



## Tech Overview : Real-Time Web-Based IM Management

As technology develops rapidly around the world, it has revolutionized the way people communicate. An ever-increasing number of people now use instant messengers. Its characteristics of free charge and convenience have made the instant messaging a popular service among 75 percent of Internet users, using it to make a conversation (both verbal and non-verbal), transfer a file, or even to videoconference.

### The Disadvantage with Instant Messengers

Despite the enormous benefits that instant messengers have brought to business, they have also produced a downside. They have been the major causes of various problems such as virus infections, the leakage of sensitive business information. They also cause employee productivity losses as they can be discretely installed and used for non-work related chat.

To combat the various problems associated with instant messengers, the Nusoft Internet Recorder provides the ideal solution. The recording and management from the device is based upon a signature pattern that is constantly kept up to date by Nusoft's R&D team. The Nusoft Internet Recorder can effectively manage web-based instant messaging such as MSN Web Messenger and Yahoo! Messenger for the Web, which is what the majority of third-party products fail to do. The IT administrator can manage and record the use of web-based instant messaging via the device's Recording Analysis and Behavior Management feature.

### Recording Analysis

Using the NUS-IR2500 as an example, it can record the content from the official web-based instant messenger in detail and list the records according to the username (computer name). The records include the account name (e.g. steve@hotmail.com), participants, nicknames, duration, text conversation, etc. (Figure 1)

### Behavior Management

The NUS-IR2500 can effectively block the use of web-based instant messenger. Users will not be able to access the web-based IM page but will of course be allowed to continue accessing other HTTP pages.

Type	Username	Conversation Duration	
	RAYEARTH	18:11:49 -- 18:14:34 (2.45 min.)	ranma12@ms16.hinet.net ↔ nusoft01@hotmail.com

  

Date/Time	Content
02/13 18:13:19	<p><b>WAHAHAHA.....Orz :</b> Hey, what's your plan tonight?</p>
02/13 18:13:57	<p><b>NUSOFT_Rayearth :</b> Nothing, chill in my pad maybe.</p>
02/13 18:14:00	<p><b>WAHAHAHA.....Orz :</b> Wanna go for a movie?</p>
02/13 18:14:25	<p><b>NUSOFT_Rayearth :</b> I'm cool with that. BTW, what's in the theater now?</p>
02/13 18:14:34	<p><b>WAHAHAHA.....Orz :</b> Harry the Pothead.</p>

Figure 1 Details of Using MSN Web Messenger





	Nusoft Internet Recorder	Third-Party Internet Recording Devices
IM	Blocks logins and records the contents.	Blocks logins and records the contents.
Web-Based IM	Can record the content of official MSN Web Messenger	Can not block or record the contents.
	Can block web-based IM logins for: Buddy.com ILoveIM Meebo IMhaha KoolIM MessengerFX Communication Tube Mabber IMUnitive Wablet Gooway MSN2Go ToToMoMo Mobile Web QQ	

Table 1 Comparison of Nusoft Internet Recorder and 3rd Party Internet Recording Device

## Product News : Nusoft Internet Recorder Provides Effective Hard Disk Storage

Internet recording devices are capable of capturing considerably large quantities of information from employee's online activities. To manage and utilize this data effectively, a classification system is needed to allow managers or IT administrators to easily interpret and locate the results. Allocating appropriate storage space also has to be taken into consideration for the various service records e.g. HTTP, instant messaging conversations, etc.

Nusoft Internet Recorder records the information by filtering, analyzing and classifying the packets. Thus, the classification enables the IT administrator to search and get the desired information immediately. However, a huge database is necessary for storing the comprehensive records.

### Effective Storage of a Range of Data

Nusoft Internet Recorder provides effective storage management to help avoid exceeding its storage capacity. The device allows you to configure the expiration time of each service individually i.e. SMTP, POP3, HTTP, IM, Web SMTP, Web POP3, FTP and Telnet. To provide assistance, the device will intelligently distribute the storage space among the eight services according to the settings and average usage rates.

In addition, the Nusoft Internet Recorder can manage and allocate storage space according to the available disk space. As the records approach the expiration time, the device will delete the records automatically. In addition, if the records are over the storage space before the expiration time is reached, the device will delete the records chronologically (starting from the oldest record) to have sufficient space for further recording.

The Nusoft Internet Recorder also contains a unique feature whereby after a period of operation, the device can manage and allocate the storage space dynamically according to the daily flow statistics, the importance, and the storage time.

As a preventative measure to protect the records from being accidentally deleted or lost, and as a means to archive the records for future reference, we recommend that you back up the records to a remote storage device, such as NAS, file server, etc.