

① Documentation obligation ► meet it with windream

Even the fact that the GDPR requires an extensive and transparent documentation of all processes connected with personalized data requires using a specialized information management. This system has to be the center of all activities. And this is where windream can demonstrate its full potential, as especially the aspects “limited access rights via a restrictive rights concept“, “absolute transparency for document related processes“ and the adequate blocking or deleting of personalized information are directly linked with the requirements of the GDPR of the EU.

② Overview of processes ► manage them with windream



The EU GDPR requires an extensive overview and description of all processes that refer to personalized data. For that purpose, windream is an ideal match, not only for managing process descriptions but also for indexing based on precisely defined data categories. If existing documents have to be changed, these adjustments can be traced back via a complete document history. windream is able to deliver complete proof of changes or extensions at any desired time practically “at the touch of a button”.

③ Data protection-relevant contracts ► manage them with windream

windream allows users to manage even special electronic files, such as contracts, very elegantly and conveniently. “Contract management“ are the key words here. This basically means the creation electronic contract data in such a way that the associated documents can be made available directly. If companies – may it be as contracting authority, as contractor or as subcontractor – process personalized data on behalf of others, the EU GDPR demands an extensive treaty for every kind of contract data processing. By using the windream ECM system, this demand can conveniently be achieved.

④ Data protection measures ► document them with windream

„SAFETY FIRST“ – that is what the GDPR demands. The main topic of the GDPR is a complete description of all technical organizational measures a company has to meet to guarantee an appropriate protection of personalized data. But: technical and organizational measures are permanently changing, as they need to be adjusted, extended or changed all the time.

windream offers an ideal tool for documenting exactly these changes: the versioning of documents. The versioning function allows you to receive current descriptions and to create a new version of the respective existing document before changing it. In combination with the document history, complete proof of who changed the description of the technical and organizational measures when and to what extent is possible.



⑤ Declarations of consent ► document them with windream

According to the GDPR, the processing of personalized data can also be authorized via the declaration of consent of the respective person. The GDPR requires that the consent of the affected person needs to be explicitly proven by the responsible party. windream supports the user in managing the “gathered” declarations of consent, for example with a systematic storage in a register of persons or with an electronic file within the ECM system.

⑥ Deletion requests ► execute them with windream

In general, affected persons have the right to demand that their personalized data be deleted according to article 17 of the EU GDPR, if one of the reasons mentioned in the article applies. Generally, deletion of data from the windream ECM system is easy to achieve and can also be

automated. Apart from withdrawing all rights, which prevents the data from being viewed, a deletion is also possible using other technical ways, for example via adding document properties that will transfer the documents to a protected area and initiate a deletion afterwards via an automated concept based on the document life cycle.

Result: Nothing goes without ECM – and Especially not Without windream!

In order to fulfill requirements of the EU GDPR such as the documentation obligation or the burden of proof, an ECM system like windream is absolutely essential, as it generally allows the creation, management, and safe archiving of all documents relevant in the context of the EU GDPR – and that includes all advantages windream has to offer: from the rights concept via the document history, the versioning function, and indexing for quick retrieval of information, up to the life cycle settings for automated or manual data deletion.

Implement the EU GDPR in Time with windream

As you can see, there are many good reasons to use the windream ECM systems with all its advantages in the context of the GDPR. Take action now! We will gladly advise you on any questions you may have. Please contact us in order to receive an individual offer for implementing the EU GDPR with windream! Contact: eu-dsgvo@windream.com.

DIGITAL FUTUREcongress • March 1, 2018 • Messe Frankfurt

Experience ECM Solutions with 360 Degree Access in the Age of Business 4.0

Our Motto: “Complete Digitization – Get Started Now“



On March 1, 2018, we will be present with an exhibition stand and a presentation slot at the DIGITAL FUTUREcongress at Messe Frankfurt. At this expert conference, we will present our solutions for high performing document management, providing you with 360 degree access to all relevant information, files and processes – all under the motto “Complete digitization: Get started now“.

Things Will Get Started Here: Stand G4! windream Presentation at 11:30 a.m.

At our exhibition stand with the stand number G4 in the forum of the Messe Frankfurt, we will present to you intelligent solutions and practical scenarios for managing the increasing amount of documents in your company digitally, archiving them in a legally compliant manner, and protecting them from unauthorized access.

And at 11:30 a.m. on stage 2, a presentation by our ECM expert Oliver Veith, Business Alliance Manager of windream GmbH, awaits you. The title of the presentation is “Information management and business optimization in the age of business 4.0“ and will be held in German language. You can look forward to an interesting and cutting-edge presentation in which the so called 360 degree access to documents and the related business processes will be dealt with.

Free Tickets Available Via Our Homepage

It is possible to order a limited number of free tickets for visiting the DIGITAL FUTUREcongress 2018 on March 1 at the Messe Frankfurt. The offer is valid while stocks last. We are looking forward to your visit!

DIGITAL FUTUREcongress

Important note

windream User Comparison on Systems With windream Server Installations

Affects Windows Server 2012, 2012 R2, 2016, Windows 8.1 and Windows 10

Our developing department would like to point out that, in the context of a windream user comparison, an error may occur in the above-mentioned installations. As a result, a user comparison started via the windream Management Console or via the item WMCmd.exe cannot be completed anymore.

The problem is the result of incorrect security quality rollups and other problematic rollup patches for Windows 10 that have been published by Microsoft. This has also been confirmed by Microsoft on their support pages see <https://support.microsoft.com/de-de/help/4056895/windows-81-update-kb4056895>.

