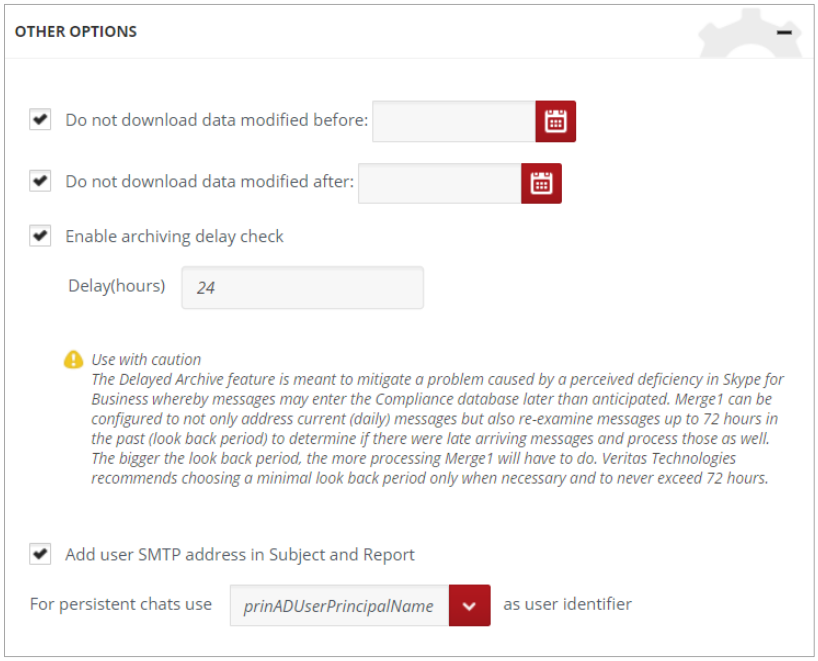
- In the **Load balance timeout** field, the time during which the inactive connections should be kept open in a connection pool can be specified. An inactive connection is a database session that is not in use by an application.
- **Min pool size** is the minimum number of requests the application may process concurrently.
- **Max pool size** is the maximum number of requests the application may process concurrently.
- **Network packet size** is the fixed-size chunk of data that transfers requests and results between clients and servers. This field specifies in what file-size chunks the file data should be transferred.
- **Asynchronous Processing**, when enabled, allows various workflows to run at the same time.
- **Encrypt** should be checked, when SQL Server uses SSL encryption for all data sent between the client and server if the server has a certificate installed.
- **Enlist** when enabled, checks whether the SQL Server connection pooler automatically enlists the connection in the creation thread's current transaction context.
- **Pooling**, if enabled keeps the database connections active so that, when a connection is later requested, one of the active ones is used in preference to have to create another one.
- **Replication** is a technique through which an instance of a database is exactly copied to, transferred to, or integrated with another location. Database replication is done to provide a consistent copy of data across all the database nodes. It also removes any data redundancy, merging of two databases into one and updating slave databases with outdated or incomplete data.

Other Options

For other options:

- Options **Do not download data modified before** and **Do not download data modified after** allow cutting off data outside the set date range. If the before date is set to 04/17/2018 and the after date is set to 08/25/2020, only the data between these two dates will be downloaded. Data outside that timeframe will be ignored. Note that both options can be used independently as well.
- If you want to exclude messages that were sent within the past X number of hours, you can **Enable Archiving Delay Check**.
- To add the user SMTP address in Subject and Report enable the corresponding checkbox.

- **For persistent chats use _ as user identifier** option allows specifying the values from which columns of the source DB should be assigned to the monitored users. The options are: prinUri, prinEmail, prinADUserPrincipalName.



Archiving Delay Check Warning

The **Delayed Archive** feature is meant to mitigate a problem caused by a perceived deficiency in Skype for Business whereby messages may enter the Compliance database later than anticipated. Merge1 can be configured to not only address current (daily) messages but also re-examine messages up to 72 hours in the past (look back period) to determine if there were late arriving messages and process those as well. The bigger the look back period, the more processing Merge1 will have to do. We recommend choosing a minimal look back period only when necessary and to never exceed 72 hours.

Recommended Use Case

The Skype for Business database, where the messages are stored, is not updated synchronously with the application. It takes some time for the messages to be synchronized into the Skype for Business database. Therefore, we recommend running the Skype for Business connector only one time a day on a non-working hour.

By clicking **Next**, you will be navigated to the *Monitored Users* tab.

