AccessData Summation®

Administration Guide

ACCESSDATA®

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You can contact AccessData in the following ways:

AccessData Mailing Address, Hours, and Department Phone Numbers

Corporate Headquarters:	AccessData Group, Inc. 588 West 400 South Suite 350 Lindon, UT 84042 USA *Voice*: 801.377.5410; *Fax*: 801.377.5426
General Corporate Hours:	Monday through Friday, 8:00 AM – 5:00 PM (MST) AccessData is closed on US Federal Holidays
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Accounting:	*Voice*: 801.377.5410, option 4

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You can contact AccessData Customer and Technical Support in the following ways:

AccessData Support Portal

You can access the Chat, Knowledge Base, Discussion Boards, White Papers and more through the AccessData Support Portal:

https://support.accessdata.com

E-Mail Support:

support@accessdata.com

Telephone:

Americas/Asia-Pacific:

800-658-5199 (North America)

Support Hours: Mon-Fri, 7:00 AM – 6:00 PM (MST), except corporate holidays.

NOTE: Emergency support is available on weekends:

Saturday and Sunday 8:00am – 6:00pm MST via support@accessdata.com

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At this time, Professional Services provides support for sales, installation, training, and utilization of Summation, FTK, FTK Pro, Enterprise, eDiscovery, Lab and the entire Resolution One platform. They can help you resolve any questions or problems you may have regarding these solutions.

Contact Information for Professional Services

Contact AccessData Professional Services in the following ways:

AccessData Professional Services Contact Information

Contact Method	Number or Address
Phone	North America Toll Free: 800-489-5199, option 7
	International: +1.801.377.5410, option 7
Email	*services@accessdata.com*

Contents

Part 1

Introducing the Summation Admin Guide

This *Summation Admin Guide* includes information about administrating AccessData Summation and includes the following parts and chapters:

For information on using Project Review, see the *Summation Reviewer Guide* that can be downloaded from http://summation.accessdata.com.

Chapter 1

Introducing Summation

About AccessData Summation

AD Summation helps you review, documents, electronic data, and transcripts in a web-based console. You can cull and filter the data in a particular project and search for specific terms. The collected evidence can then be processed, reviewed, and exported.

The resulting production set can then be exported into an AD1 format, or into a variety of load file formats such as Concordance, Summation, EDRM, Introspect, and iConect. You can also export native files.

About the Audience for this Guide

This product is intended for use in gathering and processing electronically stored evidence for criminal, civil, and internal corporate projects.

The audience for this forensic investigation software tool includes legal personnel, as well as corporate security and IT professionals who need to access and evaluate the evidentiary value of files, folders, computers, and other electronic data sources. They should be well-versed in the eDiscovery process. They should also have a good understanding of Chain of Custody and the implications of running the AD Summation process within an organization. They should also have the following competencies when using this software:

- Basic knowledge of and training in forensic policies and procedures
- Familiarity with the fundamentals of collecting digital evidence and ensuring the legal validity of the evidence
- Understanding of forensic images and how to acquire forensically sound images
- Experience with project studies and reports

For information about administrating Summation, see the *Summation Admin Guide.*

For information about new features, fixed issues, and known issues, see the *Summation Release Notes.*

You can download the *Admin Guide* and *Release Notes* from the *Help/Documentation* link. See User Actions on page 36.

Summation Features

PROCESSING

- Process 700+ data types and associated meta-data while maintaining chain of custody
- Distributed processing that harnesses current hardware technology for unmatched speeds
- Automatically identifies and categorizes data, even encrypted files
- De-duplicate email and ESI across the matter or for a specific custodian, de-NiST and OCR

EARLY PROJECT ASSESSMENT/FIRST PASS REVIEW

- Cull data by custodian, data source, document metadata and type
- Advanced email threading and analytics.
- Advanced search with hundreds of unique data filters
- Custom tagging and bookmarking
- Export to all industry standard load files and EDRM XML

FINAL REVIEW AND PRODUCTION

- Next Generation E-Discovery Review Features
  - Integrated Technology Assisted Review (“TAR” or “Predictive Coding”)
  - Integrated visualization module with graphic representation of project data relationships and custodian communication patterns
  - Advanced search, including concept and ‘4D’
  - Web based with multi-user, multi-site support
  - Email threading, related documents, document family views, and linking
  - New issue coding & tagging panel with customized radio buttons and pick lists
  - Redact in near native view with word boundary support
- Classic Summation Functionality
  - Native Concordance database migration for direct loading into Summation
  - Transcript review with Real Time, notes, color highlighting and reporting
  - Production tools including bates stamping, burned-in redactions and production history
  - Offline, mobile capability – take project offline, work on it, then sync up later

Recommended Hardware Specifications

For the recommended hardware specifications, see the Specifications tab on the following Web page:

http://www.accessdata.com/products/ediscovery-litigation-support/summation

Chapter 2

Introduction to Application Management

This chapter is designed to help application administrators perform management tasks. Application administration tasks are performed on the Management page. Administrators can perform their tasks as long as they have been granted the correct permissions.

See About User Roles and Permissions on page 47.

Workflows for Administrators

Administrators and managers configure and manage the global application environment.

Before creating and reviewing projects, you should review and perform the following tasks for configuring the application.

Workflow for Configuring the Application

Step	Task	Link to the Tasks
1	Decide which authentication mode to use	See Opening the AccessData Web Console on page 26.
2	Manage users, groups, and roles	See Planning User Roles on page 48. See Managing Users on page 57. See Configuring and Managing User Groups on page 64.
3	Configure default project settings	See Configuring Default Project Settings on page 75.

At regular intervals, administrators should perform the following tasks to manage the overall system health and performance of the application.

Workflow for Managing the Application

Step	Task	Link to the tasks
1	Monitor system activity using logs	See Viewing the System Log or Activity Log on page 84.
2	Monitor the performance of the Distribution Server and the Work Managers	See on page 78.

Most of these administrative tasks are performed in the web console in the *Management* page.

Chapter 3

Getting Started

Terminology

Features and technology are shared across the multiple applications. To provide greater compatibility between products, some terminology in the user interface and documentation has been consolidated. The following table lists the common terminology:

Terminology Changes

Previous Term	New Term
Case	Project
Custodian	Person
Custodians	People
System Console	Work Manager Console
Security Log	Activity Log
Audit Log	User Review Activity

About the AccessData Web Console

The application displays the AccessData web-based console that you can open from any computer connected to the network.

All users are required to enter a username and password to open the console.

What you can see and do in the application depends on your product license and the rights and permissions granted to you by the administrator. You may have limited privileges based on the work you do.

See About User Accounts on page 26.

Note: Like many applications that you run in a browser, do not click the browser's Back button. Use the menus and buttons to navigate in the console.

Web Console Requirements

Software Requirements

The following are required for using the features in the web console:

- Windows-based PC running the Internet Explorer web browser:
  - Internet Explorer 9 or higher is required for full functionality of most features.
  - Internet Explorer 10 or higher is required for full functionality of all features. (Some new features use HTML5 which requires version 10 or higher.

    Note: If you have issues with the interface displaying correctly, view the application in compatibility view for Internet Explorer.

  - The console may be opened using other browsers but will not be fully functional.
- Internet Explorer Browser Add-on Components
  - Microsoft Silverlight--Required for the console.
  - Adobe Flash Player--Required for imaging documents in Project Review.
- AccessData console components
  - AD NativeViewer--Required for viewing documents in the Alternate File Viewer in Project Review. Includes Oracle OutsideX32.
  - AD Bulk Print Local--Required for printing multiple records using Bulk Printing in Project Review.

  To use these features, install the associated applications on each users' computer.

  See Installing the Browser Components on page 28.

Hardware Recommendations

- Use a display resolution of 1280 x 1024 or higher.

  Press **F11** to display the console in full-screen mode and maximize the viewing area.

About User Accounts

Each user that uses the web console must log in with a user account. Each account has a username and password. Administrators configure the user accounts.

User accounts are granted permissions based on the tasks those users perform. For example, one account may have permissions to create and manage projects while another account has permissions only to review files in a project.

Your permissions determine which items you see and the actions you can perform in the web console.

There is a default Administrator account.

User Account Types

Depending on how the application is configured, your account may be either an Integrated Windows Authentication account or a local application account.

The type of account that you have will affect a few elements in the web interface. For example, if you use an Integrated Windows Authentication account, you cannot change your password within the console. However, you can change your password within the console if you are using an application user account.

Opening the AccessData Web Console

You use the AccessData web console to perform application tasks.

See About the AccessData Web Console on page 25.

You can launch the console from an approved web browser on any computer that is connected to the application server on the network.

See Web Console Requirements on page 25.

To start the console, you need to know the IP address or the host name of the computer on which the application server is installed.

When you first access the console, you are prompted to log in. Your administrator will provide you with your username and password.

To open the web console

1. Open Internet Explorer.

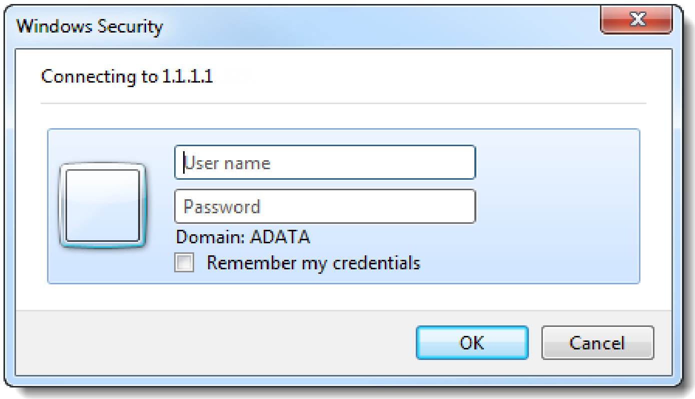
   Note: Internet Explorer 7 or higher is required to use the web console for full functionality. Internet Explorer 10 or 11 is recommended.

2. Enter the following URL in the browser’s address field:
   https://<host_name>/ADG.map.Web/
   where `<host_name>` is the host name or the IP address of the application server.
   This opens the login page.
   You can save this web page as a favorite.

3. One of two login pages displays:

   If you are using Integrated Windows Authentication, the following login page displays.

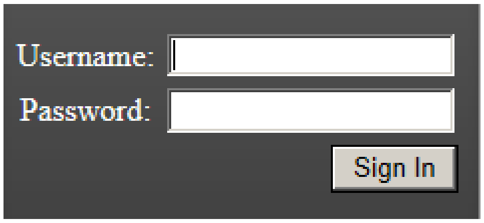
Integrated Windows Authentication Page



Note: If you are using Integrated Windows Authentication and are not on the domain, you will see a Windows login prompt.

If you are *not* using Integrated Windows Authentication, the login page displays the product name and version for the product license that your organization is using and provides fields for your username and password.

Non-Integrated Windows Authentication Login



4. On the login page, enter the username and password for your account.

   If you are logging in as the administrator for the very first time and have not enabled Integrated Window Authentication, enter the pre-set default user name and password. Contact your technical support or sales representative for login information.

5. Click **Sign In**.

   If you are authenticated, the application console displays.

   If you cannot log in, contact your administrator.

6. The first time the web console is opened on a computer, you may be prompted to install the following plug-ins:

   - Microsoft Silverlight
   - Adobe Flash Player
   - AD Alternate File Viewer (Native Viewer)
   - AD Bulk Print Local

     Download the plug-ins. When a pop-up from Internet Explorer displays asking to run or download the executable, click **Run**. Complete the install wizard to finish installing the plug-in.

     See Web Console Requirements on page 25.

     See Installing Browser Components Manually on page 30.

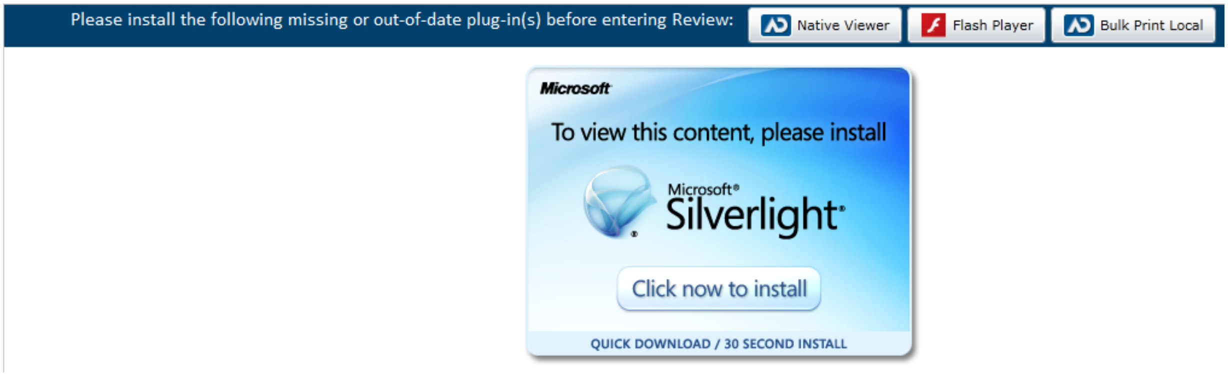
Installing the Browser Components

To use all of the features of the web console, each computer that runs the web console must have Internet Explorer and the following add-ons:

- Microsoft Silverlight--Required for the console.
- Adobe Flash Player--Required for imaging documents in Project Review.
- AccessData Alternate File Viewer (Native Viewer)--Required for imaging documents in Project Review. This includes the Oracle OutsideX32 plug-in.
- AccessData Local Bulk Print--Required for printing multiple records using Bulk Printing in Project Review

Important: Each computer that runs the console must install the required browser components. The installations require Windows administrator rights on the computer.

Upon first login, the web console will detect if the workstation's browser does not have the required versions of the add-ons and will prompt you to download and install the add-ons.



Please install the following missing or out-of-date plug-in(s) before entering Review:

See Installing Components through the Browser on page 28.

See Installing Browser Components Manually on page 30.

Installing Components through the Browser

Microsoft Silverlight

To install Silverlight

1. If you need to install Silverlight, click **Click now to install** in the Silverlight plug-in window.
2. Click **Run** in the accompanying security prompts.
3. On the *Install Silverlight* dialog, **Install Now**.
   When the Silverlight installer completes, on the Installation successful dialog, click **Close.**

If the web browser does not display the AD logo and then the console, refresh the browser window.

The application Main Window displays and you can install Flash Player from the plug-in installation bar.

Adobe Flash Player

To install Flash Player

1. If you need to install Flash Player, click the **Flash Player** icon.
2. Click **Download now**.
3. Click **Run** in the accompanying security prompts.
4. Complete the installation.
5. Refresh the browser.

Once the application is installed, you need to install the Alternate File Viewer and Local Bulk Print software. You can find the links to download the add-ons in the dropdown in the upper right corner of the application.

AccessData Alternate File Viewer (Native Viewer)

To install the AD Alternate File Viewer (Native Viewer)

1. From the *User Actions* dropdown, select **AD Alternate File Viewer**.
2. Click **RUN** on the NearNativeSetup.exe prompt.
3. Click **Next** on the *InstallShield Wizard* dialog.
4. Click **Next** on the *Custom Setup* dialog.
5. Click **Install** on the *Ready to Install the Program* dialog.
6. Allow the installation to proceed and then click **Finish**.
7. Close the browser and re-log in.
8. Click **Allow** on the ADG.UI.Common.Document.Views.NearNativeControl prompt.
9. Refresh the browser.

AccessData Local Bulk Print

To install the Local Bulk Print add-on

1. From the *User Actions* dropdown, select **AD Local Bulk Print**.
2. Click **Run** at the AccessData Local Bulk Print.exe prompt in Internet Explorer.
3. In the *InstallShield Wizard* dialog, click **Next**.
4. Accept the license terms and click **Next**.
5. Accept the default location in the *Choose Destination Location* dialog and click **Next**.
6. Click **Install** on the *Ready to Install the Program* dialog.
7. Click **Finish**.

Installing Browser Components Manually

You can use EXE files to install the components outside of the browser. You can run these locally or use software management tools to install them remotely.

Installing AD Alternate File Viewer

To install the Alternate File Viewer add-on, navigate to the following path on the server:

C:\Program Files (x86)\AccessData\MAP\NearNativeSetup.exe

To install the AD Alternate File Viewer add-on

1. Run the NearNativeSetup.MSI file.
2. Click **Next** on the *InstallShield Wizard* dialog.
3. Click **Next** on the *Custom Setup* dialog.
4. Click **Install** on the *Ready to Install the Program* dialog.
5. Allow the installation to proceed and then click **Finish**.

Installing the Local Bulk Print Tool

To install the Local Bulk Print tool, navigate to the following path on the server:

C:\Program Files (x86) \AccessData\MAP\AccessDataBulkPrintLocal.exe

To install the Local Bulk Print add-on

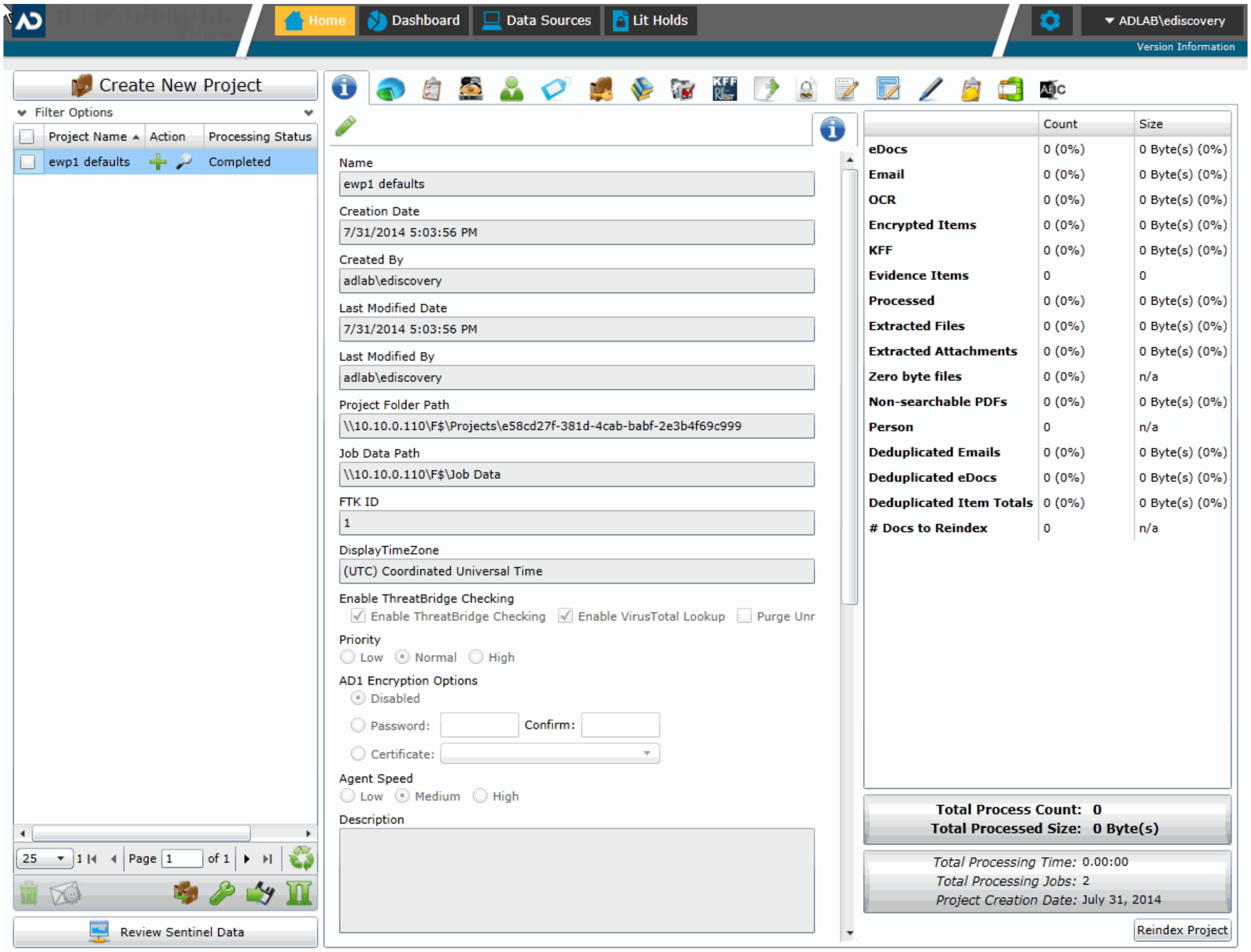
1. Run the AccessDataBulkPrintLocal.exe. The wizard should appear.
2. Click **Next** to begin.
3. Click **Next** on the *Select Installation Folder* dialog.
4. Click **Next**. After the installation is complete, click **Close**.

Installing Adobe Flash Player

Visit http://get.adobe.com/flashplayer/ and follow the prompts to install the flash player.

Introducing the Web Console

The user interface for the application is the AccessData web console. The console includes different tabs and elements.



Project Name	Action	Processing Status
ewp1 defaults		Completed

Name: ewp1 defaults

Creation Date: 7/31/2014 5:03:56 PM

Created By: adlab\ediscovery

Last Modified Date: 7/31/2014 5:03:56 PM

Last Modified By: adlab\ediscovery

Project Folder Path: \\10.10.0.110\F$\Projects\e58cd27f-381d-4cab-babf-2e3b4f69c999

Job Data Path: \\10.10.0.110\F$\Job Data

FTK ID: 1

DisplayTimeZone: (UTC) Coordinated Universal Time

Enable ThreatBridge Checking: ☑ Enable ThreatBridge Checking ☑ Enable VirusTotal Lookup □ Purge Unr

Priority: ○ Low ● Normal ○ High

AD1 Encryption Options: ● Disabled ○ Password: Confirm: ○ Certificate:

Agent Speed: ○ Low ● Medium ○ High

Description

	Count	Size
eDocs	0 (0%)	0 Byte(s) (0%)
Email	0 (0%)	0 Byte(s) (0%)
OCR	0 (0%)	0 Byte(s) (0%)
Encrypted Items	0 (0%)	0 Byte(s) (0%)
KFF	0 (0%)	0 Byte(s) (0%)
Evidence Items	0	0
Processed	0 (0%)	0 Byte(s) (0%)
Extracted Files	0 (0%)	0 Byte(s) (0%)
Extracted Attachments	0 (0%)	0 Byte(s) (0%)
Zero byte files	0 (0%)	n/a
Non-searchable PDFs	0 (0%)	0 Byte(s) (0%)
Person	0	n/a
Deduplicated Emails	0 (0%)	0 Byte(s) (0%)
Deduplicated eDocs	0 (0%)	0 Byte(s) (0%)
Deduplicated Item Totals	0 (0%)	0 Byte(s) (0%)
# Docs to Reindex	0	n/a

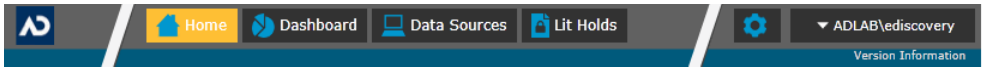
Total Process Count: 0
Total Processed Size: 0 Byte(s)

Total Processing Time: 0.00:00
Total Processing Jobs: 2
Project Creation Date: July 31, 2014

The items that display in the console are determined by the following:

- Your application’s license
- Your user permissions

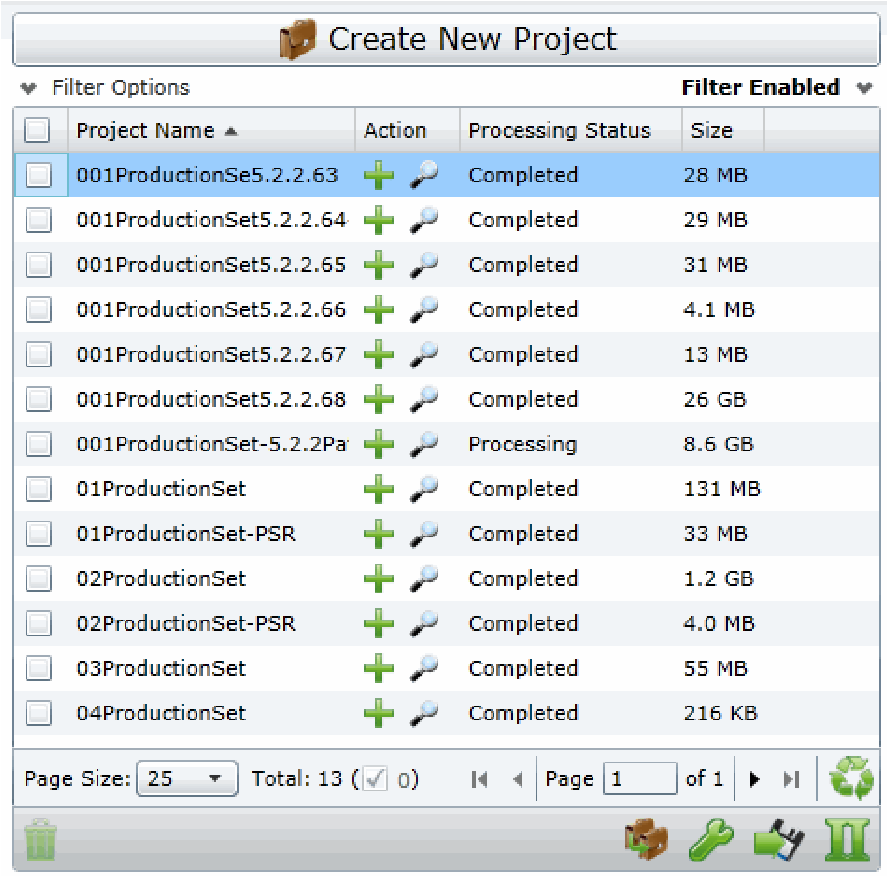
The main elements of the application are listed in the following table. Depending on the license that you own and the permissions that you have, you will see some or all of the following:

Component	Description
Navigation bar	This lets you open multiple pages in the console.  Home Dashboard Data Sources Lit Holds ADLAB\ediscovery Version Information
Home page	The *Home* page lets you create, view, manage, and review projects based on the permissions that you have. This is the default page when you open the console. See Using the Project Management Home Page on page 149.

Component	Description
Dashboard	(Available in eDiscovery or with a special Litigation Hold license.) The *Dashboard* allows you to view important event information in an easy-to-read visual interface. See Using the Dashboard on page 333.
Data Sources	The *Data Sources* tab lets you manage people, computers, network shares, evidence, as well as several different connectors. This tab allows you to manage these data sources throughout the system, not just by project. See About Data Sources on page 110.
Lit Hold	(Available in eDiscovery or with a special Litigation Hold license.) The *Lit Hold* tab lets you create and manage litigation holds. See Using Litigation Holds on page 298.
Management (gear icon) ⚙	The *Management* page lets administrators perform global management tasks. See Opening the Management Page on page 45.
User Actions	Actions specific to the logged-in user that affects the user’s account. See User Actions on page 36.
🔍 Project Review	The *Project Review* page lets you analyze, filter, code and label documents for a selected project. You access *Project Review* from the *Home* page. See the *Reviewer Guide* for more information on Project Review. You can download the *Reviewer Guide* from the *Help/Documentation link*. See User Actions on page 36.

The Project List Panel

The *Home* page includes the *Project List* panel. The *Project List* panel is the default view after logging in. Users can only view the projects for which they have created or been given permissions.



□	Project Name ▲	Action	Processing Status	Size
□	001ProductionSe5.2.2.63	✚ 🔍	Completed	28 MB
□	001ProductionSet5.2.2.64	✚ 🔍	Completed	29 MB
□	001ProductionSet5.2.2.65	✚ 🔍	Completed	31 MB
□	001ProductionSet5.2.2.66	✚ 🔍	Completed	4.1 MB
□	001ProductionSet5.2.2.67	✚ 🔍	Completed	13 MB
□	001ProductionSet5.2.2.68	✚ 🔍	Completed	26 GB
□	001ProductionSet-5.2.2Pa	✚ 🔍	Processing	8.6 GB
□	01ProductionSet	✚ 🔍	Completed	131 MB
□	01ProductionSet-PSR	✚ 🔍	Completed	33 MB
□	02ProductionSet	✚ 🔍	Completed	1.2 GB
□	02ProductionSet-PSR	✚ 🔍	Completed	4.0 MB
□	03ProductionSet	✚ 🔍	Completed	55 MB
□	04ProductionSet	✚ 🔍	Completed	216 KB

Page Size: 25 Total: 13 (✓ 0) Page 1 of 1

Administrators and users, given the correct permissions, can use the project list to do the following:

- Create projects.
- View a list of existing projects.
- Add evidence to a project. ✚
- Launch Project Review. 🔍

If you are not an administrator, you will only see either the projects that you created or projects to which you were granted permissions.

The following table lists the elements of the project list. Some items may not be visible depending on your permissions.

Elements of the Project List

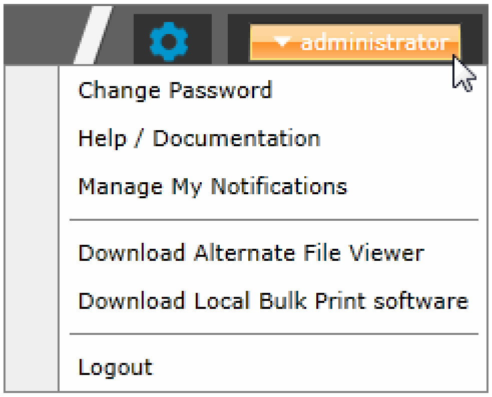
Element	Description
Create New Project	Click to create a new project. See Creating a Project on page 163.
Filter Options	Allows you to search and filter all of the projects in the project list. You can filter the list based on any number of fields associated with the project, including, but not limited to the project name. See Filtering Content in Lists and Grids on page 41.
Filter Enabled	Displayed if you have enabled a filter.
Project Name Column	Lists the names of all the projects to which the logged-in user has permissions.
Action Column	Allows you to add evidence to a project or enter Project Review.
	Add Data Allows you to add data to the selected project.
	Project Review Allows you to review the project using Project Review. See the Reviewer Guide for more information on using Product Review. You can download the Reviewer Guide from the Help/Documentation link. See Changing Your Password on page 37.
Processing Status Column	Lists the status of the projects: Not Started - The project has been created but no evidence has been added. Processing - Evidence has been added and is still being processed. Completed - Evidence has been added and processed. **Note:** When processing a small set of evidence, the Processing Status may show a delay of two minutes behind the actual processing of the evidence. You may need to refresh the list to see the current status. See *Refresh* below.
Size Column	Lists the size of the data within the project.
Page Size drop-down	Allows you to select how many projects to display in the list. The total number of projects that you have permissions to see is displayed.
Total	Lists the total number of projects displayed in the Project List.
Page	Allows you to view another page of projects.
Refresh	If you create a new project, or make changes to the list, you may need to refresh the project list
Delete	Select one or more projects and click **Delete Project** to delete them from the *Project List*.
Project Property Cloning	Clone the properties of an existing project to another project. You can apply a single project's properties to another project, or you can pick and choose properties from multiple individual projects to apply to a single project. See Using Project Properties Cloning on page 176.

Element	Description
Custom Properties	Add, edit, and delete custom columns that will be listed in the Project list panel. When you create a project, this additional column will be listed in the project creation dialog. See Adding Custom Properties on page 156.
Export to CSV	Export the Project list to a .CSV file. You can save the file and open it in a spreadsheet program.
Columns	Add or remove viewable columns in the *Project List*.

User Actions

Once in the web console, you can preform user actions that are specific to you as the logged-in user. You access the options by clicking on the logged-in user name in the top right corner of the console.

User Actions



User Actions

Link	Description
Logged-on user	The username of the logged-on user is displayed; for example, administrator.
Change password	Lets the logged-on user change their password. See Changing Your Password on page 37. **Note: This function is hidden if you are using Integrated Windows Authentication.**
Help/ Documentation	Lets you to access the latest version of the Release Notes and User Guide. The files are in PDF format and are contained in a ZIP file that you can download.
Manage My Notifications	Lets you to manage the notifications that you have created and that you belong to. See About Managing Notifications for a Job on page 456. You can delete notifications, export the notifications list to a CSV file, and filter the notifications with the Filter Options. See Filtering Content in Lists and Grids on page 41.
Download Alternate File Viewer	Lets you to download the Alternate FIle Viewer application. See AccessData Alternate File Viewer (Native Viewer) on page 29.
Download Local Bulk Print software	Lets you to access the latest version of the Local Bulk Print software. See AccessData Local Bulk Print on page 30.
Logout	Logs you off and returns you to the login page. **Note: This function is hidden if you are using Integrated Windows Authentication.**

Changing Your Password

Note: This function is hidden if you are using Integrated Windows Authentication. You must change your password using Windows.

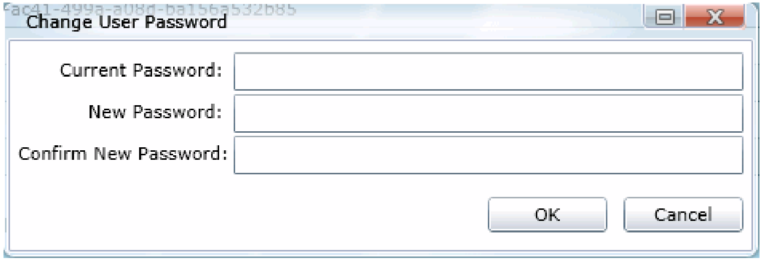
Any logged-in user can change their password. You may want to change your password for one of the following reasons:

- You are changing a default password after you log in for the first time.
- You are changing your password on a schedule, such as quarterly.
- You are changing your password after having a password reset.

To change your own password

1. Log in using your username and current password.
   See To open the web console on page 26.
2. In the upper right corner of the console, click your logged-in username.
3. Click **Change Password**.

Change User Password



4. In the **Change User Password** dialog, enter the current password and then enter and confirm the new password in the respective fields. The following are password requirements:
   - The password must be between 7 - 50 characters.
   - At least one Alpha character.
   - At least one non-alphanumeric character.
5. Click **OK**.

Using Elements of the Web Console

Maximizing the Web Console Viewing Area

You can press **F11** to enable or disable the console in full-screen mode.

About Content in Lists and Grids

Many objects within the console are made up of lists and grids. Many elements in the lists and grids recur in the panels, tabs, and panes within the interface. The following sections describe these recurring elements.

You can manage how the content is displayed in the grids.

- See Refreshing the Contents in List and Grids on page 38.
- See Managing Columns in Lists and Grids on page 39.
- See Sorting by Columns on page 38.
- See Filtering Content in Lists and Grids on page 41.
- See Changing Your Password on page 37.

Refreshing the Contents in List and Grids

There may be times when the list you are looking at is not dynamically updated. You can refresh the contents by clicking ♻ .

Sorting by Columns

You can sort grids by most columns.

Note: You can set a default column to sort by when you create a project or in the *Project Details* pane. The default is ObjectID.

To sort a grid by columns

1. Click the column head to sort by that column in an ascending order.
   A sort indicator (an up or down arrow) is displayed.
2. Click it a second time to sort by descending order.
3. Click **Search Options** > **Clear Search** to return to the default column.

Sorting By Multiple Columns

In the *Item List* in *Project Review*, you can also sort by multiple columns. For example, you can do a primary sort by file type, and then do a second sort by file size, then a third sort by accessed date.

To sort a grid by columns

1. Click the column head to sort by that column in an ascending order.

   A sort indicator (an up or down arrow) is displayed.
2. Click it a second time to sort by descending order.
3. In the *Item List* in *Project Review*, to perform a secondary search on another column, hold Shift+Alt keys and click another column.

   A sort indicator is displayed for that column as well.
4. You can repeat this for multiple columns.

Moving Columns in a Grid View

You can rearrange columns in a Grid view in any order you want. Some columns have pre-set default positions. Column widths are also sizable.

To move columns

- In the Grid view, click and drag columns to the position you want them.

Managing Columns in Lists and Grids

You can select the columns that you want visible in the Grid view. Project managers can create custom columns in the Custom Fields tab on the *Home* page.

See Configuring Custom Fields on page 212.

For additional information on using columns, see *Using Columns in the Item List Panel* in the *Reviewer Guide*.

To manage columns

1. In the grid, click **Columns**.
2. In the *Manage Columns* dialog, there are two lists:
   - *Available Columns*

     Lists all of the Columns that are available to display. They are listed in alphabetical order.

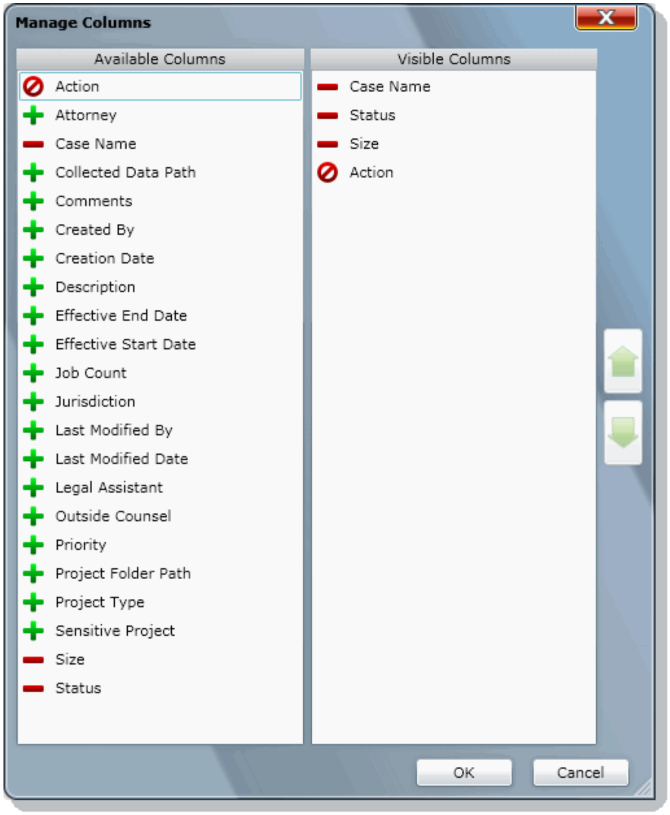
     If the column is configured to be in the Visible Columns, it has a ➖ .

     If the column is not configured to be in the Visible Columns, it has a ➕ .

     If the column is a non-changeable column (for example, the Action column in the Project List), it has a 🚫 .
   - *Visible Columns*

     Lists all of the Columns that are displayed. They are listed in the order in which they appear.

Manage Columns Dialog



3. To configure columns to be visible, in the *Available Columns* list, click the ➕ for the column you want visible.
4. To configure columns to not be visible, in the *Visible Columns* list, click the ➖ for the column you want not visible.
5. To change the display order of the columns, in the *Visible Columns* list, select a column name and click ⬆ or ⬇ to change the position.
6. Click **OK**.

Managing the Grid’s Pages

When a list or grid has many items, you can configure how many items are displayed at one time on a page. This is helpful for customizing your view based on your display size and resolution and whether or not you want to scroll in a list.

To configure page size

1. Below a list, click the **Page Size** drop-down menu.
2. Select the number of items to display in one page.
3. Use the arrows by **Page *n* of *n*** to view the different pages.

Filtering Content in Lists and Grids

When a list or grid has many items, you can use a filter to display a portion of the list. Depending on the data you are viewing, you have different properties that you can filter for.

For example, when looking at the Activity Log, there could be hundreds of items. You may want to view only the items that pertain to a certain user. You can create a filter that will only display items that include references to the user.

For example, you could create the following filter:

Activity contains BSmith

This would include activities that pertain to the BSmith user account, such as when the account was created and permissions for that user were configured.

You could add a second filter:

Activity contains BSmith
OR Username = BSmith

This would include the activities performed by BSmith, such as each time she logged in or created a project.

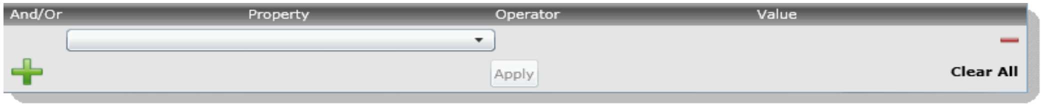
In this example, because an OR was used instead of an AND, both sets of results are displayed.

You can add as many filters as needed to see the results that you need.

To use filters

1. Above the list, click **Filter Options**.
   This opens the filter tool.

Filter Options



2. Use the *Property* drop-down to select a property on which to filter.
   This list will depend on the page that you are on and the data that you are viewing.
3. Use the *Operator* drop-down to select an operator to use.
   See Filter Operators on page 42.
4. Use the *Value* field to enter the value on which you want to filter.
   See Filter Value Options on page 43.
5. Click **Apply**.
   The results of the filter are displayed.
   Once a filter had been applied, the text *Filter Enabled* is displayed in the upper-right corner of the panel. This is to remind you that a filter is applied and is affecting the list of items.
6. To further refine the results, you can add additional filters by clicking ➕ **Add**.
7. When adding additional filters, be careful to properly select *And/Or*.
   If you select **And,** all filters must be true to display a result. If you select **OR**, all of the results for each filter will be displayed.

8. After configuring your filters, click **Apply**.
9. To remove a single filter, click − **Delete**.
10. To remove all filters, click **Disable** or **Clear All**.
11. To hide the filter tool, click **Filter Options**.

Filter Operators

The following table lists the possible operators that can be found in the filter options. The operators available depend upon what property is selected.

Filter Operators

Operator	Description
=	Searches for a value that equals the property selected. This operator is available for almost all value filtering and is the default value.
!=	Searches for a value that does not equal the property selected. his operator is available for almost all value filtering.
>	Searches for a value that is greater than the property selected. This operator is available for numerical value filtering.
<	Searches for a value that is less than the property selected. This operator is available for numerical value filtering.
>=	Searches for a value that is greater than and/or equal to the property selected. This operator is available for numerical value filtering.
<=	Searches for a value that is less than and/or equal to the property selected. This operator is available for numerical value filtering.
Contains	Searches for a text string that contains the value that you have entered in the value field. This operator is available for text string filtering.
StartsWith	Searches for a text string that starts with the value that you have entered in the value field. This operator is available for text string filtering.
EndsWith	Searches for a text string that ends with a value that you have entered in the value field. This operator is available for text string filtering.

Filter Value Options

The following table lists the possible value options that can be found in the filter options. The value options available depend upon what property is selected.

Filter Value Options

Value Option	Description
Blank field	This value allows you to enter a specific item that you can search for. The *Description* property is an example of a property where the value is a blank field.
Date value	This value allows you to enter a specific date that you can search for. You can enter the date in a m/d/yy format or you can pick a date from a calendar. The *Creation Date* property is an example of a property where the value is entered as a date value.
Pulldown	This value allows you to select from a pulldown list of specific values. The pulldown choices are dependent upon the property selected. The *Priority* property with the choices *High*, *Low*, *Normal*, *Urgent* is an example of a property where the value is chosen from a pulldown.

Part 2

Administrating Summation

This part describes how to administrate Summation and includes the following sections:

- Workflows for Administrators (page 23)
- Using the Management Page (page 45)
- Configuring and Managing System Users, User Groups, and Roles (page 47)
- Configuring the System (page 68)
- Using the Work Manager Console and Logs (page 78)
- Using Language Identification (page 85)

Chapter 4

Using the Management Page

About the Management Page

Administrators manage the application through the Management page. You can manage users and users permissions, configure aspects of the application on a global basis, and monitor activity on the system.

See Management Page on page 46.

Opening the Management Page

Administrators, and users with management permissions, use the *Management* page to configure and manage the application.

To access the Management page

1. Log in to the web console as administrator or as a user with management permissions.
   See Opening the AccessData Web Console on page 26.
   See Managing Users on page 57.
2. In the web console, click **Management**.

Management Page

You can use the *Management* page to maintain the list of people who use the application, including their specific usage rights and roles. From *Management*, you can view system and security logs.

You can also configure Active Directory, agent credentials, a notification email server. The system administration console area of the *Management* page lets you view Work Manager status.

