



Scribe Server Appliance Edition Data Sheet

Purpose

The Scribe Server Appliance Edition provides high-volume automated document accessibility remediation. It is designed for organizations that work with sensitive documents that must remain on-premises.

Environment

The Scribe Augmented Document Remediation Appliance is a self-contained virtual machine image. It is compatible with all major x86-64 virtualization platforms.

Including:

- Amazon EC2
- Google Compute Engine
- Hyper-V
- Microsoft Azure and AzureStack
- Red Hat Virtualization
- VMware

The Scribe Augmented Document Remediation Appliance does not require access to any Internet-based services, so it can be used in an entirely isolated local network.

Document storage

Unlike the Scribe Augmented Document Remediation Cloud, the appliance doesn't store documents for any significant length of time. All persistent storage remains on the customer's existing storage infrastructure.

During initial setup, the system administrator configures the appliance to connect to a Windows network file share, SFTP server, or S3-compatible cloud storage.

Document conversion interfaces

The Scribe Augmented Document Remediation Appliance provides two primary interfaces for performing document conversions: a web interface and an API.

On top of the API, we provide a command-line utility for performing batch conversions. We also provide an add-in for SharePoint.

Web interface

The Scribe Augmented Document Remediation Appliance web interface is quite different from the one in the Scribe Augmented Document Remediation Cloud Edition. In particular, whereas the cloud web interface is interactive, the appliance web interface is batch-oriented.

The process of converting one or more documents through the web interface works as follows:

- The user authenticates with the appliance as described below.
- The user selects one or more documents on their local PC or the configured storage.
- The user selects one or more output formats. At this point, settings for each format can be customized.
- The user selects an output folder in the configured storage.
- The user starts the conversion. The conversion continues if the user closes the UI. The user can get notifications of completed conversions as discussed below.

If the user selected a single document, they'll get a preview of the first few pages of the document before the full conversion begins.

API

To enable high-volume document conversions integrated with existing workflows, Scribe Augmented Document Remediation Appliance provides an API.

We provide documented, ready-to-use API client libraries for Java, .NET, Python, Ruby, Node.js, and Go.

The API is based on the GRPC universal API framework, so clients for other languages can be easily developed. Authentication for the API is done with a token that the user can generate through the web interface.

Command-line client

To make it easier for system administrators to perform batch conversions, we provide a command-line client based on the API.

This client is a self-contained utility that supports Windows, MacOS, and a variety of GNU/Linux distributions.

Authentication

When an administrator configures the Scribe Augmented Document Remediation Appliance, after activating a license as described below, they'll set up an account for themselves. The administrator can then optionally add other administrators and users.

Authentication is based on the W3C Web Authentication standard, which is now supported in all modern browsers. This standard enables strong two-factor authentication using hardware products like the YubiKey as well as operating system-specific mechanisms such as Windows Hello.

Notifications

The appliance can notify users when document conversions are finished, so they don't have to keep watching the web interface, the command-line client's output, or the interface of their custom API-based integration.

When setting up the appliance, the administrator can configure email notifications using their choice of SMTP server and credentials.

Initial setup

The Scribe Augmented Document Remediation Appliance is configured and managed entirely through a web interface.

The VM gets its IP address and other network settings through DHCP, and it will assign itself a unique hostname if it doesn't get one from the DHCP server. The VM console then displays brief instructions for connecting to the web interface. Note that though the VM is GNU/Linux-based, it does not support shell login via the console. If the administrator doesn't have access to the console, they can get the IP address from their VM management interface and connect to the Scribe Augmented Document Remediation Appliance web interface through that IP address as explained in the documentation that we provide with the VM image.

All connections to the appliance web interface are done through HTTPS. The appliance initially generates a self-signed certificate, which will require the administrator to add an exception in their browser. This still provides stronger security than unencrypted HTTP. After initial setup is complete, the administrator can optionally upload their own certificate.

Once the administrator is connected to the web interface, they can activate a license, set up their account on the appliance, and optionally configure email notifications.

License activation

Because the Scribe Augmented Document Remediation Appliance is designed for offline use, the license activation procedure also doesn't require the appliance to have an Internet connection.

It works as follows:

- The appliance produces a license request file, which the administrator downloads from the web interface.
- The administrator logs into their customer account in a cloud-based web interface that we provide.
- They upload their license request file to that cloud-based web interface, and get back a license activation file.
- They upload the license activation file to the Scribe Augmented Document Remediation Appliance web interface.

Software updates

Scribe Augmented Document Remediation Appliance uses a robust and efficient process for software updates, similar to the update process of Chromium OS and recent versions of Android.

We support both online and offline update processes.

If an administrator is willing and able to give the VM selective Internet access, then they can allow it to make outgoing connections to a hostname that we provide, and the VM can automatically update itself from there. Otherwise, we'll send out email with a link to download an update bundle, and the administrator will upload that bundle into the appliance web interface.

In both cases, the appliance needs to reboot to complete the update.

More Information

For more information about the Scribe Augmented Document Remediation platform, please visit the Pneuma Solutions web site, www.pneumasolutions.com or [call us at 305-720-3639](tel:305-720-3639).



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