

Jive E-Discovery Module:

Find And Export Jive Communications Easily

When legal, regulatory or investigative requirements call for searching communications in Jive (either Jive-n internal communities or Jive-x external communities), Jive's eDiscovery Module delivers. The module allows administrators to search Jive for content related to specific users and export the results for use in third-party ediscovery management tools.

Search by user, time period and keywords

If you need to extract content records for specific users during a time period, you can export current records of content that a user interacted with during selected dates. This information includes content the user has created, edited, replied to or commented on within a specific date range. You can optionally search for interactions containing a key word or phrase. By default, search results are available for download for 7 days. You can reset this period by setting the eDiscovery expiration period system property to a different number of days.

Content extracted as XML

Content returned by Jive's eDiscovery Module includes:

- Text documents, including latest version and all attachments and uploaded images
- Binary documents, including summary and binary file for the latest version with binary body exported
- Discussions, blog posts, direct messages and videos with embedded images and attachments
- Polls, including description, poll option text and any images
- Ideas, including titles and bodies

Recent Requests
Zip files are available for 7 days after the request completes. Date ranges begin at midnight on the start date and end at 11:59:59 PM on the end date in the server's time zone (GMT-8).

Status	User	Keyword	Date Range	Items Found	Link	Error	Delete	Restart
Started less than a minute ago	Justin Li (justin)	product	11/30/2012 - 11/22/2013	1	Download (151.3 K - 7 days remaining)			

New Search
Find and download content a specified user collaborated or commented on during a specified date range.

User Enter the name of the user you'd like to search

Search Criteria Search for content containing a word or phrase as entered.

Date range
Find content between the dates below. Content will be found starting at midnight on the start date through 11:59:59 PM on the end date based on the server's time zone (GMT-8).

Between and

Note: search can take several hours to complete

- Video descriptions
- Tasks

It does not include any content the user has shared or bookmarked.

The content, along with any replies and comments associated with it, is extracted in the form of XML documents, which contain the text component of the interactions, and binary files containing images or attachments. This information is delivered in a ZIP file.

Current content retrieved

The eDiscovery Module extracts only the content, replies and comments that exist in Jive-n and Jive-x at the time of the search, including private and secret content. In the same way, a document will be extracted in the version existing at the time of the search. If a user deletes a comment or modifies a document while the search is running, and the comment or document has not been retrieved by the search yet, the deleted or changed information will not be extracted. Earlier versions of content are not returned by the search, even if they contain the search term.

Note: If earlier versions of content are required, please review Jive Records Retention, which would be used in context with third-party eDiscovery search solutions.

Compatibility

This module is compatible with the Jive following products and versions:

- Jive-n Cloud and Jive-n Custom version 7.0 and above
- Jive-x Cloud and Jive-x Custom version 7.0 and above

Security

Only administrators with full access to Jive can use the module's search capabilities. Jive Cloud customers can request this special access through Jive Support.

Licensing

This module is a paid option. 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 Jive's eDiscovery Module in our community at community.jivesoftware.com.