Depending on the license that you own and the permissions that you have, you will see some or all of the following:

Management Page Features and Options

Management Feature	Available Options
Users	See About the Users Tab on page 52. See Managing Users on page 57.
User Groups	See Configuring and Managing User Groups on page 64. See User Groups Tab on page 65.
Admin Roles	See About Admin Roles and Permissions on page 49. See Managing Admin Roles on page 55.
System Jobs	See Adding a System Job on page 69. See System Job Options on page 70.
System Configuration	See Configuring Active Directory Synchronization on page 69. See Configuring Export Options on page 77. See Configuring Default Project Settings on page 75.
Work Manager Console	See Using the Work Manager Console and Logs on page 78.
Site Server Console	See Using the Site Server Console on page 102.
System Log	See Using the System Log and Activity Log on page 82. See System Log Tab on page 82.
KFF Library	See Using KFF (Known File Filter) on page 207.
KFF Group Templates	See Using KFF (Known File Filter) on page 207.
Activity Log	See Using the System Log and Activity Log on page 82. See Activity Log Tab on page 83.

Chapter 5

Configuring and Managing System Users, User Groups, and Roles

This chapter will help administrators to configure users, user groups, and roles.

About Users

A user is any person who logs in and performs tasks in the web console. Each person should have their own user account. You can configure accounts to have specific permissions to perform specific tasks. When users open the console, what they see and do is based on their assigned permissions.

There are two users in the database that do not appear in the user interface. The passwords for these accounts are unique per system/strong passwords:

- Administrator - This is a different user than the Application Administrator role
- eDiscoveryProcessingUser

Permissions are managed by user roles.

See Adding Users on page 58.

About User Roles and Permissions

You can assign users different permissions based on the tasks that you want them to perform. The permissions that a user has affects the items that they see and the tasks that they can perform in the web console.

For example, you can have one group of users that can manage the whole application and another group can create projects and another group can only reviews files in a project.

Changes to permissions for a currently logged-in user take effect when they log out and log back in.

You assign permissions to a user by configuring roles and then associating users, or groups of users, to those roles.

You can configure roles at the following levels:

- Admin roles
- Project roles

Admin roles provide global permissions to a user for the whole application. The following are examples of admin permissions that you can use:

- Application Administrator
- Mange Users
- Create/Edit Projects
- Manage Admin Roles
- View the System Console

See About Admin Roles and Permissions on page 49.

Project roles only apply to a specific project. The following are examples of global permissions that you can use:

- Project Administrator (for that project only)
- Project Reviewer
- Manage Evidence
- View Project Reports
- Manage Project People

For more information, see Introduction to Project Management on page 147.

Planning User Roles

Before creating users, plan the types of roles your users will be performing. This facilitates the process of assigning roles and permissions to users.

See Workflows for Administrators on page 23.

Possible things to consider when planning user roles:

- How many and which users should have Administrator permissions for the entire application?
- How many and which users should have application management permissions to perform tasks such as creating and managing other users, roles, and projects?
- How do you want to distinguish between users who can create and manage projects versus those who can only review them?
- How many and which users should have project-level permissions to perform tasks such as adding and managing evidence and creating production sets?

About Admin Roles and Permissions

An admin role is a set of permissions that you assign to users or groups. Each admin role has specific permissions that allows users to manage the application, such as managing users, managing roles and permissions, and creating and managing projects.

See Admin Permissions on page 49.

You can create admin roles or assign one of the default admin roles already created in the system. There are three default admin roles:

Admin Roles Default Roles

Role	Description
Application Administrator	This role grants all permissions to manage the application.
Power User	This role grants the user permissions for create/edit project, manager user groups, and manage users.
Users	This role grants the user permissions for create/edit project.

Creating Admin Roles

When you create an admin role, you can grant users Administrator permissions (all permissions) or grant a combination of individual permissions.

If you want to grant permissions to a user that only allows them to review a project, then use project roles instead of admin roles.

Note: The admin permissions available depend upon the license that you have.

Admin Permissions

You can configure admin roles with the following admin permissions

Admin Permissions

Permissions	Description
Administrator	Grants all rights to the user/group for all projects.
SubAdmin	Grants rights as a SubAdmin in a multi-tenant environment. (Summation only) See Understanding the Multi-Tenant Environment on page 337.
Custom Selection	You can select the following individual administrator roles:

Admin Permissions

Permissions	Description
Create/Edit Projects	Grants the right to create projects. Users with this permission are automatic administrators of any projects that they create. They can also view properties for all other projects on the *Home* page. See Creating a Project on page 163.
Create/Edit Projects - Restricted	Grants the rights to create projects. However, users with this permission do not have administrator status for the projects that they create. Users with this permission can do the following for the projects they create: ● Associate users to the projects they create ● Assign permissions for the projects they create ● View people and data sources for the projects they create They can also view properties for all other projects on the *Home* page. See Creating a Project on page 163.
Delete Project	Grants the right to delete projects on the *Home* page See Creating a Project on page 163. .
Manage User Groups	Grants the right to add, edit, delete, and assign roles to groups. See Planning User Roles on page 48.
Manage Users	Grants the rights to add, edit, delete, activate, deactivate, reset passwords, and assign admin roles to users. See About Users on page 47. See Adding Users on page 58. See Editing the Email Address of a User on page 60. See Deleting Users on page 62. See Deactivating a User on page 63. See Activating a User on page 63. See Resetting a User’s Password on page 61. See Associating User Groups and Admin Roles to a User on page 59.
Create People	Grants the right to create and manage People. See Configuring and Managing System Users, User Groups, and Roles on page 47.
Delete People	Grants the right to delete People. See Deleting Users on page 62.
Create Nodes	Grants the right to create job targets. See Managing People, Groups, Computers and Network Shares on page 112.
Delete Nodes	Grants the right to delete job targets. See Managing People, Groups, Computers and Network Shares on page 112.

Admin Permissions

Permissions	Description
Global ID Admin	Grants the right to access and change the permissions of any user in any project. See Associating User Groups and Admin Roles to a User on page 59.
Manage Project Permissions	Grants the right to manage project permissions. See Setting Project Permissions on page 193.
System Console	Grants the right to view and use the *Work Manager Console* and *Site Server Console* on the *Management* page. See on page 78 and Using the Site Server Console on page 102.
LitHold Manager	Grants the right to manage Litholds.
Evidence Admin	Grants the right to add, delete, and associate the evidence. See Using the Evidence Wizard on page 256.
Manage Admin Roles	Grants the right to add, edit, delete and assign admin roles. See About Admin Roles and Permissions on page 49. See Creating an Admin Role on page 55. See Managing Admin Roles on page 55. See Adding Permissions to an Admin Role on page 55.
Manage KFF	Grants the right to create and manage KFF libraries, sets, templates, and groups. See Using KFF (Known File Filter) on page 207.
System Jobs	Grants the right to view and use the System Jobs tab on the Management page. See Using System Jobs on page 67.
View Activity Log	Grants the right to view the *Activity Log* on the *Management* page. See Viewing the System Log or Activity Log on page 84.
Purge Activity Log	Grants the right to purge the *Activity Log*. See Activity Log Tab on page 83.
Manage Job Templates	Grants the right to manage the following: ● Job Templates ● Filter Templates ● System Job Templates See Managing Templates on page 91.

About the Users Tab

The *Users* tab on the *Management* page can be used by administrators to add, edit, delete, and associate users on a global scale. Users are people who are logging in and working in the application.

From the *Users* list, you can also add, edit, or delete the application's users. You can set users as active or inactive, reset user passwords, and set global and group permissions.

The *Users* tab is the default page when you click **Management** on the menu bar. The *User Groups* tab below the *Users* list pane allows you to associate and remove associations to users. The *Admin Roles* tab below the *Users* list pane identifies the admin roles that are associated with a highlighted user.

Changes to permissions for a currently logged-in user take effect after they log out of the system and log back in.

Elements of the Users Tab

Element	Description
Filter Options	Allows you search and filter all of the items in the list. You can filter the list based on any number of fields. See Filtering Content in Lists and Grids on page 41.
Users List	Displays all users. Click the column headers to sort by the column.
Refresh	Refreshes the Users list. See Refreshing the Contents in List and Grids on page 38.
Columns	Adjusts what columns display in the Users list. See Sorting by Columns on page 38.
Delete	Deletes the selected user. Only active when a user is selected. See Deleting Users on page 62.
Add Users	Adds a user. See About Users on page 47.
Edit User	Edits the selected user. You can add or change a selected user's email address that is used for notifications of the application's events. See Editing the Email Address of a User on page 60.
Delete User	Deletes the selected user(s). See Deleting Users on page 62.
Reset a User's Password	Assigns a new password for the selected user. See Resetting a User's Password on page 61.
Deactivate Users	Makes selected user(s) inactive in the application. See Deactivating a User on page 63.
Activate Users	Reactivates selected user. See Activating a User on page 63.
User Groups Tab	Allows you to associate or disassociate groups to users. See Associating Users/Admin Roles to a Group on page 66.

Elements of the Users Tab (Continued)

Element	Description
Admin Roles Tab	Allows you to associate or disassociate admin roles to users. See Associating User Groups and Admin Roles to a User on page 59.
Add Association	Associates a user to a group or admin role.
Remove Association	Disassociates a user from a group or admin role.

About the Admin Roles Tab

The *Admin Roles* tab on the *Management* page can be used to add, edit, delete, and associate admin roles. Admin roles are a set of global permissions that you can associate with a user or a group.

Elements of the Admin Roles Tab

Element	Description
Filter Options	Allows you search and filter all of the items in the list. You can filter the list based on any number of fields. See Filtering Content in Lists and Grids on page 41.
Admin Roles List	Displays all admin roles. Click the column headers to sort by the column.
Refresh	Refreshes the Admin Roles List. See Refreshing the Contents in List and Grids on page 38.
Columns	Adjusts what columns display in the Admin Roles List. See Sorting by Columns on page 38.
Delete	Deletes the selected admin roles. Only active when an admin roles is selected. See About Admin Roles and Permissions on page 49.
Add Admin Roles	Adds an admin role. See Creating an Admin Role on page 55.
Edit Admin Roles	Edits the selected admin roles.
Delete Admin Roles	Deletes the selected admin roles.
Users Tab	Allows you to associate or disassociate users to an admin role.
Groups Tab	Allows you to associate or disassociate groups to an admin role.
Features Tab	Allows you to add administrator permissions to an admin role. See Adding Permissions to an Admin Role on page 55.

Managing Admin Roles

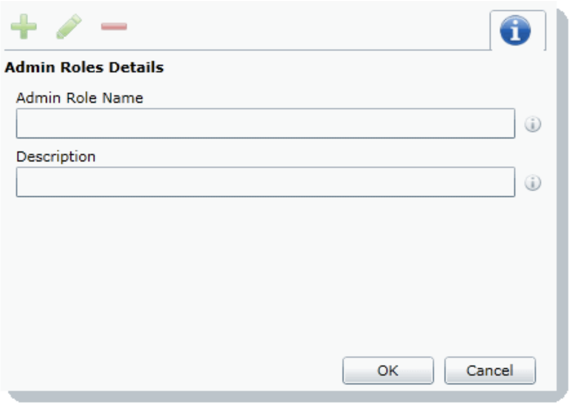
Creating an Admin Role

Before you can assign permissions to an admin role, you have to create the role.

To create an admin role

1. Log in to the web console using administrator rights.
2. Click the **Management** tab.
3. Click the **Admin Roles** tab.
   See About Admin Roles and Permissions on page 49.
4. Click the **Add** button ➕ .

Admin Roles Details



5. Enter a name for the admin role and a description.
6. Click **OK**.
   The role is added to the Admin Role list.

Adding Permissions to an Admin Role

After you have created an admin role, you need to add permissions to it before you assign it to a user or a group.

To add permissions to an admin role

1. Log in to the web console using administrator rights.
2. Click the **Management** tab.
3. Click the **Admin Roles** tab.
4. Select the role from the *Admin Roles List*.
5. Click the **Features** tab ⚙ .
6. Select the permissions.
   See About Admin Roles and Permissions on page 49.

Note: Users with the Manage Admin Roles, Manage Users, or Manage User Groups permission have the ability to upgrade themselves or other users to system administrators.

7. Click **Save**.

Managing Users

Administrators, and users assigned the Manage Users permission, manage users by doing the following:

- Managing the List of Users on page 57
- Adding Users on page 58
- Editing the Email Address of a User on page 60
- Resetting a User’s Password on page 61
- Deleting Users on page 62
- Deactivating a User on page 63
- Activating a User on page 63
- Associating User Groups and Admin Roles to a User on page 59

About User Account Types

You can configure the application to use one of two user types:

- Integrated Windows Authentication (IWA) account (uses synced Active Directory user accounts)
- Local application account (forms authentication - you create all application users)

The type of user that you use changes some elements of creating and managing users. For example, if you use an Integrated Windows Authentication account, you can either manually create application users based on AD users or import them directly from AD. Also, you cannot manage a user’s password.

Managing the List of Users

You create and manage users from the *Users* tab on the *Management* page.

To open the Users tab

1. Log in as an administrator or a user that has the Manage Users permission.
   See Opening the AccessData Web Console on page 26.
2. Click **Management**.
3. Click **Users** 👤 .

   The users list lets you view all the users, including the following columns of information about them:

   - Username
   - Email Address of the user
   - Date that the user was created
   - Date of last login for the user
   - Active status of a user
   - First and Last name of the user
   - Description

From the users list, you can also do the following:

- Add users
- Edit users
- Delete users
- Set users as active or inactive
- Reset user passwords (forms authentication only)
- Associate users to User Groups and Admin roles

When you create and view the list of users, they are displayed in a grid. You can do the following to modify the contents of the grid:

- Control which columns of data are displayed in the grid.
- If you have a large list, you can apply a filter to display the items that you want.

  See Filtering Content in Lists and Grids on page 41.

Adding Users

Each person that uses the console must log in with a username and password. Each person should have their own user account.

Administrators, and users assigned the Manage Users permission, can add new user accounts.

When a user is created, an entry for that user is created in the system databases.

How you add users differs depending on whether you use Integrated Windows Authentication or Forms Authentication.

See About User Account Types on page 57.

If you are using Forms Authentication, you need to configure both the username and password. In this mode, a password is required, and the *Password* field is bolded.

If you *are* using Integrated Windows Authentication, you can do one of the following:

- Manually add a domain use - enter the domain username but *do not* enter a password. In this mode, the Password field is hidden.
- Import users from Active Directory

To manually add a user

1. Open the *Users* tab.

   See Managing the List of Users on page 57.

2. In the *User Details* pane, click ➕ **Add.**
3. In the **Username** field, enter a unique username.

   If you are using forms authentication, the name must be between 7 - 32 characters and must contain only alphanumeric characters.

   If you are using Integrated Windows Authentication, enter the user’s domain and username. For example, <domain>\<username>.
4. Enter the First and Last name of the user.
5. (Optional) In the **Email Address** field, enter the email address of the user.

6. If you are using forms authentication, enter a password in the **Password** and the **Reenter Password** fields.

   The password must be between 7 - 20 characters.

7. Click **OK**.

To import users from Active Directory (IWA mode only)

1. Open the *Users* tab.

   See Managing the List of Users on page 57.

2. In the *User Details* pane, **Import From AD.**

3. Search for users that you want to add.

   For example, usernames that start with A.

   You can search using the following:

   - Starts With
   - Match Exact
   - Ends With
   - Contains

   3a. Select a search operator.

   3a. Enter a value to search on.

   3b. Click **Search**.

   3c. Check the names that you want to import.

   3d. Click **Add to Import List**.

   3e. (Optional) Perform another search.

4. In the *Import List*, review the list of users.

5. (Optional) Select and delete any users you do not want to import.

6. Click **Continue**.

7. Check for any conflicts and verify the list that you want to import.

8. Click **Import**.

9. View the list of users that were imported.

10. (Optional) Click **Add more** to add import more users.

11. Click **Close**.

12. Verify the user list.

Associating User Groups and Admin Roles to a User

Administrators, and users assigned the Manage Users permission, can associate User Groups and Admin Roles to users.

See About User Roles and Permissions on page 47.

See Configuring and Managing User Groups on page 64.

To associate Users Groups or Admin Roles to user

1. Open the *Users* tab.

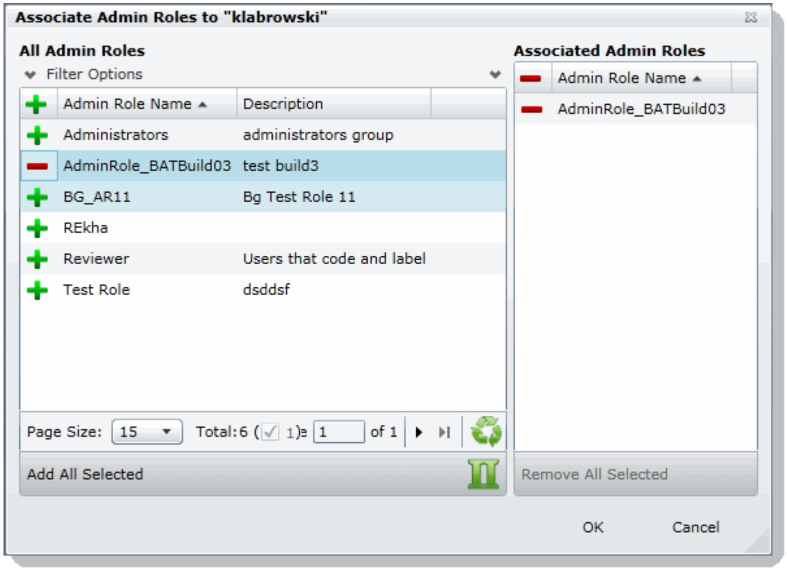
   See Managing the List of Users on page 57.

2. In the user list pane, select a user to associate to an admin role.

3. In the bottom pane, select the *User Groups* or *Admin Roles* tab.

4. Click the **Add Association** button 🔗.

Associate Admin Roles Dialog



Associate Admin Roles to "klabrowski"

All Admin Roles

Filter Options

+	Admin Role Name ▲	Description
+	Administrators	administrators group
−	AdminRole_BATBuild03	test build3
+	BG_AR11	Bg Test Role 11
+	REkha	
+	Reviewer	Users that code and label
+	Test Role	dsddsf

Page Size: 15 Total:6 (✓ 1) 1 of 1

Add All Selected

Associated Admin Roles

−	Admin Role Name ▲
−	AdminRole_BATBuild03

Remove All Selected

OK Cancel

5. Click ➕ to add the group or role to the user.

6. Click **OK**.

Disassociating a User Group or Admin Role from a User

Administrators, and users assigned the Manage Users permission, can disassociate User Groups and Admin Roles from users.

See About User Roles and Permissions on page 47.

To disassociate User Groups or Admin Roles from a user

1. Open the *Users* tab.
   See Managing the List of Users on page 57.
2. In the user list pane, select a user who you want to disassociate from an admin role.
3. In the bottom pane, click the *User Groups* or *Admin Roles* tab.
4. Check the group or role that you want to remove.
5. Click the **Remove Association** button ✂.

Editing the Email Address of a User

If you are using Forms Authentication, administrators, and users assigned the Manage Users permission, can change the email address of an existing user. If you need to make more than an email change (such as changing the username), you must delete the user and then recreate the user with the correct information.

To edit the email address of a user

1. Open the *Users* tab.
   See Managing the List of Users on page 57.
2. In the user list pane, select the user whose email address you want to edit.
3. In the *User Details* pane, click ✏ **Edit**.
4. In the *Email Address* field, enter the email address of the user.
5. Click **OK**.

Resetting a User’s Password

If you are using Forms Authentication, and of a user has forgotten their password, administrators and users assigned the Manage Users permission can reset passwords for users.

Note: This function is hidden if you are using Integrated Windows Authentication. Reset a password using Windows methods.

You cannot reset the password of the Service Account.

See Changing the Password of the Service Account on page 61.

When you reset a user’s password, a new password is automatically created. You can then give the new password to the user. After they log in with the new password, they can change the password themselves.

You cannot reset your own password. To change your own login password, use the *Change Password* dialog, not the *User* page.

See Changing Your Password on page 37.

To reset the password of an administrator or user

1. Open the *Users* tab.
   See Managing the List of Users on page 57.
2. In the user list pane, select a user.
3. Click 🔓.
   A new password for the user is generated and displayed.
4. Copy the password and email it to the user, informing them that they can change the password after logging in.

Changing the Password of the Service Account

This only applies if you are using Forms Authentication. The service account password can only be changed by the user who is logged in as the master administrator. This person is typically the one who initially performed the installation. The username cannot be changed.

See Changing Your Password on page 37.

You can use the same process as you do for a user.

See Resetting a User’s Password on page 61.

Managing Locked User Accounts

If you are using Forms Authentication, if a user logs into the application with an invalid password, after six incorrect attempts, the user will be locked out of the account.

Note: If you are using Integrated Windows Authentication, domain user accounts are not locked out.

On the *Users* tab, you can add the *Is Locked* column to see which user accounts are locked. The value will display either *True* or *False*.

A locked user account be unlocked in the following ways:

- An administrator can unlock the account
- The account will be unlocked after a configured period of time (see below).

Changing the Lockout setting

When a user's account is locked, there is a time period where the user is locked out. After the time period, the user can attempt to log into the account again. You can change the Lockout timeout setting and specify how long the timeout session is. You change the Lockout timeout setting by editing a value in the C:\Program Files\AccessData\Common\FTK Business Services\AdgWindowsServiceHost.exe.config file.

To change the lockout setting

1. Navigate to C:\Program Files\AccessData\Common\FTK Business Services\AdgWindowsServiceHost.exe.config file.
2. Locate the key <add key="FailedAuthenticationLockoutPeriodInMinutes" value=" "/> .
3. The value is the number of minutes that you want the timeout period to be.
4. Save the file and close.

Unlocking a User Account

When a user's account is locked, an administrator can unlock the account.

To unlock a locked account

1. As a User administrator, click Management > Users.
2. Select the user account that is locked.
3. Click the 🔓 (unlock) icon.

Deleting Users

Users can be deleted by an administrator or a user with the right to delete users.

If you try to recreate a deleted user, you receive a warning that the user already exists in the application and was marked as deleted. You can continue to create the user and assign user rights as a new user.

To delete users

1. Open the *Users* tab.
   See Managing the List of Users on page 57.
2. Do one of the following:
   - In the users list, select the user that you want to delete. In the *User Details* pane, click − **Delete**.
   - In the users list, select one or more users that you want to delete. Click − **Delete.**
3. In the **Confirm Deletion** dialog box, click **OK**.

Deactivating a User

You can deactivate users as needed to make the console unavailable to them. When you deactivate a user, that user remains in the users list of the *Users* tab, and has the status of *False* in the *Active* column. The user's data remains in the database; however, the user cannot log in, and they are not available for any other assignments or work. The user remains inactive until an administrator reactivates them. You can activate or deactivate users individually or collectively.

See Activating a User on page 63.

To deactivate a user

1. Open the *Users* tab.
   See Managing the List of Users on page 57.
2. In the user list pane, check one or more users whose **Active** status is **True**.
3. Click ⏻ **Deactivate**.
4. In the *Deactivate user* message box, click **Yes**.

Activating a User

You can activate users as needed. When a user is activated, they can log in and be available for work. An activated user remains active until an administrator deactivates them. You can activate or deactivate users individually or collectively.

See Deactivating a User on page 63.

To activate a user

1. Open the *Users* tab.
   See Managing the List of Users on page 57.
2. In the user list pane, check one or more users whose *Active* status is *False*.
3. In the bottom of the middle pane, click ⏻ .
4. In the *Activate user* frame, click **Yes**.

Configuring and Managing User Groups

Groups are a set of users grouped together. Groups allow you to put sets of users together who perform the same tasks. Putting users into groups makes it easier to assign and manage project permissions for users.

The project permissions that you assign to users define the tasks that they can perform. Therefore, if you have a group of users who all are going to review documents, you can put them in a group and grant them permissions to review, code, and label documents.

Administrators, and users assigned the Manage Groups permission, can manage groups.

Opening the User Groups Tab

To open the User Groups tab

1. Log in as an administrator or a user with the Manage Groups admin role.
   See Opening the AccessData Web Console on page 26.
2. Click **Management**.
3. Click **User Groups** .

   The users list lets you view all the groups, including the following columns of information about them:

   - User Group Name
   - Description

From the group list, you can also add, edit, or delete groups. You can associate groups to users and admin roles.

When you create and view the list of groups, they are displayed in a grid. You can do the following to modify the contents of the grid:

- Control which columns of data are displayed in the grid.
- If you have a large list, you can apply a filter to display the items that you want.

User Groups Tab

The *User Groups* tab on the *Management* page can be used to add, edit, delete, and associate user groups on a global scale. Groups are collections of users who perform the same tasks in the application.

Elements of the User Groups Tab

Element	Description
Filter Options	Allows you search and filter all of the items in the list. You can filter the list based on any number of fields. See Filtering Content in Lists and Grids on page 41.
Groups List	Displays all groups. Click the column headers to sort by the column.
Refresh	Refreshes the Groups List. See Refreshing the Contents in List and Grids on page 38.
Columns	Adjusts what columns display in the Groups List. See Sorting by Columns on page 38.
Export to CSV	Exports the user group list to a CSV file.
Delete	Deletes the selected group. Only active when a group is selected. See Deleting Groups on page 66.
Add Groups	Adds a group. See Adding Groups on page 66.
Edit Groups	Edits the selected group. See Editing Groups on page 66.
Delete Groups	Deletes the selected group. See Deleting Groups on page 66.
Users Tab	Allows you to associate or disassociate users to groups. See Associating Users/Admin Roles to a Group on page 66.
Admin Roles Tab	Allows you to associate or disassociate admin roles to groups. See Associating Users/Admin Roles to a Group on page 66.
Add Association	Associates a group to a user or admin role.
Remove Association	Disassociates a group from a user or admin role.

Adding Groups

To add a group

1. Open the *User Groups tab*.
   See Opening the User Groups Tab on page 64.
2. In the *Groups Details* pane, click ➕ **Add.**
3. In the **User Group Name** field, enter a unique username.
   The name must be between 7 - 32 characters and must contain only alphanumeric characters.
4. Enter a **Description**.
5. Click **OK**.

Deleting Groups

To delete a group

1. Open the *User Groups tab*.
   See Opening the User Groups Tab on page 64.
2. Do one of the following:
   - In the groups list, highlight the group that you want to delete. In the *Groups Details* pane, click ➖ (delete).
   - In the users list, check one or more users that you want to delete. Click ➖ **Delete.**
3. In the *Confirm Deletion* dialog box, click **OK**.

Editing Groups

To edit a group

1. Open the *User Groups* tab.
   See Opening the User Groups Tab on page 64.
2. In the *Groups Details* pane, click ✎ (edit).
3. In the **User Group Name** field, enter a unique username.
   The name must be between 7 - 32 characters and must contain only alphanumeric characters.
4. Enter a **Description**.
5. Click **OK**.

Associating Users/Admin Roles to a Group

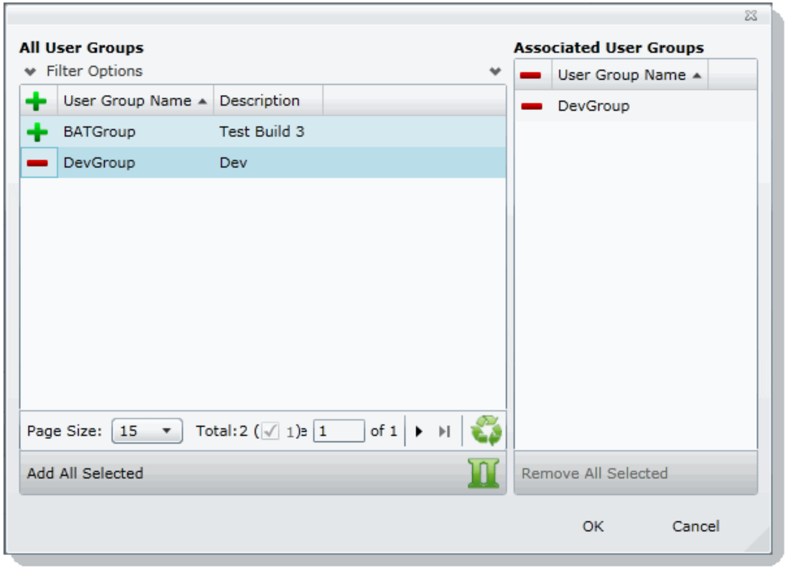
From the *User Groups* tab, you can associate users and admin roles to the selected group.

To associate users/admin roles to a group

1. Open the *User Groups* tab.
   See Opening the User Groups Tab on page 64.
2. In the user list pane, select a group to which you want to add an association.

3. In the bottom pane, do one of the following:
   - Select the **Users** tab to associate users to the group.
   - Select the **Admin Roles** tab to associate roles to the group.
4. Click **Add Association** 🔗.
5. Click ➕ to add users/roles.
6. Click **OK**.

All User Groups Dialog



	User Group Name ▲	Description
➕	BATGroup	Test Build 3
➖	DevGroup	Dev

	User Group Name ▲
➖	DevGroup

7. Click ➕ to associate the user to the group.
8. Click **OK**.

Chapter 6

Configuring the System

This chapter will help administrators configure the system to their preferences.

About System Configuration

You can configure many settings for the application system. These are global settings that affect the entire system.

System Configuration Tab - Standard Settings

The *System Configuration* tab on the *Management* page allows you to configure multiple items. This section describes each item.

Depending on the license that you own and the permissions that you have, you will see some or all of the following:

Elements of the System Configuration Tab

Element	Description
Active Directory	Allows you to configure Active Directory to synchronize and import Active Directory users. Synchronization is from Active Directory to the application only. See Configuring Active Directory Synchronization on page 69.
Email Server	Allows you to configure the Email Notification Server so that you can send notification emails to specified users for certain events. This configuration is also necessary for sending Litigation Hold emails to appropriate recipients. See Configuring the Email Notification Server on page 73.
Create Notifications	Allows you to configure email notifications for the project and user related events. See Creating Notifications on page 73.
Manage Certificates	Allows you to manage certificates used for encrypting AD1 files.

Elements of the System Configuration Tab

Element	Description
Project Defaults	Allows you to configure the following settings that will be used every time you create a project: ● Default paths for project data ● Default options for processing evidence in projects See Default Evidence Processing Options on page 76.
Export Options	Allows you to set the application to include Australian numbering.
Processing Priority Options	Allows you to configure how much of the available CPU will be used for processing. If not configured, the evidence processing engine will use all available CPUs.
Notes Certificates	Allows you to manage certificates used for encrypting Lotus Notes files.
KFF	Allows you to configure KFF. See Using KFF (Known File Filter) on page 207.
Other Advanced Options	Depending on the license that you own and the permissions that you have, you may see other advanced options. See Configuring Advanced System Settings on page 86.

Configuring Active Directory Synchronization

Depending on your product license, you can sync with Active Directory in order to import some AD objects into your environment.

You can import the following AD objects:

- Summation (Using forms authentication mode):
  - Domain users as People (This is Data Sources *People*, not as application users.)
- eDiscovery (Using forms authentication mode):
  - Domain users as People (This is Data Sources *People*, not as application users.)
  - Computers as Data Sources
  - Groups as Data Sources
  - Shares as Data Sources
- Summation or eDiscovery (IWA mode only):
  - Domain users as application users on the *Users* tab.

When configuring AD sync, you must provide the address of the AD server and credentials for that server.

After performing an initial sync, you can sync on a recurring schedule.

You can also select to import one or more types of objects. For example, you can select to only sync Users on a recurring schedule. This can be helpful to easily add new users only.

When you sync with Active Directory, all objects of that type are imported. Synchronization only occurs from Active Directory to the application. Changes made to the application do not sync back to Active Directory.

You can also configure the system to send an email notification when a value in Active Directory is changed and synced with Summation or eDiscovery. This can be helpful when you have a custodian in a Litigation Hold and the status of that user changes. For example, they may move locations or may no longer be employed. You configure the email notifications as part of the Active Directory sync setting. You can select which Active Directory fields you want to be notified about when changes occur and which application users to send an email to. The notification email contains a time stamp, the name of the user that the change occurred for, the properties that changed, and the old and new values of the changed properties.

Note: After migrating from an earlier version of the application, you must re-enter the Active Directory password. If not, the Active Directory data does not appear in the application. See Active Directory Configuration Options on page 72.

To configure Active Directory synchronization

1. Log in as an administrator.
   See Opening the AccessData Web Console (page 26).
2. Click **Management.**
3. Click **System Configuration**.
4. If you want to use email notifications, configure the email server.
   See Configuring the Email Notification Server on page 73.
5. Click **Active Directory**.
6. In the *Active Directory Configuration* dialog, set all options and click **Next**.
   See Active Directory Configuration Options on page 72.
7. Click **Next**.
8. Select which Active Directory fields to import into User information.
   In the *Active Directory Fields* dialog box, in the *Active Directory Fields* list box, select an alias attribute and click the green arrow next to the user field that you want associated with the attribute.
   Bold user field names are required fields.
   The following are examples of fields that you can use:

Active Directory Fields

Active Directory Field	Person Field
givenname	*First Name* (Required)
sn	*Last Name* (Required)
samaccountname	*Username* (Required)
displayname	Notes Username
mail	Email

9. Click **Next**.
10. To configure Active Directory object change notification, do the following:
    - 10a. In the *Active Directory Fields* list, select a field that you want to be notified about if they change and click the right arrows.
    - 10b. Repeat for all desired fields.
    - 10c. Select the application users that you want to be notified. (Each will receive an email.)

      You can filter on the list of application users.
11. Click **Next**.
12. Do one of the following:
    - To save the settings, but not perform a sync, click **Save**.
    - If you have completed all the settings and are ready to sync, click **Save and Sync**.
13. View the imported user in the *Users* tab.

Active Directory Configuration Options

Elements of the Active Directory Configuration Dialog

Element	Description
Server	Enter the server name of a domain controller in the enterprise.
Use Global Catalog	Select to use the global catalog.
Port	Enter the connection port number used by Active Directory. The default port number is 389. If you want to support synch with an entire Active Directory forest, set the port as 3268. Otherwise, the synch only collects information from one domain instead of the entire forest. The default ports for communicating with Active Directory are: LDAP: 389 Secure LDAP(SSL): 636 Global Catalog: 3268 Secure Global Catalog(SSL): 3269
Base DN	Enter the starting point in the Active Directory hierarchy at which the search for users and groups begins. The Base DN (Distinguished Name) describes where to load users and groups. For example, in the following base DN dc=**domain**,dc=**com** you would replace **domain** and **com** with the appropriate domain name to search for objects such as users, computers, contacts, groups, and file volumes.
User DN	Enter the distinguished name of the user that connects to the directory server. For example ● tjones or <domain>\tjones
Password	Enter the password that corresponds to the User DN account. This is the same password used when connecting to the directory server.
Active Directory Authentication	Select to enable authentication against Active Directory on login.
AD Sync Objects	You can select which types of objects to include or not include: Users, Groups, Computers, or Shares. All objects are selected by default. If you want to exclude objects from being synced, de-select those objects. This can be helpful to easily add new users only.
AD Sync Recurrence	Configure a daily recurrence by selecting or entering the time of day to start the sync. If a sync is in progress when the interval occurs, the interval is skipped to allow the current sync to complete.
Test Configuration	Click to test the current configuration to ensure proper communication exists with the Active Directory server.
AD Synchronization	Set to inactive by default.

Configuring the Email Notification Server

You can configure the Email Notification Server so that when you create a litigation hold, your notification emails are sent successfully.

To configure an email notification server

1. Click **Management**.
2. Click **System Configuration**.
3. Click **Email Server**.
4. In the *Email Server Configuration* dialog box, set the email options that you want. See Email Server Configuration Options on page 73.
5. Click **Save**.

Email Server Configuration Options

Email Server Configuration Options

Option	Description
SMTP Server Address	Specifies the address of the SMTP mail server (for example, smtpserver.domain.com or server1) on which you have a valid account. You must have an SMTP-compliant email system, such as a POP3 mail server, to receive notification messages from the application.
SMTP Port	Specifies the SMTP port to use. Port 25 is the standard non-SSL SMTP port. However, if a connection is not established with default port 25, contact the email server administrator to get the correct port number.
SMTP SSL?	Allows you configure the use of SSL by the SMTP server. The default SSL port is 465.
Default from Address	Specifies the name of the default email account from which alerts and notifications are sent.
Domain	Specifies the sender’s domain.
Username	Specifies the sender’s name. The default credentials (Username, Password, Domain) are optional.
Password	Specifies the sender’s password.
Confirm Password	Confirms the sender’s password that had been entered in the **Password** field.

Creating Notifications

About Event Notifications

You can configure event notifications for when certain system events occur. You select which type of event for which you want a notification and the users to whom the notification is sent.

You can create notifications for the following events:

- Project Created
- Project Deleted

- User Created
- User Deleted

Note: For eDiscovery, you can also create notifications for job events.

Creating Event Notifications

To create an email event notification

1. Click **Management.**
2. Click **System Configuration.**
3. Click **Create Notifications.**
4. Click **Select Event Type** and select the event type for which you want a notification.
5. Select the user or users that you want to receive the notification.
6. Click **Create Event Notification**.
7. Click **Close**.

Viewing and Deleting Job Notifications

You can view and delete either the job notifications that you created or the job notifications to which you are subscribed.

To view and delete event notifications

1. In the console, click your logged-in name (top-right corner) to open the user actions menu.
2. Click **Manage My Notifications**.

   For information on managing list columns or filtering items in the list, see Managing Columns in Lists and Grids (page 39).
3. Do one or more of the following:
   - In the *Notifications I Created* group box, under the *Notification Type* column header, select the job notifications that you want to delete.
   - In the *Notification I Belong To* group box, under the *Notification Type* column header, select the job notifications that you want to delete.
4. Click **Delete**.
5. In the *Confirm Deletion* dialog box, click **OK**.

Configuring Default Project Settings

About Default Project Settings

You can configure the following settings to use every time you create a project:

- Default paths for project data
- Default options for processing evidence in projects

In most cases, you are not required to configure defaults.

Note: The exception is if you use LawDrop™, then you must set a default LawDrop folder path.

See Configuring the System for Using LawDrop on page 360.

For processing options, there are defaults that are pre-configured.

If no default project paths are configured, the person creating the project provides this information.

If you configure default settings, you can have the application display those settings when a project is created. If you allow the values to display, the user creating the project can view and/or change the values.

You can also hide the default values. If hidden, the person creating the project cannot view the options and/or change them.

See Setting Default Project Settings on page 75.

See Default Evidence Folder Options on page 76.

See Default Evidence Processing Options on page 76.

Setting Default Project Settings

You can configure default project evidence settings.

See About Default Project Settings on page 75.

To set default project options

1. Log in as an administrator.
   See Opening the AccessData Web Console (page 26).
2. Click **Management**.
3. Click **System Configuration**.
4. Click **Project Defaults**.
5. On the *Info* tab, set the default path settings.
   See Default Evidence Folder Options on page 76.
6. On the *Processing Options* tab, set the default evidence processing options.
   See Default Evidence Processing Options on page 76.
7. Click **Save**.

Default Evidence Folder Options

When you create a project, you must configure the following:

(see General Project Properties (page 164))

- Project Folder Path
- Job Data Path

On this page, you can define default locations so that you do not have to set them manually each time you create a project. If you configure paths here, when you create a project these default paths are populated. However, they are only defaults and can be changed.

On this page, you can also set the location for the LawDrop DropSpace path.

When setting these paths, be aware of the following:

- Local paths only work on single box installations.
- If a network UNC path is specified, you can validate the path to ensure that the application can access the location. If the path is not validated, you may need to re-enter the path correctly or specify a new path.

To verify the path, click ✓.

Paths

Project Folder Path	Allows you to specify a local path or a UNC network path to the project folder. This path is the location where most project data is stored.
Job Data Path	Allows you to specify a default job data path. ● When used with Summation, this sets the path used to store some reports. ● When used with eDiscovery, this sets the responsive folder path for data from jobs. Under this path, a folder is created for each job. The job sub-folders contain job reports and ad1 files for collected files. See Job Options Tab on page 428.
LawDrop DropSpace Path	If you use LawDrop, you must set a default folder path for the DropSpace. This is an application- level setting separate from project settings. See Configuring the System for Using LawDrop on page 360.

Default Evidence Processing Options

The processing options configured here are the default options used by a project when it is created.

See About Default Project Settings on page 75.

See Evidence Processing and Deduplication Options on page 166.

If you configure default settings, you can have the application display those settings when a project is created. If you allow the values to display, the user creating the project can view and/or change the values.

Note: After upgrading the application, Enable Standard Viewer Processing Option is turned off by default because it is a slower performing processing option. If you want this functionality, you need to enable it manually in System Configuration > Project Defaults > Processing Options.

You can also hide the default values. If hidden, the person creating the project cannot view the options and/or change them.

Hover the mouse over the information icon to get information about each item.

Default Evidence Processing Options

Option	Description
Hide Processing Options	Allows you to hide the processing options dialog when a user creates a project. This forces the project to use the default values set here. The default is off.
Individual Processing Options.	See Evidence Processing and Deduplication Options on page 166.
Show All Time zones	When selected, allows you to select any time zone recognized by the operating system when adding evidence.

Configuring Export Options

You can configure *Export Options* to specify the document ID numbering when exporting an export set to a load file.

For more information on production sets, see the *Exporting* documentation.

To configure export settings

1. Log in as an administrator.

   See Opening the AccessData Web Console (page 26).
2. Click **Management**.
3. Click **System Configuration**.
4. Click **Export Options**. The option available is described in the following table.

Alternative Numbering

Option	Description
Use Australian Numbering Scheme	This option is specific to what options are available when exporting to a load file format. The same underlying technology performs both U.S. and Australian numbering. For example, the Box level in the Australian scheme corresponds to the Volume level in the U.S. scheme, and the Folder level is the same in both schemes. Changes the **Volume/Document Options** page in Export to include the numbering elements that are needed for Australian document IDs. For example, the U.S. numbering scheme uses volumes and folders in the load file. The Australian numbering scheme uses a party code, boxes, and folders for their volume structure in the load file. See the *Exporting* documentation for more information on Australian numbering.

5. If you want to change from the default U.S. numbering scheme, select a different option.
6. Click **Save**.

Chapter 7

Using the Work Manager Console and Logs

Using the Work Manager Console

From **Work Manager Console**, the Administrator can monitor the performance of the **Distribution Server** and the **Work Managers**. Click any work manager node by name to view specific server details.

As an administrator, you can use the *Work Manager Console* to view pending, active, or completed work orders. You can also view the performance of the entire system or specific Work Managers.

Opening the Work Manager Console

To open the Work Manager Console page

1. Log in as an administrator.
   See Opening the AccessData Web Console (page 26).
2. Click **Management**.
3. Click **Work Manager Console**.

Work Manager Console Tab

The *Work Manager Console* tab, on the *Management* page, allows administrators to monitor the performance of the *Distribution Server* and the *Work Managers*. Click on any work manager node by name to view specific server details.

As an administrator, you can use the *System Administration Console* to view pending, active, or completed work orders. You can also view the performance of the entire system or specific Work Managers.

Elements of the Work Manager Console Tab

Element	Description
Overall System Status Pane	Allows you to view the performance of the entire system or specific Work Managers.
Queued Work Orders	Displays work orders waiting to execute.

Elements of the Work Manager Console Tab

Element	Description
Active Work Orders	Displays active work orders.
Completed Work Orders	Displays completed work orders.
Overall System Performance	Displays overall system performance. You can access the *Overall System Performance* panel by expanding the *Performance* pane on the right side of the page. On the *Overall System Performance* panel, the displayed time range indicates the time frame in which the status information was collected.

See Validating Activate Work Orders on page 80.

See Viewing the System Log or Activity Log on page 84.

See Configuring a Work Manager on page 81.

Validating Activate Work Orders

Validate Active Work Orders allows you to remove orphaned work orders from the Active Work Orders table. Work orders can become orphaned when the work manager handling the work order shuts down his/her computer or in some other way loses contact with the Distribution server. When this happens, however, it does not change the status of the associated job in the Jobs list.

To validate active work orders

1. In the *Work Manager Console*, click a work manager name to view active work orders.
2. At the bottom of the left pane, click **Validate Active Work Orders** to confirm and update current work orders and their status.

Configuring a Work Manager

You can configure a selected Work Manager by setting various property values.

