

# Storage and export targets

## Overview

This article provides a description of storage and export targets and their configuration.

Most data retention policies require a target folder, where the media is moved or copied during execution. Verba supports a number of storage technologies:

- Amazon S3
- Bloomberg Vault - Instant Messaging
- Bloomberg Vault - Voice
- EMC Centera
- EMC ECS
- EMC Isilon SmartLock
- EMC Unity FLR
- External Verba Media Repository
- Hitachi Content Platform
- IBM Tivoli Storage Manager
- iTernity iCAS
- Media Repository Local Disk
- Microsoft Azure Storage
- Microsoft Office 365 Compliance Archive
- NetApp SnapLock
- Network Storage
- S3 Compatible Storage
- SFTP
- SMTP — SMTP target can be used for e.g. Micro Focus Digital Safe, Global Relay and any other archive that provides email injection capability.
- Verint WFO

The Verba Storage Management Service is responsible for policy execution. The defined target has to be accessible and writable for the Verba Storage Management Service.

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## Storage/Export target features support matrix

Storage Target	Upload	Export	Playback	Move Media	Copy	Transcode	Transcription	Delete	Archive in Database	Archive in Database and Move Media	Retention Lock in Application	Retention Lock on Storage (WORM)	Legal Hold	Legal Hold on Storage	Notes
Media Repository Local Disk	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	It is only recommended for single-server deployments or for temporary storage.
Network Storage (SMB, DFS)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	
NetApp SnapLock	Yes	Yes	Yes	No	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No	
EMC Isilon SmartLock	Yes	Yes	Yes	No	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No	
EMC Centera	Yes	Yes	Yes	No	Yes	No	No	Yes	Yes	No	Yes	Yes	Yes	Yes	
EMC Elastic Cloud Storage	Yes	Yes	Yes	No	Yes	No	No	Yes	Yes	No	Yes	Yes	Yes	Yes	

EMC Unity with FLR	Yes	Yes	Yes	No	Yes	No	No	Yes	Yes	No	Yes	Yes	Yes	No		
Hitachi Content Platform	Yes	Yes	Yes	No	Yes	No	No	Yes	Yes	No	Yes	Yes	Yes	Yes		
Amazon S3	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	No	Yes	No	
S3 Compatible Storage	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	No	Yes	No	
Microsoft Azure File Storage	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	No	Yes	No	Available using standard SMB or REST API
Microsoft Azure Blob Storage	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	*Retention lock is available only on the container level. The retention time has to be set in advance on the Azure side; it cannot be set by the Verba application.
iTernity ICAS	Yes	Yes	Yes	No	Yes	No	No	Yes	Yes	No	Yes	Yes	Yes	Yes	No	
IBM Tivoli Storage Manager	Yes	Yes	Yes	No	Yes	No	No	Yes	Yes	No	Yes	No	Yes	No		
Bloomberg Vault: Instant Messaging	No	Yes	No	No	No	No	No	No	No	No	No	No	No	No	No	
Bloomberg Vault: Voice	No	Yes	No	No	No	No	No	No	No	No	No	No	No	No	No	
External Verba Media Repository	Yes	Yes	No	No	No	No	No	No	No	No	No	No	No	No	No	
SMTP	No	Yes	No	No	No	No	No	No	No	No	No	No	No	No	No	
Microsoft O365 Compliance Archive	No	Yes	No	No	No	No	No	No	No	No	No	No	No	No	No	
SFTP	No	Yes	No	No	No	No	No	No	No	No	No	No	No	No	No	
Verint WFO	No	Yes	No	No	No	No	No	No	No	No	No	No	No	No	No	Voice conversations only

## License requirements

The use of some of the storage targets requires a **specific license**. For more information, contact your Verba representative.

## Managing storage and export targets

### Find and list storage targets


Select the **Administration / Storage Targets** menu item. You can use the search form below the title, to filter data retention policies: just select your filter and click **Find**.

### Creating a storage target

You can create a new storage target policy by clicking on the **Add New Storage Target** link on the **Data Management / Storage targets** page. After selecting the link, the following page opens.

## Storage Target Configuration

[Add New Storage Target](#)  
[Back to Previous Storage Target List](#)

 Your email alert settings are missing or incomplete. [Learn how to configure.](#)

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## ▼ Storage Target Data

Name\*

Type\* Verba Media Repository Local Disk

Path\*

Please set up this section if you want to use this folder for Online Conversations recorded on stand-alone Recording Servers.

Host Name or IP Address

Port

## ▼ Export Target

Export Target 

## ▼ Drive Usage

Drive Usage

The layout of the interface to create your new storage target is determined by the storage technology you are going to be using. Please refer to the individual storage technology guides for instructions on how to configure them.

When you finished configuring your storage target, click **Save**. After this point, the storage target will be available for use by data retention policies.

## Using custom windows credentials at storage targets

In most of the cases, accessing a storage resource on the network requires windows domain credentials. When using a custom credential is required, tick the "**Use custom credentials for accessing file share**" checkbox, and provide the **Login Name** (domain\user or UPN) and the **Password**.

Use custom credentials for accessing file share Login Name Password 

## Modifying and deleting storage targets

To edit a storage folder entry, you have to click on the appropriate row of the list showing the registered storage target folders. After clicking on the row, a new page opens automatically.

To make changes effective, click on the **Save** button.

When you change the folder of a storage target, it is always your responsibility to move the files in the file system, otherwise, the calls cannot be played back from the web interface.

You can delete the storage target folder by clicking on the **Delete** button.