



## Inscape General Platform FAQs

**1. Where is Inscape hosted?**

Azure; in a U.S. data center

**2. Does Inscape support MFA?**

Yes, Inscape supports Multifactor Authentication (MFA)

**3. Is Inscape a multi-tenant solution?**

Yes, Inscape is a multi-tenant SaaS solution.

**4. Does Inscape provide RBAC?**

Yes, Inscape gives you complete control of who can access Inscape services via role-based access control (RBAC).

**5. Does Inscape use SSO?**

Yes, you can access Inscape with your Microsoft 365 credentials via single sign-on (SSO).

**6. Can Inscape support multiple Microsoft tenants?**

There is a 1 to 1 relationship between Inscape accounts and Microsoft tenants. Because Inscape uses Microsoft authentication with Azure Active Directory, the platform cannot support rolling up multiple Microsoft tenants to one Inscape account. Clients that have multiple Microsoft tenants will need to create multiple Inscape accounts.

**7. Can I see a copy of the end user license agreement (EULA) for Inscape?**

Yes - <https://inscape.blob.core.windows.net/eula/EULA-Inscape-CDW-v1.0.0.pdf>

**8. How much time does it take data to load in Inscape?**

The time will vary from customer to customer and will depend on the size of your environment. An estimated time is 24-48 hours—however for Inscape Microsoft 365 Management and Productivity Insights Premium, it could take longer depending on how much data needs to load.

**9. How long does Inscape hold data?**

We hold onto the data for 12 months. If a customer no longer wants to use Inscape, the information is deleted within 30 days.

**10. How does Inscape Manage work?**

Inscape Manage runs in Azure. During the initial setup, application consent allows access to the Microsoft Graph API and remote PowerShell commands. Inscape Manage runs commands in the background to load the data about your account into a database. This allows us to run reports and statistics on your data that would be otherwise very difficult to obtain.

**11. How often is my data refreshed in Inscape Manage?**

Inscape Manage updates data once every 24 hours for most types of data. You can also force a refresh of your data as required, which might take several minutes.

**12. How does PST Export work in Inscape Manage?**

The PST Exporter feature will export a mailbox from Office 365 into PST format, then store it either in our local storage, the clients Azure BLOB Storage, or Azure File Share, depending on how they (the client) have configured the setup. If they chose to save it to our storage, it is available for download for 3 days then removed automatically.

**13. How long does Inscape Anomaly hold the cost history?**

Inscape Anomaly holds the data for 12 months.

**14. Does Inscape Anomaly run in my Azure subscription?**

Anomaly is a multi-tenant application running in Azure. Soon you will be able to download Inscape Anomaly from the Azure Marketplace to run in your own Azure subscription.

**15. What permissions does the Inscape platform require?**

**Inscape Platform**