To configure a Work Manager

1. Open the *Work Manager Console*.

   See Opening the Work Manager Console (page 78).
2. In the left pane of the *Work Manager Console*, under *Overall System Status,* click a work manager name.
3. In the right pane, click the **Configuration** tab.
4. In the *Configuration* pane, click ✏ **Edit**.
5. When completed, click **OK**.

Using the System Log and Activity Log

About the System Log

When certain internal events occur in the system, it is recorded in the System Log. This can be used in conjunction with the activity log to monitor the work and status of your system.

The following are examples of the types of events that are recorded:

- Completion of evidence processing for an individual project
- Exports started and finished
- Starting of internal services
- Job failures
- System errors
- Errors accessing computers and shares

You can filter the log information that is displayed based on the following different types of criteria:

- Date and time of the log message
- Log type such as an error, information, or warning
- Log message contents
- Which component caused the log entry
- Which method caused the log entry
- Username
- Computer name

System Log Tab

The *System Log* tab on the *Management* page is only accessible to the administrator. This log maintains an historical record of the events that take place in the application. The administrator can view, clear, and export the log file.

Elements of the System Log Tab

Element	Description
Filter Options	Allows you to filter the items in the System Log. See Filtering Content in Lists and Grids on page 41.
System Log	Displays all the events. Click the column headers to sort by the column.
Clear Log	Deletes all the events in the log. See Clearing the Log on page 84.
Export Log	Exports the log. It is recommended that you export and save logs before you clear them. See Exporting the Log on page 84.

About the Activity Log

When certain internal activities occur in the system, it is recorded in the Activity log. This can be used in conjunction with the System Log to monitor the work and status of your system.

See About the System Log on page 82.

The following are examples of the types of activities that are recorded:

- A user logged out
- A user is forced to log out due to inactivity
- Processing started on the project
- A project is opened

You can filter the log information that is displayed based on the following different types of criteria:

- Category
- Activity Date
- Activity
- Username

Activity Log Tab

The *Activity Log* tab on the *Management* page can only be accessed by the administrator. The *Activity Log* can help you detect and investigate attempted and successful unauthorized activity in the application and to troubleshoot problems.

The *Activity Log* event columns include the activity date, username, activity, and category.

Only an administrator can view, clear, and export the *Activity Log* file.

Elements of the Activity Log Tab

Element	Description
Filter Options	Allows you to filter the items in the activity log. See Filtering Content in Lists and Grids on page 41.
Activity Log	Displays all the events. Click the column headers to sort by the column.
Clear Log	Deletes all the events in the log.
Export Log	Exports the log. It is recommended that you export and save logs before you clear them.
Refresh	Refreshes activity log. See Refreshing the Contents in List and Grids on page 38.
Columns	Adjusts what columns display in the activity log. See Sorting by Columns on page 38.

Viewing the System Log or Activity Log

An administrator can view, clear, and export the log file.

Event lists are displayed in a grid. You can modify the contents of the grid as follows:

- You can control which columns of data are displayed in the grid.
- If you have a large list, you can apply a filter to display only the items you want.

To open the Log page

1. Log in as an administrator.
2. Click **Management**.
3. Click **System Log** or **Activity Log**.
4. To refresh the log view, click (refresh).

Clearing the Log

As an Administrator, you can clear the log. When you clear the log, you delete all log entries across all pages. A new entry is created stating that the log was cleared and who cleared it. Before clearing the log, consider exporting the log file to keep a historical record.

To clear the log

1. Open the *Logs* page.
2. In the bottom left corner, click **Clear Log**.
3. Click **Yes** to confirm the deletion.

Exporting the Log

Exporting the log lets you maintain a historical record of events in the software and saves a copy of the log for future use, even after the log is cleared. Only an administrator can view, clear, and export the log file. You can export the log to a CSV file to allow others, who may not have view log access, the ability to query and access the saved events.

To export the log

1. Open the *Logs* page.
   See Activity Log Tab (page 83).
2. In the bottom left corner of the **View Log** pane, click **Export Log**.
3. In the **Save As** dialog box, specify a file name and file location.
4. Click **Save**.

Chapter 8

Using Language Identification

Language Identification

When selecting Evidence Processing, you can identify documents based on the language they were created in.

See Default Evidence Processing Options on page 76.

With Language Identification, you can identify and isolate documents that have been created in a specific language. Because Language Identification extends the processing time, only select the Language Identification needed for your documents. There are three levels of language identification to choose from:

None

The system will perform no language identification. All documents are assumed to be written in English. This is the faster processing option.

Basic

The system will perform language identification for the following languages:

- Arabic
- Chinese
- English
- French
- German
- Japanese
- Korean
- Portuguese
- Russian
- Spanish

If the language to identify is one of the ten basic languages (except for English), select Basic when choosing Language Identification. The Extended option also identifies the basic ten languages, but the processing time is significantly greater.

Extended

The system will perform language identification for 67 different languages. This is the slowest processing option. The following languages can be identified:

- Afrikaans
- Albanian
- Amharic
- Arabic
- Armenian
- Basque
- Belarusian
- Bosnian
- Breton
- Bulgarian
- Catalan
- Chinese
- Croatian
- Czech
- Danish
- Dutch
- English
- Esperanto
- Estonian
- Finnish
- French
- Georgian
- German
- Greek
- Hawaiian
- Hebrew
- Hindi
- Hungarian
- Icelandic
- Indonesian
- Irish
- Italian
- Japanese
- Korean
- Latin
- Latvian
- Lithuanian
- Malay
- Manx
- Marathi
- Nepali
- Norwegian
- Persian
- Polish
- Portuguese
- Quechua
- Romanian
- Rumantsch
- Russian
- Sanskrit
- Scots
- Scottish Gaelic
- Serbian
- Slovak
- Slovenian
- Spanish
- Swahili
- Swedish
- Tagalong
- Tamil
- Thai
- Turkish
- Ukrainian
- Vietnamese
- Welsh
- Yiddish
- West Frisian

Chapter 9

Getting Started with KFF (Known File Filter)

This document contains the following information about understanding and getting started using KFF (Known File Filter).

Important: AccessData applications versions 5.6, 6.0, and later use a new KFF architecture. If you are using one of the following applications version 5.6 or later, you must install and implement the new KFF architecture:

- FTK-based products (FTK, FTK Pro, AD Lab, AD Enterprise)
- Summation
- eDiscovery

See What has Changed in Version 5.6 on page 114.

About KFF

KFF (Known File Filter) is a utility that compares the file hash values of known files against the files in your project. The known files that you compare against may be the following:

- Files that you want to ignore, such as operating system files
- Files that you want to be alerted about, such as malware or other contraband files

The hash values of files, such as MD5, SHA-1, etc., are based on the file’s content, not on the file name or extension. The helps you identify files even if they are renamed.

Using KFF during your analysis can provide the following benefits:

- Immediately identify and ignore 40-70% of files irrelevant to the project.
- Immediately identify known contraband files.

Introduction to the KFF Architecture

There are two distinct components of the KFF architecture:

- KFF Data - The KFF data are the hashes of the known files that are compared against the files in your project. The KFF data is organized in KFF Hash Sets and KFF Groups. The KFF data can be comprised of hashes obtained from pre-configured libraries (such as NSRL) or custom hashes that you configure yourself.

  See Components of KFF Data on page 88.
- KFF Server - The KFF Server is the component that is used to store and process the KFF data against your evidence. The KFF Server uses the AccessData Elasticsearch Windows Service. After you install the KFF Server, you import your KFF data into it.

Note: The KFF database is no longer stored in the shared evidence database or on the file system in EDB format.

Components of KFF Data

Item	Description
Hash	The unique MD5 or SHA-1 hash value of a file. This is the value that is compared between known files and the files in your project.
Hash Set	A collection of hashes that are related somehow. The hash set has an ID, status, name, vendor, package, and version. In most cases, a set corresponds to a collection of hashes from a single source that have the same status.
Group	KFF Groups are containers that are used for managing the Hash Sets that are used in a project. KFF Groups can contains Hash Sets as well as other groups. Projects can only use a single KFF Group. However, when configuring your project you can select a single KFF Group which can contains nested groups.
Status	The specified status of a hash set of the known files which can be either Ignore or Alert. When a file in a project matches a known file, this is the reported status of the file in the project.
Library	A pre-defined collection of hashes that you can import into the KFF Serve. There are three pre-defined libraries: ● NSRL ● NDIC HashKeeper ● DHS See About Pre-defined KFF Hash Libraries on page 90.

Item	Description
Index/Indices	When data is stored internally in the KFF Library, it is stored in multiple indexes or indices. The following indices can exist: ● NSRL index A dedicated index for the hashes imported from the NSRL library. ● NDIC index A dedicated index for the hashes imported from the NDIC library. ● DHC index A dedicated index for the hashes imported from the DHC library. ● KFF index A dedicated index for the hashes that you manually create or import from other sources, such as CSV. These indices are internal and you do not see them in the main application. The only place that you see some of them are in the KFF Import Tool. See Using the KFF Import Utility on page 98. The only time you need to be mindful of the indices is when you use the KFF binary format when you either export or import data. See About CSV and Binary Formats on page 104.

About the Organization of Hashes, Hash Sets, and KFF Groups

Hashes, such as MD5, SHA-1, etc., are based on the file's content, not on the file name or extension.

You can also import hashes into the KFF Server in **.CSV** format.

For FTK-based products, you can also import hashes into the KFF Server that are contained in **.TSV**, **.HKE**, **.HKE.TXT**, **.HDI**, **.HDB**, **.hash**, **.NSRL**, or **.KFF** file formats.

You can also manually add hashes.

Hashes are organized into Hash Sets. Hash Sets usually include hashes that have a common status, such as Alert or Ignore.

Hash Sets must be organized into to KFF Groups before they can be utilized in a project.

About Pre-defined KFF Hash Libraries

All of the pre-configured hash sets currently available for KFF come from three federal government agencies and are available in KFF libraries.

See About KFF Pre-Defined Hash Libraries on page 109.

You can use the following KFF libraries:

- NIST NSRL
  See About Importing the NIST NSRL Library on page 101.
- NDIC HashKeeper (Sept 2008)
  See Importing the NDIC Hashkeeper Library on page 102.
- DHS (Jan 2008)
  See Importing the DHS Library on page 103.

It is not required to use a pre-configured KFF library in order to use KFF. You can configure or import custom hash sets. See your application's *Admin Guide* for more information.

How KFF Works

The Known File Filter (KFF) is a body of MD5 and SHA1 hash values computed from electronic files. Some pre-defined data is gathered and cataloged by several US federal government agencies or you can configure you own. KFF is used to locate files residing within project evidence that have been previously encountered by other investigators or archivists. Identifying previously cataloged (known) files within a project can expedite its investigation.

When evidence is processed with the MD5 Hash (and/or SHA-1 Hash) and KFF options, a hash value for each file item within the evidence is computed, and that newly computed hash value is searched for within the KFF data. Every file item whose hash value is found in the KFF is considered to be a known file.

Note: If two hash sets in the same group have the same MD5 hash value, they must have the same metadata. If you change the metadata of one hash set, all hash sets in the group with the same MD5 hash file will be updated to the same metadata.

The KFF data is organized into Groups and stored in the KFF Server. The KFF Server service performs lookup functions.

Status Values

In order to accelerate an investigation, each known file can labeled as either Alert or Ignore, meaning that the file is likely to be forensically interesting (Alert) or uninteresting (Ignore). Other files have a status of Unknown.

The Alert/Ignore designation can assist the investigator to hone in on files that are relevant, and avoid spending inordinate time on files that are not relevant. Known files are presented in the Overview Tab's File Status Container, under "KFF Alert files" and "KFF Ignorable."

Hash Sets

The hash values comprising the KFF are organized into hash sets. Each hash set has a name, a status, and a listing of hash values. Consider two examples. The hash set “ZZ00001 Suspected child porn” has a status of Alert and contains 12 hash values. The hash set “BitDefender Total Security 2008 9843” has a status of Ignore and contains 69 hash values. If, during the course of evidence processing, a file item’s hash value were found to belong to the “ZZ00001 Suspected child porn” set, then that file item would be presented in the KFF Alert files list. Likewise, if another file item’s hash value were found to belong to the “BitDefender Total Security 2008 9843” set, then that file would be presented in the KFF Ignorable list.

In order to determine whether any Alert file is truly relevant to a given project, and whether any Ignore file is truly irrelevant to a project, the investigator must understand the origins of the KFF’s hash sets, and the methods used to determine their Alert and Ignore status assignments.

You can install libraries of pre-defined hash sets or you can import custom hash sets. The pre-defined hash sets contain a body of MD5 and SHA1 hash values computed from electronic files that are gathered and cataloged by several US federal government agencies.

See About KFF Pre-Defined Hash Libraries on page 109.

Higher Level Structure and Usage

Because hash set groups have the properties just described, and because custom hash sets and groups can be defined by the investigator, the KFF mechanism can be leveraged in creative ways. For example, the investigator may define a group of hash sets created from encryption software and another group of hash sets created from child pornography files and then apply only those groups while processing.

About the KFF Server and Geolocation

In order to use the Geolocation Visualization feature in various AccessData products, you must use the KFF architecture and do the following:

- Install the KFF Server.
  See Installing the KFF Server on page 93.
- Install the Geolocation (GeoIP) Data (this data provide location data for evidence)
  See Installing the Geolocation (GeoIP) Data on page 103.
  From time to time, there will be updates available for the GeoIP data.
  See Installing KFF Updates on page 108.

If you are upgrading to 5.6 or later from an application 5.5 or earlier, you must install the new KFF Server and the updated Geolocation data.

Installing the KFF Server

About Installing the KFF Server

In order to use KFF, you must first install and configure a KFF Server.

For product versions 5.6.x and 6.0.x and later, you install a KFF Server by installing the AccessData Elasticsearch Windows Service.

Where you install the KFF Server depends on the product you are using with KFF:

- For FTK and FTK Pro applications, the KFF Server must be installed on the same computer that runs the FTK Examiner application.
- For all other applications, such as AD Lab, Summation, or eDiscovery, the KFF Server can be installed on either the same computer as the application or on a remote computer. For large environments, it is recommended that the KFF Server be installed on a dedicated computer.

Once the KFF components are installed, they will be accessible via the *Windows Start Menu*, as well as through FTK in the *Manage* menu.

Note: KFF components will only be available in the *Windows Start Menu* on the computer where they are physically installed.

After installing the KFF Server, you configure the application with the location of the KFF Server.

See Configuring the Location of the KFF Server on page 95.

About KFF Server Versions

The KFF Server (AccessData Elasticsearch Windows Service) may be updated from time to time. It is best to use the latest version.

AccessData Elasticsearch Windows Service	Released	Installation Instructions
Version 1.3.2.x	● November 2014 with 5.6 versions of ■ FTK-based products ■ Summation ■ eDiscovery ● November 2015 with 6.0 versions of ■ FTK-based products ■ Summation ■ eDiscovery	See Installing the KFF Server Service on page 94.

For applications 5.5 and earlier, the KFF Server component was version 1.2.7 and earlier.

About Upgrading from Earlier Versions

If you have used KFF with applications versions 5.5 and earlier, you can migrate your legacy KFF data to the new architecture.

See Migrating Legacy KFF Data on page 96.

Process for Installing KFF

The process for installing KFF is as follows:

1. Downloading the Latest KFF Installation Files (page 94)
2. Installing the KFF Server Service (page 94)
3. Configuring the KFF Server location:
    - Configuring the KFF Server Location on FTK-based Computers (page 95)
    - Configuring the KFF Server Location on Summation and eDiscovery Applications (page 95)
4. (Optional) Upgrading or importing KFF data.
    - See Migrating Legacy KFF Data on page 96.
    - About Importing KFF Data (page 97)
    - Importing Pre-defined KFF Data Libraries (page 100)
    - Installing the Geolocation (GeoIP) Data (page 103)

Downloading the Latest KFF Installation Files

You can download ISO files which has the latest KFF files. Files may be updated from time to time.

To download the latest KFF Installation Files

1. Go to the AccessData Current Releases - Digital Forensics product download page.
   You can also download the file from the FTK or AD Lab product download pages.
2. Click **Known File Filter (KFF) Compatible with 5.6 and above**.
3. Do one of the following:
    - To download the KFF Server files, utilities, and NSRL data, click **KFF for all 6.0 products**.
    - To download the DHS library, click **KFF DHS**.
    - To download the NDIC library, click **KFF NDIC**.
4. Click **Download Now.**

Installing the KFF Server Service

The KFF Server Service is install by installing the AccessData Elasticsearch Windows Service

For instructions on installing the AccessData Elasticsearch Windows Service, see Installing the Elasticsearch Service (page 382).

Configuring the Location of the KFF Server

After installing the KFF Server, on the computer running the application, such as FTK, AD Lab, Summation, or eDiscovery, you configure the location of the KFF Server.

Do one of the following:

- Configuring the KFF Server Location on FTK-based Computers (page 95)
- Configuring the KFF Server Location on Summation and eDiscovery Applications (page 95)

Configuring the KFF Server Location on FTK-based Computers

Before using KFF with FTK, FTK Pro, Lab, or Enterprise, with KFF, you must configure the location of the KFF Server.

Important: To configure KFF, you must be logged in with Admin privileges.

To view or edit KFF configuration settings

1. In the *Case Manager*, click **Tools > Preferences > Configure KFF**.
2. You can set or view the address of the KFF Server.
   - If you installed the KFF Server on the same computer as the application, this value will be localhost.
   - If you installed the KFF Server on a different computer, identify the KFF server.
3. Click **Test** to validate communication with the KFF Server.
4. Click **Save**.
5. Click **OK**.

Configuring the KFF Server Location on Summation and eDiscovery Applications

When using the KFF Server with Summation or eDiscovery applications, two configuration files must point to the KFF Server location.

These setting are configured automatically during the KFF Server installation. If needed, you can verify the settings.

However, if you change the location of the KFF Server, do the following to specify the location of the KFF Server.

1. Configure AdgWindowsServiceHost.exe.config:

   1a. On the computer running the application (for example, the server running Summation), go to C:\Program Files\AccessData\Common\FTK Business Services.

   1b. Open AdgWindowsServiceHost.exe.config.

   1c. Modify the line <add key="KffElasticSearchUrl" value="http://localhost:9200" />.

   1d. Change *localhost* to be the location of your KFF server (you can use hostname or IP).

   1e. Save and close file.

   1f. Restart the business services common service.
2. Configure AsyncProcessingServices web.config:

2a. On the computer running the application (for example, the server running Summation), go to **C:\Program Files\AccessData\AsyncProcessingServices**.

2b. Open **web.config**.

2c. Modify the line **<add key="KffElasticSearchUrl" value="http://localhost:9200" />**.

2d. Change *localhost* to be the location of your KFF server (you can use hostname or IP).

2e. Save and close file.

2f. Restart the AsyncProcessing service.

Migrating Legacy KFF Data

If you have used KFF with applications versions 5.5 and earlier, you can migrate that data from the legacy KFF Server to the new KFF Server architecture.

Important: Applications version 5.6 and later can only use the new KFF architecture that was introduced in 5.6. If you want to use KFF data from previous versions, you must migrate the data.

Important: If you have NSRL, NDIC, or DHS data in your legacy data, those sets will not be migrated. You must re-import them using the 5.6 versions or later of those libraries. Only legacy custom KFF data will be migrated.

Legacy KFF data is migrated to KFF Groups and Hash Sets on the new KFF Server.

Because KFF Templates are no longer used, they will be migrated as KFF Groups, and the groups that were under the template will be added as sub-groups.

You migrate data using the KFF Migration Tool. To use the KFF Migration Tool, you identify the following:

- The Storage Directory folder where the legacy KFF data is located.

  This was folder was configured using the KFF Server Configuration utility when you installed the legacy KFF Server. If needed, you can use this utility to view the KFF Storage Directory. The default location of the KFF_Config.exe file is Program Files\AccessData\KFF.
- The URL of the new KFF Server (the computer running the AccessData Elastic Search Windows Service)

  This is populated automatically if the new KFF Server has been installed.

To install the KFF Migration Tool

1. On the computer where you have installed the KFF Server, access the KFF Installation disc, and run the **autorun.exe**.
2. Click the *64 bit* or *32 bit* **Install KFF Migration Utility**.
3. Complete the installation wizard.

To migrate legacy KFF data

1. On the legacy KFF Server, you must stop the KFF Service.

   You can stop the service manually or use the legacy KFF Config.exe utility.
2. On the new KFF Server, launch the KFF Migration Tool.
3. Enter the directory of the legacy KFF data.
4. The URL of Elasticsearch should be listed.
5. Click **Start**.
6. When completed, review the summary data.

Importing KFF Data

About Importing KFF Data

You can import hashes and KFF Groups that have been previous configured.

You can import KFF data in one of the following formats:

KFF Data sources that you can import

Source	Description
Pre-configured KFF libraries	You can import KFF data from the following pre-configured libraries ● NIST NSRL ● NDIC HashKeeper ● DHS To import KFF libraries, it is recommended that you use the KFF Import Utility. See Using the KFF Import Utility on page 98. See Importing Pre-defined KFF Data Libraries on page 100. See KFF Library Reference Information on page 109.
Custom Hash Sets and KFF Groups	You can import custom hashes from CSV files. See About the CSV Format on page 104. For FTK-based products, you can also import custom hashes from the following file types: ● Delimited files (CSV or TSV) ● Hash Database files (HDB) ● Hashkeeper files (HKE) ● FTK Exported KFF files (KFF) ● FTK Supported XML files (XML) ● FTK Exported Hash files (HASH) To import these kinds of files, use the KFF Import feature in your application. See *Using the Known File Feature* chapter.
KFF binary files	You can import KFF data that was exported in a KFF binary format, such as an archive of a KFF Server. See About CSV and Binary Formats on page 104. When you import a KFF binary snapshot, you must be running the same version of the KFF Server as was used to create the binary export. To import KFF binary files, it is recommend that you use the KFF Import Utility. See Using the KFF Import Utility on page 98.

About KFF Data Import Tools

When you import KFF data, you can use one of two tools:

KFF Data Import Tools

The application’s Import feature	The KFF management feature in the application lets you import both .CSV and KFF Binary formats. Use the application to import .CSV files. See *Using the Known File Feature* chapter. Even though you can import KFF binary files using the application, it is recommend that you use the KFF Import Utility.
KFF Import Utility	It is recommended that you use the KFF Import Utility to import KFF binary files. See Using the KFF Import Utility on page 98.

About Default Status Values

When you import KFF data, you configure a default status value of Alert or Ignore. When adding Hash Sets to KFF Groups, you can configure the KFF Groups to use the default status values of the Hash Set or you can configure the KFF Group with a status that will override the default Hash Set values.

See Components of KFF Data on page 88.

About Duplicate Hashes

If multiple Hash Set files containing the same Hash identifier are imported into a single KFF Group, the group keeps the last Hash Set’s metadata information, overwriting the previous Hash Sets’ metadata. This only happens within an individual group and not across multiple groups.

Using the KFF Import Utility

About the KFF Import Utility

Due to the large size of some KFF data, a stand-alone KFF Import utility is available to use to import the data. This KFF Import utility can import large amounts of data faster then using the import feature in the application.

It is recommend that you install and use the KFF Import utility to import the following:

- NSRL, DHC, and NIST libraries
- An archive of a KFF Server that was exported in the binary format

After importing NSRL, NDIC, or DHS libraries, these indexes are displayed in the *Currently Installed Sets* list.

See Components of KFF Data on page 88.

You can also use the KFF Import Utility to remove the NSRL, NDIC, or DHS indexes that you have imported.

An archive of a KFF Server, which is the exported *KFF Index*, is not shown in the list.

Installing the KFF Import Utility

You should use the KFF Import Utility to import some kinds of KFF data.

To install the KFF Import Utility

1. On the computer where you have installed the KFF Server, access the KFF Installation disc, and run the `autorun.exe`.
2. Click the *64 bit* or *32 bit* **Install KFF Import Utility**.
3. Complete the installation wizard.

Importing a KFF Server Archive Using the KFF Import Utility

You can import an archive of a KFF Server that you have exported using the binary format.

If you are importing a pre-defined KFF Library, see Importing Pre-defined KFF Data Libraries (page 100).

To import using the KFF Import Utility

1. On the KFF Server, open the KFF Import Utility.
2. To test the connection to the KFF Server's Elasticsearch service at the displayed URL, click **Connect**.
   If it connects correctly, no error is shown.
   If it is not able to connect, you will get the following error: Failed after retrying 10 times: 'HEAD accessdata_threat_indicies'.
3. To import, click **Import**.
4. Click **Browse**.
5. Browse to the folder that contains the KFF binary files.
   Specifically, select the folder that contains the Export.xml file.
6. Click **Start**.
7. Close the dialog.

Removing Pre-defined KFF Libraries Using the KFF Import Utility

You can remove a pre-defined KFF Library that you have previously imported.

You cannot see or remove existing custom KFF data (the *KFF Index*).

To remove pre-defined KFF Libraries

1. On the KFF Server, open the KFF Import Utility.
2. Select the library that you want to remove.
3. Click **Remove**.

Importing Pre-defined KFF Data Libraries

About Importing Pre-defined KFF Data Libraries

After you install the KFF Server, you can import pre-defined NIST NSRL, NDIC HashKeeper, and DHS data libraries.

See About Pre-defined KFF Hash Libraries on page 90.

In versions 5.5 and earlier, you installed these using an executable file. In versions 5.6 and later, you must import them. It is recommend that you use the KFF Import Utility.

After importing pre-defined KFF Libraries, you can remove them from the KFF Server.

See Removing Pre-defined KFF Libraries Using the KFF Import Utility on page 99.

See the following sections:

- About Importing the NIST NSRL Library (page 101)
- Importing the NDIC Hashkeeper Library (page 102)
- Importing the DHS Library (page 103)

About Importing the NIST NSRL Library

You can import the NSRL library into your KFF Server. During the import, two KFF Groups are created: NSRL_Alert and NSRL_Ignore. In FTK-based products, these two groups are automatically added to the Default KFF Group.

The NSRL libraries are updated from time to time. To import and maintain the NSRL data, you do the following:

Process for Importing and Maintaining the NIST NSRL Library

1. Import the complete NSRL library.	You must first install the most current complete NSRL library. You can later add updates to it. To access and import the complete NSRL library, see Importing the Complete NSRL Library (page 102)
2. Import updates to the library	When updates are made available, import the updates to bring the data up-to date. See Installing KFF Updates on page 108. **Important:** In order to use the NSRL updates, you must first import the complete library. When you install an NSRL update, you must keep the previous NSRL versions installed in order to maintain the complete set of NSRL data.

Available NRSL library files (new format)

NSRL Library Release	Released	Information
Complete library version 2.45 (source .ZIP file)	Nov 2014	For use only with applications version 5.6 and later. Contains the full NSRL library up through update 2.45. See Importing the Complete NSRL Library on page 102.

Available Legacy NRSL library files

Legacy NSRL Library Release	Released	Information
version 2.44 (.EXE file)	Nov 2013	For use with the legacy KFF Server that was used with applications versions 5.5 and earlier. Contains the full NSRL library up through update 2.44. Install this library first. Note: NSRL updates for the legacy KFF format will end in the 2nd quarter of 2015. From that time, NSRL updates will only be provided in the new format.

Importing the Complete NSRL Library

To add the NSRL library to your KFF Library, you import the data. You start by importing the full NSRL library. You can then import any updates as they are available.

See About Importing the NIST NSRL Library on page 101.

See Installing KFF Updates on page 108.

Important: The complete NSRL library data is contained in a large (3.4 GB) .ZIP file. When expanded, the data is about 18 GB. Make sure that your file system can support files of this size.

Important: Due to the large amount of NSRL data, it will take 3-4 hours to import the NSRL data using the KFF Import Utility. If you import from within an application, it will take even longer.

To install the NSRL complete library

1. Extract the NSRLSOURCE_2.45.ZIP file from the KFF Installation disc.
   See Downloading the Latest KFF Installation Files on page 94.
2. On the KFF Server, launch the *KFF Import Utility*.
   See Installing the KFF Import Utility on page 99.
3. Click **Import**.
4. Click **Browse**.
5. Browse to and select the NSRLSource_2.45 folder that contains the **NSRLFile.txt** file.
   (Make sure you are selecting the folder and not drilling into the folder to select an individual file. The import process will drill into the folder to get the proper files for you.)
6. Click **Select Folder**.
7. Click **Start**.
8. When the import is complete, click **OK**.
9. Close the *Import Utility* dialog and the NSRL library will be listed in the *Currently Installed Sets*.

Importing the NDIC Hashkeeper Library

You can import the Hashkeeper 9.08 library.

For application versions 5.6 and later, these files are stored in the KFF binary format.

To import the Hashkeeper library

1. Have access the NDIC source files by download the ZIP file from the web:
   See Downloading the Latest KFF Installation Files on page 94.
2. Extract the ZIP file.
3. On the KFF Server, launch the *KFF Import Utility*.
   See Installing the KFF Import Utility on page 99.
4. Click **Import**.
5. Click **Browse**.
6. Browse to and select the NDIC source folder that contains the **Export.xml** file.
   (Make sure you are selecting the folder and not drilling into the folder to select an individual file. The import process will drill into the folder to get the proper files for you.)
7. Click **Select Folder**.

8. Click **Start**.
9. When the import is complete, click **OK**.
10. Close the *Import Utility* dialog and the NDIC library will be listed in the *Currently Installed Sets*.

Importing the DHS Library

You can import the DHS 1.08 library.

For application versions 5.6 and later, these files are stored in the KFF binary format.

To import the DHS library

1. Have access the NDIC source files by download the ZIP file from the web:
   See Downloading the Latest KFF Installation Files on page 94.
2. Extract the ZIP file.
3. On the KFF Server, launch the *KFF Import Utility*.
   See Installing the KFF Import Utility on page 99.
4. Click **Import**.
5. Click **Browse**.
6. Browse to and select the DHS source folder that contains the **Export.xml** file.
   (Make sure you are selecting the folder and not drilling into the folder to select an individual file. The import process will drill into the folder to get the proper files for you.)
7. Click **Select Folder**.
8. Click **Start**.
9. When the import is complete, click **OK**.
10. Close the *Import Utility* dialog and the DHS library will be listed in the *Currently Installed Sets*.

Installing the Geolocation (GeoIP) Data

Geolocation (GeoIP) data is used for the Geolocation Visualization feature of several AccessData products.

See About the KFF Server and Geolocation on page 92.

You can also check for and install GeoIP data updates.

If you are upgrading to 5.6 or later from an application 5.5 or earlier, you must install the new KFF Server and the updated Geolocation data.

The Geolocation data that was used with versions 5.5 and earlier is version 1.0.1 or earlier.

The Geolocation data that is used with versions 5.6 and later is version 2014.10 or later.

To install the Geolocation IP Data

1. On the computer where you have installed the KFF Server, access the KFF Installation disc, and run the `autorun.exe`.
   See Downloading the Latest KFF Installation Files on page 94.
2. Click the *64 bit* or *32 bit* **Install Geolocation Data**.
3. Complete the installation wizard.

About CSV and Binary Formats

When you export and import KFF data, you can use one of two formats:

- CSV
- KFF Binary

About the CSV Format

When you use the .CSV format, you use a single .CSV file. The .CSV file contains the hashes that you import or export.

When you export to a CSV file, it contains the hashes as well as all of the information about any associated Hash Sets and KFF Groups. You can only use the CSV format when exporting individual Hash Sets and KFF Groups.

When you import using a CSV file, it can be a simple file containing only the hashes of files, or it can contain additional information about Hash Sets and KFF Groups.

However, CSV files will usually take a little longer to export and import.

To view the sample of a .CSV file that contains binaries and Hash Sets and KFF Groups, perform a CSV export and view the file in Excel.

You can also use the format of CSV files that were exported in previous versions.

To import .CSV files, use the application's KFF Import feature.

About the KFF Binary Format

When you use the KFF binary format, you use a set of files that are in an internal KFF Server (Elasticsearch) format that is referred to as a Snapshot. The binary format is essentially a snapshot of one of the indices contained in the KFF Server. You can only have one binary format snapshot for each index.

See Components of KFF Data on page 88.

The benefit of the binary format is that it is able to support larger amounts of data than the CSV format. For large data sets, the binary format will export and import faster than the CSV format.

For example, when you import the DHC or NDIC Hashkeeper libraries, they are imported from a KFF binary format.

If you export your custom Hash Sets or KFF Groups using the KFF binary format, everything in the *KFF Index* is included.

See About Choosing to Export in CSV or KFF Binary Format on page 105.

When exporting in a Binary format, you specify an existing parent folder and then the name of a new sub-folder for the binary data. The new sub-folder must not previously exist and will be created by the export process.

After export, the binary export folder contains the following:

- **Indices** sub-folder - The folder contains the exported KFF data
- **Export.xml** - This file is the only file that is not an Elasticsearch file and is created by the export feature and contains the KFF Group and Hash Set definitions for the index.

- **Index** - an index file generated by Elasticsearch
- **metadata-snaphot** file with the data and time it was created
- **snapshot-snaphot** file with the data and time it was created

Note: The binary format is dependent on the version of the KFF Server. When exporting and importing the binary format, the systems must be using the same version of the KFF Server.
When new versions of the KFF Server are released in the future, an upgrade process will also be provided.

About Choosing to Export in CSV or KFF Binary Format

When you export your own KFF data, you have the option of using either the CSV or the binary format. The results are different based on the format that you use:

CSV format	
Exporting in CSV format	When you export KFF data using the CSV format, you can export specific pieces of KFF data, such as one or more Hash Sets or one or more KFF Groups. The exported data is contained in one .CSV file. The benefits of the CSV format are that CSV files can be easily viewed and can be manually edited. They are also less dependent on the version of the KFF Server.
Importing from CSV format	When you import a CSV file, the data in the file is data is added to your existing KFF data that is in the *KFF Index*. See Components of KFF Data on page 88. For example, suppose you started by manually created four Hash Sets and one KFF Group. That would be the only contents in your *KFF Index*. Suppose you import a .CSV file that contains five hash sets and two KFF Groups. They will be added together for a total of nine Hash Sets and three KFF Groups. To import .CSV files, use the KFF Import feature in your application. See *Using the Known File Feature* chapter.
KFF binary format	
Exporting in KFF binary format	If you export your KFF data using the KFF binary format, all of the data that you have in the *KFF Index* will be exported together. You cannot use this format to export individual Hash Sets or KFF Groups. See Components of KFF Data on page 88. You will only want to use this format if you intend to export all of the data in the *KFF Index* and import it as a whole. This can be useful in making an archive of your KFF data or copying KFF data from one KFF Server to another. Because NSRL, NIST, and DHC data is contained in their own indexes, when you do an export using this format, those sets are not included. Only the data in the *KFF Index* is exported.

Importing KFF binary format	**IMPORTANT:** When you import a KFF binary format, it will import the complete index and will *replace* any data that is currently in that index on the KFF Server. For example, if you import the DHC library, and then later you import the DHC library again, the DHC index will be replaced with the new import. If you have a KFF binary format snapshot of custom KFF data (which would have come from a binary format export) it will replace all KFF data that already exists in your *KFF Index*. For example, suppose you manually created four Hash Sets and one KFF Group. Suppose you then import a binary format that has five hash sets and two KFF Groups. The binary format will be imported as a complete index and will replace the existing data. The result will be only be the imported five Hash Sets and two KFF libraries. When importing KFF binary files, it is recommend that you use the KFF Import Utility. See Installing the KFF Import Utility on page 99.

Uninstalling KFF

You can uninstall KFF application components independently of the KFF Data.

Main version	Description
Applications 5.6 and later	For applications version 5.6 and later, you uninstall the following components: ● *AccessData Elasticsearch Windows Service* (KFF Server) v1.2.7 and later Note: Elasticsearch is used by multiple features in various applications, use caution when uninstalling this service or the related data. ● *AccessData KFF Import Utility* (v5.6 and later) ● *AccessData KFF Migration Tool* (v1.0 and later) ● *AccessData Geo Location Data* (v2014.10 and later) Note: This component is not used by the KFF feature, but with the KFF Server for the geolocation visualization feature. The location of the KFF data is configured when the *AccessData Elasticsearch Windows Service* was installed. By default, it is lactated at C:\Program Files\AccessData\Elacticsearch\Data.
Applications 5.5 and earlier	For applications version 5.5 and earlier, you can uninstall the following components: ● KFF Server (v1.2.7 and earlier) Note: The KFF Server is also used by the geolocation visualization feature. ● AccessData Geo Location Data (1.0.1 and earlier) This component is not used by the KFF feature, but with the KFF Server for the geolocation visualization feature. The location of the KFF data was configured when the *KFF Server* was installed. You can view the location of the data by running the *KFF.Config.exe* on the KFF Server. If you are upgrading from 5.5 to 5.6, you can migrate your KFF data before uninstalling the KFF Server.

Installing KFF Updates

From time to time, AccessData will release updates to the KFF Server and the KFF data libraries.

Some of the KFF data updates may require you to update the version of the KFF Server.

To check for updates, do the following:

1. Go to the KFF product download page.
   See Downloading the Latest KFF Installation Files on page 94.
2. Check for updates.
   - See About KFF Server Versions on page 93.
   - See About Importing the NIST NSRL Library on page 101.
3. If there are updates, download them.
4. Install or import the updates.

KFF Library Reference Information

About KFF Pre-Defined Hash Libraries

This section includes a description of pre-defined hash collections that can be added as AccessData KFF data.

The following pre-defined libraries are currently available for KFF and come from one of three federal government agencies:

- NIST NSRL (The default library installed with KFF)
- NDIC HashKeeper (An optional library that can be downloaded from the AccessData Downloads page)
- DHS (An optional library that can be downloaded from the AccessData Downloads page)

Note: Because KFF is now multi-sourced, it is no longer maintained in HashKeeper format. Therefore, you cannot modify KFF data in the HashKeeper program. However, the HashKeeper format continues to be compatible with the AccessData KFF data.

Use the following information to help identify the origin of any hash set within the KFF

- The NSRL hash sets do not begin with "ZZN" or "ZN". In addition, in the AD Lab KFF, all the NSRL hash set names are appended (post-fixed) with multi-digit numeric identifier. For example: "Password Manager & Form Filler 9722."
- All HashKeeper Alert sets begin with "ZZ", and all HashKeeper Ignore sets begin with "Z". (There are a few exceptions. See below.) These prefixes are often followed by numeric characters ("ZZN" or "ZN" where N is any single digit, or group of digits, 0-9), and then the rest of the hash set name. Two examples of HashKeeper Alert sets are:
  - "ZZ00001 Suspected child porn"
  - "ZZ14W"

  An example of a HashKeeper Ignore set is:
  - "Z00048 Corel Draw 6"
- The DHS collection is broken down as follows:
  - In 1.81.4 and later there are two sets named "DHS-ICE Child Exploitation JAN-1-08 CSV" and "DHS-ICE Child Exploitation JAN-1-08 HASH".
  - In AD Lab there is just one such set, and it is named "DHS-ICE Child Exploitation JAN-1-08".

Once an investigator has identified the vendor from which a hash set has come, he/she may need to consider the vendor's philosophy on collecting and categorizing hash sets, and the methods used by the vendor to gather hash values into sets, in order to determine the relevance of Alert (and Ignore) hits to his/her project. The following descriptions may be useful in assessing hits.

NIST NSRL

The NIST NSRL collection is described at: http://www.nsrl.nist.gov/index.html. This collection is much larger than HashKeeper in terms of the number of sets and the total number of hashes. It is composed entirely of hash sets being generated from application software. So, all of its hash sets are given Ignore status by AccessData staff except for those whose names make them sound as though they could be used for illicit purposes.

The NSRL collection divides itself into many sub-collections of hash sets with similar names. In addition, many of these hash sets are “empty”, that is, they are not accompanied by any hash values. The size of the NSRL collection, combined with the similarity in set naming and the problem of empty sets, allows AccessData to modify (or selectively alter) NSRL’s own set names to remove ambiguity and redundancy.

Find contact info at http://www.nsrl.nist.gov/Contacts.htm.

NDIC HashKeeper

NDIC’s HashKeeper collection uses the Alert/Ignore designation. The Alert sets are hash values contributed by law enforcement agents working in various jurisdictions within the US - and a few that apparently come from Luxemburg. All of the Alert sets were contributed because they were believed by the contributor to be connected to child pornography. The Ignore sets within HashKeeper are computed from files belonging to application software.

During the creation of KFF, AccessData staff retains the Alert and Ignore designations given by the NDIC, with the following exceptions. AccessData labels the following sets Alert even though HashKeeper had assigned them as Ignore: “Z00045 PGP files”, “Z00046 Steganos”, “Z00065 Cyber Lock”, “Z00136 PGP Shareware”, “Z00186 Misc Steganography Programs”, “Z00188 Wiping Programs”. The names of these sets may suggest the intent to conceal data on the part of the suspect, and AccessData marks them Alert with the assumption that investigators would want to be “alerted” to the presence of data obfuscation or elimination software that had been installed by the suspect.

The following table lists actual HashKeeper Alert Set origins:

A Sample of HashKeeper KFF Contributions

Hash	Contributor	Location	Contact Information	Case/Source
ZZ00001 Suspected child porn	Det. Mike McNown & Randy Stone	Wichita PD		
ZZ00002 Identified Child Porn	Det. Banks	Union County (NJ) Prosecutor's Office	(908) 527-4508	case 2000S-0102
ZZ00003 Suspected child porn	Illinois State Police			
ZZ00004 Identified Child Porn	SA Brad Kropp, AFOSI, Det 307		(609) 754-3354	Case # 00307D7-S934831

A Sample of HashKeeper KFF Contributions (Continued)

Hash	Contributor	Location	Contact Information	Case/Source
ZZ00000, suspected child porn	NDIC			
ZZ00005 Suspected Child Porn	Rene Moes, Luxembourg Police		rene.moes@police.etat.lu	
ZZ00006 Suspected Child Porn	Illinois State Police			
ZZ00007b Suspected KP (US Federal)				
ZZ00007a Suspected KP Movies				
ZZ00007c Suspected KP (Alabama 13A-12-192)				
ZZ00008 Suspected Child Pornography or Erotica	Sergeant Purcell	Seminole County Sheriff's Office (Orlando, FL, USA)	(407) 665-6948, dpurcell@seminolesheriff.org	suspected child pornogrpahy from 20010000850
ZZ00009 Known Child Pornography	Sergeant Purcell	Seminole County Sheriff's Office (Orlando, FL, USA)	(407) 665-6948, dpurcell@seminolesheriff.org	200100004750
ZZ10 Known Child Porn	Detective Richard Voce CFCE	Tacoma Police Department	(253)594-7906, rvoce@ci.tacoma.wa.us	
ZZ00011 Identified CP images	Detective Michael Forsyth	Baltimore County Police Department	(410)887-1866, mick410@hotmail.com	
ZZ00012 Suspected CP images	Sergeant Purcell	Seminole County Sheriff's Office (Orlando, FL, USA)	(407) 665-6948, dpurcell@seminolesheriff.org	
ZZ0013 Identified CP images	Det. J. Hohl	Yuma Police Department	928-373-4694	YPD02-70707

A Sample of HashKeeper KFF Contributions (Continued)

Hash	Contributor	Location	Contact Information	Case/Source
ZZ14W	Sgt Stephen May		Tamara.Chandler@oag.state.tx.us, (512)936-2898	TXOAG 41929134
ZZ14U	Sgt Chris Walling		Tamara.Chandler@oag.state.tx.us, (512)936-2898	TXOAG 41919887
ZZ14X	Sgt Jeff Eckert		Tamara.Chandler@oag.state.tx.us, (512)936-2898	TXOAG Internal
ZZ14I	Sgt Stephen May		Tamara.Chandler@oag.state.tx.us, (512)936-2898	TXOAG 041908476
ZZ14B	Robert Britt, SA, FBI		Tamara.Chandler@oag.state.tx.us, (512)936-2898	TXOAG 031870678
ZZ14S	Sgt Stephen May		Tamara.Chandler@oag.state.tx.us, (512)936-2898	TXOAG 041962689
ZZ14Q	Sgt Cody Smirl		Tamara.Chandler@oag.state.tx.us, (512)936-2898	TXOAG 041952839
ZZ14V	Sgt Karen McKay		Tamara.Chandler@oag.state.tx.us, (512)936-2898	TXOAG 41924143
ZZ00015 Known CP Images	Det. J. Hohl	Yuma Police Department	928-373-4694	YPD04-38144
ZZ00016	Marion County Sheriff's Department		(317) 231-8506	MP04-0216808

The basic rule is to always consider the source when using KFF in your investigations. You should consider the origin of the hash set to which the hit belongs. In addition, you should consider the underlying nature of hash values in order to evaluate a hit's authenticity.