Microsoft has solved the problem via fixes, which will be available as optional updates (and not, as you might have expected, as important updates!) via the Windows update function. If you should face a problem during the user comparison, please check whether there is a matching fix for your operation system under "Windows Update" – "Optional Patches" and install it.

List of Known "Problematic Patches" and Their Fixes

Windows 10 fall creators update 32-bit (1709)

Problem: <https://support.microsoft.com/de-de/help/4056892>

Fixed in: <https://support.microsoft.com/de-de/help/4073291>

Windows 10 creators update (1703)

Problem: <https://support.microsoft.com/de-de/help/4056891>

Fixed in: <https://support.microsoft.com/de-de/help/4057144>

Windows 10 anniversary update und Windows Server 2016 (1607)

Problem: <https://support.microsoft.com/de-de/help/4056890>

Fixed in: <https://support.microsoft.com/de-de/help/4057142>

Windows 10 November update (1511)

Problem: <https://support.microsoft.com/de-de/help/4056888>

Fixed in: <https://support.microsoft.com/de-de/help/4075200>

Windows 10 first version (1507)

Problem: <https://support.microsoft.com/de-de/help/4056893>

Fixed in: <https://support.microsoft.com/de-de/help/4075199>

Windows 2012 R2

Problem: <https://support.microsoft.com/de-de/help/4056895>

Fixed in: <https://support.microsoft.com/de-de/help/4057401>

Windows 2012

Problem: <https://support.microsoft.com/de-de/help/4056896>

Fixed in: <https://support.microsoft.com/de-de/help/4057402>

Technical note:

Adjustment “KeepAliveTime“

Avoid Possible Connection Interruptions to the windream Server during Runtime



During a longer idle time (for example of more than one hour), the connection between a client and a windream Server may be interrupted.

To avoid this situation, an entry in the Windows registry can be changed. The change will effect a reduction of the so called “KeepAliveTime“. This time specification (in milliseconds) determines how often the TCP-IP service sends so called “KeepAlive“ signals, which make sure that the connection will not be interrupted even after a longer idle time.

The registry entry of the type “REG_DWORD“ can be found under the key

```
[HKLM\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters]  
KeepAliveTime = 1,800,000 (dez)
```

(Here, for example, 30 minutes, indicated in milliseconds).

The KeepAliveTime can be adjusted by changing the value. For further information on the meaning of this registry entry, please refer to the Microsoft Technet under the following Link:

<https://technet.microsoft.com/en-us/library/cc957549.aspx?f=255&MSPPErr=-2147217396>

Important Note

Windows Quickstart Prevents Patch Installations

Windows

>> Schnellstart

In Windows 8 and 10, the quick start function is activated by default, which prevents the installation of patches. This affects both Windows patches that are provided by Microsoft itself and patches of third parties which, of course, includes windream.

Microsoft also points out this problem on their support pages (see <https://support.microsoft.com/en-us/help/4011287/windows-updates-not-install-with-fast-startup>) and urgently recommends deactivating the quick start function. This can be achieved by making a respective change in the Windows Control Panel or, optionally, by pressing the Shift key while shutting down.

To guarantee an installation of windream patches without problems caused by the operation system, a “real” reboot of the system is necessary.

windream Product Releases

Our product management has issued the following product releases:

- windream Web Portal W2P/W2P2 6.0.10.0

windream – Compact Trainings in English

Get a Compact Overview of the most Important Training Contents



This Compact Training in English will be a fixed component on the training agenda of 2018 again. The training is designed for English speaking windream partners and windream customers especially and combines the most important contents of many windream trainings. The training block will take place at our headquarters in Bochum from August 6 until August 17.

The Contents are presented based on the current windream version 6.5. A short overview over the modules that are part of this training:

Week 1 (August 6 to 10):

- windream – Initial Sales Training
- windream – Installation and Configuration
- windream – Administration
- windream – Solutions

Week 2 (August 13 to 17):

- windream Exchange – E-Mail Archiving
- windream SDK – Programming Interfaces
- windream BPM – Business Process Management
- windream BPM – Programming Interfaces

windream – Compact Trainings in English

Focus on: windream – Installation and Configuration



Following we will introduce the contents of a training module that will be part of the Compact Training in English language. In this case the: windream – Installation and Configuration...

This training module teaches the participants to interpret the choice options during a setup properly and to react accordingly, allowing them to establish a correctly configured system environment quickly and efficiently. Furthermore, the participants will learn about potential errors and their elimination. The planning and realization of windream installations in larger system environments requires detailed knowledge of the windream architecture, which is also conveyed in this training module. The windream Client roll-out is often carried out via corresponding software distribution programs, making any user interaction during the windream Client setup unnecessary.

This training module conveys knowledge of how to plan, optimize and scale such infrastructures. The creation and configuration of an object store forms the basis for any long-term archiving. The design of an adequate backup strategy is a further important component. Furthermore, this training presents detailed error analysis methods, allowing the participants to localize and eliminate potential errors quickly and efficiently.

Training Program in German language

Furthermore, you will be given an overview over our Training Program in German language under the following link: www.windream.com/schulungen.

Further Information and Registration

For further questions, your registration for this training block, or for your individual suggestion for topics to be covered, please contact our partner management via e-mail partner@windream.com or telephone **+49 234 9734-541**. We are looking forward to hearing from you.

windream Events

Online Agenda

For an overview of our current event dates and for further information, visit www.windream.com/infothek/veranstaltungen.

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