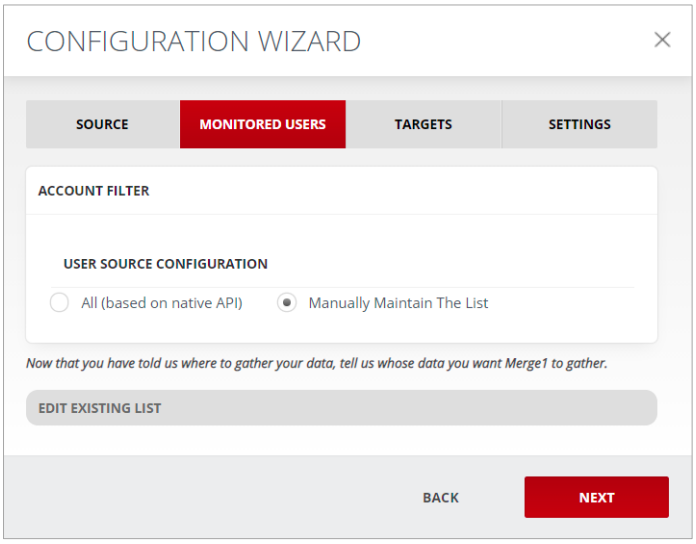
Monitored Users

Monitored Users are individuals whose data is collected by Merge1.

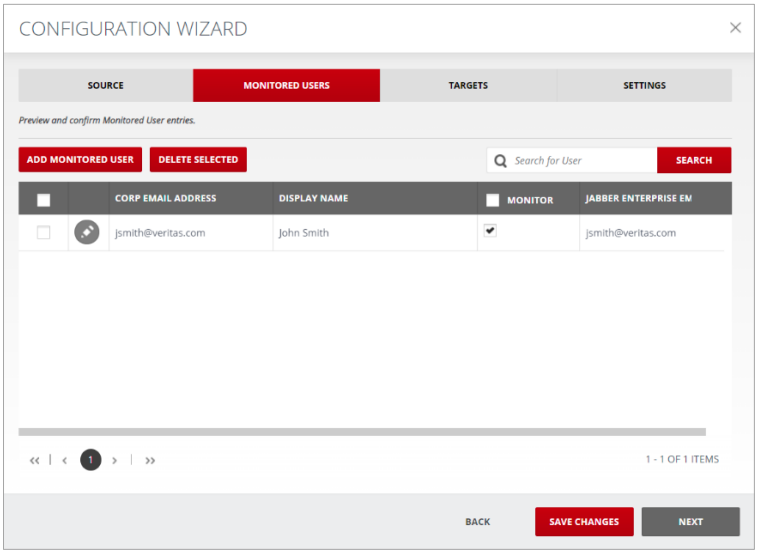
There are two User Sources from where Monitored Users can be added to the connector.

- **All (Based on Native API)**
- **Manually Maintain the List**

Once **Manually Maintain the List** is selected, **Edit Existing List** option will appear.



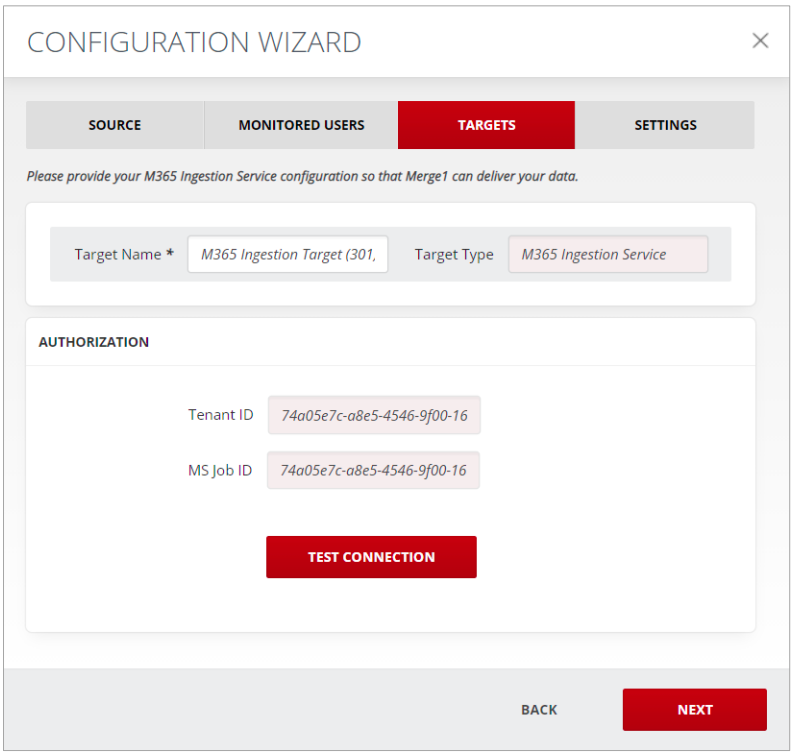
This will allow manually adding and managing users.



By clicking **Next**, you will be navigated to the *Targets* tab of the Configuration Wizard.

Targets

The information required for configuration of the targets is pre-populated on this screen. This information cannot be edited.