Higher Level KFF Structure and Usage

Since hash set groups have the properties just described (and because custom hash sets and groups can be defined by the investigator) the KFF mechanism can be leveraged in creative ways. For example:

- You could define a group of hash sets created from encryption software and another group of hash sets created from child pornography files. Then, you would apply only those groups while processing.
- You could also use the Ignore status. You are about to process a hard drive image, but your search warrant does not allow inspection of certain files within the image that have been previously identified. You could do the following and still observe the warrant:
  - 4a. Open the image in Imager, navigate to each of the prohibited files, and cause an MD5 hash value to be computed for each.
  - 4b. Import these hash values into custom hash sets (one or more), add those sets to a custom group, and give the group Ignore status.
  - 4c. Process the image with the MD5 and KFF options, and with AD_Alert, AD_Ignore, and the new, custom group selected.
  - 4d. During post-processing analysis, filter file lists to eliminate rows representing files with Ignore status.

Hash Set Categories

The highest level of the KFF's logical structure is the categorizing of hash sets by owner and scope. The categories are AccessData, Project Specific, and Shared.

Hash Set Categories

Category	Description
AccessData	The sets shipped with as the Library. Custom groups can be created from these sets, but the sets and their status values are read only.
Project Specific	Sets and groups created by the investigator to be applied only within an individual project.
Shared	Sets and groups created by the investigator for use within multiple projects all stored in the same database, and within the same application schema.

Important: Coordination among other investigators is essential when altering Shared groups in a lab deployment. Each investigator must consider how other investigators will be affected when Shared groups are modified.

What has Changed in Version 5.6

WIth the 5.6 release of eDiscovery, Summation, and FTK-based products, the KFF feature has been updated.

If you used KFF with applications version 5.5 or earlier, you will want to be aware of the following changes in the KFF functionality.

Changes from version 5.5 to 5.6

Item	Description
KFF Server	KFF Server now runs a different service. ● In 5.5 and earlier, the KFF Server ran as the *KFF Server* service. ● In 5.6 and later, the KFF Server uses the *AccessData Elasticsearch Windows Service*. For applications version 5.6 and later, all KFF data must be created in or imported into the new KFF Server.
KFF Migration Tool	This is a new tool that lets you migrate custom KFF data from 5.5 and earlier to the new KFF Server. NIST NSRL, NDIC HashKeeper, or DHS library data from 5.5 will not be migrated. You must re-import it. See Migrating Legacy KFF Data on page 96.
KFF Import Utility	This is a new utility that lets you import large amounts of KFF data quicker than using the import feature in the application. See Using the KFF Import Utility on page 98.
KFF Libraries, Templates, and Groups	In 5.5, all Hash Sets were configured within KFF Libraries. KFF Libraries could then contain KFF Groups and KFF Templates. KFF Libraries and Templates have been eliminated. You now simply create or import KFF Groups and add Hash Sets to the groups. You can now nest KFF Groups.
NIST NSRL, NDIC HashKeeper, or DHS libraries	In 5.5 and earlier, to use these libraries, you ran an installation wizard for each library. You now import these libraries using the KFF Import Utility. See About Importing Pre-defined KFF Data Libraries on page 100.
Import Log	FTK-based products no longer include the Import Log. eDiscovery and Summation products did not have it previously.
Export	When you export KFF data you can now choose two formats: ● CSV format which replaced XML format ● A new binary format See About CSV and Binary Formats on page 104.

Chapter 10

Using De-NIST (Known File Filter)

This chapter explains how to configure and use De-NIST and has the following sections:

- See About KFF and De-NIST Terminology on page 115.
- See Process for Using De-NIST on page 116.
- See Configuring De-NIST Permissions on page 116.
- See Adding Hashes to the KFF Server on page 117.
- See Using De-NIST Groups to Organize Hash Sets on page 123.
- See Exporting De-NIST Data on page 134.
- See Enabling a Project to Use De-NIST on page 127.
- See Reviewing De-NIST Results on page 129.
- See Re-Processing De-NIST on page 133.

About KFF and De-NIST Terminology

You can configure the interface to display either the term “KFF” (Known File Filter) or “De-NIST”. For example, this can change references of a “KFF Group” to a “De-NIST Group.”

This does not affect the functionality of De-NIST, but only the term that is displayed. This allows users in forensic environments to see the term “KFF” while users in legal environments can see the term “De-NIST.”

By default, the KFF term is used in the interface.

This setting only affects text in the interface. The following new icon is used with either setting:

In this manual, the De-NIST term is used.

To change the KFF and De-NIST terminology

1. In the **web.config** file, in the <ReviewOptions> section, add or modify the following entry:
   <add key="KFFAlternateName" value="KFF" />
2. To change the setting to use De-NIST terminology, change the **value=** from “**KFF**” to “**De-NIST**”.

Process for Using De-NIST

To use the De-NIST feature, you perform the following steps:

Process for using De-NIST

Step 1.	Install and configure the KFF Server. See Installing the KFF Server on page 93.
Step 2.	Configure De-NIST permissions. Configuring De-NIST Permissions (page 116)
Step 3.	Add and manage De-NIST hashes on the KFF Server. See Adding Hashes to the KFF Server on page 117.
Step 4.	Add and manage De-NIST Groups to organize De-NIST Hash Sets. Using De-NIST Groups to Organize Hash Sets (page 123)
Step 5.	Configure a project to use De-NIST. See Enabling a Project to Use De-NIST on page 127.
Step 6.	Review De-NIST results in Project Review. See Reviewing De-NIST Results on page 129.
Step 7.	(Optional) Re-process the De-NIST data using different hashes. See Re-Processing De-NIST on page 133.
Step 8.	(Optional) Archive or export KFF data to share with other KFF Servers. See Exporting De-NIST Data on page 134.

Configuring De-NIST Permissions

In order to create and manage De-NIST libraries, sets, templates, and groups, you must have one of the following permissions:

- Administrator
- Manage KFF

You assign the *Manage KFF* permission to an Admin Role and then associate that role with users.

See Configuring and Managing System Users, User Groups, and Roles on page 47.

A user with project management permissions does not require the *Manage KFF* permission in order to enable De-NIST for a new project.

Adding Hashes to the KFF Server

You must add the hashes of the files that you want to compare against your evidence data. When adding hashes to the De-NIST Serer, you add them in KFF Hash Sets.

See Components of KFF Data on page 88.

You can use the following methods to add hashes to the KFF Library:

Migrate legacy De-NIST Server data	You can migrate legacy De-NIST data that is in a KFF Server in applications versions 5.5 and earlier. See Migrating Legacy KFF Data on page 96.
Import hashes	You can import previously configured De-NIST hashes from .CSV files. See Importing De-NIST Data on page 118.
Manually create and manage Hash Sets	You can manually add hashes to a Hash Set. See Manually Creating and Managing De-NIST Hash Sets on page 120.
Create hashes from evidence files in *Review*	You can add hashes from the files in your evidence using *Review*. See Adding Hashes to Hash Sets Using Project Review on page 121.

About the Manage De-NIST Hash Sets Page

To configure De-NIST data, you use the *De-NIST Hash Sets* and *De-NIST Groups* pages.

To open the De-NIST Hash Sets page

1. Log in as an Administrator or user with Manage KFF permissions.
2. Click **Management >** KFF DE-NIST **Hash Sets**

   If the feature does not function properly, check the following:

   - The KFF Server is installed.
     See Installing the KFF Server on page 93.
   - The application has been configured for the KFF Server.
     See Configuring the Location of the KFF Server on page 95.
   - The KFF Service is running.
     In the Windows Services manager, make sure that the AccessData Elasticsearch service is started.

Elements of the De-NIST Hash Sets page

Element	Description
Hash Sets	Displays all of the Hash Sets that have been imported or created in the KFF Server.
➕	Lets you create a Hash Set. See Manually Creating and Managing De-NIST Hash Sets on page 120.

Elements of the De-NIST Hash Sets page

Element	Description
✎	Lets you edit the active Hash Set. See Manually Creating and Managing De-NIST Hash Sets on page 120.
▬	Lets you delete the active Hash Set. Warning: You are not prompted to confirm the deletion. See Manually Creating and Managing De-NIST Hash Sets on page 120.
🗑 *Delete*	Lets you delete one or more checked Hash Sets.
📄 *View Hashes*	Lets you view and manage the hashes in the Hash Set. See Searching For, Viewing, and Managing Hashes in a Hash Set on page 121.
➕ *Import File*	Lets you import De-NIST data. See Importing De-NIST Data on page 118.
Export	Lets you export De-NIST data. See Exporting De-NIST Data on page 134.
♻	Refreshes the Hash Sets list.

Importing De-NIST Data

About Importing De-NIST Data

To understand the methods and formats for importing KFF data, first see About Importing KFF Data (page 97).

This chapter explains how to import KFF data using the application’s management console.

Importing De-NIST Hashes

You can import KFF data from the following:

- KFF export CSV files
- KFF binary files

  Warning: Importing KFF binary files will replace your existing KFF data.
  See About CSV and Binary Formats on page 104.
  It is recommended that you use the external *KFF Import Utility* to import KFF binary files.
  See Using the KFF Import Utility on page 98.

When importing KFF data, you can enter default values for the following fields:

- Default Status
- Default Vendor
- Default Version

- Default Package

These are default values that will be used if they import file does not contain the information.

When importing hash lists using the CSV import, each hash within the CSV can have the same, different or no status. During the import process you must choose a default status of Alert or Ignore. This default status will have no affect on any hash in your CSV that already contains a status, however, any hash that does not have a pre-assigned status will have this default status assigned to them.

The override status for the hash sets that you import will be automatically set to No Override. This is to ensure that if your hash set contains both Alert and Ignore hashes, the program will not override the original status. You can, however, choose to override the individual hash status within a set by choosing to set the whole set to Alert or Ignore.

You can use these value to organize your hashes. For example, you can filter or sort data based on these values.

To import De-NIST hashes from files

1. Log in as an Administrator or user with Manage KFF permissions.
2. Click **Management >** **Hash Sets.**
3. Click **Import File**.
4. On the KFF Import File dialog, click **Add File**.
5. Browse to and select the file.
6. Click **Select**.
7. Specify a *Default Status*.
   This sets a default status only for the hashes that do not have a status specified in the file.
8. (Optional) Specify a default Vendor, Version, and Package.
   This sets values only for the hashes that do not have a value specified in the file.
9. (Optional) Add other files.
10. Click **Import**.
11. View the *Import Summary* to see the results of the Import.
12. Click **Close**.

To import De-NIST data from a binary format

Warning: This process may replace your existing KFF data.

See About the KFF Binary Format on page 104.

1. Log in as an Administrator or user with Manage KFF permissions.
2. Click **Management >** **Hash Sets.**
3. Click **Import File**.
4. On the KFF Import File dialog, click **Binary Import**.
5. Browse to the folder that contains the binary files (specifically the `Export.xml` file) and click **Select**.
6. Click **Import**.

Manually Creating and Managing De-NIST Hash Sets

You can manually create Hash Sets and then add hashes to them. You can also edit and delete Hash Sets.

You can also add, edit, or delete the hashes in Hash Sets.

Note: You cannot manually add, edit, and delete hash values that were imported from NSRL, NDIC HashKeeper, and DHS libraries.

To manually create a Hash Set

1. Log in as an Administrator or user with Manage KFF permissions.
2. Click **Management >** KFF DE-NIST **Hash Sets.**
3. On the *De-NIST Hash Sets* page, in the right pane, click *Add* ➕ .
4. Enter a name for the Hash Set.
5. Select the status for the Hash Set: *Alert*, *Ignore*, or *No Override*.
6. (Optional) Enter a package, vendor, or version.
   These are not required, but you can use these values for sorting and filtering results.
7. Click **Save**.

To manually manage Hash Sets

1. Click **Management >** KFF DE-NIST **Hash Sets.**
2. Do one of the following:
   - To edit a Hash Set, select a set a set, and click *Edit* ✏ .
   - To delete a single Hash Set, select a set, and click *Delete* ▬.
   - To delete a multiple Hash Sets, select the sets, and click *Delete* 🗑.

To manage hashes in a hash set

1. On the *De-NIST Hash Sets* page, select a Hash Set.
2. Click **View Hashes**.

To add hashes to a hash set

1. On the *De-NIST Hash Sets* page, select a Hash Set.
2. Click **View Hashes**.
3. In the *KFF Hash Finder* dialog, click *Add* ➕.
4. Enter the De-NIST hash value.
5. Enter the filename for the hash.
6. (Optional) Enter other reference information about the hash.
7. Click **Save**.
   The new hash is displayed.

Searching For, Viewing, and Managing Hashes in a Hash Set

Due to the large number of hashes that may be in a Hash Set, a list of hashes is not displayed. (However, you can export a De-NIST Group that contains the Hash Set and view the hashes in the export file.)

You can use the *KFF Hash Finder* dialog to search for hash values within a hash set. You search by entering a complete hash value. You can only search within one hash set at a time.

While the *KFF Hash Finder* does not display a list of hashes, it does display the number of hashes in the set.

To search for hashes in a hash set

1. On the *De-NIST Hash Sets* page, select a Hash Set.
2. Click **View Hashes**.
3. In the KFF *Hash Finder dialog*, enter the complete hash value that you want to search for.
4. Click **Search**.
   If the has is found, it is displayed in the hash list.
   If the hash is not found a message is displayed.

To edit hashes in a hash set

1. In the KFF *Hash Finder* dialog, search for the hash that you want to edit.
2. Click *Edit* ✏.
3. Enter the hash information.
4. Click **Save**.
   The edited hash is displayed.

To delete hashes from a hash set

1. In the KFF *Hash Finder* dialog, search for the hash that you want to delete.
2. Click *Delete* ▬ .

Adding Hashes to Hash Sets Using Project Review

You may identify files that in exist in a project as files that you want to add to your De-NIST hashes. For example, you may find a graphics file that you want to either alert for or ignore in this or other projects. Using *Project Review*, you can select files and then add them to existing or new De-NIST Hash Sets.

When you add hashes using *Project Review*, it starts a job that adds the hashes to the De-NIST Library.

To use Project Review to add hashes to Hash Sets

1. Log in as an Administrator or user with Manage KFF permissions.
2. Select a project and enter *Project Review*.
3. Select the files that you want to add to a hash set.
4. In the *Actions* drop-down, select **Add to De-NIST**.
5. Click **Go**.
6. In the *Add Hash to Set* dialog, select a status for the hash.

7. Specify a Hash Set.
   You can select an existing set or create a new set.

   - To create a new set, do the following:

   7a. Select [Add New].

   7b. Enter the name of the new set.

   7c. Enter a name for the hash set.

   7d. (Optional) Add other information.

   7e. Click **Save**.

   - To use an existing set, do the following:

   7a. Select the existing set.
   By default, you will only see the sets that match the status that you select.
   To see Hash Sets that have a *No Override* status as well, enable the *Display hash sets with no override status* option.

   7b. Click **Save**.

To verify that hashes were added to the De-NIST Server

1. Click 💼 to exit *Review.*
2. On the *Home* page, select the project that you are using.
3. Click *Work List* 📋 .

   See Monitoring the Work List on page 226.

   Click *Refresh* ♻ to see the current status.
4. View the *Add Hash to De-NIST* job types.
5. Click *Refresh* ♻ to see the current status.
6. When the jobs are completed, at the bottom of the page, you can view the results.
   It will show the number of files that were added or any errors generated.
7. From the *De-NIST Hash Sets* tab on the *Management* page, you can view the Hash Sets.
   See Searching For, Viewing, and Managing Hashes in a Hash Set on page 121.

Using De-NIST Groups to Organize Hash Sets

About De-NIST Groups

De-NIST groups are containers for one or more Hash Sets. When you create a group, you then add Hash Sets to the group. KFF Groups can also contain other KFF Groups.

When you enable De-NIST for a project, you select which De-NIST Group to use during processing.

Within a De-NIST group, you can manually edit custom Hash Sets.

About De-NIST Groups Status Override Settings

When you create a De-NIST Group, you can choose to use the default status of the Hash Set (*Alert* or Ignore) or override it. You do this by setting one of the following Status Override settings:

- *Alert* - All Hash Sets within the De-NIST Group will be set to *Alert* regardless of the status of the individual Hash Sets.
- *Ignore* - All Hash Sets within the De-NIST Group will be set to *Ignore* regardless of the status of the individual Hash Sets.
- No Override - All Hash Sets will maintain their default status.

For example, if you have a Hash Set with a status of *Alert*, if you set the De-NIST Group to No Override, then the default status of *Alert* is used. If you set the De-NIST Group with a status of *Ignore*, the Hash Set *Alert* status is overridden and *Ignore* is used.

As a result, use caution when setting the Status Override for a De-NIST Group.

About Nesting De-NIST Groups

De-NIST Groups can contain Hash Sets or they can contain other De-NIST Groups. When one De-NIST Group includes another De-NIST Group, it is called nesting.

The reason that you may want to nest De-NIST Groups is that you can use multiple De-NIST Groups when processing your data. When you enable De-NIST for a case, you can only select one De-NIST Group. By nesting, you can use multiple De-NIST Groups.

For example, you may have one De-NIST Group that contains Hash Sets with an *Alert* status. You may have a second De-NIST Group that contains Hash Sets with an *Ignore* status. When processing a case, you may want to use both of those De-NIST Groups. To accomplish this, you can create another De-NIST Group as a parent and then add the other two De-NIST Groups to it. When processing, you would select the parent De-NIST Group.

When nesting De-NIST Groups you must be mindful of the Status Override of the parent De-NIST Group. The Status Override for the highest De-NIST Group in the hierarchy is used when nesting KFF Groups. In most cases, you will want to set the parent De-NIST Group with a status of *None*. That way, the status of each child De-NIST Group (or their Hash Sets) is used. If you select an *Alert* or *Ignore* status for the parent De-NIST Group, then all child De-NIST Groups and their Hash Sets will use that status.

Creating a De-NIST Group

You create De-NIST groups to organize your Hash Sets. When you create a KFF Group, you add one ore more Hash Sets to it. You can later edit the KFF Group to add or remove Hash Sets.

To create a KFF Group

1. Log in as an Administrator or user with Manage KFF permissions.
2. Click **Management** > **Groups**.
3. Click *Add* .
4. Enter a *Name*.
5. Set the *Status Override*.
6. See About De-NIST Groups Status Override Settings on page 123.
7. (Optional) Enter a Package, Vendor, and Version.
8. Click **Save**.

To add a Hash Sets to a De-NIST Group

1. Click **Management** > **Groups**.
2. In the *Groups* list, select the group that you want to add Hash Sets to.
3. In the *Groups and Hash Sets* pane, click **Add**.
4. Select the Hash Sets that you want to add to the group.
5. You can filter the list of Hash Sets to help you find the hash sets that you want.
6. After selecting the sets, click **OK**.

Viewing the Contents of a De-NIST Group

On the *KFF Groups* page, you can select a De-NIST Group and in the *Groups and Hash Sets* pane, view the Hash Sets and child De-NIST Groups that are contained in that De-NIST Group.

Managing De-NIST Groups

You can edit De-NIST Groups and do the following:

- Rename the group
- Change the Override Status
- Add or remove Hash Sets and De-NIST Groups

You can also do the following:

- Delete the group
- Export the group
  See Exporting De-NIST Data on page 134.

To manage a De-NIST Group

1. Click **Management** > KFF DE-NIST **Groups**.
2. In the *Groups* list, select a KFF Group that you want to manage.
3. Do one of the following:
   - Click ✎ *Edit*.
   - Click ➖ *Delete*.
   - Click **Export**.
     See Exporting De-NIST Data on page 134.

About the Manage De-NIST Groups Page

To configure De-NIST Groups, you use the *De-NIST Groups* page.

To open the De-NIST Groups page

1. Log in as an Administrator or user with Manage KFF permissions.
2. Click **Management >** KFF DE-NIST **Groups**

   If the feature does not function properly, check the following:
   - The KFF Server is installed.
     See Installing the KFF Server on page 93.
   - The application has been configured for the KFF Server.
     See Configuring the Location of the KFF Server on page 95.
   - The KFF Service is running.
     In the Windows Services manager, make sure that the AccessData Elasticsearch service is started.

Elements of the De-NIST Groups page

Tab	Element	Description
De-NIST Groups pane	*De-NIST Groups*	Displays all of the De-NIST Groups that have been imported or created in the KFF Server.
	➕	Lets you create a De-NIST Group. See Creating a De-NIST Group on page 124.
	✎	Lets you edit the active De-NIST Group. See Managing De-NIST Groups on page 124.
	➖	Lets you delete the active De-NIST Group. See Managing De-NIST Groups on page 124.
	🗑 *Delete*	Lets you delete one or more checked De-NIST Groups.

Elements of the De-NIST Groups page

Tab	Element	Description
	Export	Lets you export De-NIST data. See Exporting De-NIST Data on page 134.
	♻	Refreshes the De-NIST Groups list.
Groups and Hash Sets Pane	Lets you add and remote Hash Sets from De-NIST Groups. See Managing De-NIST Groups on page 124.	
	Add	Displays the list of Hash Sets that you can add to a De-NIST Group. See Managing De-NIST Groups on page 124.
	Remove	Lets you remove Hash Sets from a KFF Group. See Managing De-NIST Groups on page 124.
	View Hashes	Lets you view and manage the hashes in the Hash Set. See Searching For, Viewing, and Managing Hashes in a Hash Set on page 121.

Enabling a Project to Use De-NIST

When you create a project, you can enable De-NIST and configure the De-NIST settings for the project.

About Enabling and Configuring De-NIST

To use De-NIST in a project you do the following:

Process for enabling and configuring De-NIST

1. Create a new Project	If you want to use De-NIST you must enable it when you create the project. You cannot enable De-NIST for a project after it has been created.
2. Enable De-NIST	Enable the KFF processing option. See Enabling and Configuring De-NIST on page 127.
2. Configure how to process ignorable files	You can choose how to process ignorable files: ● *Skip Ignorable Files* - This option will not process any files determined to be Ignorable. Any files that are ignorable will not be included or visible in the project. This is the default option. ● *Process and Flag Ignorable Files* - This option will process ignorable files, but flag them as Ignorable. Any files that are Ignorable will be included and visible in the project, but can be filtered. See Using Quick Filters on page 130.
4. Select a De-NIST Group	When enabling De-NIST for a project, you select one De-NIST Group that you want to use. You do not create De-NIST Group at that time. You can only select an existing group. Because of this, you must have at least one De-NIST Group created before creating a project. See Using De-NIST Groups to Organize Hash Sets on page 123. However, after processing, you can re-process the data using a different De-NIST template. This lets you create and use different templates after you initially process the project. See Re-Processing De-NIST on page 133.

Enabling and Configuring De-NIST

To enable and configure De-NIST for a project

1. Log in as an Administrator or user with Create/Edit Projects permissions.
2. Create a new project.
3. In *Processing Options*, select **Enable De-NIST**.

   A KFF DE-NIST *Options* tab option displays.
4. In *Processing Options*, select how to handle ignorable files.
5. Click KFF DE-NIST **Options**.

   The De-NIST Options window displays.

6. In the drop-down menu, select the De-NIST Group that you want to use.

   See Using De-NIST Groups to Organize Hash Sets on page 123.

7. In the *Hash Sets* pane, verify that this template has the hash sets that you want. Otherwise select a different template.

8. Click **Create Project and Import Evidence** or click **Create Project** and add evidence later.

Reviewing De-NIST Results

De-NIST results are displayed in Project Review.

You can use the following tools to see De-NIST results:

- Project Details page
- Project Review
  - De-NIST Information Quick Columns
  - De-NIST Quick Filters
  - De-NIST facets
  - De-NIST Details

You can also create and modify De-NIST libraries and hash sets using files in Review.

See Adding Hashes to Hash Sets Using Project Review on page 121.

Viewing De-NIST Data Shown on the Project Details Page

To View De-NIST Data on the Project Details page

1. Click the **Home** tab.
2. Click the ⓘ *Project Details* tab.
3. In the right column, you can view the number of De-NIST known files.

About De-NIST Data Shown in the Review Item List

You can identify and view files that are either Known or Unknown based on De-NIST results.

Depending on the De-NIST configuration options, there are two or three possible De-NIST statuses in Project Review:

- *Alert (2)* - Files that matched hashes in the template with an Alert status
- *Ignore (1)* - Files that matched hashes in the template with an Ignore status (not shown in the Item List by default)
- *Unknown (0)* - Files that did not match hashes in the template

If you configured the project to skip ignorable files, files configured to be ignored (Ignore status) are not included in the data and are not viewable in the Project Review.

See Enabling and Configuring De-NIST on page 127.

Using the De-NIST Information Quick Columns

You can use the *De-NIST Information* Quick *Columns* to view and sort and filter on De-NIST values. For example, you can sort on the De-NIST Status column to quickly see all the files with the Alert status.

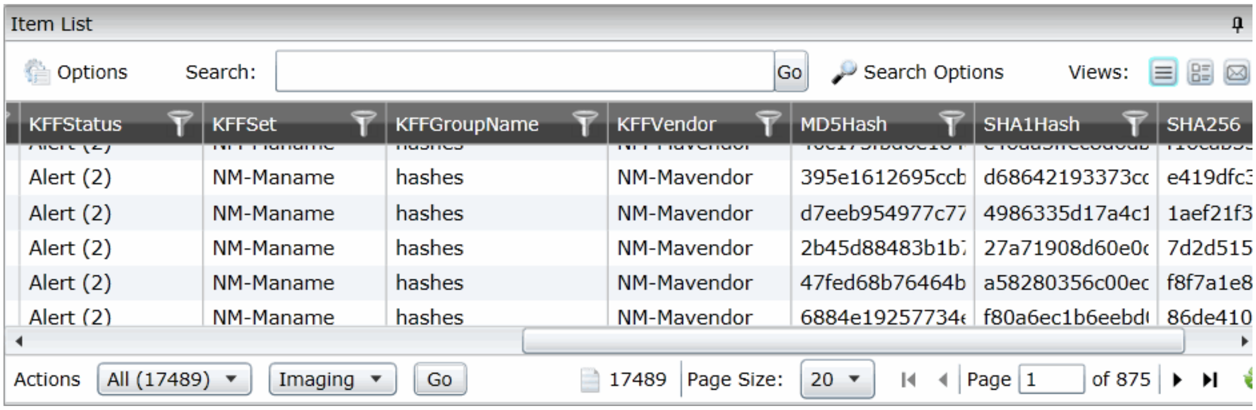
See Using Document Viewing Panels on page 76.

To see the De-NIST columns, activate the *De-NIST Information* Quick Columns.

To activate the De-NIST Information Quick Columns

1. From the *Item List* in the *Review* window, click **Options**.
2. Click **Quick Columns > De-NIST > De-NIST Information**.
   The De-NIST Columns display.

Item List with De-NIST Tabs displayed



KFFStatus	KFFSet	KFFGroupName	KFFVendor	MD5Hash	SHA1Hash	SHA256
Alert (2)	NM-Maname	hashes	NM-Mavendor	395e1612695ccb	d68642193373c	e419dfc
Alert (2)	NM-Maname	hashes	NM-Mavendor	d7eeb954977c7	4986335d17a4c1	1aef21f3
Alert (2)	NM-Maname	hashes	NM-Mavendor	2b45d88483b1b	27a71908d60e0	7d2d515
Alert (2)	NM-Maname	hashes	NM-Mavendor	47fed68b76464b	a58280356c00ec	f8f7a1e8
Alert (2)	NM-Maname	hashes	NM-Mavendor	6884e19257734	f80a6ec1b6eebd	86de410

De-NIST Columns

Column	Description
De-NIST Status	Displays the status of the file as it pertains to De-NIST. The three options are *Unknown (0), Ignore (1)*, and *Alert (2)*. ● If you configured the project to skip Ignorable files, these files are not included in the data. ● If you configured the project to flag Ignorable files, and the *Hide Ignorables* Quick Filter is set, these files are in the data, but are not displayed. See Using Quick Filters on page 130.
De-NIST Set	Displays the De-NIST Hash Set to which the file belongs.
De-NIST Group Name	Displays the name created for the De-NIST Group in the project.
De-NIST Vendor	Displays the De-NIST vendor.

See Filtering by Column in the Item List Panel on page 143.

Using Quick Filters

You can use Quick Filters to quickly show or hide KFF Ignorable files.

You can toggle the quick filter to do the following:

- *Hide Ignorables* - enabled by default
- *Show Ignorables*

The *Hide Ignorables* Quick Filter is set by default. As a result, even if you selected to process and flag Ignorable files for the project, they are not included in the Item List by default.

To show ignorable files in the Item list, change the Quick Filter to Show Ignorables.

Note: If you configured the project to skip ignorable files, files configured to be ignored (Ignore status) will not be shown, even if you select to *Show Ignorables*.

To change the De-NIST Quick Filters

1. From the *Item List* in the *Review* window, click **Options**.
2. Click **Quick Filters > Show Ignorables**.

Using the De-NIST Facets

You can use the De-NIST facets to filter data based on De-NIST values. For example, you can apply a facet to only display items with an Alert status or with a certain De-NIST set.

See About Filtering Data with Facets on page 128.

Note: If you configured the project to skip Ignorable files, these files are not included in the data and the *Ignore* facet is not available. If you configured the project to flag Ignorable files, and the *Hide Ignorables* Quick Filter is set, the *Ignore* facet is available, but the files will not be displayed.

See Using Quick Filters on page 130.

You can use the following De-NIST facets:

- De-NIST Vendors
- De-NISTGroups
- De-NIST Statuses
- De-NIST Sets

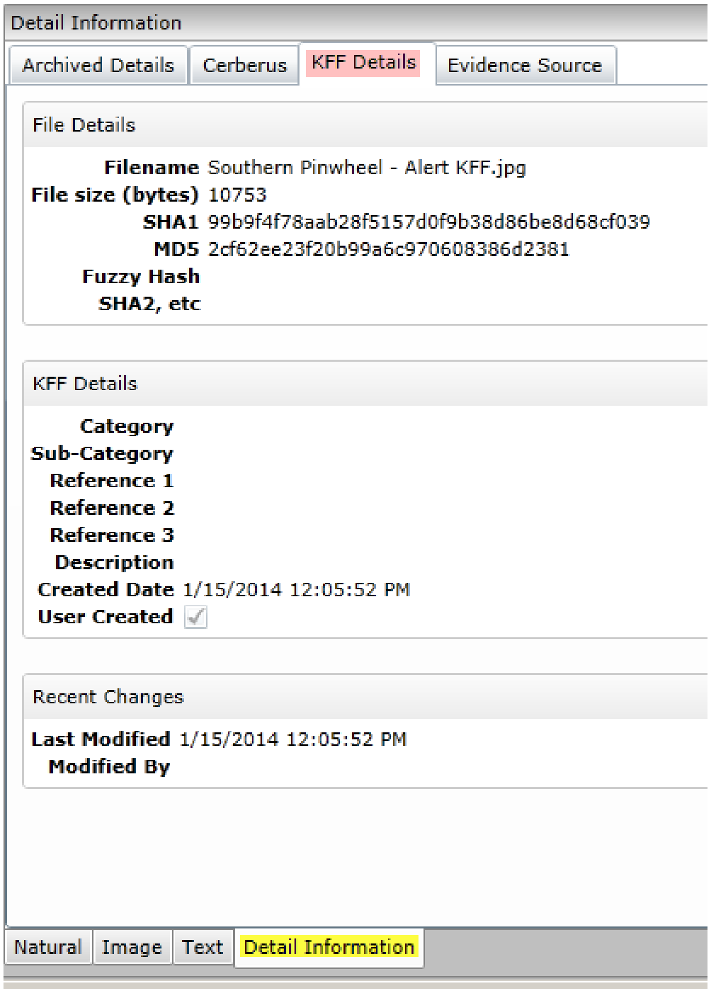
Within a facet, only the filters that are available in the project are available. For example, if no files with the Alert status are in the project, the Alter filter will not be available in the De-NIST Statuses facet.

To apply De-NIST facets

1. From the *Item List* in the *Review* window, open the facets pane.
2. Expand **De-NIST**.
3. Select the facets that you want to apply.

Viewing Detailed De-NIST Data

You can view De-NIST results details for an individual file.



File Details

Filename Southern Pinwheel - Alert KFF.jpg
File size (bytes) 10753
SHA1 99b9f4f78aab28f5157d0f9b38d86be8d68cf039
MD5 2cf62ee23f20b99a6c970608386d2381
Fuzzy Hash
SHA2, etc

KFF Details

Category
Sub-Category
Reference 1
Reference 2
Reference 3
Description
Created Date 1/15/2014 12:05:52 PM
User Created ✓

Recent Changes

Last Modified 1/15/2014 12:05:52 PM
Modified By

To view the De-NIST Details

1. For a project that you have run De-NIST, open Project Review.
2. Under *Layouts,* select the **CIRT Layout**.
   See Managing Saved Custom Layouts on page 54.
3. In *Project Review*, select a file in the *Item List* panel.
4. In the view panel, click the **Detail Information** view tab.
5. Click the **De-NIST Details** tab*.*

Re-Processing De-NIST

After you have processed a project with De-NIST enabled, you can re-process your data using an updated or different De-NIST Group. This is useful in re-examining a project after adding or editing hash sets.

See Adding Hashes to Hash Sets Using Project Review on page 121.

If you want to re-process De-NIST with updated hash sets, be sure that the selected KFF Group has the desired sets.

You can only select from existing KFF Groups.

To re-process De-NIST

1. From the *Home* page, select a project that you want to re-process.
2. Click the KFF DE-NIST tab.

   The currently selected group is displayed along with its corresponding hash sets.
3. (Optional) If you want to change the KFF Group, in the drop-down menu, select a different KFF Group and click **Save**.
4. In the Hash Sets pane, verify that the desired sets are included.
5. Click **Process De-NIST**.
6. (Optional) On the *Home* page, for the project, click *Work Lists* , and verify that the De-NIST job starts and completes.

   See Monitoring the Work List on page 226.
7. Click *Refresh* ♻ to see the current status.
8. Review the De-NIST results.

   See Reviewing De-NIST Results on page 129.

Exporting De-NIST Data

About Exporting KFF Data

You can share De-NIST Hash Sets and KFF Groups with other KFF Servers by exporting De-NIST data on one KFF Server and importing it on another. You can also use export as a way of archiving your KFF data.

You can export data in one of the following ways:

- Exporting Hash Sets - This exports the selected Hash Sets with any included hashes. (CSV format only)
- Exporting KFF Groups - This exports the selected KFF Groups with any included sub-groups and any included hashes. (CSV format only)
- Exporting an archive of all custom KFF data - This exports all the KFF data except NSRL, NIST, and DHC data (in a binary format).

When exporting KFF Groups or Hash Sets, you can export in the following formats:

- CSV file
- Binary format

  Important: Even though it appears that you can select and export one Hash Set or one KFF Group, if you export using the KFF binary format, all of the data that you have in the *KFF Index* will be exported together. You cannot use this format to export individual Hash Sets or KFF Groups. Use the CSV format instead.

See About CSV and Binary Formats on page 104.

Exporting KFF Groups and Hash Sets

You can share De-NIST hashes by exporting De-NIST Hash Sets or KFF Groups. Exports are saved in a CSV file that can be imported.

To export a one or more De-NIST Groups or Hash Sets

1. Do one of the following:
   - Click **Management** > KFF DE-NIST **Hash Sets**.
   - Click **Management** > KFF DE-NIST **Groups**.
2. Select one or more KFF Groups or Hash Sets that you want to export.
3. Click **Export**.
4. Select **CSV** (do not select **Export Binary**).
5. Browse to and select the location to which you want to save the exported file.
6. Click **Select**.
7. Enter a name for the exported file.
8. Click **OK**.
9. In the *Export Summaries* dialog, view the status of the export.
10. Click **Close**.

To create an archive of all your custom Hash Sets and Groups

1. Do one of the following:
   - Click **Management** > **Hash Sets**.
   - Click **Management** > **Groups**.
2. Select a KFF Group or Hash Set.
3. Click **Export**.
4. Select **Export Binary**.
5. Browse to and select the location to which you want to save the exported files.
6. Click **Select**.
7. Enter a name for the folder to contain the binary files (This is a new folder created by the export).
8. Click **OK**.
9. In the *Export Summaries* dialog, view the status of the export.
10. Click **Close**.

To view the Export History

1. Do one of the following:
   - Click **Management** > **Hash Sets**.
   - Click **Management** > **Groups**.
2. Click **Export**.
3. Select **View Export History**.
4. In the *Export Summaries* dialog, view the status of the export.
5. Click **Close**.

Part 3

Configuring Data Sources

This part describes how to configure People as data sources.

Chapter 11

Managing People (Custodians) as Data Sources

About People (Custodians)

The term “person” or “custodian” references any identified person or custodian who may have data relevant to evidence in a project. You can associate people (custodians) to a specific project and to specific evidence items within that project.

Note: A person references people that are associated with evidence, they are not the users of the Summation product.

In Review, you can do the following:

- Use the *DataSource* column to see the person that is associated with each item. You can sort, filter, and search using the *DataSource* column.
- Use the General > *Custodians* facet to filter on the person that is associated with evidence items.

About Managing People

When you manage people, you do the following:

- Create a custodian
- Edit the properties of a person
- Delete a person
- Associate a person with or dis-associate a person from a project
- Associate a person to a specific evidence item.

You can create a person in the following ways:

- Using the *People* tab on the *Data Sources* page. This creates people at a global level which can be associated with any project.

  See About the Data Sources Person Page on page 139.
- Using the *People* tab on the *Home* page. This creates people for a specific project.

  See Adding People on page 141.
- Using the *Add Evidence Wizard*.

  See About Associating People with Evidence on page 258.

For the most functionality of managing people, there are more options on the *Data Sources* page than on the *Home* page. For example, on the *Data Sources* page, you can delete People and add them using

You associate people to projects in the following ways:

- Associate a person to a whole project when you create a project.
  See Creating a Project on page 163.
- Associate a person to a whole project after you create a project.
  See Associating a Project to a Person on page 145.
- Associate a person to specific evidence that you add to a project.
  See About Associating People with Evidence on page 258.

About the Data Sources Person Page

You manage people from the *People* tab on the *Data Sources* page. The people are listed in the *Person* List. The main view of the *Person* List includes the following sortable columns:

People Information Options

Option	Description
First Name	The first name of the person.
Last Name	The last name of the person.
Username	The computer username of the person.
Email Address	The email address of the person.
Creation Date	The date that the person resource was created.
Domain	The network domain to which the person belongs.

When you create and view the list of people, this list is displayed in a grid. You can do the following to modify the contents of the grid:

- Control which columns of data are displayed in the grid.
- Sort the columns
- Define a column on which you can sort.
- If you have a large list, you can apply a filter to display only the items you want.

See Managing Columns in Lists and Grids on page 39.

Highlighting a person in the list populates the **Person Details** info pane on the right side. The **Person Details** info pane has information relative to the currently selected person, beginning with the first name.

At the bottom of the page, you can use the following tabs to view and manage the items that the highlighted person is associated with:

- Evidence
- Job results
- Projects

Data Sources Person Tab Options

The following table lists the various options that are available under the *Person* tab.

Person Tab Options

Element	Description
Filter Options	Allows you to filter the person list. See Filtering Content in Lists and Grids on page 41.
Add	Click to add a person. See Adding People on page 141.
Edit	Click to edit a person. See Editing a Person on page 142.
Delete	Click to remove a person. See Removing a Person on page 142.
Refresh	Click to refresh the person list.
Delete	Click to remove multiple people. See Removing a Person on page 142.
Import People	Click to import people from a CSV file. See Importing People From a CSV File on page 143.
Custom Properties	Click to add custom properties. Custom properties must be defined before importing CSV files with custom fields in the headers. See Adding Custom Properties on page 156.
Export to CSV	Export the current set of data to a CSV file.
Columns	Click to adjust what columns display in the Person List. See Managing Columns in Lists and Grids on page 39.
Evidence	Allows you to view evidence that has been associated to a person. In the *Evidence* pane, you can do the following: ● Filter the Evidence list. ● Add Custom Properties. See Adding Custom Properties on page 156. ● Export the *Evidence* list to a CSV file. ● Adjust the columns' display in the *Evidence* list. ● See *Managing Evidence for Collecting Data* in the *Resolution1 User Guide*.
Job Results	Allows you to view job results from a job that has been assigned to a person. In the *Job Results* pane, you can do the following: ● Filter the *Job Results* list. ● Export the *Job Results* list to a CSV file. ● Adjust the columns' display in the *Job Results* list.

Person Tab Options

Element	Description
Projects	Allows you to view a project that a person belongs to. In the *Projects* pane, you can do the following: ● Filter the *Projects* list. ● Associate and disassociate a project to a person. See Associating a Project to a Person on page 145. ● Export the *Groups* list to a CSV file. ● Adjust the columns' display in the *Groups* list.

Adding People

Administrators, and users with permissions, can add people.

You can add people in the following ways:

- Manually adding people
- Importing people from a file

  See Importing People From a CSV File on page 143.
- Creating or importing people while importing evidence

  See *Managing Evidence for Collecting Data* in the *Resolution1 User Guide*.
- Importing people from Active Directory.

  See Adding People Using Active Directory on page 143.

People Information Options

Option	Description
First Name	The first name of the person. This field is required.
Middle Initial	The middle initial of the person.
Last Name	The last name of the person. This field is required.
Username	The computer username of the person. This field is required.
Domain	The network domain to which the person belongs.
Notes Username	The username of the person as it appears in their Lotus Notes Directory. A Lotus Notes username is typically formatted as Firstname Lastname/Organization as in the following example: Pat Ng/ICM
Email Address	The email address of the person.

Manually Creating People

To manually create a person

1. On the **Home > Data Sources > People** tab, click ➕ **Add.**
2. In *Person Details*, enter the person details.
3. Click **OK**.

Editing a Person

You can edit any person that you have added.

To edit a project-level person

1. On the **Home > Data Sources > People** tab, select a person that you want to edit.
2. Click ✏ **Edit**
3. In *Person Details*, edit person details.
4. Click **OK**.

Removing a Person

You can remove one or more people.

To remove one or more people

1. On the **Home > Data Sources > People** tab, select the check box for the people that you want to remove.

2. If you want to remove one person, check the person that you want to remove, and select **Delete**.
3. If you want to remove more than one person, check the people that you want to remove, and select **Delete**.
4. To confirm the deletion, click **OK**.

Importing People From a CSV File

From the *People* tab, you can import a list of people into the system from a CSV file. Before importing people from a CSV file, you need to be aware of the following items:

- You must define any custom columns before importing the CSV file. See Adding Custom Properties on page 156.
- Make sure that your columns have headers.
- Multiple items in columns must be separated by semicolons.

To import people from a CSV file

1. On the **Home > People** tab, click **Import People**.
2. From the *Import People from CSV* dialog, choose from the following options:
   - **Import custom columns**. This option is not available if custom columns have not been previously defined.
   - **Merge into existing people**. This option will overwrite fields, such as first name, last name, and email address. It also adds new computers, network shares, etc. to existing associations.

     Note: For an entry to be considered a duplicate in the External Evidence column, the network path, assigned person, and type (such as image or native file) must be the same. If there are any differences between these three fields, the entry is brought in as a new External Evidence item.

   - **Download Sample CSV**. This allows you to download a sample CSV file illustrating how your CSV file should be created. This example is dynamic; if you have created custom columns for people, those custom columns appear in the sample CSV file.

     Note: If your license does not support certain features (such as network shares or computers), the columns for those items appear in the CSV without any data populated in the columns.
3. Once options have been selected, click **OK**.
4. Browse to the CSV file that you want to upload.
5. After file has been uploaded, a *People Import Summary* dialog appears. This displays the number of people added, merged, and/or failed, with details if an import failed. Click **OK**.

Adding People Using Active Directory

You can add people by importing from Active Directory.

If you have not already done so, be sure that you have configured Active Directory in the application. When Active Directory is properly configured, the Active Directory filter list opens in the wizard.

See Configuring Active Directory Synchronization on page 69.

The person information automatically populates the **Person List** when you create people using Active Directory. You can edit person information.

In order to add users with the correct domain name, the system parses the user's domain name from the user principal name provided by Active Directory (For example: accessdata.com\hhadley). This allows the system to use the full domain name instead of truncating the name (For example, development.accessdata.com will be used instead of development).

If you find that there are errors in the system's automatic retrieval of the domain name, you can override the domain name and enter a value manually. See To add people using Active Directory on page 144. for more information.

Note: If you want to have the system truncate the domain name, update your Infrastructure service configuration file. Edit The AppSetting key ReturnDomainAsFullyQualifiedDomainName and change the value from UserPrincipalName to CanonicalName.

To add people using Active Directory

1. In the *Data Sources* > *People* page, click **Import from AD.**
2. Set the search/Browse depth to **All Children** or **Immediate Children**.
3. (optional) Check **Domain Name Override** if you want to specify the domain or domain portion for the users created. If you leave this unchecked, the application ignores any text in the **Domain Name Override** field.

   Note: The domain for the users created is drawn and parsed from the userPrincipalName in Active Directory. Because all Active Directories are configured according to the needs of the directories' organization, what populates automatically based on the userPrincipalName may not suit your organization's needs. In this case, use Domain Name Override to specify the domain.

4. (optional) In the **Domain Name Override** field, add the domain for users created. For example, if you type accessdata.com, the user name will appear as accessdata.com\<user name>

   Note: The domain name is applied once you advance to the second screen of the wizard. Navigating back to the first page and changing the domain name will not affect any users added to the import list and queued for creation. To change the domain name, remove all users from the **To Be Added** list and add them again from the search results.

5. Select where you want to perform the search.
6. Set the search options to one of the following:
   - Match Exact
   - Starts With
   - Ends With
   - Contains
7. Enter your search text.
8. Check the usernames that you want to add as people.
9. Click **Add to Import List**.
10. Click **Continue**.

11. Review the members selected, members to add as people, and conflicted members. If you need to make changes, click **Back**.
12. Click **Import**.

Associating a Project to a Person

From the *Projects* pane under the *Person* tab, you can associate and disassociate projects to a selected person.

To associate a computer to a person

1. In the *Computers* list pane, click 🔗 to add computers.
2. In the *Associate Computers to <Person>* dialog, do one of the following:
   - In the *All Computers* pane, click + to add computers to the *Associated Computers* pane.
   - In the *All Computers* pane, click − to remove computers from the *Associated Computers* pane.
3. Click **OK**.
4. (optional) Click to remove a computer from an associated person.

Part 4

Managing Projects

This part describes how to manage Summation projects and includes the following sections:

- About Projects (page 147)
- Viewing the Home Page (page 149)
- Creating a Project (page 163)
- Managing Custodians for a Project (page 179)
- Managing Tags (page 185)
- Setting Project Permissions (page 193)
- Running Reports (page 203)
- Configuring Review Tools (page 208)
- Monitoring the Work List (page 226)
- Managing Document Groups (page 228)
- Managing Transcripts and Exhibits (page 234)
- Managing Review Sets (page 246)
- Project Folder Structure (page 251)
- Getting Started with KFF (Known File Filter) (page 87)
- Using De-NIST (Known File Filter) (page 115)

Chapter 12

Introduction to Project Management

This guide is designed to help project/case managers perform common tasks. Project/case manager tasks are performed on the Home page and in Project Review. Project/case managers can perform their tasks as long as the administrator has granted the project manager the correct permission. See the Administrators guide for more information on how administrators can grant global permissions.

About Projects

When you want to assess a set of evidence, you create a project and then add evidence to the project. When evidence is added to the project, the data is processed so that it can be later reviewed, coded, and labeled by a team of reviewers using the Project Review interface.

Workflow for Project/Case Managers

Administrators, or users that have been given rights to manage projects, use the *Home* page of the console to create and manage projects by doing the following tasks.

Basic Workflow for Project Managers

Task	Link to the tasks
Create a project	See Creating a Project on page 163.
Configure the user/group permissions for a project	See Setting Project Permissions on page 193.
Loading Data	You can load data using import or by processing the evidence into the system. See the Loading Data documentation for more information.
Manage evidence and people	See the Loading Data documentation.
Configure the review tools to be used in project review	See Configuring Markup Sets on page 208. See Creating Category Values on page 214. See Configuring Custom Fields on page 212. See Configuring Highlight Profiles on page 220.
View details about the project	See Viewing and Editing Project Details on page 177.

Basic Workflow for Project Managers (Continued)

Task	Link to the tasks
Monitor the Work List	See Work List Tab on page 226. See Monitoring the Work List on page 226.
Manage Document Groups	See Managing Document Groups on page 228.
Upload Transcripts/Exhibits	See Updating Transcripts on page 235.
Create Production Sets	See the Exporting documentation.
Export the selected evidence	See the Exporting documentation.
Run reports	See Running Reports on page 203.

Chapter 13

Using the Project Management Home Page

Viewing the Home Page

Administrators, and users given permissions, use the *Home* page to do the following:

- Create projects
- View a list of existing projects
- Add evidence to a project
- Launch Project Review

If you are not an administrator, you will only see either the projects that you created or projects to which you were granted permissions.

To view the home page

1. Log in to the console.
2. In the application console, click **Home**.
   The Project List Panel is on the left-side of the page.

See The Project List Panel on page 151.

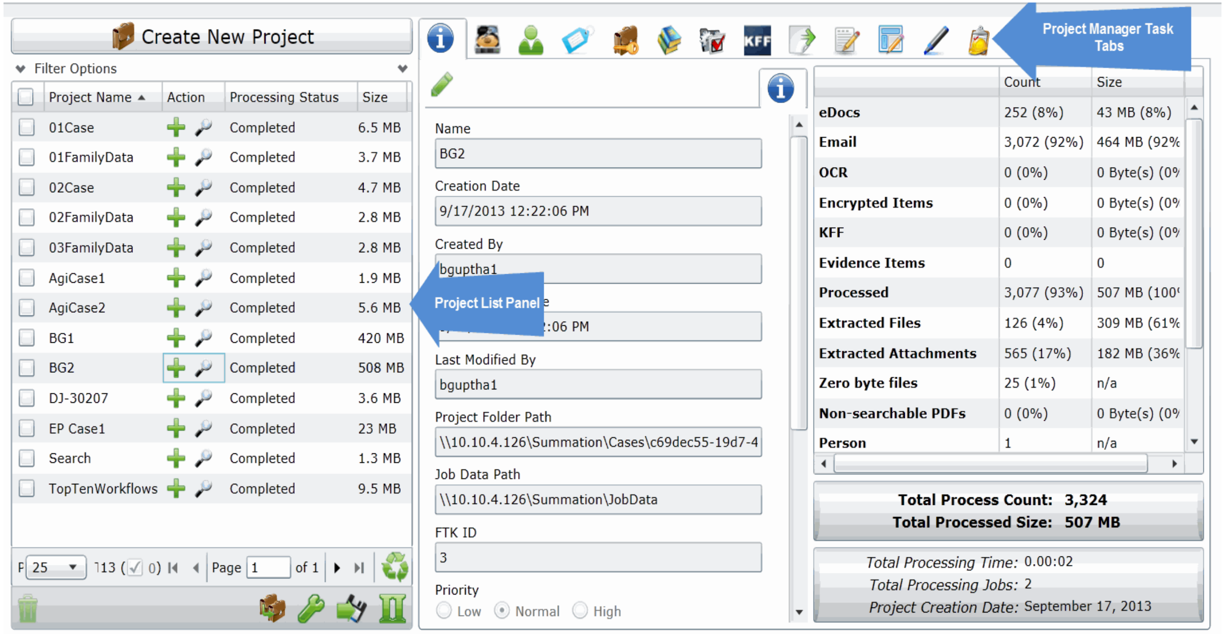
Administrators, and users with the Create/Edit Projects permission, create projects to add and process evidence.

See About Projects on page 147.

Introducing the Home Page

The project management Home page is where you see the Project list and details about the project.

Home Page



Create New Project

Filter Options

□	Project Name ▲	Action	Processing Status	Size
□	01Case		Completed	6.5 MB
□	01FamilyData		Completed	3.7 MB
□	02Case		Completed	4.7 MB
□	02FamilyData		Completed	2.8 MB
□	03FamilyData		Completed	2.8 MB
□	AgiCase1		Completed	1.9 MB
□	AgiCase2		Completed	5.6 MB
□	BG1		Completed	420 MB
□	BG2		Completed	508 MB
□	DJ-30207		Completed	3.6 MB
□	EP Case1		Completed	23 MB
□	Search		Completed	1.3 MB
□	TopTenWorkflows		Completed	9.5 MB

P 25 ▾ 13 (✓ 0) Page 1 of 1

Name: BG2

Creation Date: 9/17/2013 12:22:06 PM

Created By: bguptha1

:06 PM

Last Modified By: bguptha1

Project Folder Path: \\10.10.4.126\Summation\Cases\c69dec55-19d7-4

Job Data Path: \\10.10.4.126\Summation\JobData

FTK ID: 3

Priority: ○ Low ● Normal ○ High

	Count	Size
eDocs	252 (8%)	43 MB (8%)
Email	3,072 (92%)	464 MB (92%
OCR	0 (0%)	0 Byte(s) (0%
Encrypted Items	0 (0%)	0 Byte(s) (0%
KFF	0 (0%)	0 Byte(s) (0%
Evidence Items	0	0
Processed	3,077 (93%)	507 MB (100
Extracted Files	126 (4%)	309 MB (61%
Extracted Attachments	565 (17%)	182 MB (36%
Zero byte files	25 (1%)	n/a
Non-searchable PDFs	0 (0%)	0 Byte(s) (0%
Person	1	n/a

Total Process Count: 3,324
Total Processed Size: 507 MB

Total Processing Time: 0.00:02
Total Processing Jobs: 2
Project Creation Date: September 17, 2013

Elements of the Home Page

Elements	Description
Project List Panel	See The Project List Panel on page 151.
Project Details	See Viewing and Editing Project Details on page 177.
Jobs	See Introduction to Jobs on page 418.
Evidence	The evidence in the project. See Evidence Tab on page 154.
People	People that are associated to the project. You can add people and associate and disassociate people to the project. See Managing People for a Project on page 158. In the *Evidence* tab at the bottom, you can also see any people that have been associated to specific evidence within the project.
Tags	See Managing Tags on page 185.

Elements of the Home Page (Continued)

Elements	Description
Permissions	See Setting Project Permissions on page 193.
Reports	See Running Reports on page 203.
Processing Options	The processing options used for the project. See Evidence Processing and Deduplication Options on page 166.
KFF	See Using KFF (Known File Filter) on page 207..
Printing/Export	See Introduction to Exporting Data on page 257.
Lit Hold	You can use Lit Hold if you have an AccessData eDiscovery license or if you have purchased a special licence for Summation. See Using Litigation Holds on page 298.
Markup Sets	See Configuring Markup Sets on page 208.
Tagging Layout	See Configuring Tagging Layouts on page 215.
Highlight Profiles	See Configuring Highlight Profiles on page 220.
Work List	See Monitoring the Work List on page 226.
Custom Fields	See Configuring Custom Fields on page 212.
Redaction Text	See Configuring Redaction Text on page 224.

The Project List Panel

The *Home* page includes the *Project List* panel. The *Project List* panel is the default view after logging in. Users can only view the projects for which they have been given permissions.

Administrators and users, given the correct permissions, can use the project list to do the following:

- Create projects.
- View a list of existing projects.

- Add evidence to a project. See Importing Data on page 255.
- Launch Project Review.

If you are not an administrator, you will only see either the projects that you created or projects to which you were granted permissions.

The following table lists the elements of the project list. Some items may not be visible depending on your permissions.

Elements of the Project List

Element	Description
Create New Project	Click to create a new project.
Filter Options	Allows you to search and filter all of the projects in the project list. You can filter the list based on any number of fields associated with the project, including, but not limited to the project name. See Filtering Content in Lists and Grids on page 41.
Project Name Column	Lists the names of all the projects to which the logged-in user has permissions.
Status Column	Lists the status of the projects: Not Started - The project has been created but no evidence has been imported. Processing - Evidence has been imported and is still being processed. Completed - Evidence has been imported and processed. **Note:** The Processing Status may show a delay of two minutes behind the actual processing of the evidence. This is only noticeable when processing a small set of evidence. See Refresh below.
Size Column	Lists the size of the data within the project.
Action Column	Allows you to add evidence to a project or enter Project Review.
✚ Add Data	Allows you to add data to the selected project.
🔍 Project Review	Allows you to review the project using Project Review. See the Reviewers Guide for more information.
Page Size Drop-down	Allows you to select how many projects to display in the list. The total number of projects that you have permissions to see is displayed.
Total	Lists the total number of projects displayed in the Project List.
Page	Allows you to view another page of projects.
♻ Refresh	If you create a new project, or make changes to the list, you may need to refresh the project list
🔧 Custom Properties	Add, edit, and delete custom columns with the default value that will be listed in the Project list panel. When you create a project, this additional column will be listed in the project creation dialog. See Adding Custom Properties on page 156.

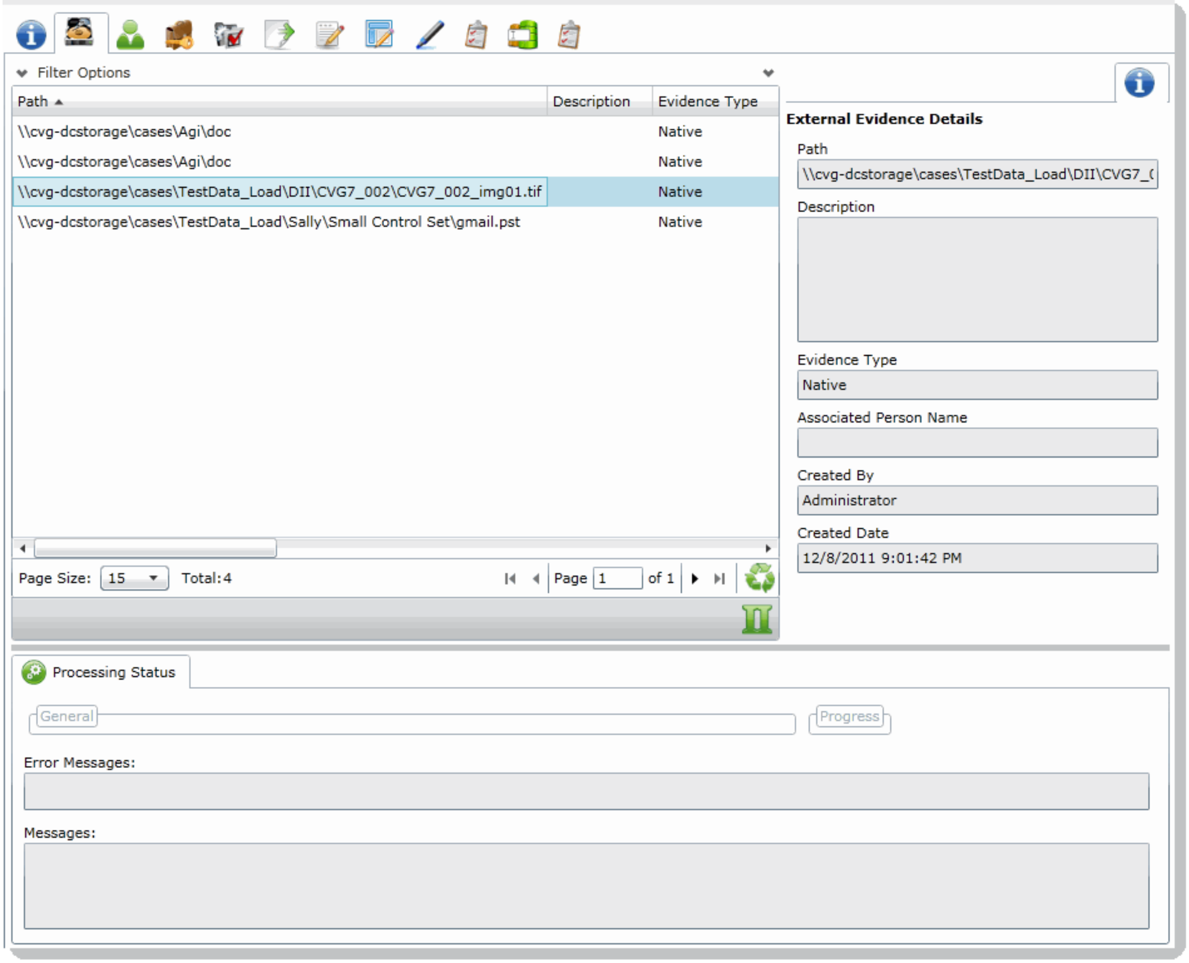
Elements of the Project List (Continued)

Element	Description
Project Property Cloning	Clone the properties of an existing project to another project. You can apply a single project’s properties to another project, or you can pick and choose properties from multiple individual projects to apply to a single project. See Using Project Properties Cloning on page 176.
Export to CSV	Export the Project list to a .CSV file. You can save the file and open it in a spreadsheet program.
Columns	Add or remove viewable columns in the *Project List*.
Delete	Highlight project and click **Delete Project** to delete it from the *Project List*.

Evidence Tab

Users with permissions can view information about the evidence that has been added to a project. To view the *Evidence* tab, users need one of the following permissions: administrator, create/edit project, or manage evidence.

Evidence Tab



Path	Description	Evidence Type
\\cvg-dcstorage\cases\Agi\doc		Native
\\cvg-dcstorage\cases\Agi\doc		Native
\\cvg-dcstorage\cases\TestData_Load\DII\CVG7_002\CVG7_002_img01.tif		Native
\\cvg-dcstorage\cases\TestData_Load\Sally\Small Control Set\gmail.pst		Native

Page Size: 15 Total:4 Page 1 of 1

External Evidence Details

Path: \\cvg-dcstorage\cases\TestData_Load\DII\CVG7_(

Description:

Evidence Type: Native

Associated Person Name:

Created By: Administrator

Created Date: 12/8/2011 9:01:42 PM

Error Messages:

Messages:

Elements of the Evidence Tab

Element	Description
Filter Options	Allows the user to filter the list.
Evidence Path List	Displays the paths of evidence in the project. Click the column headers to sort by the column.
Refresh	Refreshes the Groups List. See Refreshing the Contents in List and Grids on page 38.

Elements of the Evidence Tab (Continued)

Element	Description
Columns	Adjusts what columns display in the Groups List. See Sorting by Columns on page 38.
External Evidence Details	Includes editable information about imported evidence. Information includes: ● That path from which the evidence was imported ● A description of the project, if you entered one ● The evidence file type ● What people were associated with the evidence ● Who added the evidence ● When the evidence was added
Processing Status	Lists any messages that occurred during processing.

Adding Custom Properties

With Custom Properties, you can add, edit, and delete custom columns with the default value that will be listed in the Project list panel. When you create a project, these additional columns will be listed in the project creation dialog and will be available to populate when editing projects that have already been created.

When you create a new project, any custom properties marked as required will be available at the top of the Create New Project dialog, while non-required custom properties will be at the bottom of the dialog. When you edit an existing project, all custom properties will be at the bottom of the pane, whether they are required or not. However, the required custom properties will be bolded to differentiate from non-required custom property fields.

To add a custom Properties

1. In the console, in the Project List, click 🔧 **Custom Properties**.
2. Click ➕ **Add**.
3. Configure the custom property details and click **OK.**

Custom Properties

The following table lists the options available to you in the Custom Properties dialog:

Custom Properties Dialog

Element	Description
➕	Allows you to add a custom property.
✎	Allows you to edit a custom property.
➖	Allows you to delete a custom property.
Name	This is a required field for a new custom property.
Description	This field is optional.
Required Field	Mark to make the custom property a required column. If the custom property column is a required field, any previously created project must have this field populated when you edit the project.
Type	Choose whether the column is a text field or a choice field
Text	Choose to make the custom property field a text field.
Default Value	When this field is populated for text custom properties, the Default Value will display on all existing projects.
Choice	Choose to make the custom property field a choice field. Enter one choice per line, separated by the Enter key. The first choice listed in the choice field will be the default for all projects. If you do not want the first choice to be the default choice, leave the first line blank.

Custom Properties Dialog (Continued)

Element	Description
♻	Allows you to refresh the Custom Properties list.
🗑	Allows you to delete a custom property.

Managing People for a Project

About People

The term “person” references any identified person or custodian who may have data relevant to evidence in a project. You can associate people to a specific project and to specific evidence items within that project.

In Review, you can use the *Person* column to see the person that is associated with each item. You can sort, filter, and search using the *Person* column.

Note: A person references people that are associated with evidence, they are not the users of the Summation product.

About Managing People

When you manage people, you do the following:

- Create a person
- Edit the properties of a person
- Delete a person
- Associate a person with or dis-associate a person from a project
- Associate a person to a specific evidence item.

You can create a person in the following ways:

- Using the *People* tab on the *Data Sources* page. This creates people at a global level which can be associated with any project.

  See the *Data Sources* chapter.
- Using the *People* tab on the *Home* page. This creates people for a specific project.

  See Adding People on page 160.
- Using the *Add Evidence Wizard*.

  See About Associating People with Evidence on page 258.

For the most functionality of managing people, there are more options on the *Data Sources* page than on the *Home* page. For example, on the *Data Sources* page, you can delete People and add them using

You associate people to projects in the following ways:

- Associate a person to a whole project when you create a project.

  See Creating Projects on page 163.
- Associate a person to a whole project after you create a project.

  See Associating a Project to a Person on page 162.
- Associate a person to specific evidence that you add to a project.

  See About Associating People with Evidence on page 258.

About the Project's Person Tab

You can manage people for a project from the *People* tab on the *Home* page. The people are listed in the *Person* List. The main view of the *Person* List includes the following sortable columns:

People Information Options

Option	Description
First Name	The first name of the person.
Last Name	The last name of the person.
Username	The computer username of the person.
Email Address	The email address of the person.
Creation Date	The date that the person resource was created.
Domain	The network domain to which the person belongs.

When you create and view the list of people, this list is displayed in a grid. You can do the following to modify the contents of the grid:

- Control which columns of data are displayed in the grid.
- Sort the columns
- Define a column on which you can sort.
- If you have a large list, you can apply a filter to display only the items you want.

See Managing Columns in Lists and Grids on page 39.

Highlighting a person in the list populates the **Person Details** info pane on the right side. The **Person Details** info pane has information relative to the currently selected person, beginning with the first name.

At the bottom of the page, you can use the *Evidence* tab to view the evidence that person is associated with.

Project’s Person Tab Options

The following table lists the various options that are available under the *Person* tab.

Note: To import people from Active Directory or to delete a person, use the *Data Sources* page.

Person Tab Options

Element	Description
Filter Options	Allows you to filter the person list. See Filtering Content in Lists and Grids on page 41.
Add	Click to add a person. See Adding People on page 160.
Edit	Click to edit a person. See Editing a Person on page 161.
Refresh	Click to refresh the person list.
Import People	Click to import people from a CSV file. See Importing People From a CSV File on page 162.
Export to CSV	Export the current set of data to a CSV file.
Columns	Click to adjust what columns display in the Person List. See Managing Columns in Lists and Grids on page 39.
Evidence	Allows you to view evidence that has been associated to a person. In the *Evidence* pane, you can do the following: ● Filter the Evidence list. ● Add Custom Properties. See Adding Custom Properties on page 156. ● Export the *Evidence* list to a CSV file. ● Adjust the columns’ display in the *Evidence* list. ● See Managing Evidence for Collecting Data on page 143.

Adding People

Administrators, and users with permissions, can add people.

You can add people in the following ways:

- Manually adding people
- Importing people from a file

  See Importing People From a CSV File on page 162.
- Creating or importing people while importing evidence

  See Managing Evidence for Collecting Data on page 143.

- Importing people from Active Directory.
  See Adding People Using Active Directory on page 143.

People Information Options

Option	Description
First Name	The first name of the person. This field is required.
Middle Initial	The middle initial of the person.
Last Name	The last name of the person. This field is required.
Username	The computer username of the person. This field is required.
Domain	The network domain to which the person belongs.
Notes Username	The username of the person as it appears in their Lotus Notes Directory. A Lotus Notes username is typically formatted as Firstname Lastname/Organization as in the following example: Pat Ng/ICM
Email Address	The email address of the person.

Manually Creating People for a Specific Project

To manually create a person

4. On the **Home > Data Sources > People** tab, click ➕ **Add.**
5. In *Person Details*, enter the person details.
6. Click **OK**.

Editing a Person

You can edit any person that you have added to the project.

To edit a project-level person

1. On the **Home > Data Sources > People** tab, select a person that you want to edit.
2. Click ✎ **Edit**
3. In *Person Details*, edit person details.
4. Click **OK**.

Importing People From a CSV File

From the *People* tab, you can import a list of people into the system from a CSV file. Before importing people from a CSV file, you need to be aware of the following items:

- You must define any custom columns before importing the CSV file. See Adding Custom Properties on page 156.
- Make sure that your columns have headers.
- Multiple items in columns must be separated by semicolons.

To import people from a CSV file

1. On the **Home > People** tab, click **Import People**.
2. From the *Import People from CSV* dialog, choose from the following options:
   - **Import custom columns**. This option is not available if custom columns have not been previously defined.
   - **Merge into existing people**. This option will overwrite fields, such as first name, last name, and email address. It also adds new computers, network shares, etc. to existing associations.

   > **Note:** For an entry to be considered a duplicate in the External Evidence column, the network path, assigned person, and type (such as image or native file) must be the same. If there are any differences between these three fields, the entry is brought in as a new External Evidence item.

   - **Download Sample CSV**. This allows you to download a sample CSV file illustrating how your CSV file should be created. This example is dynamic; if you have created custom columns for people, those custom columns appear in the sample CSV file.

   > **Note:** If your license does not support certain features (such as network shares or computers), the columns for those items appear in the CSV without any data populated in the columns.

3. Once options have been selected, click **OK**.
4. Browse to the CSV file that you want to upload.
5. After file has been uploaded, a *People Import Summary* dialog appears. This displays the number of people added, merged, and/or failed, with details if an import failed. Click **OK**.

Associating a Project to a Person

From the *Projects* pane under the *Person* tab, you can associate and disassociate projects to a selected person.

To associate a project to a person

1. In the *Person* list pane, click 🔗 to add people.
2. In the *Associate People to <Project>* dialog, do one of the following:
   - In the *All People* pane, click + to add projects to the *Associated People* pane.
   - In the *All People* pane, click − to projects from the *Associated People* pane.
3. Click **OK**.
4. (optional) Click to remove people from an associated project.

Chapter 14

Creating a Project

Creating Projects

Administrators and project managers with the *Create Project* admin role can create projects from the Project List panel.

To create a new project

1. Log in as an administrator or as a user that has permissions to create projects.
2. Click **Create New Project**.
3. In the *Create New Project* page, on the *Info* tab, configure the general project properties.
   See General Project Properties on page 164.
4. (Optional) Click the **People** tab to add people to the project.
   This is where you configure the people who are the custodians of the evidence in this project.
   You can associate existing people or, if you have proper permissions, create new people.
   People for the project can be configured later, but should be done before processing evidence.
   See Managing People (Custodians) as Data Sources on page 137.
5. Click the **Processing Options** tab to set the processing options for the project.
   This is where you set the options for how the evidence is processed when it is added to the project.
   This setting may have a default value that you can use or change, or this setting may be configured and hidden by the administrator.
   See Evidence Processing and Deduplication Options on page 166.

   Note: You cannot change the processing options after you have created the project.

6. Select one of the following options:
   - **Create Project**: Click to create the project without importing evidence. This option will create the project and return you to the Project Management page. You can then configure the project by adding evidence, assigning permissions, and so on.
   - **Create Project and Import Evidence**: Click to create the project and begin importing evidence. See the Loading Data documentation for information on how to import evidence.

General Project Properties

You can set the properties of the specific project.

Many of the fields may be populated by values set in the **Project Defaults** configuration block under the *Management* tab. See Configuring Default Project Settings on page 75. The following table describes the general Project Properties.

General Project Info Properties Options

Option	Description
Project Name	Project Names must be only alphanumeric characters. Special characters will cause the project creation to fail.
Description	(Optional) This option allows you to enter the description of the project.
Project Folder Path	Allows you to specify a local path or a UNC network path to the project folder. This path is the location where all project data is stored. **Note:** This setting may have a default value that you can use or change, or this setting may be configured and hidden by the administrator. For example, a folder with the Project name can be created in the actual directory to be identified and managed easily. You then change the path to reflect and include the new directory. See the Admin Guide for information on configuring *Default Evidence Folder Options*.
Job Data Path	● When used with Summation, this sets the path used to store some reports. ● When used with eDiscovery, this sets the responsive folder path for data from jobs. Under this path, a folder is created for each job. The job sub-folders contain job reports and ad1 files for collected files. See Job Options Tab on page 428.
Display Time Zone	This option allows you to display the dates and times of files and emails based on this specified time zone. For example, if data was collected in the Eastern Time zone, you can select to display times in the Pacific Time zone and all dates will be offset by four hours to display in PST. The default is set for (UTC) Coordinated Universal Time. See Normalized Time Zones on page 165.
Sort Evidence Items By	You can set the default column that you wan to sort by when opening *Project Review.* You select the default column and then select the default sorting order: ascending or descending. The setting is project-specific and not user specific. In *Review*, you can still click any column to sort on. See Sorting by Columns on page 38.
Sub Administrator	(Summation only) If you are using the multi-tenant environment, you can assign this project to a Sub Admin environment. See Understanding the Multi-Tenant Environment on page 337.
Copy Properties from Existing Project	(Optional) This allows you to apply properties of an existing project to the newly created project. You can also apply properties to an existing project once it has been created. See Using Project Properties Cloning on page 176.

Normalized Time Zones

All data brought into a project using evidence processing or a collection job is stored in UTC time zone. You can configure a *Display Time Zone* for the project that will offset the times and display them in the specified time zone.

See Display Time Zone on page 164.

However, all data brought into a project using import load files is stored in the time setting that the data was created which causes an issue when trying to set the correct display time zone. The following features help you normalize time zone data.

- When adding data to the case through evidence processing or collection from a FAT storage device, you need to select the proper time zone for the device so that the data can be normalized to UTC.
- No adjustment is needed for data added to the case from NTFS storage devices.
- The columns in the *Item List* grid will display the UTC time zone.
- During load file import, you must choose the time zone that the load file was created with so the date and time values can be converted to a normalized UTC value in the database.

  See Importing Evidence into a Project on page 266.

When you set a time zone display value for each project, you will be able to see the date and times when certain events occurred. The following types of dates are displayed in the configured time zone rather than in UTC:

- Natural View for email - Email To and From dates
- Images for email
- File creation, modified and accessed dates
- Items in the Item List grid including filtered columns
- Items in Panels
- Search

  When creating a project, and specifying a Display Time Zone, that time zone is used when performing searches on metadata. For example, when searching for an email receive date, it will offset all of the UTC dates to the specified time zone for the search.
- Facets
- Conversation Panel and Conversation View x
- Time Zone adjustments for emails that have been converted to SWF or TIFF

  When the case is set with a specific time zone setting, documents that are converted to SWF or TIFF display the selected time zone n the display-able date fields.

  This will primarily affect email sent and received dates as most other document types do not have dynamic date values displayed in the body of the document.
- Regional Formatting for DocDate and NoteDate Fields

  You can now see the DocDate and NoteDate field values in a dd/mm/yyyy format.
- Date and Time offset in Search

  When creating a project, and specifying a Display Time Zone, that time zone is used when performing searches on metadata. For example, when searching for an email receive date, it will offset all of the UTC dates to the specified time zone for the search.
- Load files with date and time fields

Evidence Processing and Deduplication Options

The options you select determine the data that is contained in projects, reports, and consequently, production sets. When you create a project, you can specify unique options or use the default options. Options that increase processing time when selected are marked by a turtle icon.

See the *Configuring the System* chapter in the *User Guide*.

Note: You cannot edit any settings on the **Processing Options** section after you have added evidence to a project

The following table describes the **Processing Options**. Depending on the license that you own, you may some or all of the following options.

See About Deduplication on page 171.

Processing Options

Option	Description
Processing Mode	
Standard Mode	Enabled by default. Enables the default processing options. **Note: These defaults are not editable.** Will include: ● Hashing ● Deduplication - Project level for both Documents and Email ● File Signature Analysis ● Expand Compound Files (archive expansion) of the following file types: 7-ZIP, IPD, BZIP2, DBX, PDF, GZIP, NSF, MBOX, MS Exchange and Office documents, MSG, PST, RAR, RFC822 Internet email, TAR, ZIP **Note: You cannot expand system image files, such as AD1 and E01, if they are located inside of another archive. You must first export the files and add the files as evidence to be properly processed.** Will index: ● Text data Will not index: ● Graphic files and executable files Will refine out: ● Microsoft OLE Streams ● Office 2010 package contents ● File slack ● Free space ● Deleted items ● Zero length files ● OS/File System Files

Processing Options (Continued)

Option	Description
Standard No Search	Uses the default processing options but does not include the indexing of text data. See About Indexing for Text Searches of Content of Files on page 173.
Forensic	Will include: ● Hashing (MD-5, SHA-1, SHA-256) ● Flag bad extensions ● Thumbnails for graphics ● Deleted files ● Microsoft OLE Streams ● Microsoft OPC documents ● Refinement options: ■ File slack ■ Free space Will index: ● all file types Will not include: ● KFF (for faster processing) ● Expand Compound Files (archive expansion) ● HTML file listing ● eDiscovery Deduplication
Quick	Increases the speed of the processing of evidence by using minimal options to expedite the processing. Indexing, hashing, archive file drill down, and file identification are disabled. (Files are identified by header analysis instead of file extension.) If you select this option, the *KFF Lookup* option is disabled. Disabling *KFF Lookup* occurs because *Field Mode* is a processing option that is intended to speed up the process. It turns off indexing, hashing, and other options that tend to slow down data processing. The *KFF Lookup* option takes time to process and slows down data processing. Therefore, if both *Field Mode* and *KFF Lookup* were both enabled, it would defeat the purpose of the Quick option.

Processing Options (Continued)

Option	Description
Security	Enables the default security processing options. Will include: • Hashing • Indexing • eDiscovery Deduplication - Project level for both Documents and Email • File signature analysis • Expand Compound Files (archive expansion) of the following file types: 7-ZIP, IPD, BZIP2, DBX, PDF, GZIP, NSF, MBOX, Microsoft Exchange, MS Office documents, MSG, PST, RAR, RFC822 Internet email, TAR, ZIP, EMFSPOOL, EXIF, ThumbsDB, TMBLIST, ThumbCacheDB, NTDS, SQLITE, and PKCs7 Will refine out: • File slack • Free space • Deleted items • Microsoft OLE Streams • Office 2010 package contents • Zero length files • OS/File System Files Will not index: • Graphic files **Note: In the Job Wizard, collection jobs executed in projects with standard processing selected have Auto Processing selected by default.** See Job Options Tab on page 428.
Optical Character Recognition	
Enable OCR	Generates text from graphics files and indexes the resulting content. You can then use *Project Review* to search and label the content and treat that content the same as any other text in the project. AccessData uses the GlyphReader engine for optical character recognition. Selecting this option can increase processing time up to 50%. It also may give you results that differ between processing jobs on the same computer, with the same piece of evidence. Pre-set default is off. See About Optical Character Recognition (OCR) on page 173. Enabling this option may increase processing times.
General Email Options	
Expand Embedded Graphics	Pre-set default is off. Enabling this option may increase processing times.
KFF (Known File Filter)	
Enable KFF	Enables the Known File Filter (KFF). See Using KFF (Known File Filter) on page 207. Pre-set default is on.

Processing Options (Continued)

Option	Description
Email Body Caching	
Enable Email Body Caching	This option will speed up load file generation. Pre-set default is off. Enabling this option may increase processing times.
Advanced Options	Enabled by default. *Keep the database indexes while processing.* Database indexes improve performance, but slow processing when inserting data. If this option is checked, all of the data reindexes every time more data is loaded. Only select this option if you want to load a large amount of data quickly before data is reviewed.
Standard Viewer	
Enable Standard Viewer	The option does the following: ● Generates files that can be annotated and redacted (SWF format). SWF files are generated for most all user-created processed documents such as .DOC, .PPT, .MSG, and so forth (not .XLS). This enables you to work on a file in *Review* without waiting for a SWF file to be created. SWF files are generated for documents with a size of 1 MB and larger. ● Makes the *Standard Viewer* the default viewer in *Review*. For more information, see *Using the Standard Viewer and the Alternate File Viewer* in the *Viewing Data* chapter. This option is checked as the default for the Summation license, but can be enabled in other products. **Note: This option slows processing speeds.**
Video Files	
Enable Video Conversion	Enabled by default. When you process the evidence in your case, you can choose to create a common video type for videos in your case. These common video types are not the actual video files from the evidence, but a copied conversion of the media that is generated and saved as an MP4 file that can be viewed in the Natural Panel. All converted videos are stored in the case folder. You can define the following: ● Bit rate ● Video resolution
Generate Thumbnails	Enabled by default. Creates thumbnail images for each video file in a project. These thumbnails can be seen in the *Thumbnails View* in *Review*. The thumbnails let you quickly examine a portion of the contents within video files without having to watch the full content of each media file. You can define the thumbnail generation interval based on one of the following: ● Percent (1 thumbnail every “n” % of the video) ● Interval (1 thumbnail every “n” minutes of the video) This feature can be used when you choose the *Standard*, *Standard No Search*, or *Forensic* processing modes. This is not available when using the *Security* or *Quick* processing mode. This is also not available for import loaded files.
Miscellaneous Options	

Processing Options (Continued)

Option	Description
Geolocation	Allows you to view processed evidence in the Geolocation Visualization filter. **Note:** Geolocation IP address data may take up to eight minutes to generate, depending upon other jobs currently running in the application.
Generate Image Thumbnails	Generates thumbnails for all image files in the project. These thumbnails can be viewed in the *Thumbnail View* in *Review*. This option is enabled by default with the *Standard*, *Standard No Search*, and *Forensic* Processing Modes.
Timeline Options	
Expand Additional Timeline Events	Lets you expand Log2Timeline, Event Logs, Registry, and Browser History. For example, this will recognize CSV files that are in the Log2Timeline format and parses the data within the single CSV into individual records within the case. The individual records from the CSV will be interspersed with other data, giving you the ability to perform more advanced timeline analysis across a very broad set of data. In addition you can leverage the visualization engine to perform more advanced timeline based visual analysis. When you expand CSV files into separate records, you can use several new columns in the Item List to view each CSV Log2Timeline field.
Indexing Options	
Disable Tag Indexing	Summation license only. This option is enabled by default. This option disables the reindexing of labels, categories, and issues for projects. This allows the project to process more quickly. This option only applies to new projects. If enabled, after processing, the following text is displayed in Review: *Tag indexing is disabled*.
Document Deduplication	See About Deduplication on page 171.
Email Deduplication	See About Deduplication on page 171.
Document Analysis Options	You can perform an automatic cluster analysis of documents and emails which provides grouping of email and documents by similar content. See Using Cluster Analysis on page 288. You can configure the number of paired keywords that are stored for the comparison of documents during cluster analysis and predictive coding. For performance reasons, the default number of keyword storage is 30 keywords. This can limit the effectiveness of cluster analysis or predictive coding. You can increase the number of pairs, but this will impact the time needed for processing.
Max Keyword Pairs	You can change the number of allowable pairs by a set number or select *Unlimited*.
Cluster Analysis	Enabled by default. *Perform Cluster Analysis:* Enables the extended analysis of documents to determine related, near duplicates, and email threads. See Using Cluster Analysis on page 288. You can view the similarity results in the *Similar Panel* in *Review.*

Processing Options (Continued)

Option	Description
Entity Extraction	Enabled by default. Identifies and extracts specific types of data in your evidence. You can process and view each of the following types of entity data: ● Credit Card Numbers ● Email addresses ● People ● Phone Numbers ● Social Security Numbers See Using Entity Extraction on page 291. In *Review*, under the *Document Content* facet category, there is a facet for each data type that you extracted.
Language Identification	See Using Language Identification on page 85.
None	Enabled by default. Performs no language identification, all documents are assumed to be written in English. This is the faster processing option.
Basic	Performs language identification for English, Chinese, Spanish, Japanese, Portuguese, German, Arabic, French, Russian, and Korean.
Extended	Performs language identification for 67 different languages. This is the slowest processing option.

About Deduplication

Deduplication helps a project investigation by flagging duplicate electronic document (e-document) files and emails within the data of a project or person. The duplicates filter, when applied during project analysis, removes all files flagged “True” (duplicate) from the display, significantly reducing the number of documents an investigator needs to review and analyze to complete the project investigation.

If you set document deduplication at the project level, and two people have the same file, one file is flagged as primary and the other file or files are flagged as duplicates. The file resides in the project and the file paths are tracked to both people. To limit the production set, the file is only created one time during the load file/native file production. You can also deduplicate email, marking the email, email contents, or email attachments as duplicates of others.

Note: In *Project Review*, if the duplicate filter is on, and if you perform a search for a file using a word that is part of the file path, and that path and file name is a duplicate, the search will not find that file. For example, there is a spreadsheet that is located in one folder called Sales and a duplicate of the file exists in a folder called Marketing. The file in Sales is flagged as the primary and the file in Marketing is flagged as a duplicate. If you do a search for spreadsheets in the folder named Sales, it is found. However, if you do a search for spreadsheets in the folder named Marketing, it is not found. To locate the file in the Marketing folder, turn off the duplication filter and then perform the search.

See Evidence Processing and Deduplication Options on page 166.

Deduplication options are integrated on the *Processing Options* page.

The following tables describe the deduplication options that are available in the *Processing Options*.

Document Deduplication Options

Option	Description
No Deduplication	Processes the project without document deduplication. This feature allows the case to process more quickly. This option is the default for Security processing.
Project Level	Deduplication compares each of the e-documents processed within a project against the others as they receive their hash during processing. If the hash remains singular throughout processing, it receives no duplicate flag. In the project of duplicate files, the first hash instance receives a “primary” flag and each reoccurrence of the hash thereafter receives a “secondary” flag.
Person Level	Deduplication compares the e-documents found in each custodial storage location against the other files from that same custodial location (people, or in the project of no person, the storage location). If the hash remains singular throughout processing, it receives no duplicate flag. In the project of duplicate files the first hash instance receives a “primary” or “master” flag and each reoccurrence of the hash thereafter receives a “duplicate” flag.
Actual Files Only	Deduplicates actual files instead of all files. Checking this option excludes OLE files and Alternate Data Stream files.

You can also deduplicate email, marking the email, email contents, or email attachments as a duplicate of others.

Email Deduplication Options

Option	Description
No Deduplication	Processes the project without email deduplication. This feature allows the case to process more quickly. This option is the default for Security processing.
Project Level	The scope of the email deduplication. Deduplication compares each of the emails processed within a project against the others as they are processed. If the deduplication value remains singular throughout processing, it receives no duplicate flag. In the project of duplicate email, the first value instance receives a “primary” flag and each reoccurrence of the value thereafter receives a “duplicate” flag. If two people have the same email, it is marked as a duplicate.
Person Level	The scope of the email deduplication. Deduplication compares the email found in each custodial storage location against the other emails from that same custodial location (people, or in the project of no person, the storage location). If the value remains singular throughout processing it receives no duplicate flag. In the project of duplicate emails, the first email instance receives a “primary” or “master” flag and each reoccurrence of the email thereafter receives a “duplicate” flag. In the project of duplicate files, the first value instance receives a “primary” flag and each reoccurrence of the value thereafter receives a “duplicate” flag.
Email To	Deduplicates email based on the recipients in the “To” field.
Email From	Deduplicates email based on the senders in the “From” field.