By clicking **Next**, you will be navigated to the *Settings* tab.

Settings

The final step for the Importer Configuration Wizard is the Settings. Under this tab you will have the opportunity to configure the following:

- Reporting & Message Tracking
- Alerting

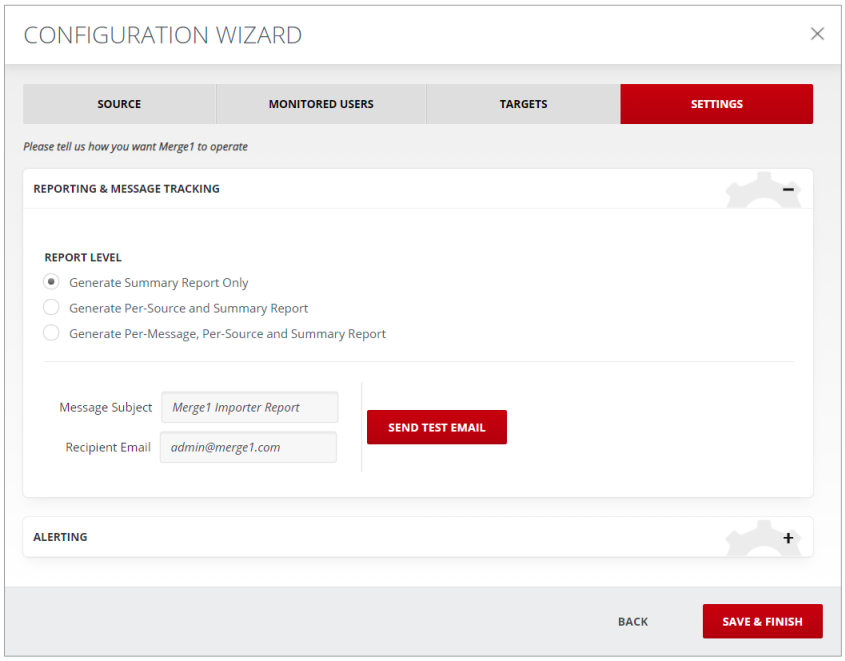
Reporting & Message Tracking

The following section of the Settings tab refers to email reports, which may be used to deliver statistical information via email.

1. **Report Level:** In Merge1 you will find three types of Report Level, which set the level of details. You can:

- **Generate Summary Report Only**. Summary reports include Source Statistics and Message Statistics. Source Statistics includes the number of unprocessed, quarantined, failed, and imported sources. Message Statistics includes the number of unprocessed, failed, successful, excluded, and ignored messages.
- **Generate Per-Source and Summary Report**. This report type in addition to the Summary Report includes statistics for each source. For each source there is statistics for unprocessed, processed, imported, failed, monitored users (if applicable).
- **Generate Per-Message, Per-Source and Summary Report**. This report is useful only for file connectors. The per message report in addition to the reports described above is generated only in case a message has failed.

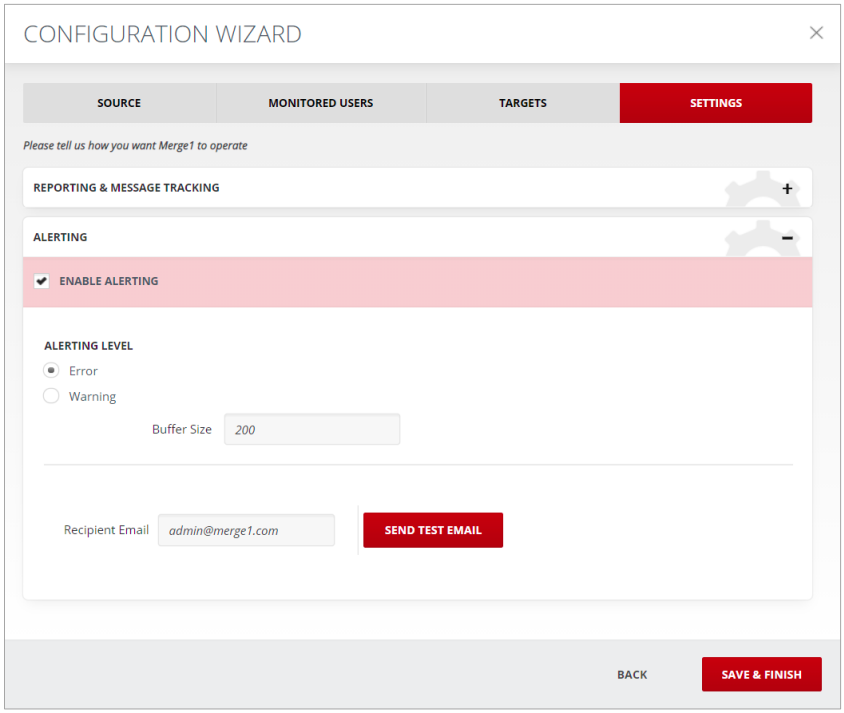
Reports are based on the activities that can be captured from the connectors.