Email Deduplication Options (Continued)

Option	Description
Email CC	Deduplicates email based on the recipients in the “Carbon Copy” field.
Email Bcc	Deduplicates email based on the recipients in the “Blind Carbon Copy” field.
Email Subject	Deduplicates email based on the contents in the “Subject” field.
Email Submit Time	Deduplicates email based on the date and time the email was initially sent.
Email Delivery Time	Deduplicates email based on the date and time the email was delivered to the recipients.
Email Attachment Count	Deduplicates email based on the number of attached files.
Email Hash	Deduplicates email based on the hash value.
Body and Attachments	Includes email body, recipients (the “To” field), sender (the “From” field), CC, BCC, Subject field contents, body, the number of attachments, and the attachments for deduplication.
Body Only	Includes only the email body and the list of attachment names for deduplication.

About Indexing for Text Searches of Content of Files

By default, when you add evidence to a project, the files are indexed so that the content of the files can be searched. You can select a *No Search* processing mode, which is faster, but does not index the evidence.

About Optical Character Recognition (OCR)

Optical Character Recognition (OCR) is a feature that generates text from graphic files and then indexes the content so the text can be searched, labeled, and so forth.

OCR is currently supported in English only.

Some limitations and variables of the OCR process include:

- OCR can have inconsistent results. OCR engines have error rates which means that it is possible to have results that differ between processing jobs on the same machine with the same piece of evidence.
- OCR may incur longer processing times with some large images and, under some circumstances, not generate any output for a given file.
- Graphical images that have no text or pictures with unaligned text can generate illegible output.
- OCR functions best on typewritten text that is cleanly scanned or similarly generated. All other picture files can generate unreliable output.
- OCR is only a helpful tool for you to locate images with index searches, and you should not consider OCR results as evidence without further review.

The following table describes the OCR options that are available in *Processing Options:*

OCR Options

Option	Description
Enable OCR	Enables OCR and expands the OCR pane to select options for OCR processing.
File Types	Specifies any or all of the following file types to process for OCR: ● PDF. This file type is checked by default when enabling OCR. ● JPEG ● PNG ● TIFF. This file type is checked by default when enabling OCR. ● BMP ● GIF ● Uncommon (PCX, TGA, PSD, PCD. . .) See Supported File Types for OCR on page 174.
Do Not OCR. . .	● Defines the minimum and maximum file size in bytes of documents to be processed by OCR. You can either enter a value in the spin box, or use arrows to select the value. If you clear the box without entering a value, the values return to the default setting. **Note: The maximum size that can be specified in the Do not OCR documents over _____ bytes field is 9,223,372,036,854,775,807 bytes** ● Excludes full color documents to be processed by OCR.
PDF Existing Filtered Text Size	Excludes documents that have text exceeding the limit specified. Documents over the specified limit will not be OCRed. This option is only available when PDF is selected as a file type.

Supported File Types for OCR

The following file types are supported for OCR:

ABC	ABIC	AFP	ANI	ANZt	ARW	AWD	BMP	CAL
CGM	CIN	CLP	CMP	CMW	CMX	CR2	CRW	CUR
CUT	DGN	DOC	DOCX	DCR	DCS	DCM	DCX	DNG
DOC	DOCX	DRW	DWF	DWG	DXF	ECW	EMF	EPS
EXIF	FAX	FIT	FLC	FPX	GBR	GIF	HDP	HTML
ICO	IFF	IOCA	IMG	ITG	JBG	JB2	JPG	JPEG-XR
JPEG-LS	J2K	JP2	JPM	JPX	KDC	MAC	MIF	MNG
MO:DCA	MSP	MRC	MRC	NAP	NEF	NITF	NRW	ORF
PBM	PCD	PCL	PCL6	PCT	PCX	PDF	PGM	PLT
PNG	PNM	PPM	PPT	PPTX	PS	PSD	PSPo	PTK
RAS	RAF	RAW	RTF	RW2	SCT	SFF	SGI	SHP
SMP	SNP	SR2	SRF	SVG	TDB	TFX	TGA	TIFF

TIFX	TXT	VFF	WBMP	WFX	WMF	WMZ	WPG	XBM
XLS	XLSX	XPM	XPS	XWD				

Viewing OCR Confidence Scores

When you OCR a document, a confidence score is now calculated that indicates how successful the OCR was. There is a new *OcrScore* column that displays the OCR confidence % score for each file that has been processed with OCR. This column is sortable and searchable which helps you determine which files may need to be manually reviewed for keywords.

The OcrScore value may be one of the following:

- 1-100 — The OCR confidence % score for a document that had a successful OCR process--the higher the score, the higher the confidence
- 0 (None) — The OCR process did not identify any text to extract
- -1 (Skipped) — The OCR process was skipped due to some condition
- -2 (Failed) — The OCR process failed for that file
- blank — The file does not need the OCR process, for example, a .DOC file or email

Note: For data that is upgraded from a previous version, if a file has been previously processed with OCR, it will show a value of 2. You can use the *OCR Documents* action in Review to re-OCR the document and you will get the new OCR confidence score.

Interruption of Evidence Processing

On occasion, processing might be interrupted by a catastrophic failure. Examples of catastrophic events include the network going down or power outages. In these situations, the application performs a roll back of the processing job. A roll back is when records added during the interrupted job are not available in the database and does not appear in Review. This action of rolling back of a job insures that you do not receive incomplete records in Review. *Processing Status* tab of the *Work List* alerts you to the error and shows that the system is attempting a roll back.

When a catastrophic event occurs, the *Processing Status* tab of the *Work List* alerts you to the error and shows that the system is attempting a roll back. See Monitoring the Work List on page 226.

You need to be aware of the following considerations with the roll back option:

- For multiple adding evidence jobs, only the job that fails will roll back. Jobs that complete successfully have data appear in the system.
- If records are locked by another process, the roll back may fail to delete physical files from the case folder. You can view what files did not get removed by viewing the log found in \\<server or IP address>\Users\Public\Documents\AccessData\Resolution1Logs\Summation.
- For Evidence Processing jobs where some records are added, only newly added records roll back.
- Roll back only occurs with failure during Evidence Processing jobs, not Import jobs.
- Incidences, such as if an Evidence Processing job fails to advance (for example, the interface displays that the job is processing for a long time), do not trigger the roll back action.

Using Project Properties Cloning

As an administrator or a project manager with the *Create/Edit Project* administrator role, you can clone the properties of an existing project to another project. You can also apply a single project's properties to another project. You can also pick and choose properties from multiple individual projects to apply to a single project.

Note: The project data is not copied from one project to another. Only the project properties are copied.

You can apply Project Properties Cloning to a project as it is being created or it can be applied to projects that have already been created.

You can clone properties from a project *only* if you have permission that allows you to view or create that type of object. This is a security measure that prevents users from cloning properties from projects to which they should not be accessing.

- If you do not have any View permissions for a project, that project is not displayed as a Source project
- If you do not have any Create permissions for a project, that project is not displayed as a Target project
- Within the project wizard, the ability to clone from an existing project is hidden from users with Create/Edit Case Restricted, since those users do not have administration rights in the project that they are creating

You can apply the following properties:

- Custom Fields
- Category and Issue Values
- Tagging Layouts
- Labels
- Users and Groups
- Markup Sets
- People
- Highlight Profiles

To use Project Properties Cloning

1. From the *Source Project* menu, select the source project from which you want to copy.
2. If you are applying the properties to a previously created project, select the target project to which you want to copy from the pull-down menu.
3. Under *Elements to Copy*, select the properties that you want to apply to the project. You can select **All** or choose specific properties to apply.

   Note: If you select only **Category Values**, Project Properties Cloning will copy over all of the custom fields. If you select only **Tagging Layouts**, Project Properties Cloning will only copy over the tagging layouts. You must also select Custom Fields and Category Values if you want those values copied over.

4. If you are applying *Project Properties Cloning* to a project as it is being created, finish the *Project Wizard*.

   If you are applying *Project Properties Cloning* to a project that has already been created, click **Merge**.

Viewing and Editing Project Details

You can view the configured properties of the project on the *Project Details* tab.

You can also edit some of the project properties, for example:

- Name
- Job Data Path
- Sort Evidence Items By
  You can set the column that you wan to sort by default when opening *Project Review.*
  You select the default column and then select the default sorting oder: ascending or descending.
  The setting is project-specific and not user specific.
  In *Review*, you can still click any column to sort on.
  See Sorting by Columns on page 38.

To access the Project Details tab

1. From the *Home* page, select a project, and click the ℹ **Project Details** tab.
   See Project Details Tab on page 177.
2. To edit properties, click ✎ *Edit.*

Project Details Tab

The *Project Details* tab displays data for the selected project. You can also edit some of the project data from this tab.

Elements of the Project Information Tab

Element	Description
Edit Button ✎	Allows you to edit information about the selected project. Only the *Name*, *Job Data Path*, and the *Description* can be edited.
General Project Properties	See General Project Properties on page 164.
Creation Date	Displays the date that the project was created.
Created By	Displays the user who created the project.
Last Modified Date	Displays the date when the project was last modified.
Last Modified By	Displays the user who last modified the project.
FTK Case ID	Displays the case ID for the associated FTK case if applicable.
Associated FTK Case Pane	Displays any associated FTK cases.

Elements of the Project Information Tab (Continued)

Element	Description
Display Time Zone	This option allows you to display the dates and times of files and emails based on this specified time zone. For example, if data was collected in the Eastern Time zone, you can select to display times in the Pacific Time zone and all dates will be offset by four hours to display in PST. The default is set for (UTC) Coordinated Universal Time. See Normalized Time Zones on page 165.
Sort Evidence Items By	You can set the default column that you wan to sort by when opening *Project Review.* You select the default column and then select the default sorting oder: ascending or descending. The setting is project-specific and not user specific. In *Review*, you can still click any column to sort on. See Sorting by Columns on page 38.

Chapter 15

Managing Custodians for a Project

About Managing Custodians for a Project

You can associate custodians to a project. A custodian is a person who has ownership of information that you want to review.

You may configure and use custodians for one or more of the following reasons:

- Associate certain evidence items to a certain custodian.

  When reviewing evidence in a project you can quickly identify the custodian of any evidence item or cull data by custodian.

  See About Associating a Person to an Evidence Item on page 183.

- Manage custodians in a project for a litigation hold.

  See Using Litigation Holds on page 298.

You can manage custodians in the following ways:

Manage custodians at the application level	You can manage custodians at the application level and then associate them to projects. You can configure custodians at the application level in the following ways: ● Adding and managing custodians from the *Data Sources* / *People* tab. If using eDiscovery, see Managing People (Custodians) as Data Sources (page 112) If using Summation, see Managing People (Custodians) as Data Sources (page 137) ● Automatically syncing from Active Directory. See Configuring Active Directory Synchronization on page 69. ● Adding and managing custodians from the Project’s *Custodian* tab. See Managing Custodians for a Project on page 179.
Manage custodians for use in a project	Users with proper permissions can manage custodians for a project in two ways: ● Using the Home Custodians Tab (page 180) ● Using the Data Sources People Tab (page 184) For information on user permissions, see Setting Project Permissions (page 193). **Note:** In order for people to be used in Project Review, people must be created and selected before you process the evidence. See About Associating a Person to an Evidence Item on page 183.

Using the Home Custodians Tab

User with proper permissions can associate and manage the custodians for a project using the *Custodians* tab on the *Home* page.

You can associate existing custodians to the project or you can create new custodians. If you create new custodians, they will also be visible in the *Data Sources* > *People* tab.

In order to manage custodians in a project, you must have one of the following permissions:

- Global Admin Role permissions
  - Application Administrator
  - Create/Edit Projects (for the projects that they create)
- Project-level permissions
  - Project Administrator
  - Manage Project People (cannot import from CSV file)

To manage custodians for a project

- From the *Home* page, select a project, and click the *Custodians* tab.

When you create and view the list of people, they are displayed in a grid. You can do the following to modify the contents of the grid:

- Control which columns of data are displayed in the grid.
- If you have a large list, you can apply a filter to display only the items you want.

See About Content in Lists and Grids on page 38.

Elements of the People Tab

Element	Description
Filter Options	Allows you to search and filter all of the items in the list. You can filter the list based on any number of fields. See Filtering Content in Lists and Grids on page 41.
People List	Displays the people for the project. Click the column headers to sort by the column.
Refresh	Refreshes the Evidence Path list.
Export to CSV	Export the list to a .csv file.
Refresh	Refreshes the Groups List. See Refreshing the Contents in List and Grids on page 38.
Columns	Adjusts what columns display in the Groups List. See Sorting by Columns on page 38.
Add Association	Associates existing people to the project.

Elements of the People Tab (Continued)

Element	Description
Remove Association	Disassociates an existing person from the project.
Import People	Imports people from a csv file.
Add Person	Adds a person.
Edit Person	Edits the selected person.
Evidence Tab	Lists the evidence associated with the selected person.

Associating an Existing Custodian to a Project

You can associate a a custodian to a project in the following ways:

- Associating an existing custodian
- Manually adding people
- Importing people from a file
  See Importing Project Custodians From a File on page 182.
- Creating or importing people while importing evidence
  See the Loading Data documentation for more information on creating people during import.

If you manually add or import people, they are added to the shared list of people.

To add an existing custodian

1. On the **Home > project > Custodian** tab, click 🔗 **Add**.
   The *Associate Custodian to project* page displays.
2. Select the custodian that you want associated with the project.
   You can click a singe person or use Shift-click or Ctrl-click to select multiple people.
3. Click ➕ or **Add all Selected**.
   This moves the people to the *Associate Custodian* list.
   You can also check the selection box next to *First Name* to add all of the people.
4. You can remove people from the *Associate Custodian* list by selecting people and clicking ➖ or **Remove All Selected**.
   You can also clear the selection box next to *First Name* to remove all of the people.
5. Click **OK**.

You can also add custodians using the *People* tab when creating a project.

Manually Creating Custodians for a Project

To manually create a project-level custodian

1. On the **Home > project > Custodian** tab, click ➕ **Add**.
2. In *Custodian Details*, enter the person details.
3. Click **OK**.

You can also manually create custodians from the *Custodians* tab when creating a project.

Editing a Custodian

You can edit any custodian that you have added to the project.

To edit a custodian

1. On the **Home > project > Custodian** tab, select a person that you want to edit.
2. Click ✎ **Edit.**
3. In *Person Details*, edit person details.
4. Click **OK**.

Removing a Custodian

You can remove one or more custodians from a project. This does not delete the custodian from the global list of people, it just disassociates it from the project.

To remove one or more custodians from a project

1. On the **Home > project > Custodian** tab, select the check box for the people that you want to remove.
2. Below the person list, click **Remove**.

To confirm the deletion, click **OK**.

Importing Project Custodians From a File

You can import a list of people into the system from a CSV file. For more information see the following:

- If using eDiscovery, see Importing Custodians From a CSV File (page 117)
- If using Summation, see Importing People From a CSV File (page 143)

About Associating a Person to an Evidence Item

You can use people to associate data to its owner.

You can associate a person to an evidence item in one of two ways; however, the results are different.

- Specify a person when importing an evidence item.

  This associates the person when the evidence is processed. You can then use person data when in Project Review and in exports.

  See the Loading Data documentation for more information on creating people on import.

  When you associate a person to an evidence item, the person will be associated to all evidence in that item, whether the evidence item contains a single file or a folder of many files, messages, and so on.

- Edit an evidence item that has already been imported and associate a person.

  Using this method, the person association will not be visible or usable in Project Review nor in exports. You can only view this association in the *Evidence* and *People* tabs of the *Home* page.

Using the Data Sources People Tab

Generally, you use the *Data Sources* > *People* tab to maintain the global list of all people (custodians) available for all projects in the application. You can add, edit and delete people, as well as import lists of people.

For general information on using the *Data Sources* > *People* tab see the following:

- If using eDiscovery, see Managing People (Custodians) as Data Sources (page 112)
- If using Summation, see Managing People (Custodians) as Data Sources (page 137)

Also, from the *Data Sources* > *People* tab, you can associate a person to projects.

In order to use the *Data Sources* > *People* tab to associate a person to a project, you must have one of the following permissions:

- Application Administrator
- Combination of
  - Create People admin permission
  - Permissions for the project that you want to associate the person to

To associate a person to a project

1. Click 💻 Data Sources .
2. Click 💼 Projects .
3. In the *Project* list pane, click 🔗 to add projects.
4. In the *Associate Projects to <Person>* dialog, do one of the following:
   - In the *All Projects* pane, click ✚ to add projects to the *Associated Projects* pane.
   - In the *All Projects* pane, click ▬ to projects from the *Associated Projects* pane.
5. Click **OK**.
6. (optional) Click ⛓️‍💥 to remove projects from an associated person.

Chapter 16

Managing Tags

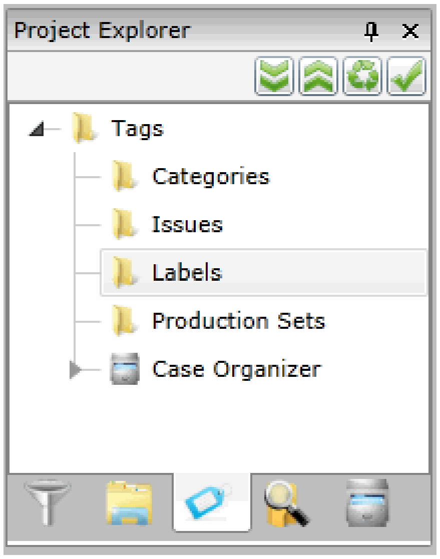
The *Tags* tab on the *Home* page and in the *Project Explorer* can be used to do the following:

- Create and manage Labels
- Create and manage Issues
- View categories
- Create category values
- Create Production Sets
- View Case Organizer objects.

Project managers can create labels and issues for the reviewer to use.

You can also view documents assigned to tags using the *Tags* tab in the *Project Explorer*.

Tags Tab in Project Explorer



Elements of the Tags Tab

Elements	Description
Categories	Displays all the existing categories for the project. Right-click to create category values. See Creating Category Values on page 214. See Viewing Documents with a Category Coded on page 202.
Issues	Displays all the existing issues. Right-click to create a new issue for the project. See Managing Issues on page 190. See Viewing Documents with an Issue Coded on page 202.
Labels	Contains all the existing labels. Right-click to create a new label for the project. See Managing Labels on page 187. See Viewing Documents with a Label Applied on page 202.
Production Sets	Check to include Production Sets in your search. Right-click to create Production Sets. See Creating Production Sets on page 269.
Case Organizer	Displays all the existing case organizer objects for the project. Right-click to create new objects. See Using the Case Organizer on page 204.

Managing Labels

Labels are a tool that reviewers can use to group documents together. Reviewers apply labels to documents, then project/case managers can use the Labels filter to view all the documents under the selected label. Before reviewers can use a label, the project/case manager must create it.

Project Managers can do the following:

- Create labels
- Rename labels
- Edit labels
- Delete labels
- Manage labels permissions

Creating Labels

Project/case managers can create labels for reviewers to use when reviewing documents.

To create a label

1. Log in as a user with Project Administrator rights.
2. Open the *Tags* page by doing one of the following:
   - On the *Home* page:

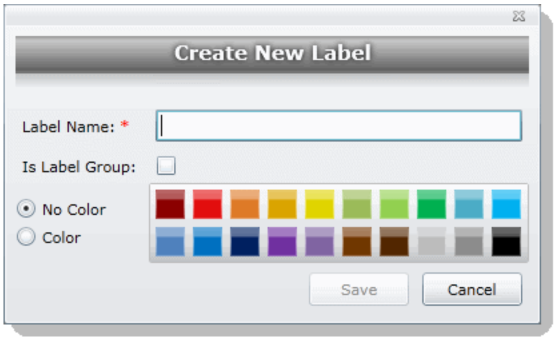
   2a. On the *Home* page, click *Tags.*

   - In *Review*:

   2a. Click the *Project Review* next to the project in the *Project List*.

   2b. Click the *Tags* in the *Project Explorer*.
3. Right-click the *Labels* folder and click **Create Label**.

Create Label Dialog



Create New Label

Label Name: *

Is Label Group: □

● No Color

○ Color

4. Enter a *Label Name*.
5. (Optional) Select **Is Label Group** to create a Label Group to contain other labels and then skip to the last step.

6. Do one of the following:
   - **No Color**: Select this to have no color associated with the label.
   - **Color**: Select this and then select a color to associate a color with the label.

   Note: The default color is black if you select the Color option. The color selected appears next to the label in the labels folder.

7. Click **Save**.

Deleting Labels

Project/case managers can delete existing labels.

To delete a label

1. Log in as a user with Project Administrator rights.
2. Expand the *Labels* folder.
3. Right-click the label that you want to delete and click **Delete**.
4. Click **OK**.

Renaming a Label

Project/case managers can rename labels in the Project Review.

To rename a label

1. Log in as a user with Project Administrator rights.
2. Expand the *Labels* folder.
3. Right-click the label that you want to rename and click **Rename**.
4. Enter the new name for the label.

Managing Label Permissions

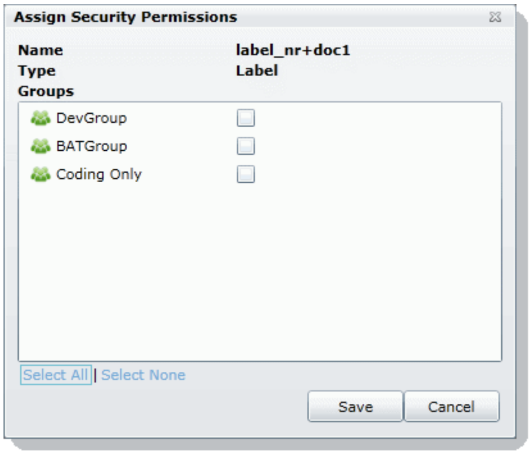
Project/case managers can grant permissions of labels to groups for use. Groups of users can only use the labels for which they have permissions.

In order for groups to be assigned, they must first be associated to the project.

To manage permissions for labels

1. Log in as a user with Project Administrator rights.
2. Expand the *Labels* folder.
3. Right-click the label for which you want to grant permissions and click **Manage Permissions**.

Assign Security Permissions



Assign Security Permissions

Name	label_nr+doc1
Type	Label

Groups

DevGroup	□
BATGroup	□
Coding Only	□

4. Select the groups that you want to grant permissions for the selected label.

Note: By default, all groups that the logged-in user belongs to will be selected. To make it a personal label, all groups should be un-selected.

5. Click **Save**.

Applying Labels to Documents

After an label has been created and associated with a user group, you can apply labels to documents.

To apply a label to a document

1. Create an label.
   See Creating Labels on page 187.
2. Grant permissions for the label.
   See Managing Label Permissions on page 188.
3. Apply labels to documents.
   For instructions, see *Using Labels* in the *Reviewer Guide* or go to Using Labels (page 198).

Managing Issues

Project/case managers with *View Issues and Assign Issues* permissions can create, delete, rename, and assign permissions for issues. Issues work like labels. Reviewers can apply issues to documents to group similar documents.

Creating Issues

Project/case managers with *View Issues and Assign Issues* permissions can create issues for other users to code.

To create an issue

1. Log in as a user with View Issues and Assign Issues rights.
2. Open the *Tags* page by doing one of the following:
   - On the *Home* page:

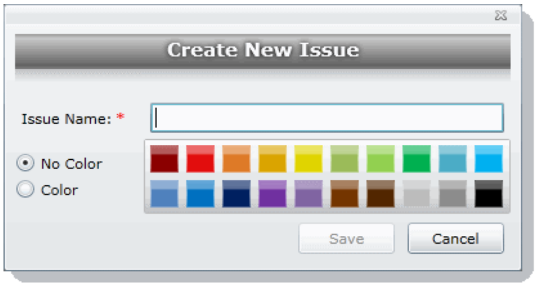
   2a. On the *Home* page, click *Tags.*

   - In *Review*:

   2a. Click the *Project Review* next to the project in the *Project List*.

   2b. Click the *Tags* in the *Project Explorer*.
3. Right-click the *Issues* folder and click **Create Issue**.

   Create New Issue Dialog



4. Enter an *Issue Name*.
5. Do one of the following:
   - **No Color**: Select this to have no color associated with the issue.
   - **Color**: Select this and then select a color to associate a color with the issue.
6. Click **Save**.

Deleting Issues

Project/case managers with *View Issues and Assign Issues* permissions can delete issues.

To delete an issue

1. Log in as a user with View Issues and Assign Issues rights.
2. Expand the *Issues* folder.
3. Right-click the issue that you want to delete and click **Delete**.
4. Click **OK**.

Renaming Issues

Project/case managers with *View Issues and Assign Issues* permissions can rename issues.

To rename an issue

1. Log in as a user with View Issues and Assign Issues rights.
2. Expand the *Issues* folder.
3. Right-click the issue that you want to rename and click **Rename**.
4. Enter the new name for the issue.

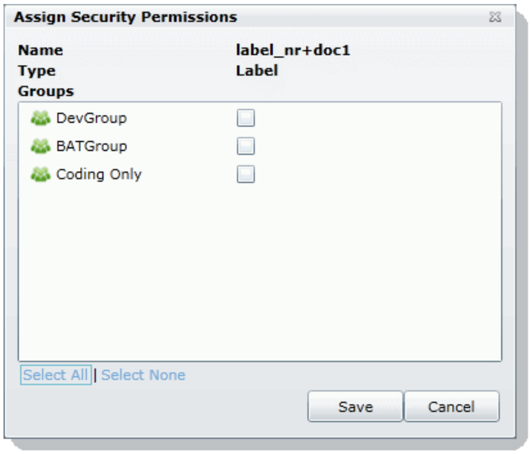
Managing Issue Permissions

Project/case managers can grant permissions of issues to groups for use. Groups of users can only use the labels for which they have permissions.

To manage permissions for labels

1. Log in as a user with View Issues and Assign Issues rights.
2. Expand the *Issues* folder.
3. Right-click the issue for which you want to grant permissions and click **Manage Permissions**.

   Assign Security Permissions



Assign Security Permissions

Name	label_nr+doc1
Type	Label
Groups	
DevGroup	□
BATGroup	□
Coding Only	□

4. Check the groups that you want to grant permissions for the selected issue.

5. Click **Save**.

Applying Issues to Documents

After an issue has been created and associated with a user group, it can then be added to a tagging layout for coding.

To apply an issue to a document

1. Create an issue.
   See Creating Issues on page 190.
2. Grant permissions for the issue.
   See Managing Issue Permissions on page 191.
3. Add Issues to the Tagging Layout.
   See Associating Fields to a Tagging Layout on page 217.
4. Check out a review set of documents. (optional)
   See the Reviewer Guide for more information on checking out review sets.
5. Code the documents in the review set with the issues you created.
   See the Reviewer Guide for more information on coding.

Chapter 17

Setting Project Permissions

About Project Permissions

The user who creates a project automatically has administrator permissions for that project. User with the Application Administrator role also have administrator permissions for all projects.

For all other users, you must assign permissions to a specific project. You can assign project permissions to individual users or user groups.

In the project list of the *Home* page, users will only see projects to which they have permissions. You can give a user permissions to review a project but not see any project properties on the *Home* page.

Project permissions are project specific, not global. For information on how to manage global permissions, see the *Admin Guide*.

In order to configure project permissions, you must have either *Administrator* or *Create/Edit Projects* permissions.

You assign project permissions to users or user groups by using Project Roles.

About Project Roles

Before you can apply permissions to a user or group, you must set up project roles. A project role is a set of permissions that you can associate to multiple users or groups. Creating a project role simplifies the process of assigning permissions to users who perform the same tasks. To use project roles, you do the following:

1. Associate users or user groups to a project.
2. Create a project role.
3. Assign permissions to the project role.
4. Associate users or user groups to the project role.
   You can do the following:
   - Select an existing project role
   - Create or edit a role and assign permissions to that role

You can create and use multiple project roles.

Project-level Permissions

By default, when you associate a user (without global permissions) to a project, they can see the project in the *Project List*, and they can enter Project Review, but they do not have permissions to see any of the data in the project. In order to see data and perform any review tasks, they must be given explicit permissions to the project.

You can only assign permissions to a project role, which you then associate with users or user groups.

The following table describes the available project permissions that you can assign to a project role.

Project-level Permissions in the Project Role Details pane

Permission	Description
Project Administrator	This grants all permissions to the project, for example: ● Can Manage Project Roles. ● Can assign access permissions to users & groups. ● Has all project level functional permissions listed below. ● Can import/export. ● Can see job list for jobs created for his project.
Individual Permissions:	**These are individual permissions that you can assign to one or more roles.**
Admin Reviewer	Can view all objects in the Item List that are in the project. However, they must have other permissions to view contents in the viewers (Native and Text), run searches, view and use labels, view document groups, and so on. You can also use Document Groups to let users see items in the Item List.
Manage Project Roles	Can manage Project Roles.
Manage Project People	Provides access to the People tab where you can create and edit People (custodians) associated with the project.
Run Search	Can run searches in the Project Review. **Note:** User must have this permission to perform other search functions as well.
Save Search	Can save searches that the user performs themselves.
Manage Saved Search Permissions	Can share your saved searches with other groups.
View Labels	Can view the labels everywhere that labels appear.
Assign to Labels	Can assign labels to objects.
Manage Labels Permissions	Can grant permissions to labels.
Create Labels	Can create and edit labels in the Project Explorer in Project Review. **Note:** Must have View Labels permission as well to create and delete labels.
Delete Labels	Can delete labels in Project Review.
Create Review Sets	Can create review sets.
Delete Review Sets	Can delete review sets in Project Review.
View Review Sets	Can view the review sets in the Project Explorer and Review Batches panel in the Project Review.

Project-level Permissions in the Project Role Details pane (Continued)

Permission	Description
Manage Review Set Permissions	Can assign review sets to users/groups.
View Native	Can view the Native panel in Project Review.
View Text	Can view the Text panel in Project Review.
View Coding Layout	Can view the Coding panel in Project Review.
Edit Document	Can change data for document fields using tagging layouts.
Create Categories	Can create or edit categories in Project Review.
Delete Categories	Can delete categories in Project Review.
View Categories	Can view categories in Project Review.
Assign Categories	Can assign a document to a category.
Manage Category Permissions	Can assign permissions for categories and category values.
View Issues	Can view issues in Project Review.
Assign Issues	Can assign issues to a document.
Create Issues	Can create and edit issues in Project Review.
Delete Issues	Can delete issues in Project Review.
Manage Issue Permissions	Can assign permissions for issue values.
View Notes	Can view notes everywhere that they appear in Project Review.
Add Notes	Can add notes in Project Review.
Delete Notes	Can delete notes in Project Review.
View Annotations	Can view annotations in Image, Natural, and Transcript panels in Project Review.
Add Annotations	Can add annotations in Project Review (but no view them unless the View Annotation permission is granted).
Delete Annotations	Can delete annotations in Project Review.
View Activity History	Can view Activity panel in Project Review.
Create Production Set	Can create production sets in Project Review.
Delete Production Set	Can delete production sets in Project Review.
Manage Production Set Permissions	Can edit and assign permissions for production sets.
Delete Evidence	Can delete evidence items from the Item List grid.
Imaging	Can perform the imaging mass action in the Item List panel and can create an image using the Annotate option in the Natural panel.
Upload Transcripts	Can upload transcripts in Project Review.

Project-level Permissions in the Project Role Details pane (Continued)

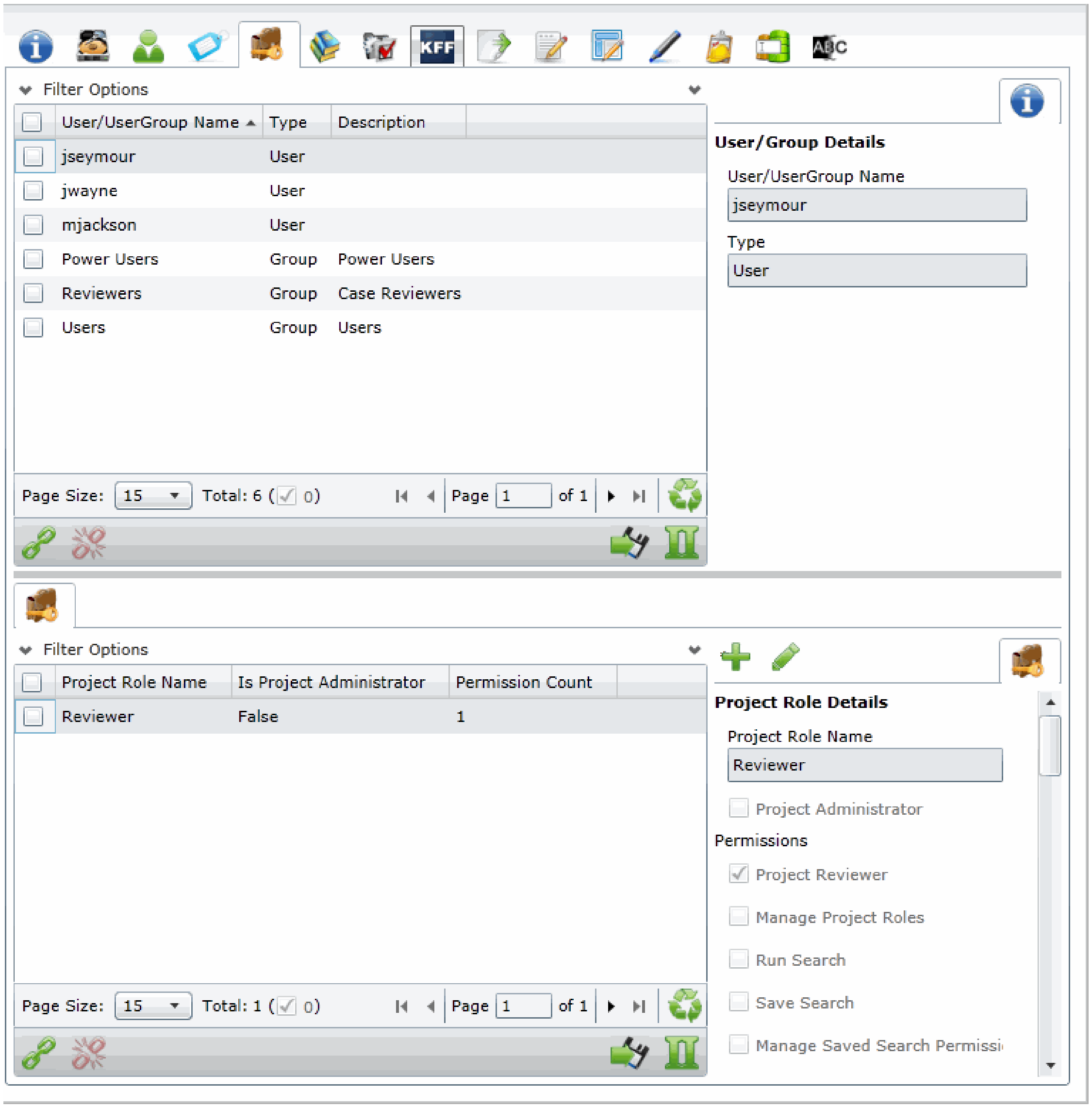
Permission	Description
Upload Transcript Exhibits	Can upload exhibits in Project Review.
Manage Transcript Permissions	Can assign permissions to Transcript Groups.
Create Transcript Group	Can create a transcript group in Project Review.
Predictive Coding	Can apply predictive coding to documents in Project Review.
Global Replace	Can search and replace words throughout a project in Project Review.
View Data Reports	Can view the *Data Volume Reports* on the *Reports* tab for projects which they have the rights to access.
The following are available if you have an eDiscovery or Litigation Hold license: For more information, see the following in the *Using Lit Holds* chapter: Project-level Lit Hold Permissions (page 303)	
Approve Litholds	Can approve configured Litigation Holds.
Create Litholds	Can create Litigation Holds.
Delete Litholds	Can delete Litigation Holds.
View Litholds	Can view Litigation Holds.
Hold Manager	Can manage Lit Holds, including creating, viewing, and deleting Lit Holds.
The following are available if you have an eDiscovery license:	
View Project Jobs	Can view all jobs. See Introduction to Jobs on page 418.
Approve Jobs	Can approve jobs.
Create Collection	Can create Collection jobs. Also enables the View Project Jobs permission.
Create Report Only	Can create Report Only jobs.
Delete Jobs	Can delete jobs.
Execute Jobs	Can execute jobs.
Express Export	
Initiate Processing	Can process the files from a collection job. Also enables the View Project Jobs permission.
View Status Reports	Can view the project's Reports page and can view reports such as the Completion Status Report.
View Audit Log Report	Can view the Audit Log report for a project.

Permissions Tab

The *Permissions* tab on the *Home* page is used to assign users or groups permissions within the project.

The *Permissions* tab is project specific, not global. For information on how to manage global permissions, see the *Admin Guide*.

Permissions Tab



□	User/UserGroup Name ▲	Type	Description
□	jseymour	User	
□	jwayne	User	
□	mjackson	User	
□	Power Users	Group	Power Users
□	Reviewers	Group	Case Reviewers
□	Users	Group	Users

User/Group Details

User/UserGroup Name: jseymour

Type: User

□	Project Role Name	Is Project Administrator	Permission Count
□	Reviewer	False	1

Project Role Details

Project Role Name: Reviewer

□ Project Administrator

Permissions

☑ Project Reviewer

□ Manage Project Roles

□ Run Search

□ Save Search

□ Manage Saved Search Permissi

Elements of the Permissions Tab

Element	Permission
Filter Options	Allows you search and filter all of the items in the list. You can filter the list based on any number of fields. See Filtering Content in Lists and Grids on page 41.
Users/User Group List	Displays the users and groups associated with the project. Click the column headers to sort by the column.
Refresh	Refreshes the User/Group List.
Export to CSV	Exports the Permissions List to a CSV file.
Columns	Adjusts what columns display in the User/Group List.
Add Association	Adds either a group/user to a role or a role to a group/user.
Remove Association	Disassociates a group/user from a role or disassociate a role from a group/user.
User/Group Details pane	Displays the details for the selected user or group.
Project Roles Tab	Displays the available roles for the project.
Add Role	Adds a role. Specify the permissions of the role in this data form.
Edit Role	Edits the selected role.
Project Role Details pane	Displays the details for the selected project role name.

To access the Permissions tab

1. On the *Home* page, select a project.
2. Click the *Permissions* tab.

To apply permissions to a user or group, you must create a project role. You can then associate that project role to a user or group on the *Permissions* tab.

See Creating a Project Role on page 201.

See Associating Users and Groups to a Project on page 199.

See Project-level Permissions on page 194.

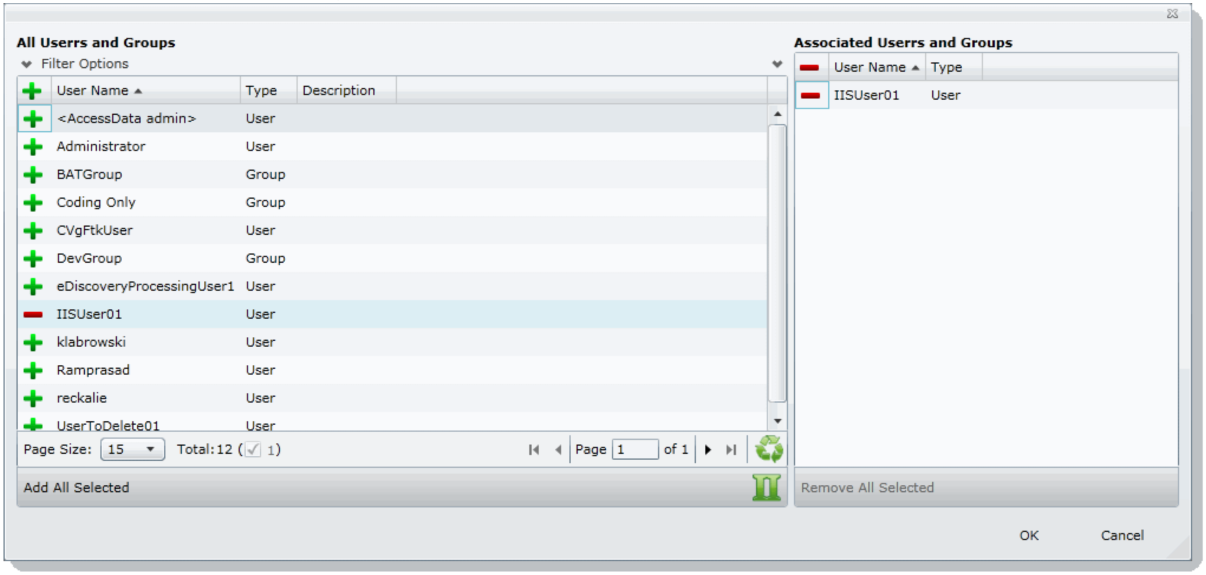
Associating Users and Groups to a Project

Before you can apply a project role to a user or group, you must first associate the user or group to the project. Administrators and project managers with the correct permissions can associate users and groups to a project in the *Permissions* tab. Once a user or group is added to a project, the user can see the project in the *Project List* panel.

To associate a user or group to a project

1. On the *Home* page, select a project.
2. Click the *Permissions* tab.
3. In the User/Group list pane, click **Add Association** .

All Users and Groups Dialog



	User Name ▲	Type	Description
+	<AccessData admin>	User	
+	Administrator	User	
+	BATGroup	Group	
+	Coding Only	Group	
+	CVgFtkUser	User	
+	DevGroup	Group	
+	eDiscoveryProcessingUser1	User	
−	IISUser01	User	
+	klabrowski	User	
+	Ramprasad	User	
+	reckalie	User	
+	UserToDelete01	User	

−	User Name ▲	Type
−	IISUser01	User

4. Click + to add the user or group to the project.
5. Click **OK**.
6. To grant specific permissions to a user or group, associate them to a project role. See Associating Project Roles to Users and Groups on page 200.

Disassociate Users and Groups from a Project

Administrators and project/case managers with the correct permissions can remove users from a project by disassociating them from the project in the *Permissions* tab.

To disassociate a user or group to a project

1. On the *Home* page, select a project, and click the **Permissions** tab.
2. Check the user or group you want to remove from the project in the User/Group list pane.
3. In the User/Group list pane, click the **Remove Association** button .

Associating Project Roles to Users and Groups

After you have associated a user or user group to a project, you can associate them to a project role.

See Associating Users and Groups to a Project on page 199.

You can select an existing project role or create a new one.

For information on creating new project roles, see Creating a Project Role (page 201).

To associate a project role to a user or group

1. On the *Home* page, select a project.
2. Click the *Permissions* tab.
3. In the *User/UserGoup* pane, select a user or group that has been associated to the project.
4. Do one of the following:
   - Associate the user or group to an existing project role.

     4a. In the *Project Role* pane (bottom of the page), click the *Add Association* button.

     4b. In the All Project Role dialog, click the *Add* button for the desired project roles to associate with the user or group.

     4c. Click **OK**.
   - Create a new project role.
     See Creating a Project Role on page 201.

Disassociating Project Roles from Users or Groups

Administrators and users with the *Manage Project* permissions can disassociate project roles from users and groups for a specific project.

To disassociate a project role to a user or group

1. On the *Home* page, select a project.
2. Click the *Permissions* tab.
3. In the *User/UserGoup* pane, select a user or group that has been associated to the project.
4. In the *Project Roles* pane, click the **Remove Association** button .

Creating a Project Role

After you have associated a user or user group to a project, you can associate them to a project role. You can use an existing role or create a new role.

See About Project Roles on page 193.

To create a project role

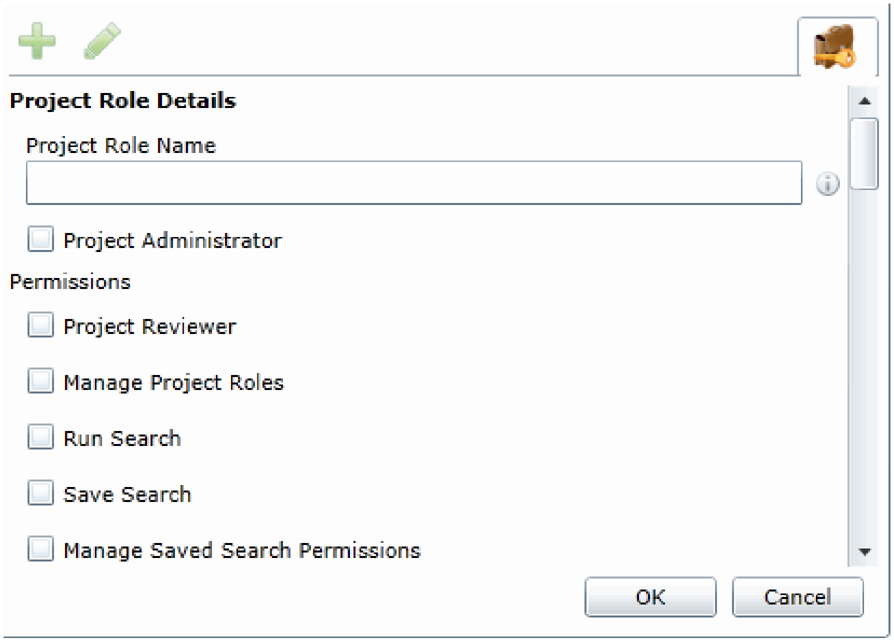
1. On the *Home* page, select a project.
2. Click the *Permissions* tab.
3. If no user is associated with the project, associate a user by doing the following:

   3a. In the *Users/UserGroup* pane, click the *Add Associations* button.

   3b. Add a user or group by clicking the *Add* button for a user or group.

   3c. Click **OK**.
4. In the *Project Roles* pane at the bottom of the screen, click the *Add* button.

Add Project Roles Data Form



Project Role Details

Project Role Name

□ Project Administrator

Permissions

□ Project Reviewer

□ Manage Project Roles

□ Run Search

□ Save Search

□ Manage Saved Search Permissions

5. Enter a *Project Role Name*.
6. Check the permissions that you want to include in the role.
   See Project-level Permissions on page 194.
7. Click **OK**.

Editing and Managing a Project Role

You can edit project roles if you want to alter the permissions in the role.

Because project roles can be used across multiple projects, you cannot delete a project role as it may affect other projects.

To edit a project role

1. On the *Home* page, select a project.
2. Click the *Permissions* tab.
3. Select a user that has the project role associated with it.
4. In the *Project Roles* pane at the bottom of the screen, select a role and click the edit button .
5. Edit the role and click **OK**.

Chapter 18

Running Reports

This chapter is designed to help you execute and understand reports. Reports allow you to view data about your project.

Users with the necessary project-level permissions can run reports for a project using the *Reports* tab and the *Exports* tab on the *Home page*. Permissions for the *Reports* and *Exports* tabs are project specific, not global.

See Setting Project Permissions on page 193.

The following reports are available:

- Basic Reports (page 204)
  - Audit Log Report (page 204)
  - Deduplication Report (page 205)
  - Data Volume Report (page 205)
  - Search Reports (page 205)
  - Export Set Reports (page 206) (Only appears after generated)
  - Export Set Reports (page 206) (Only appears after generated)
  - Case Organizer Reports (page 207)
  - Case Organizer Reports (page 207)
- Search Reports (page 205)
  - Project Result Report (page 207)
  - Completion Status Report (page 207)
  - Custodian Datamap Report (page 207)

Accessing the Reports Tab

To access the Reports tab

- ❖ From the Home page, select a project, and click the 📚 **Reports** tab.

To run a report

1. Select a project in the Project List Panel.
2. Click the **Reports** tab on the *Home* page.
3. Click **Generate Report** for the report that you want to run.
4. Wait for the report to generate.

5. After the report is generated, click **Download**.

Basic Reports

The following reports are available with all product licenses.

Audit Log Report

This log records the user activities at the Project Review and evidence object level. The log records the following actions in the report:

- Project Review Activities:
    - Entered Review
    - Exited Review
    - Perform Search
    - Save Search
    - Apply Filter
    - Create Label
    - Create Document Group
    - Create Issue
    - Create Category
    - Create Review Set
    - Check Out Review Set
    - Check In Review Set
    - Create Production Set
    - Export Data
- Evidence Object Activities
    - Label Document
    - Annotate Document
        - Create Redaction
        - Delete Redaction
        - Remove Redaction
        - Create Highlight
    - Edit Document (via Editable Grid)
    - Image Document
    - Code Document (via Tagging)
    - Delete Document
    - View Document (Includes Duration)
    - Link Document
    - Compare Document
    - Print Document

Deduplication Report

You can open the Deduplication Summary report to view duplicate files and emails that were filtered in the project. Also included in the report are the deduplication options that were set for documents and email.

You can generate the report, print it, and save it in a variety of formats, and download it to a spreadsheet.

Data Volume Report

You can generate the Data Volume Report to view the size of processed data, evidence file counts by file category, and a breakout of files by extension.

You can view the report, print it, and save it in a variety of formats.

Search Reports

You can generate and download a report that shows you the overall results of your search.

Note: When generating a search report that includes a large number of items, such as over 100,000, the report generation can take a long time, possibly two hours or more. You should not perform other tasks using the console during this time. Even if the console closes due to inactivity, the report will still generate.

The following details are included in the Search report:

- Total Unique Files: This count is the total items that had at least one keyword hit. If a document has several keywords that were found within its contents, a count of 1 is added to this total for that document.

  Note: If a search term contains a keyword hit, due to a variation search (stemming, phonic, or fuzzy), the character “&” is added to the end of each search term in the File details to indicate the variation search. However, a search term found with the synonym or related search will not show the “&.” at the end of the term.

- Total Unique Family Items: This count is the number of files where any single family member had a keyword hit. If any one file within a document family had a keyword hit, the individual files that make up this family are counted and added to this total. For example, one email had 3 attachments and the email hit on a keyword, a count of 4 files would be added to this count as a result.
- Total Family Emails: This count is the number of emails that have attachments where either the email itself or any of the attachments had a search hit. This count is for top level emails only. Emails as attachments are counted as attachments.
- Total Family Attachments: This count is the number of the attachments where either the top level email or any of the attachments had a search hit. For example, if you have an email with an email attached and the attached email has 4 documents attached to it, this count would include the 5 attachments.
- Total Unique Emails with no Attachments: This count is the number of the emails that have no attachments where a search hit was found.
- Total Unique Loose eDocs: This count is the number of loose eDocuments where a search hit was found. This does not include attachments to emails, but does count the individual documents where a hit was found from within a zip file.
- Total Hit Count: This count is the total number of hits that were found within all of the documents.

Note: For some queries, the total hit count may be incorrect.

To generate and download a search report

1. Perform a search.

In *Project Review*, click **Search Options > Generate Report**.

Export Set Reports

The Export Set report supplies information about exported production sets. You can also generate and download a report either before or after you export the set to a load file. Each time you generate the report, it overwrites any previously generated report for that export set.

After an export set report has been generated, you can download it in Microsoft Office Excel Worksheet format (XLSX) and save it to a new location. You can also view a list of the Export Set Reports under the *Reports* tab.

To run an export set report

1. Select a project in the *Project List* panel.
2. Click the **Printing/Export** tab on the *Home* page.
3. Under the *Export Set History* tab, select an export and click **Show Reports**.
4. Under *Summary*, click **Generate**. Once an export report has been generated, click **Download**.

Export Set Info

- **Name**: The name of the Export Set as defined by the user when the set was created.
- **Labels**: Lists which labels are included in the document set.
- **Comments**: Lists any comments that added when the export set was created.
- **File Count**: Displays a total of the number of documents contained within the exported set of data.
- **File Size**: Displays the total size of the documents being exported.

File Breakout

- **Type**: Lists the document type by file extension of the files contained within the exported set of documents.
- **Count**: Displays a count of how many documents are contained within each group.
- **Size**: Displays the total size of the files within each of the groupings.

File List

- **Object Name**: Displays the name of the file being exported.
- **Person**: Displays the name of the associated person.
- **Extension**: Displays the file extension of the exported item.
- **Path**: Displays the original filepath of the exported item.
- **Create Date**: Displays the metadata property for the created date of the exported item.
- **Last Access Date**: Displays the metadata property for the last access date of the exported item.

- **Modify Date**: Displays the metadata property for the modification date of the exported item.
- **Logical Size**: Displays the metadata property fore the logical size of the exported item.
- **File Type** (Generic): Displays the file type of the exported item.

Case Organizer Reports

The Case Organizer report supplies information about case organizer objects in your project.

You can must generate the report from the *Tags* tab in *Review*.

After an report has been generated, you can download it in Microsoft Word format (DOCX) and save it to a new location. You can also view exported files.

For details, see the *Using Case Organizer* information in the *Review Guide*.

Image Conversion Exception Report

The Image Conversion Exception (ICE) report displays documents that were not imaged due to limitations of the image conversion tools or system failures.

To run an image conversion exception report

1. Select a project in the *Project List* panel.
2. Click the **Export** tab on the *Home* page.
3. Expand the **Download Reports** button of a production set.
4. Select **Download ICE Report**.

eDiscovery Reports

If you have an eDiscovery license, you can also use the following reports.

Project Result Report

You can generate the Project Result Report to shows a summary and detailed information about collected and external evidence.

Completion Status Report

The Completion Status report shows the status of a job. You can generate the report after the job starts running and at least one job target status is collecting.

Custodian Datamap Report

You can generate the Custodian Datamap Report to show all the custodians and their associated data sources for a given legal matter. For example, the report can display the custodian name, the data source type and name, whether or not the data source was collected, and the date of the last collection that was made.

Chapter 19

Configuring Review Tools

Project/case managers with the correct permissions can configure many of the review tools that admin reviewers use in Project Review. See Setting Project Permissions (page 193) for information on the permissions needed to set up review tools. The following review tools can be set up from the *Home* page:

- Markup Sets: Configuring Markup Sets (page 208)
- Custom Fields: Configuring Custom Fields (page 212)
- Tagging Layouts: Configuring Tagging Layouts (page 215)
- Highlight Profiles: Configuring Highlight Profiles (page 220)
- Redaction Text: Configuring Redaction Text (page 224)

Configuring Markup Sets

Markup sets are a set of redactions and annotations performed by a specified group of users. For example, you can create a markup set for paralegals, then when paralegal reviewers perform annotations on documents in the Project Review, all of their markups will only appear when the Paralegal option is selected as the markup for the document in the Natural or Image panel of Project Review.

Note: Only redactions and annotations are included in markup sets.

Markup Sets Tab

The *Markup Sets* tab on the *Home* page can be used to create markup sets for reviewers to use. Markup sets are a set of redactions and highlights performed by a specified group of users.

Markup Sets Elements

Element	Description
Filter Options	Allows you search and filter all of the items in the list. You can filter the list based on any number of fields. See Filtering Content in Lists and Grids on page 41.
Markup Sets List	Displays the markup sets already created for the project. Click the column headers to sort by the column.
Refresh	Refreshes the Markup Sets List.
Columns	Adjusts what columns display in the Markup Sets List.
Delete	Deletes selected markup set. Only active when a markup set is selected.
Add Markup Set	Adds a markup set.
Edit Markup Set	Edits the selected markup set.
Delete Markup Set	Deletes the selected markup set.
Users Tab	Allows you to associate users to a markup set.
Groups Tab	Allows you to associate groups to a markup set.
Add Association	Associates a group/user to a markup set.
Remove Association	Disassociates a markup set from a user/group.

Adding a Markup Set

Before you can assign a markup set to a user or group, you must first create the markup set on the *Home* page. Project/case managers with the Project Administrator permission can create, edit, and delete markup sets.

To add a markup set

1. Log in as a user with Project Administrator rights.
2. Click the **Markup Sets** tab.
   See Markup Sets Tab on page 209.
3. Click the **Add** button ➕ .
4. In the *Markup Set Detail* form, enter the name of the *Annotation Set*.
5. Click **OK**.

Deleting a Markup Set

To delete a markup set

1. Log in as a user with Project Administrator rights.
2. Click the **Markup Sets** tab.
   See Markup Sets Tab on page 209.
3. Select the markup set that you want to delete.
4. Click the **Delete** button ➖ .
5. In the confirm deletion dialog, click **OK**.

Editing the Name of a Markup Set

You can edit the name of an existing markup set if you have Project Administrator rights.

To edit a markup set

1. Log in as a user with Project Administrator rights.
2. Click the **Markup Sets** tab.
   See Markup Sets Tab on page 209.
3. Select the markup set that you want to edit.
4. Click the **Edit** button ✏ .
5. Change the name of the *Annotation Set*.
6. Click **OK**.

Associating a User or Group to a Markup Set

If you are a user with Project Administrator rights, you can associate users or groups to markup sets. Once associated, annotations that the user performs in the Project Review will appear on the document in Native or Image view when the markup set is selected.

To associate a user or group to a markup set

1. Log in as a user with Project Administrator rights.
2. Click the **Markup Sets** tab.
   See Markup Sets Tab on page 209.
3. Select the markup set that you want to associate to a user or group.
4. Click the *User* or *Group* tab at the bottom of the page.
5. Click the **Add Association** button.
6. In the *All Users* or *All User Groups* dialog, click the plus sign to add the user or group to the markup set.
7. Click **OK**.

Disassociating a User or Group from a Markup Set

If you are a user with Project Administrator rights, you can disassociate users or groups to markup sets.

To disassociate a user or group from a markup set

1. Log in as a user with Project Administrator rights.
2. Click the **Markup Sets** tab.
   See Markup Sets Tab on page 209.
3. Check the markup set that you want to disassociate to a user or group.
4. Click the *User* or *Group* tab at the bottom of the page.
5. Click the **Remove Association** button.

Configuring Custom Fields

Custom fields include the columns that appear in the Project Review and categories that can be coded in Project Review. You can create custom fields that will allow you to display the data that you want for each document in Project Review, in production sets, and in exports. Custom fields allow you to:

- Map fields from documents upon import to the custom fields you create. See the Loading Data documentation for more information on mapping fields.
- Code documents for the custom fields in Project Review, using tagging layouts. See the Reviewer Guide for more information on coding data.
  - See Adding Custom Fields on page 213.
  - See Creating Category Values on page 214.
  - See Adding a Tagging Layout on page 216.

Custom Fields Tab

The *Custom Fields* tab on the *Home* page can be used to add and edit custom fields for Project Review and coding.

Elements of the Custom Fields Tab

Element	Description
Filter Options	Allows you search and filter all of the items in the list. You can filter the list based on any number of fields. See Filtering Content in Lists and Grids on page 41.
Highlight Custom Fields	Displays the custom fields already created for the project. Click the column headers to sort by the column.
Refresh	Refreshes the Custom Fields List.
Columns	Adjusts what columns display in the Custom Fields List.
Delete	Deletes selected custom fields. Only active when one or more custom fields are selected. IMPORTANT: See About Deleting Custom Fields on page 214.
Add Custom Fields	Adds a custom field.
Edit Custom Fields	Edits the selected custom field.
Delete Custom Fields	Deletes the selected custom field. IMPORTANT: See About Deleting Custom Fields on page 214.

Adding Custom Fields

Project/case managers with the Project Administrator permission can create and edit custom fields. You can use the custom fields to add categories, text, number, and date fields.

When creating a custom field, the application will prevent you from using the name of an existing field.

To add a custom field

1. Log in as a user with Project Administrator rights.
2. Click the **Custom Fields** tab.
   See Custom Fields Tab on page 212.
3. Click the **Add** button ➕ .
4. In the *Custom Field Detail* form, enter the name of the custom field.
5. Select a Display Type:
   - Check box: Create a column that contains a check box. This is for coding categories only.
   - Date: Create a column that contains a date.
   - Number: Create a column that contains a number.
   - Radio: Create a column that contains a radio button. This is for coding categories only.
   - Text: Create a column that contains text.
6. Enter a *Description* for the custom field.
7. Select **ReadOnly** to make the column un-editable.
8. Click **OK**.

Editing Custom Fields

Project/case managers with the Project Administrator permission can create and edit custom fields. You cannot edit the Display Type of the custom field.

To edit a custom field

1. Log in as a user with Project Administrator rights.
2. Click the **Custom Fields** tab.
   See Custom Fields Tab on page 212.
3. Select the custom field you want to edit.
4. Click the **Edit** button.
5. Make your edits.
6. Click **OK**.

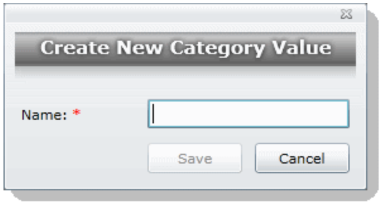
Creating Category Values

After you have created a Custom Field for check boxes or radio buttons, you can add values to the check boxes and radio buttons in *Project Review*. You can create multiple values for each category.

To add values to categories

1. Log in as a user with Assign Categories permissions.
2. Click the **Project Review** 🔍 button next to the project in the *Project List*.
3. In the *Project Explorer*, click the **Tags** tab.
4. Expand the *Categories*.
5. Right-click on the category and select **Create Category Value**.

Create New Category Value Dialog



6. Enter a *Name* for the value.
7. Click **Save**.

About Deleting Custom Fields

The intent of this feature is that you can quickly delete a custom field that you created with properties that you did not intend. For example, you may realize after saving a custom field that you selected the wrong display type.

If you have been using a custom field, and there is associated data with it, in most cases you will not want to delete it.

IMPORTANT: Be aware of the following:

- If you delete a custom field that has been previously used, it will also delete the data contained within the field.
- If you delete a custom field that is used in a Tagging Layout, it will be removed from the layout, but the layout will remain.
- If you delete a custom field that is in use as a column in the *Item List* by another user, the column will stay in their grid until they manually remove it as a selected column. In *Review*, in the *Select Columns* dialog, the deleted column will no longer be displayed in the *Available* columns list, but users will still have to manually remove it from their *Selected* column list.
- It may cause similar problems for any other panel where this field is used.
- It may also cause problems if the field is used in a global replace job that involves the field that hasn’t run yet.
- Any user with the appropriate permissions can delete a custom field. For example one user with Admin rights can delete a custom field that was created by a different user.

Configuring Tagging Layouts

Tagging Layouts are layouts used for coding in the *Project Review* that the project manager creates. Users must have Project Administration permissions to create, edit, delete, and associate tagging layouts. First, you must create the layout, then associate fields to the layout for the reviewer to code, and finally, associate users or groups to the layout so that they can code with it in *Project Review*.

Custom fields must be created by the project manager before they can be added to a tagging layout. See Configuring Custom Fields (page 212) for information on how to create custom fields.

Tagging Layouts can be used to code fields in the *Project Review* for documents in the project. Coding is editing the data that appears in the fields for each document.

Tagging Layout Tab

The *Tagging Layout* tab on the *Home* page can be used to create layouts for coding in the *Project Review*.

Elements of the Tagging Layout Tab

Element	Description
Filter Options	Allows you search and filter all of the items in the list. You can filter the list based on any number of fields. See Filtering Content in Lists and Grids on page 41.
Tagging Layout List	Displays the tagging layouts already created for the project. Click the column headers to sort by the column.
Refresh	Refreshes the Tagging Layout List.
Columns	Adjusts what columns display in the Tagging Layout List.
Delete	Deletes selected tagging layout. Only active when a tagging layout is selected.
Add Tagging Layout	Adds a tagging layout.
Edit Tagging Layout	Edits the selected tagging layout.
Delete Tagging Layout	Deletes the selected tagging layout.
Tagging Layout Fields Tab	Allows you to associate/disassociate fields to a tagging layout.
Users Tab	Allows you to associate users to a tagging layout.

Elements of the Tagging Layout Tab (Continued)

Element	Description
Groups Tab	Allows you to associate groups to a tagging layout.
Add Association	Associates a group, user, or field to a tagging layout.
Remove Association	Disassociates a tagging layout from a user, group, or field.

Adding a Tagging Layout

Project/case managers with the *Project Administrator* permission can create, edit, delete, and associate tagging layouts.

To add a tagging layout

1. Log in as a user with Project Administrator rights.
2. Click the **Tagging Layout** tab.
   See Tagging Layout Tab on page 215.
3. Click the **Add** button + .
4. In the *Tagging Layout Detail* form, enter the name of the *Tagging Layout*.
5. Enter the number of the order that you want the layout to appear to the user in the Project Review. Repeated numbers appear in alphabetical order.
6. Click **OK**.

Deleting a Tagging Layout

Project/case managers with the *Project Administrator* permission can create, edit, delete, and associate tagging layouts.

To delete a tagging layout

1. Log in as a user with Project Administrator rights.
2. Click the **Tagging Layout** tab.
   See Tagging Layout Tab on page 215.
3. Check the layout that you want to delete.
4. Click the **Delete** button − .

   Note: You can also delete multiple layouts by clicking the trash can delete button.

5. In the confirmation dialog, click **OK**.

Editing a Tagging Layout

Project/case managers with the *Project Administrator* permission can create, edit, delete, and associate tagging layouts.

To edit a tagging layout

1. Log in as a user with Project Administrator rights.
2. Click the **Tagging Layout** tab.
   See Tagging Layout Tab on page 215.
3. Click the **Edit** button ✎ .
4. In the *Tagging Layout Detail* form, enter the name of the *Tagging Layout*.
5. Enter the number of the order that you want the layout to appear to the user in the Project Review. Repeated numbers appear in alphabetical order.
6. Click **OK**.

Associating Fields to a Tagging Layout

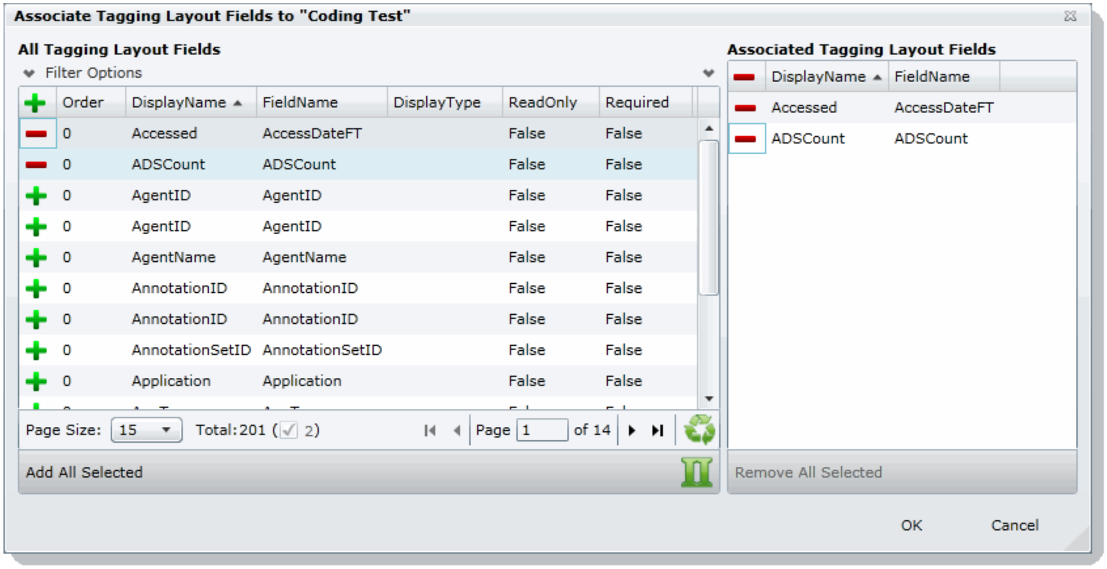
Project/case managers with the *Project Administrator* permission can create, edit, delete, and associate tagging layouts. Custom fields must be created before you can associate them with a tagging layout.

See Configuring Custom Fields on page 212.

To associate fields to a tagging layout

1. Log in as a user with Project Administrator rights.
2. Click the **Tagging Layout** tab.
   See Tagging Layout Tab on page 215.
3. Select the layout that you want from the Tagging Layout list pane.
4. Select the fields tab in the lower pane .
5. Click the **Add Association** button 🔗.

Associate Tagging Layouts Dialog



Associate Tagging Layout Fields to "Coding Test"

All Tagging Layout Fields

Filter Options

+	Order	DisplayName ▲	FieldName	DisplayType	ReadOnly	Required
−	0	Accessed	AccessDateFT		False	False
−	0	ADSCount	ADSCount		False	False
+	0	AgentID	AgentID		False	False
+	0	AgentID	AgentID		False	False
+	0	AgentName	AgentName		False	False
+	0	AnnotationID	AnnotationID		False	False
+	0	AnnotationID	AnnotationID		False	False
+	0	AnnotationSetID	AnnotationSetID		False	False
+	0	Application	Application		False	False

Page Size: 15 Total: 201 (✓ 2) Page 1 of 14

Add All Selected

Associated Tagging Layout Fields

−	DisplayName ▲	FieldName
−	Accessed	AccessDateFT
−	ADSCount	ADSCount

Remove All Selected

OK Cancel

6. Click + to add the field to the layout.
7. Click **OK**.
8. Enter a number for the Order that you would like the fields to appear in the coding layout.
9. Select the fields that you just added (individually) and click the **Edit** button in the Tagging Layout Field Details. Select one of the following:
   - **Read Only**: Select to make the field read only and disallow edits. Any standard or custom field that is defined to be 'Read Only' cannot be redefined as a "Required" or "None."
   - **Required**: Select to make the field required to code before the reviewer can save the coding.
   - **None**: Select to have no definition on the field.
   - **Is Carryable**: Check to allow the field data to carry over to the next record when the user selects the *Apply Previous* button during coding.
10. Click **OK**.

Note: Some fields are populated by processing evidence or are system fields and cannot be changed. These fields, when added to the layout, will have a ReadOnly value of True.

Disassociating Fields from a Tagging Layout

Project/case managers with the *Project Administrator* permission can disassociate tagging layouts.

To disassociate fields from a tagging layout

1. Log in as a user with Project Administrator rights.
2. Click the **Tagging Layout** tab.
   See Tagging Layout Tab on page 215.

3. Select the layout that you want from the Tagging Layout list pane.
4. Click the fields tab in the lower pane .
5. Click the **Remove Association** button .

Associate User or Group to Tagging Layout

Project/case managers with the *Project Administrator* permission can create, edit, delete, and associate tagging layouts.

To associate users or groups to a tagging layout

1. Log in as a user with Project Administrator rights.
2. Click the **Tagging Layout** tab.
   See Tagging Layout Tab on page 215.
3. Select the layout that you want from the Tagging Layout list pane.
4. Open either the *User* or *Groups* tab.
5. Click the **Add Association** button .
6. In the *All Users* or *All User Groups* dialog, click + to add the user or group to the tagging layout.
7. Click **OK**.

Disassociate User or Group to Tagging Layout

Project/case managers with the *Project Administrator* permission can disassociate tagging layouts.

To disassociate users or groups from a tagging layout

1. Log in as a user with Project Administrator rights.
2. Click the **Tagging Layout** tab.
   See Tagging Layout Tab on page 215.
3. Check the layout that you want from the Tagging Layout list pane.
4. Open either the *User* or *Groups* tab.
5. Check the user or group that you want to disassociate.
6. Click the **Remove Association** button .

Configuring Highlight Profiles

You can set up persistent highlighting profiles that will highlight predetermined keywords in the *Natural* panel of Project Review. Persistent highlighting profiles are defined by the administrator or project/case manager and can be toggled on and off using the *Select Profile* drop-down in the *Project Review*.

See Highlight Profiles Tab on page 220.

Highlight Profiles Tab

The *Highlight Profiles* tab on the *Home* page can be used to set up persistent highlighting profiles that will highlight predetermined keywords in the Natural panel in Project Review. Persistent highlighting profiles are defined by the administrator or project manager and can be toggled on and off using the Select Profile drop-down in the Project Review.

Elements of the Highlight Profiles Tab

Element	Description
Filter Options	Allows you search and filter all of the items in the list. You can filter the list based on any number of fields. See Filtering Content in Lists and Grids on page 41.
Highlight Profiles List	Displays the highlight profiles already created for the project. Click the column headers to sort by the column.
Refresh	Refreshes the Highlight Profiles List.
Columns	Adjusts what columns display in the Highlight Profiles List.
Delete	Click to delete selected highlight profiles. Only active when a highlight profile is selected.
Add Highlight Profiles +	Adds a highlight profile.
Edit Highlight Profiles	Edits the selected highlight profile.
Delete Highlight Profiles −	Deletes the selected highlight profile.
Highlight Profile Keywords	Allows you to add keywords and highlights to the highlight profile.
Users Tab	Allows you to associate users to a highlight profile.

Elements of the Highlight Profiles Tab (Continued)

Element	Description
Groups Tab	Allows you to associate groups to a highlight profile.
Add Association	Associates a user or group to a highlight profile.
Remove Association	Disassociates a highlight profile from a user or group.

Adding Highlight Profiles

Project/case managers with the *Project Administrator* permission can create, edit, delete, and associate highlight profiles.

To add a highlight profile

1. Log in as a user with Project Administrator rights.
2. Click the **Highlight Profiles** tab.
   See Highlight Profiles Tab on page 220.
3. Click the **Add** button ✚ .
4. In the *Highlight Profile Detail* form, enter a *Profile Name*.
5. Enter a *Description* for the profile.
6. Click **OK**.

Editing Highlight Profiles

Project/case managers with the *Project Administrator* permission can create, edit, delete, and associate highlight profiles.

To edit a highlight profile

1. Log in as a user with Project Administrator rights.
2. Click the **Highlight Profiles** tab.
   See Highlight Profiles Tab on page 220.
3. Select the profile that you want to edit.
4. Click the **Edit** button .
5. In the *Highlight Profile Detail* form, enter a *Profile Name*.
6. Enter a *Description* for the profile.
7. Click **OK**.

Deleting Highlight Profiles

Project/case managers with the Project Administrator permission can create, edit, delete, and associate highlight profiles.

To delete a highlight profile

1. Log in as a user with Project Administrator rights.
2. Click the **Highlight Profiles** tab.
   See Highlight Profiles Tab on page 220.
3. Select the profile that you want to delete.
4. Click the **Delete** button .

   Note: You can also delete multiple profiles by clicking the trash can delete button.

Add Keywords to a Highlight Profile

After you have created a highlight profile, you can add keywords to the profile that will appear highlighted in the *Natural* panel of the *Project Review* when the profile is selected.

To add keywords to a highlight profile

1. Log in as a user with Project Administrator rights.
2. Click the **Highlight Profiles** tab.
   See Highlight Profiles Tab on page 220.
3. Select a profile.
4. Select the **Keywords** tab .

5. Click the **Add Keywords** button.
6. In the *Keyword Details* form, enter the keywords (separated by a comma) that you want highlighted.
7. Expand the color drop-down and select a color you want to use as a highlight.
8. Click **OK**.
9. You can add multiple keyword highlights, in different colors, to one profile.

Note: You can edit and delete keyword details by clicking the pencil or minus buttons in the **Keywords** tab.

Associating a Highlight Profile

Project/case managers with the Project Administrator permission can create, edit, delete, and associate highlight profiles. You can associate highlight profiles to users and groups.

To associate a highlight profile to a user or group

1. Log in as a user with Project Administrator rights.
2. Click the **Highlight Profiles** tab.
   See Highlight Profiles Tab on page 220.
3. Select the profile that you want to associate to a user or group.
4. Open either the *User* or *Groups* tab.
5. Click the **Add Association** button .
6. In the *All Users* or *All User Groups* dialog, click the plus sign to associate the user or group with the profile.
7. Click **OK**.

Disassociating a Highlight Profile

Project/case managers with the Project Administrator permission can disassociate highlight profiles from users or groups.

To disassociate a highlight profile from a user or group

1. Log in as a user with Project Administrator rights.
2. Click the **Highlight Profiles** tab.
   See Highlight Profiles Tab on page 220.
3. Select the profile that you want to disassociate from a user or group.
4. Open either the *User* or *Groups* tab.
5. Select the user or group that you want to disassociate.
6. Click the **Remove Association** button .

Configuring Redaction Text

Project/case managers with the Project Administration permission can create redaction text profiles with text that appears on redactions on documents. Redactions can be made in the *Image* or *Natural* panel of the *Project Review*.

Redaction Text Tab

The *Redaction Text* tab on the *Home* page can be used to add, edit, and delete redaction text profiles. Redactions can be made in the *Image* view of the *Project Review*.

Elements of the Redaction Text Tab

Element	Description
Filter Options	Allows you search and filter all of the items in the list. You can filter the list based on any number of fields. See Filtering Content in Lists and Grids on page 41.
Redaction Text Profile List	Displays the available redaction text profiles. Click the column headers to sort by the column.
Refresh ♻	Refreshes the Redaction Text Profile list.
Columns ▥	Adjusts what columns display in the Redaction Text Profile list.
Delete 🗑	Deletes selected redaction text profile. Only active when a redaction text is selected.
Create Redaction Text Profile +	Creates a redaction text profile. See Creating a Redaction Text Profile on page 224.
Edit Redaction Text ✎	Edits the selected redaction text profile.
Delete Redaction Text −	Deletes the selected redaction text profile.

Creating a Redaction Text Profile

Project/case managers with the *Project Administration* permission can create the text that appears on redactions by adding redaction text profiles.

To create redaction text profiles

1. Log in as a user with Project Administrator rights.
2. Click the **Redaction Text** tab.
   See Redaction Text Tab on page 224.

3. Click the **Add** button ➕ .
4. In the *Redaction Text Detail* form, enter the text that you want to appear on the redaction.
5. Click **OK**.

Editing Redaction Text Profiles

Project/case managers with the *Project Administration* permission can edit the text that appears on redactions by editing the redaction text profiles.

To edit redaction text profiles

1. Log in as a user with Project Administrator rights.
2. Click the **Redaction Text** tab.
   See Redaction Text Tab on page 224.
3. Click the **Edit** button ✏ .
4. In the *Redaction Text Detail* form, enter the text that you want to appear on the redaction.
5. Click **OK**.

Deleting Redaction Text Profiles

Project/case managers with the *Project Administration* permission can delete redaction text profiles.

To delete redaction text profiles

1. Log in as a user with Project Administrator rights.
2. Click the **Redaction Text** tab.
   See Redaction Text Tab on page 224.
3. Select the redaction text that you want to delete.
4. Click the **Delete** button ➖ .

Chapter 20

Monitoring the Work List

The project/case manager can use the *Work List* tab on the *Home* page to monitor certain activities in the project. The following items are recorded in the Work List: searches, review sets, imaging, label assignments, imports, bulk coding, cluster analysis, bulk labeling, transcript/exhibit uploading, and delete summaries.

The Job IDs are unique to every job. Jobs cannot be deleted or edited, only monitored. Project managers can be informed as to the actions performed in the project and errors that users have encountered in the project from the *Work List* tab.

Accessing the Work List

To access the Work List

- From the Home page, select a project, and click the **Work List** tab.

Work List Tab

The *Work List* tab on the *Home* page can be used to view data for the selected project. The bottom panel displays the number of documents processed and number of errors. This will be updated periodically to reflect current status.

Elements of the Work List Tab

Element	Description
Filter Options	Allows you search and filter all of the items in the list. You can filter the list based on any number of fields. See Filtering Content in Lists and Grids on page 41.
Work List	Displays the jobs associated with the project. Click the column headers to sort by the column.
Refresh	Refreshes the Work List. **Note: The Work List will automatically refresh every three minutes.**
Columns	Adjusts what columns display in the Work List.

Elements of the Work List Tab (Continued)

Element	Description
Overview Tab 📋	Displays the statistics on the data found in the Work List.

Cancelling Review Jobs

You can cancel certain jobs that you may have started while in Review. This allows you to resubmit work or cancel a process that you may not want to complete. Cancelling these jobs will cancel any work that has not yet been completed. Any work that has already completed will be retained.

You can cancel the following jobs from the work list:

- Imaging
- Bulk Coding
- Network Bulk Printing
- OCR Documents

To cancel a review job from the Work List

1. From the Work List, select the review job that you want to cancel.
2. Click ⏻ to cancel the review job.

Chapter 21

Managing Document Groups

About Managing Document Groups

Project/case managers with *Folders and Project Administration* permissions can manage document groups. Document groups are folders where imported evidence is stored. You use document groups to organize your evidence by culling the data via permissions.

Document groups can contain numerous documents. However, any given document can be in only one document group. You cannot assign permissions for documents unless the documents are in a document group. All documents in a group will be assigned DocIDs. Documents not within a document group, will NOT have DocIDs.

You can name your document group to reflect where the files were located. The name can be a job number, a business name, or anything that will allow you to recognize what files are contained in the group.

Document groups can be created in two ways: by importing evidence, or by selecting Document Groups in *Project Review*.

See Creating a Document Group During Import on page 231.

See Creating a Document Group in Project Review on page 231.

Note: To make sure that the DocID, ParentDocID, and AttachDocIDs fields populate in the Family records, include at least one parent document and one child document when creating the document group.

About DocIDs and Object IDs

DocIDs are assigned to document groups by sorting into the object ID order and then putting the objects into the family order. The family order takes top priority.

Suppose you ignore all objects that are in a family except for the heads of family. The remaining objects (all objects that are not in a family and all heads of family) appear in object ID order. Objects that are in a family appear immediately after the head of family.

How DocIDs are Created

Doc IDs can either be imported or generated. When an import occurs, in the load file there is generally a doc ID associated with each object. The doc ID for each imported object can be seen in the *DocID* column in Review. This doc ID is also known as the *original* doc ID.

Doc IDs are also generated during the creation of a production set or export set. These doc IDs do not appear in the *DocID* column in review – they are only associated with the object in the context of the production set or export set.

Note that there is also a *Page ID* generated for each page of a document. The *Page ID* can be branded on each page. In most cases, the *Page ID* is related to the *Doc ID*.

Production Sets and Load File and Native Export Sets

There are two numbering styles for production/export sets: *Australian*, and *US and all others*. This topic only describes US-style numbering.

When creating a production set, on the *Volume Document Options* tab, there are four *Naming Options*:

- New Production Doc ID
- Original Doc ID
- Original File Name
- Original File Name with Original Path

New Production Doc ID

This is the default. The doc ID is generated based on the selections in the Document section on the right-hand size of the *Volume Document Options* tab. There are three different options, but with any option, the doc ID consists of an optional prefix, a number that is padded with zeroes on the left, and an optional suffix. The numeric portion begins with the starting number, which defaults to 1. The *Padding* is the minimum width of the numeric portion. For example, if *Prefix* is *ABC*, *Suffix* is empty, *Starting Number* is 1, and *Padding* is 4, then the first doc ID will be *ABC0001*.

How the doc IDs are incremented and how the page IDs are generated differ based on the option:

- Independent Document and Page Numbering. There are separate sections for documents and pages for the prefix, suffix, starting number, and padding. The document settings control the doc ID, the name of the exported native file, and the name of the exported text file. The documents are numbered sequentially. The page settings control the page ID and the names of the images files. Each page is numbered sequentially. For images files with one file for the entire document, e.g., PDF, the name of the image file is the same as the page ID of the first page. The doc IDs and the page IDs are not correlated – the doc ID is incremented once for each document, while the page ID is incremented once for each page of each document. For example, the doc IDs might be D000001, D000002, D000003, etc. The page IDs might be:
    - For D000001, page IDs P000001, P000002, P000003, P000004.
    - For D000002, page IDs P000005
    - For D000003, page IDs P000006, P000007, P000008.
    - Etc.
- Number by Document with Page Counter Suffix. Documents are numbered sequentially. The page ID of each page is the doc ID followed by a period (.) and the page number padded with zeroes to a width of four digits. For example, the documents might be ABC000001, ABC000002, etc. The pages of ABC000002 would be numbered ABC000002.0001, ABC000002.0002, ABC000002.0003, etc.
- Number by Page. The page IDs of each page of each document are numbered sequentially, continuing across documents. For example, if the page ID of the first page of the first document is D000001, and the document contains two pages, then the page ID of page 2 of the first document is D000002, and the page

ID of the first page of the second document is D000003. The doc ID of each document is the page ID of the first page of the document.

Original Doc ID

The doc ID of each document is the doc ID imported with the document or assigned to it when it is added to a document group. The prefix, suffix, starting number, and padding that are selected in the document naming parameters are only used for documents that do not have an original doc ID.

- Independent Document and Page Numbering. There are separate sections for documents and pages for the prefix, suffix, starting number, and padding. The doc ID is taken from the original doc ID, if the document has one; otherwise, the doc ID is generated from the document settings. The doc ID is used as the file name for the exported native file and the exported text file. The page settings control the page ID and the names of the images files. Each page is numbered sequentially. For images files with one file for the entire document, e.g., PDF, the name of the image file is the same as the page ID of the first page.
- Number by Document with Page Counter Suffix. The doc ID is the original doc ID. The page ID of each page is the doc ID followed by a period (.) and the page number padded with zeroes to a width of four digits.
- Number by Page. The doc ID is the original doc ID. The page ID of the first page is the doc ID. The page ID of each subsequent page is one higher than that of the previous page. This option assumes that there is a sufficient gap between successive doc IDs to provide a unique number for each page. If this is not the case, then the same page ID may be assigned to pages in different documents. This is especially the case when the original doc IDs are sequential. For example, let’s say that ten documents of ten pages each are imported, and that the doc IDs of these documents are ABC000001, ABC000011, ABC000021, …, ABC000091. The page IDs of ABC000001 will be ABC000001, ABC000002, ABC000003, …, ABC000010. The page IDs of ABC000011 will be ABC000011, ABC000012, ABC000013, …, ABC000020. The page IDs of ABC000091 will be ABC000091, ABC000092, ABC000093, …, ABC000100. On the other hand, if these same documents were imported with doc IDs of ABC000001, ABC000002, ABC000003, …, ABC000010, then the page IDs of ABC000001 will be ABC000001, ABC000002, ABC000003, …, ABC000010, while the page IDs of ABC000002 will be ABC000002, ABC000003, ABC000004, …, ABC000011. Thus most of the page IDs of the imported files overlap. The second example demonstrates that with imported files with sequential doc IDs, if using original doc ID naming, the documents should generally be numbered with the Number by Document with Page Counter Suffix option and not the Number by Page option.

Original File Name and Original File Name with Original Path

The doc ID is the original file name (not including the rest of the file path) without the file extension.

Creating a Document Group During Import

While importing evidence, you can create a document group. You can also place the documents into an existing document group.

See the *Loading Data* documentation for information on how to create new document groups while importing evidence and putting evidence into existing document groups.

Creating a Document Group in Project Review

Project/case managers with *Folders* permissions can create Document Groups in the Project Review.

To create document groups in Project Review

1. Prepare documents to be added to a Document Group by applying labels.
   See Managing Labels on page 187.
2. Log in as a user with Project Administrator rights.
3. Click the **Project Review** 🔎 button next to the project in the *Project List*.
4. In the *Project Explorer*, click the *Explore* tab.
5. Right-click **Document Groups** and select **Create Document Group**.
6. Enter a *Name* for the document group.
7. Enter a *Description* for the document group.
8. Click **Next**.
9. Check the labels that you want to include in the document group.
10. Click **Next**.
11. Select one of the following:
    - **Continue from Last**: Select to continue the numbering from the last document.
    - **Assign DocIDs**: Select to assign DocID numbers to the records.
12. Enter a *Prefix* for the new numbering.
13. Enter a *Suffix* for the new numbering.
14. Select a *Starting Number* for the documents.
15. Select the *Padding* for the documents.
16. Click **Next**.
17. Review the *Summary* and click **Create**.
18. Click **OK**.
19. When the job is successfully created, click **Close**.

Renumbering a Document Group in Project Review

Project/case managers with *Folders* permissions can renumber Document Groups in the Project Review. This lets you eliminate gaps and correct incorrect numbering. Upon the case of a deleted and recreated sub set of documents within a document group, you can provide different numbering.

To renumber document groups in Project Review

1. Log in as a user with Project Administrator rights.
2. Click the **Project Review** 🔎 button next to the project in the *Project List*.
3. In the *Project Explorer*, expand the **Document Groups** folder.
4. Right-click an existing *Document Group* folder and select **Renumber Document Group**.
5. Enter a *Prefix* for the new numbering.
6. Enter a *Suffix* for the new numbering.
7. Select a *Starting Number* for the documents.
8. Select the *Padding* for the documents.
9. Click **Next**.
10. Review the *Summary* and click **Renumber**.
11. Click **OK**.

Deleting a Document Group in Project Review

Project/case managers with *Folders* permissions can delete Document Groups in the Project Review. Deleting a document group allows you to move a document from one document group to another group, create sub document groups and create master document groups. When deleting a document group, the application deletes any associations to the deleted group that a particular document has.