2. **Message Subject:** Enter the subject for the report message.
3. **Recipient Email:** Enter an email address for delivering reports.

Alerting

Merge1 can automatically create an alert in case there are issues during an import process.



When enabled, there are two levels of alerting:

- **Error** - Alert is sent when an Error is registered in the logs.
- **Warning** - Alert is sent when a Warning is registered in the logs.

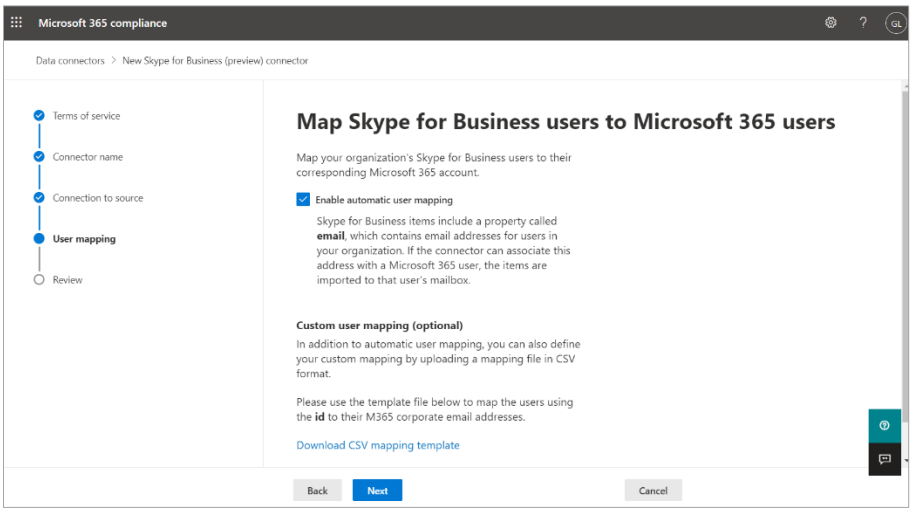
To configure the alerting, specify the **Buffer Size**.

You can also test the connection by entering the **Recipient Email**. Click **Send Test Email**.

By clicking **Save & Finish** you will be navigated to the *User Mapping* section of the M365 Compliance Center.

User Mapping

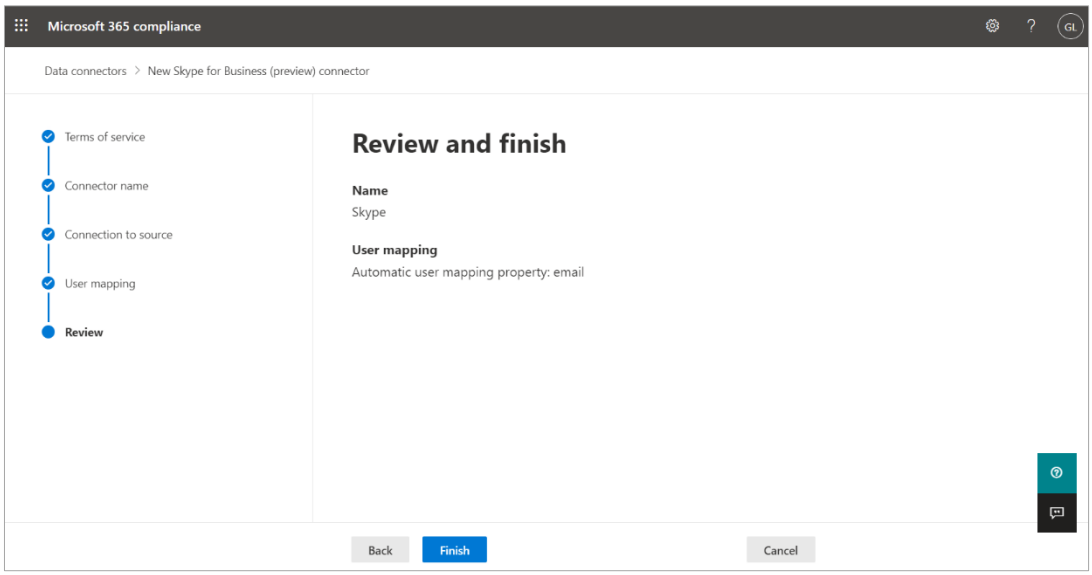
Provide the required user mapping.



By clicking **Next**, you will be navigated to the *Review* section.

Review

Here you can review connector name that you configured and the type of the User Mapping you have selected. Once you have reviewed the accuracy of this information, click the **Finish** button to complete the configuration. Otherwise, click **Back** and make any modifications.



Congratulations! You are all set up!