The application also deletes any DocIDs of documents that were in the deleted group. This allows you to assign a document to a new document group, or alter an existing document group. You will need to assign new DocIDs to documents that were in a deleted document group.

To delete document groups in Project Review

1. Log in as a user with Project Administrator rights.
2. Click the **Project Review** 🔎 button next to the project in the *Project List*.
3. In the *Project Explorer*, expand the **Document Groups** folder.
4. Right-click a *Document Group* and select **Delete Document Group**.
5. Click **OK**.

Managing Rights for Document Groups in Project Review

You can designate an existing User Group to have security permissions to manage Document Groups.

For information on creating User Groups, see and *Admin Guide*.

To assign security permissions to a User Group for a Document Group

1. Log in as a user with Project Administrator rights.
2. Click the **Project Review** 🔎 button next to the project in the *Project List*.
3. In the *Project Explorer*, expand the **Document Groups** folder.
4. Right-click a *Document Group* and select **Manage Permissions**.
5. Check the User Groups that you want to assign.
6. Click **Save**.

Chapter 22

Managing Transcripts and Exhibits

Project/case managers with *Upload Exhibits*, *Upload Transcripts*, and *Manage Transcripts* permissions can upload transcripts, create transcript groups, grant transcript permissions to users, and upload exhibits. Transcripts are uploaded from Project Review and can be viewed and annotated in the Transcripts panel.

Creating a Transcript Group

Project/case managers with the *Create Transcript Group* permission can create transcript groups to hold multiple transcripts.

To create a transcript group

1. Log in as a user with *Create Transcript Group* permissions.
2. Click the **Project Review** 🔍 button next to the project in the *Project List*.
3. In the *Project Explorer*, right-click the *Transcripts* folder and click **Create Transcript Group**.
4. Enter a *Transcript Group Name*.
5. Click **Save**.
6. After creating the group, refresh the panel by clicking ♻ (*Refresh*) at the top of the Project Explorer panel.

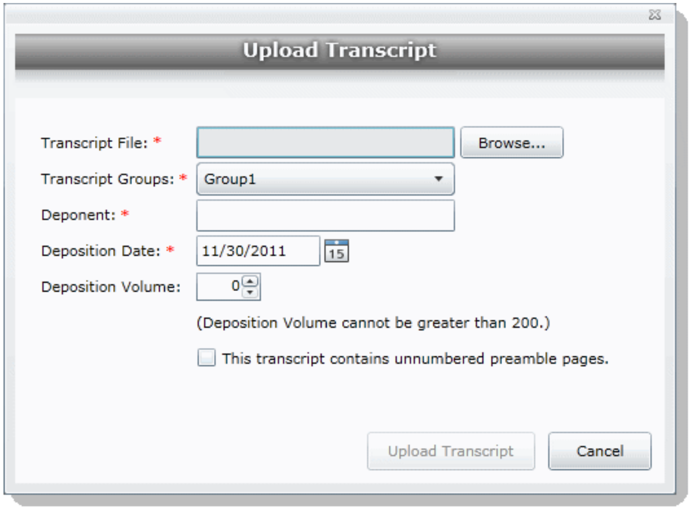
Uploading Transcripts

Project/case managers with the *Upload Transcripts* permission can upload either .PTX or . TXT transcript files and put them in transcript groups. You can only add transcripts one at a time. When you upload a transcript, they are automatically indexed.

To upload transcripts

1. Log in as a user with *Upload Transcripts* permissions.
2. Click the **Project Review** 🔍 button next to the project in the *Project List*.
3. In the *Project Explorer*, right-click the *Transcripts* folder and click **Upload Transcript**.

Upload Transcript Dialog



Upload Transcript

Transcript File: *

Transcript Groups: * Group1

Deponent: *

Deposition Date: * 11/30/2011

Deposition Volume: 0

(Deposition Volume cannot be greater than 200.)

□ This transcript contains unnumbered preamble pages.

4. Click **Browse** to find the transcript file, highlight the file, and click **Open**.
5. Select a *Transcript Group* from the menu.

   See Creating a Transcript Group on page 234.
6. Enter the name of the *Deponent*.
7. Select the *Deposition Date*.
8. If you are uploading more than one transcript from the same day, specify the volume number to differentiate between transcripts uploaded on the same date.
9. Select **This transcript contains unnumbered preamble pages** to indicate that there are pages prior to the testimony. If you check this box, enter the number of preamble pages prior that occur before the testimony. These pages will be numbered as “Preamble 0000#.” The numbering continues as normal after the preamble pages.
10. If the transcript is password protected, enter the password in the **Password** field.
11. Click **Upload Transcript**.
12. After the upload is complete, refresh the *Item List*.
13. To view the transcripts that have been uploaded, select the Transcript Groups that you want to view and click ✓ (*Apply*) on the *Project Explorer* panel.

    See the *Reviewer Guide* for more information on viewing and working with transcripts.

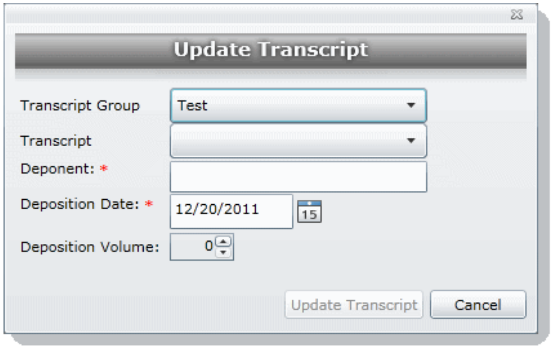
Updating Transcripts

Project managers with the Upload Transcripts permission can update transcripts in transcript groups. You can only update transcripts one at a time.

To update transcripts

1. Log in as a user with Upload Transcripts permissions.
2. Click the **Project Review** button next to the project in the *Project List*.
3. In the *Project Explorer*, right-click the *Transcripts* folder and click **Update Transcript**.

Update Transcript Dialog



Transcript Group: Test

Deposition Date: * 12/20/2011

Deposition Volume: 0

4. Select a *Transcript Group*.
5. Select a *Transcript*.
6. Enter the *Deponent* name.
7. Enter the *Deposition Date*.
8. If you are uploading more than one transcript on the same day, specify the volume number to differentiate between transcripts uploaded on the same date.
9. Click **Update Transcript**.

Creating a Transcript Report

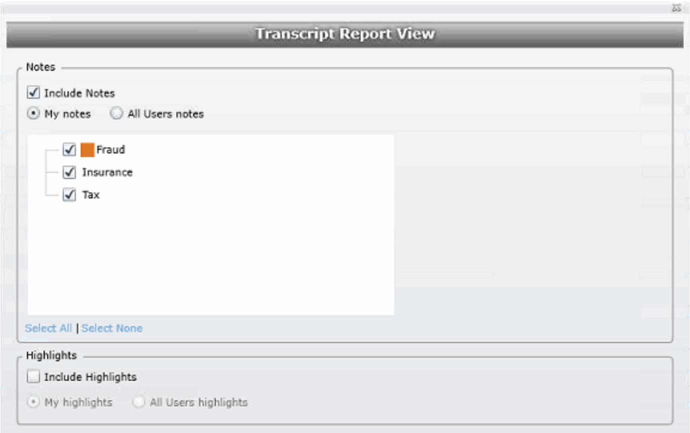
Project/case managers with the *Create Transcript Report* permission can create a report of the notes and highlights on a transcript. If there are no notes or highlights on a report, a report will not be generated.

Note: You can create a report containing issues with notes or a report containing issues without notes, but you cannot create a report that contains both issues with notes and issues without notes. If you create a report with notes without issues but the selected notes have been previously assigned to an issue, those notes will not appear in the report.

To create a transcript report

1. Log in as a user with *Create a Transcript Report* permissions.
2. Click the **Project Review** button next to the project in the *Project List*.
3. From the **Explore** tab in the *Project Explorer*, right-click the *Transcripts* folder and click **Transcript Report**.

Transcript Report Dialog



☑ Include Notes

● My notes ○ All Users notes

- ☑ 🟧 Fraud
- ☑ Insurance
- ☑ Tax

☐ Include Highlights

● My highlights ○ All Users highlights

4. Select **Include Notes**. You can mark whether to generate a report of all the users’ notes or just your own notes.
5. Check any issues that you want included in the report. Click **Select All** to select all of the issues to include or click **Select None** to deselect all of the issues.
6. Select **Include Highlights**. You can mark whether to generate a report of all the users’ highlights or just your own highlights.
7. Click **Generate Report**.

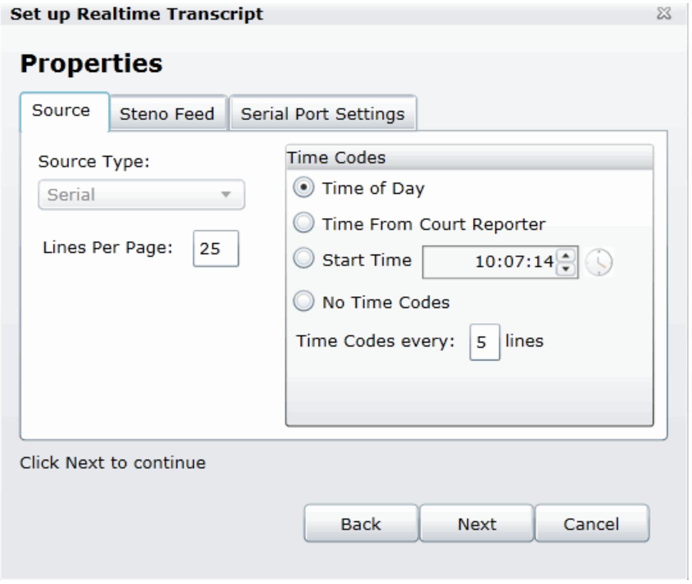
Capturing Realtime Transcripts

You have the ability to run a Realtime transcript session and capture the stream from a court reporter's stenographer machine. You can either connect to a court reporter's machine or run a demonstration of the Realtime transcript with a simulated transcription.

To capture a Realtime transcript

1. Log in as a user with *Realtime Transcripts* permissions.
2. Click the **Project Review** button next to the project in the *Project List*.
3. From the *Explore* tab in the *Project Explorer*, right-click the *Transcripts* folder and select **Start Realtime Transcripts**.
4. A dialog displays asking to start a new Realtime session or resume a previous session. Click **Start New Realtime Session**.
5. Click **Next**.
6. Enter the options that you want associated with this transcript:
   - **Transcript Group**: You must select a group for the realtime transcript. If no groups are defined, exit the wizard and create a group. See Creating a Transcript Group on page 234.
   - **Deponent**
   - **Deposition Date**
   - **Volume**: If you are capturing more than one transcript on the same day, specify the volume number to differentiate between the transcripts captured on the same date.
7. Click **Next.**
8. Select the serial port that will contain the feed from the court reporter's machine. The default port is COM1. Once selected, ask the Court Reporter to type a few lines to test the port. If you do not see any lines behind the wizard window, select another port and retry. If none of the ports work, check your connections.
9. Click **Next**.

Set up Realtime Transcript Properties Dialog



Source Type: Serial

Lines Per Page: 25

Time Codes

● Time of Day

○ Time From Court Reporter

○ Start Time 10:07:14

○ No Time Codes

Time Codes every: 5 lines

Click Next to continue

10. In the **Set up Realtime Transcript Properties** dialog, you have several options in setting up your transcript.
11. Click **Test** to test the connection. Once the connection test is successful, click **Finish**.

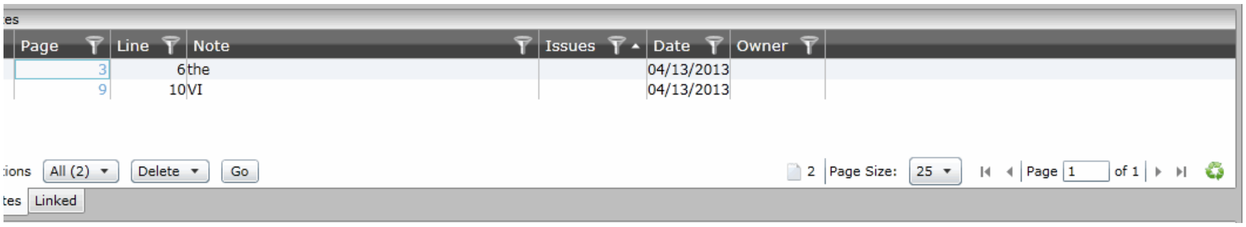
Elements of the Set up Realtime Transcript Properties Dialog

Element	Description
Source	
Source Type	Allows you to select from which port you are receiving the stenographer's feed. The default is the serial port.
Lines Per Page	Allows you to enter how many lines you want to appear for each page of the transcript.
Time Codes	Allows you to stamp a time code on the transcript. You can choose to display the time based on the following options: ● Time of Day - Marks the transcript with the time of day as indicated by your system. ● Time From Court Reporter - Marks the transcript with the same time as indicated by the court reporter's stenographer machine. ● Start Time - Specifies the time stamped on the transcript. ● No Time Codes - Specifies that no time code is stamped on the transcript. ● Time Codes every x lines - Specifies how frequent the time code appears on the transcript.
Steno Feed	Allows you to set the options for the court reporter's stenographer feed. Before connecting and receiving the stenographer feed, make sure that you have the correct serial settings for the stenographer feed.
Steno Feed Format	Allows you to choose to receive the court reporter's feed in either CaseView or ASCII format.
Line Terminator	**Available only for ASCII format.** Allows you to indicate line termination by CRLF (carriage return line feed), CR only (Carriage return), or LF only (line feed).
Serial Port Settings	Allows you to configure the serial port settings for the stenographer feed. You can set the following options: ● Port - The interface where the feed is transmitted. This will usually be COM1. ● Baud Rate - The speed in which the data is sent. You can select a rate between 110 baud and 56000 baud. ● Data Bits - The number of data bits sent with each character. Most characters will have eight bits (ddb8). ● Parity - Parity detects errors in the feed. You can set the parity to either None, Even, Odd, Mark, and Space. The default setting is None. ● Stop Bits - Stop bits allow the system to resynchronize with the feed. The default setting is one bit.

Marking Realtime Transcripts

Once you have a successful connection and start receiving the transcript, you can mark it and link it to other documents in the project. The Transcript window displays after connecting to the stenographer's machine. The Transcript window displays two panes: the *Notes/ Linked* pane and the *Transcript* pane. The following tables describe the functions of the elements of the two panes.

Realtime Notes/Linked Panels



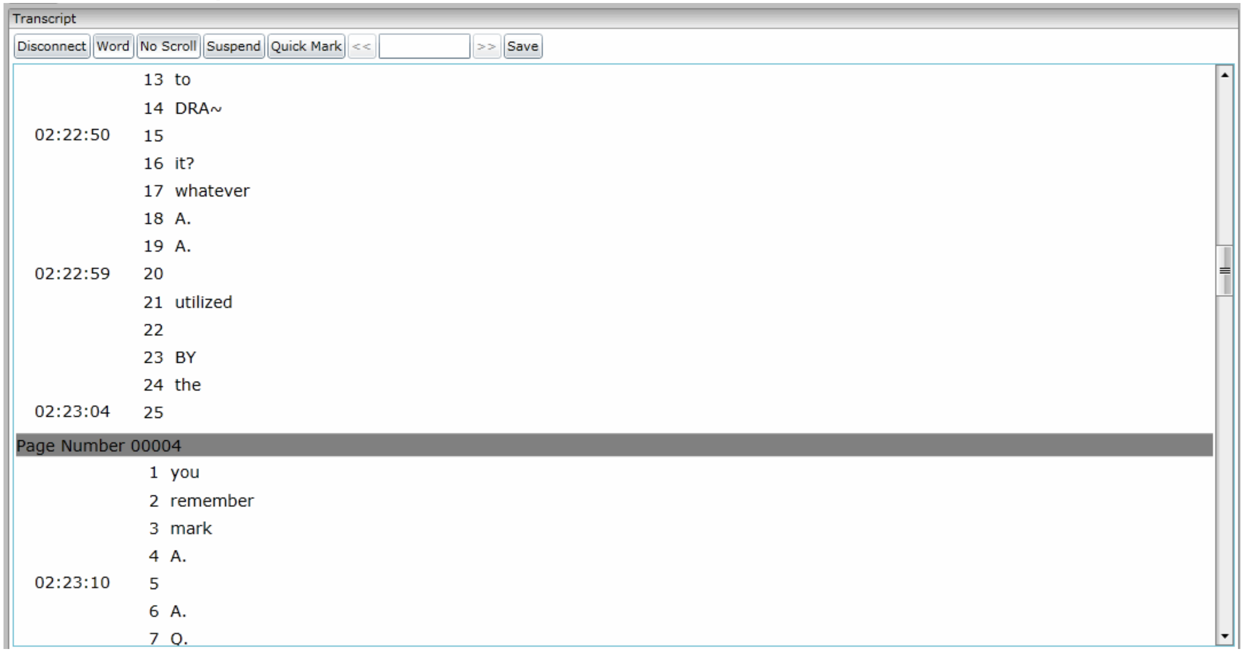
es

Page	Line	Note	Issues	Date	Owner
3	6	the		04/13/2013	
9	10	VI		04/13/2013	

Realtime Notes/Linked Panel Elements

Element	Description
Notes	This tab manages the Quick Mark notes that are produced in the Realtime transcript.
Actions	Provides the ability to perform a selected task on the items within the panel.
Delete	Provides the ability to delete any Quick Mark notes or links.
Filters	Provides the ability to filter notes and linked documents. You can filter notes by page, line, note, issues, date or owner. You can filter linked documents by DocID, LinkObjectID, or file path.
Linked	This tab manages links from the transcript to other documents in the project.
🔗	Provides the ability to link to other documents in the project.

Realtime Transcript Panel



```
             13  to
             14  DRA~
02:22:50     15
             16  it?
             17  whatever
             18  A.
             19  A.
02:22:59     20
             21  utilized
             22
             23  BY
             24  the
02:23:04     25
Page Number 00004
              1  you
              2  remember
              3  mark
              4  A.
02:23:10      5
              6  A.
              7  Q.
```

Realtime Transcript Panel Elements

Element	Description
Disconnect	This option allows you to disconnect from the court reporter's feed.
Line/Word	This option controls how the data is entered into the transcript. You can have the data entered word by word, or allow a line to be completed and populated before the data is transmitted.
No Scroll/Auto Scroll	This option displays whether the feed scrolls or not. If No Scroll is selected, the scroll bar will continue to move, but the feed will not move until you pull down the scroll bar. Exercise this option by toggling.
Suspend/Continue	This option allows you to either suspend or continue the feed. Exercise this option by toggling.
Quick Mark	This option allows you to quick mark the transcript. A quick mark is a note that you can enter and add additional information to the transcript. The quick mark will occur at the last known word/line. You can also quick mark the transcript by clicking the space bar.
<< >>	The search bar allows you to search for words or phrases within the transcript.
Save	Allows you to save the transcript draft.

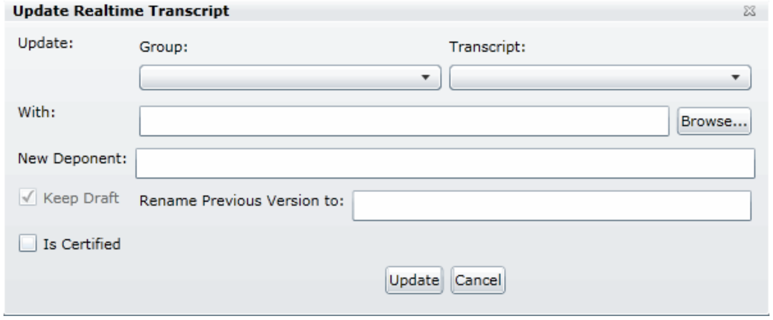
Updating a Realtime Transcript

Project managers with the Update Realtime Transcript permission can replace an earlier saved version of a Realtime transcript with a new version.

To update a Realtime transcript

1. Click the **Project Review** button next to the project in the *Project List*.
2. From the **Explore** tab in the *Project Explorer*, right-click the *Transcripts* folder and click **Update Realtime Transcript**.
3. Enter the information in the dialog.
4. Click **Update**.

Update a Realtime Transcript Dialog



Update Realtime Transcript

Update: Group: Transcript:

With:

New Deponent:

☑ Keep Draft Rename Previous Version to:

□ Is Certified

Elements of the Realtime Transcript Dialog

Element	Description
Update	Allows you to enter the transcript that you want to replace. Select the transcript name and group name from the pull-down menu.
With	Allows you to enter the new transcript. You can enter the filename in the field or browse to the location on the system.
New Deponent	Allows you to add a new deponent to the transcript if you want.
Keep Draft	Allows you to select to keep the original version that you are replacing.
Rename Previous Version to:	Allows you to rename the original version to avoid confusion between versions.
Is Certified	Allows you to select whether the new version of the transcript is certified or not.

Using Transcript Vocabulary

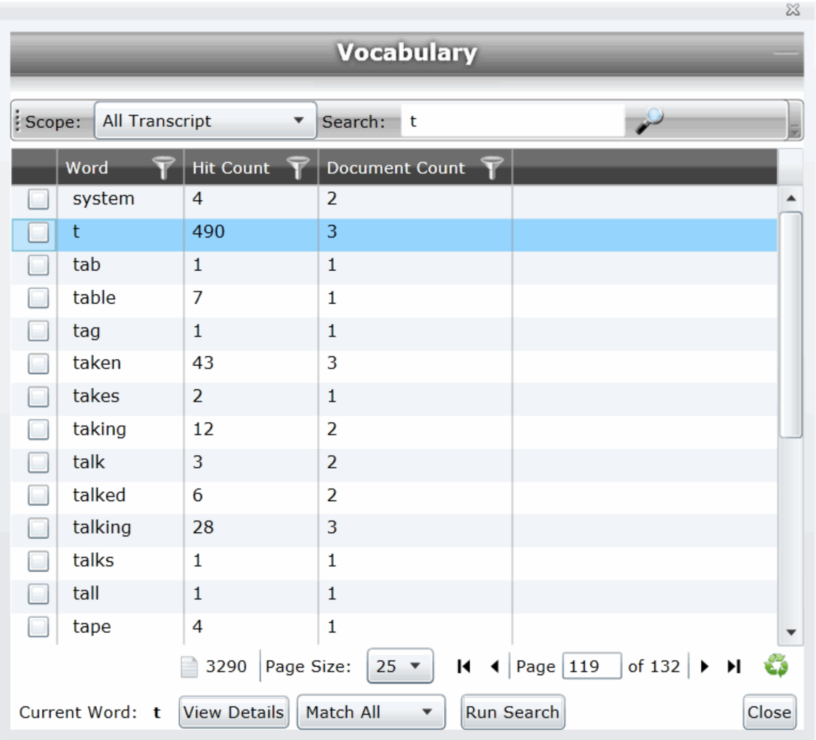
The Transcript Vocabulary feature uses dtSearch to create an index of all of the unique words in a transcript. The index lists all of the unique words contained in the specific transcript or all transcripts. (Noise words, such as **an** and **the,** are not included in the index.) You can use the Transcript Vocabulary feature to isolate transcripts that include specific words, and search for those words in the transcript. Navigate between highlighted terms and view the highlighted terms in context of the transcript.

Note: The content of headers, preambles, and margins of the transcripts are included in the Vocabulary index.

To use Transcript Vocabulary

1. Click the **Project Review** button next to the project in the *Project List*.
2. Select **Vocabulary** from the **Search Options** menu.
   The *Vocabulary* dialog appears.

Transcript Vocabulary Dialog



Vocabulary

Scope: All Transcript

Search: t

	Word	Hit Count	Document Count
□	system	4	2
□	t	490	3
□	tab	1	1
□	table	7	1
□	tag	1	1
□	taken	43	3
□	takes	2	1
□	taking	12	2
□	talk	3	2
□	talked	6	2
□	talking	28	3
□	talks	1	1
□	tall	1	1
□	tape	4	1

3290 Page Size: 25 Page 119 of 132

Current Word: t

Elements of the Vocabulary Dialog

Element	Description
Scope	Narrows the scope of the vocabulary index as follows: ● All Transcript - Builds an index from all of the transcripts in the project. ● Transcript in List - Builds an index from the transcripts in the *Item List*.

Elements of the Vocabulary Dialog

Element	Description
Search	Allows you to search for a word or a group of words in the vocabulary list. Entering a letter in the search field retrieves a list of words that begins with the letter entered.
🗎	Displays the word count of the vocabulary index. This count changes depending upon the scope of the transcript vocabulary.
Page Size	Changes the number of word rows displayed in the pane.
Page ___ of	Navigates between pages of words listed.
♻	Refreshes the word list.
View Details	Displays more details on documents that contain the word in the highlighted row. This word appears in the *Current Word* field. **Note:** Only details of the highlighted word appear in the *Current Word* field, even when other words are selected in the Vocabulary list. When selected, a dialog appears. See Viewing Details of Words in the Vocabulary Dialog on page 244.
Run Search	Searches for documents containing certain words selected in the Vocabulary list. **Note: This search searches the entire project, not just transcript documents.** Any documents found post back to the *Item List*. You can check any number of words to include in the search. Select *Match All* from the menu to return documents that contain all of the words selected or *Match Any* to return documents that contain any of the words selected.

Viewing Details of Words in the Vocabulary Dialog

In the Vocabulary dialog, you can view details of the documents that contain the word that you are examining. Within the *Documents Containing* dialog, you can view a list of documents and filter by TranscriptName, ObjectID, or Hit Count.

Note: The TranscriptName contains the deponent name, deposition date, and volume (if specified).

Select a document in the document list and click **View Selected Document** to open the document to view the selected word. The document opens in the *Natural Viewer* and the selected word highlights in the *Natural Viewer*. Click Close to exit the *Documents Containing* dialog.

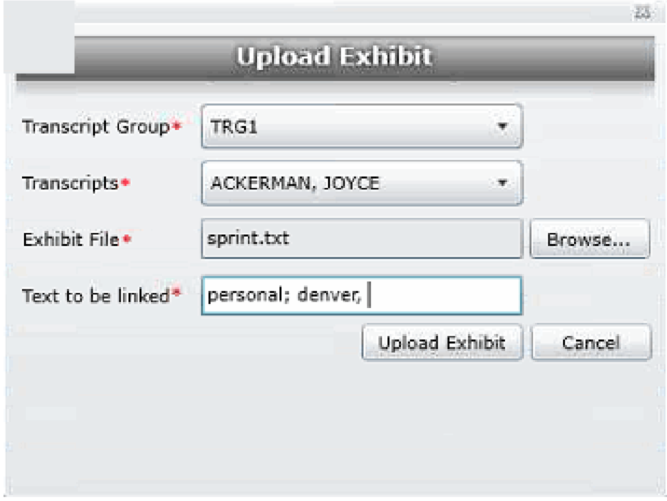
Uploading Exhibits

Project/case managers with the *Upload Exhibits* permission can upload exhibits in Project Review. You can view exhibits in the exhibits panel.

To upload an exhibit

1. Log in as a user with *Upload Exhibits* permissions.
2. Click the **Project Review** 🔍 button next to the project in the *Project List*.
3. In the *Project Explorer*, right-click the *Transcripts* folder and click **Upload Exhibits**.

Upload Exhibit Dialog



Upload Exhibit

Transcript Group* TRG1

Transcripts* ACKERMAN, JOYCE

Exhibit File* sprint.txt

Text to be linked* personal; denver;

4. Select the *Transcript Group* that contains the transcript to which you want to link the exhibit.
5. From the *Transcripts* menu, select the transcript to which you want to link the exhibit.
6. Click **Browse**, highlight the exhibit file, and click **Open**.
7. In the *Text to be linked* field, enter the text (from the transcript) that will become a link to the exhibit. You can enter multiple text or aliases to be linked. Separate the terms by either a comma and/or a semi-colon. Every occurrence of the text in the transcript becomes a hyperlink to the exhibit.
8. Click **Upload Exhibit**.

Chapter 23

Managing Review Sets

Review sets are batches of documents that you can check out for coding and then check back in. Review sets aid in the work flow of the reviewer. It allows the reviewer to track the documents that have been coded and still need to be coded. Project/case managers with Create/Delete Review Set permissions can create and delete review sets.

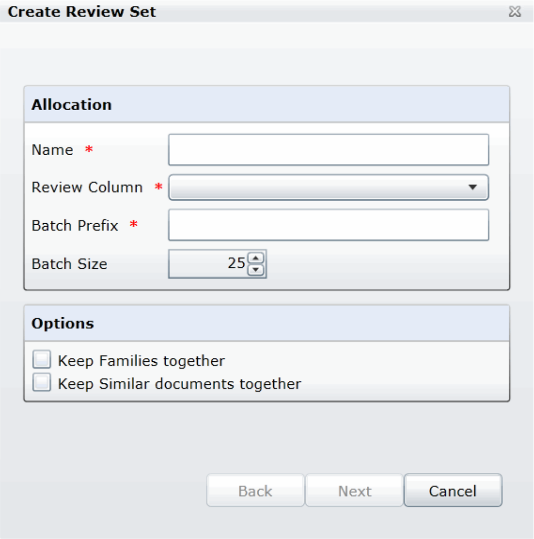
Creating a Review Set

Project/case managers with *Create/Delete Review Set* permissions can create and delete review sets.

To create a review set

1. Log in as a user with Project Administrator rights.
2. Click the **Project Review** button next to the project in the *Project List*.
3. Click the **Review Sets** button in the *Project Explorer*.
   See the Reviewer Guide for more information on the Review Sets tab.
4. Right-click the **Review Sets** folder and click **Create Review Set**.

Create Review Set Dialog



Create Review Set

Allocation

Name *

Review Column *

Batch Prefix *

Batch Size 25

Options

□ Keep Families together

□ Keep Similar documents together

5. Enter a *Name* for the review set.

6. Select a **Review Column** that indicates the status of the review. New columns can be created in the *Custom Fields* tab of the *Home* page.

   See Custom Fields Tab on page 212.

7. Enter a prefix for the batch that will appear before the page numbers of the docs.

8. Increase or decrease the *Batch Size* to match the number of documents that you want to appear in the review set.

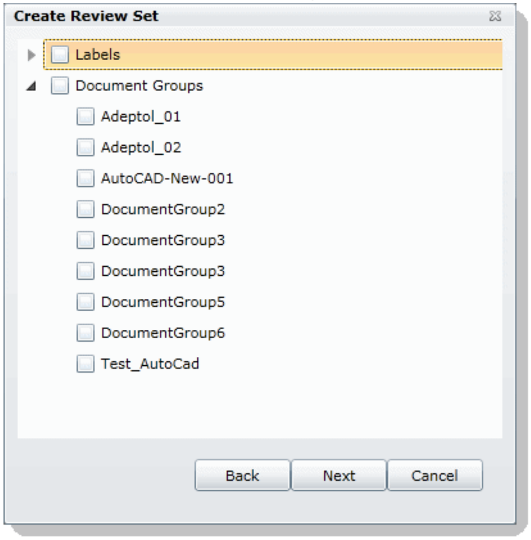
9. Check the following options if desired:

   - **Keep Families together**: Check this to include documents within the same family as the selected documents in the batch.
   - **Keep Similar document sets together**: Check this to include documents related to the selected documents in the batch.

   Note: Any “Keep” check box selected will override the restricted Batch Size.

10. Click **Next**.

Create Review Sets Dialog Second Screen



11. Expand *Labels* and check the labels that you want to include in the review set. All documents with that label applied will be included in the review set. This is only relevant if the documents have already been labeled by reviewers.

12. Expand the *Document Groups* and check the document groups that you want to include in the review set.

13. Click **Next**.

14. Review the summary of the review set to ensure everything is accurate and click **Create**.

15. Click **Close**.

Deleting Review Sets

Project/case managers with *Create/Delete Review Set* permissions can create and delete review sets.

To create a review set

1. Log in as a user with Project Administrator rights.
2. Click the **Project Review** 🔍 button next to the project in the *Project List*.
3. Click the **Review Sets** button in the *Project Explorer*.
   See the Reviewer Guide for more information on the Review Sets tab.
4. Expand the *All Sets* folder.
5. Right-click the review set that you want to delete and click **Delete**.
6. Click **OK**.

Renaming a Review Set

Project/case managers with *Manage Review Set* permissions can rename review sets.

To rename a review set

1. Log in as a user with Project Administrator rights.
2. Click the **Project Review** 🔍 button next to the project in the *Project List*.
3. Click the **Review Sets** button in the *Project Explorer*.
   See the Reviewer Guide for more information on the *Review Sets* tab.
4. Expand the *All Sets* folder.
5. Right-click the review set that you want to rename and click **Rename**.
6. Enter a name for the review set.

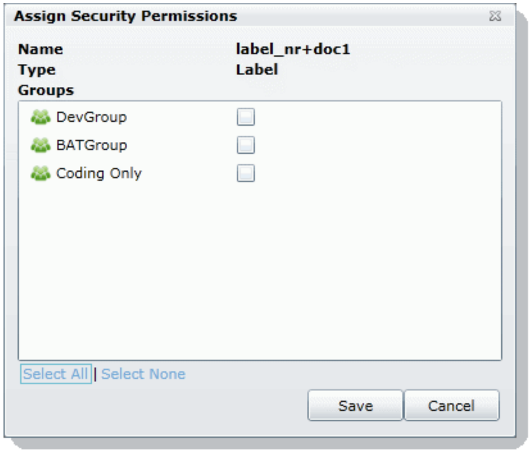
Manage Permissions for Review Sets

Project/case managers with *Manage Review Set* permissions can manage the permissions for review sets.

To rename a review set

1. Log in as a user with Project Administrator rights.
2. Click the **Project Review** button next to the project in the *Project List*.
3. Click the **Review Sets** button in the *Project Explorer*.
   See the Reviewer Guide for more information on the Review Sets tab.
4. Expand the *All Sets* folder.
5. Right-click the review set that you want to manage permissions for and click **Manage Permissions**.

Assign Security Permissions Dialog



Assign Security Permissions

Name label_nr+doc1
Type Label
Groups

DevGroup □
BATGroup □
Coding Only □

6. Check the groups that you want to grant permissions to the review set. Groups granted the Check In/ Check Out Review Batches permission will be able to check out the review sets to which they are granted permission.
7. Click **Save**.

Chapter 24

Project Folder Structure

This document describes the folder structure of the projects in your database. The location of the project folders will differ depending on the project folder path where you saved the data.

Project Folder Path

When a project is created, a Project Folder is created in the Project Folder Path provided by the user that creates the project. The Project Folder consists of alphanumeric characters auto generated by the application.

Project Folder example: 3fc04d13-1b48-40a5-80d3-0e410e8e9619.

Finding the Project Folder Path

You can find your project folder path by looking at the Project Details tab.

To find the project folder path

1. Log in to the application.
2. Select the project in the *Project List* panel.
3. Click on the **Project Detail** tab on the Home page.
4. Under *Project Folder Path*, the path is listed.

Project Folder Subfolders

Within the Project Folder, there are multiple subfolders. What subfolders that are available to view will depend upon the project and the evidence loaded within the project. This section describes those subfolders.

Please note most of the files within the subfolders are in the DAT extension. This is the extension that the application requires in order to read the contents of these files. The filename (<number>.dat) represents the ObjectID of that document. It should match the ObjectID column displayed in the Project Review.

- **CoolHTML**: This folder contains the CoolHTML files. The application converts all email files into CoolHTML files in order for the native viewer to display them.
- **Native**: This folder contains all the native files. This only pertains to Imported DII Documents and Production Set Documents.
- **Tiff**: This folder contains the Image Documents. This only pertains to Imported DII Image Documents, Production Set Image Documents, and Documents imaged using the “Imaging” option in the Item List panel of the Project Review.
- **PDF**: This folder contains the Image Documents. These are imaged using the “Imaging” option in the Item List panel of Project Review and selecting the pdf option.
- **Graphic_Swf**: This folder contains flash files created when imaging documents. There are two ways to create these flash files:
  - Click on the **Annotate** button from the *Image* tab of the Document Viewer.
  - Select **Imaging** in the mass operations of the *Item List* panel and then select the **Process for Image Annotation** option.
- **Native_Swf**: This folder contains flash files created when imaging documents. There are two way to create these flash files:
  - Click on the **Annotate** button from the *Natural* tab of Document Viewer.
  - Select **Imaging** in the mass operations of the *Item List* panel and then select the **Process for Native Annotation** option.
- **Reports**: This folder contains any report that is downloadable from within the program’s interface, including project level reports such as Deduplication, Data Volume, Search, and Audit Log Reports.
- **Slipsheets**: This folder is a temporary location to place slipsheets during an imaging, production set, or export job where images are requested. During the job if a particular document cannot be imaged, the program will create a slipsheet for the document, which is stored in this file. As the job gets to completion, the program will move that slipsheet into the appropriate folder (with the appropriate number in the project of export and production sets.)
- **Dts_idx**: This folder contains the DT Search Index Files. These are needed to be able to search for full text data.
- **Email_body**: This folder contains files that are the text of an email body.
- **Filtered**: This folder contains the files that are the text of the Native file extracted by the application at the time of Add Evidence.
- **OCR**: This folder contains the files that are the text of the Native/Image files loaded via Import DII.
- **JT**: This folder contains files that are used for communication between processing host and processing engine. This is internal EP communication.
- **Jobs**: This folder contains the jobs sent via the application (i.e. Import, Add Evidence, Cluster Analysis, etc.) There are multiple Job folders:

    - **AA**: This folder contains the Additional Analysis Jobs which consist of Jobs from Import, Imaging, Transcript Uploads, Clustering, etc.

      This folder also contains subfolders for the respective jobs performed by the Additional Analysis jobs. These folders contain compressed job information log files that are used for troubleshooting. The user should not need to access these log files.

    - **AE**: This folder contains the jobs processed through Add Evidence.

      This folder also contains subfolders for the respective Add Evidence jobs. These folders contain compressed job information log files that are used for troubleshooting. The user should not need to access these log files.

    - **MI**: This folder contains files for Index Manager jobs. These are run anytime you run another job to help update the database.

      This folder also contains subfolders for the respective jobs performed by the Index Manager jobs. These folders contain compressed job information log files that are used for troubleshooting. The user should not need to access these log files.

- **EvidenceHistory.log**: This folder contains a log file of Add Evidence, Additional Analysis, and Indexing Jobs. A user should not need to access these log files.

Opening Project Files

To open any of the DAT files, you’ll need to know the original extension of the files. For example, if the file is in the Tiff Folder, you know that it was originally a TIFF file. So if you change the extension from DAT to TIFF, you can open the file and it’ll open as a TIFF File.

The files in the Native Folder are a little more complicated. You will need to match up the ObjectID to the one shown in the Project Review and determine what kind of native file it is and then change it to that extension accordingly. So that you do not alter the original file, it is best that you make a copy of the data files and then change the extension accordingly.

Files in the Project Folder

In the main Project Folder, there and many files that are not in folders. Some of the loose files that you may encounter include:

- **EvidenceHistory.log**: This is a log file of Add Evidence Jobs, Imaging Jobs, Production Sets, and Clustering Jobs.

Part 5

Loading Summation Data

This part describes how to load Summation data and includes the following sections:

Chapter 25

Introduction to Loading Data

Importing Data

This document will help you import data into your project. You create projects in order to organize data. Data can be added to projects in the forms of native files, such as DOC, PDF, XLS, PPT, and PST files, or as evidence images, such as AD1, E01, and OFF files.

To manage evidence, administrators, and users with the Create/Edit Projects permission, can do the following:

- Add evidence items to a project
- View properties about evidence items in a project
- Edit properties about evidence items in a project
- Associate people to evidence items in a project

Note: You will normally want to have people created and selected before you process evidence.

See About Associating People with Evidence on page 258.

See the following chapters for more information:

To import data

1. Log in as a project manager.
2. Click the **Add Data** button next to the project in the *Project List* panel.
3. In the *Add Data* dialog, select on of the method by which you want to import data. The following methods are available:
    - Evidence (wizard): See Using the Evidence Wizard on page 256.
    - Job (eDiscovery applications): See About Jobs on page 418.
    - Import: See Importing Evidence on page 265.
    - Cluster Analysis: See Using Cluster Analysis on page 288.

Chapter 26

Using the Evidence Wizard

Using the Evidence Wizard

When you add evidence to a project, you can use the *Add Evidence Wizard* to specify the data that you want to add. You specify to add either parent folders or individual files.

Note: If you activated Cluster Analysis as a processing option when you created the project, cluster analysis will automatically run after processing data.

You select sets of data that are called “evidence items.” It is useful to organize data into evidence items because each evidence item can be associated with a unique person.

For example, you could have a parent folder with a set of subfolders.

\\10.10.3.39\EvidenceSource\

\\10.10.3.39\EvidenceSource\John Smith

\\10.10.3.39\EvidenceSource\Bobby Jones

\\10.10.3.39\EvidenceSource\Samuel Johnson

\\10.10.3.39\EvidenceSource\Edward Peterson

\\10.10.3.39\EvidenceSource\Jeremy Lane

You could import the parent \\10.10.3.39\EvidenceSource\ as one evidence item. If you associated a person to it, all files under the parent would have the same person.

On the other hand, you could have each subfolder be its own evidence item, and then you could associate a unique person to each item.

An evidence item can either be a folder or a single file. If the item is a folder, it can have other subfolders, but they would be included in the item.

When you use the Evidence Wizard to import evidence, you have options that will determine how the evidence is organized in evidence items.

When you add evidence, you select from the following types of files.

Evidence File Types

File Type	Description
Evidence Images	You can add AD1, E01, or AFF evidence image files.
Native Files	You can add native files, such as PDF, JPG, DOC PPT, PST, XLSX, and so on.

When you add evidence, you also select one of the following import methods.

Import Methods

Method	Description
CSV Import	This method lets you create and import a CSV file that lists multiple paths of evidence and optionally automatically creates people and associates each evidence item with a person. Like the other methods, you specify whether the parent folder contains native files or image files. See Using the CSV Import Method for Importing Evidence on page 258. This is similar to adding people by importing a file. See the Project Manager Guide for more information on adding people by importing a file.
Immediate Children	This method takes the immediate subfolders of the specified path and imports each of those subfolders' content as a unique evidence item. You can automatically create a person based on the child folder's name (if the child folder has a first and last name separated by a space) and have it associated with the data in the subfolder. See Using the Immediate Children Method for Importing on page 260. Like the other methods, you specify if the parent folder contains native files or image files.
Folder Import	This method lets you select a parent folder and all data in that folder will be imported. You specify that the folder contains either native files (JPG, PPT) or image files (AD1, E01, AFF). A parent folder can have both subfolders and files. Using this method, each parent folder that you import is its own evidence item and can be associated with one person. For example, if a parent folder had several AD1 files, all data from each AD1 file can have one associated person. Likewise, if a parent folder has several native files, all of the contents of that parent folder can have one associated person.
Individual File(s)	This method lets you select individual files to import. You specify that these individual files are either native files (JPG, PPT) or image files (AD1, E01, AFF). Using this method, each individual file that you import is its own evidence item and can be associated with a person. For example, all data from an AD1 file can have an associated person. Likewise, each PDF, or JPG can have its own associated person.

Note: The source network share permissions are defined by the administrator credentials.

About Associating People with Evidence

When you add evidence items to a project, you can specify people, or custodians, that are associated with the evidence. These custodians are listed as People on the *Data Sources* tab.

In the *Add Evidence Wizard*, after specifying the evidence that you want to add, you can then associate that evidence to a person. You can select an existing person or create a new person.

Important: If you want to select an existing Person, that person must already be associated to the project. You can either do that for the project on the *Home* page > *People* tab, or you can do it on the *Data Sources* page > *People* tab.

You can create people in the following ways:

- On the *Data Sources* tab before creating a project.
  See the *Data Sources* chapter.
- When adding evidence to a project within the *Add Evidence Wizard*.
  See Adding Evidence to a Project Using the Evidence Wizard on page 262.
- On the *People* tab on the *Home* page for a project that has already been created.

About Creating People when Adding Evidence Items

In the *Add Evidence Wizard*, you can create people as you add evidence. There are three ways you can create people while adding evidence to a project:

- Using a CSV Evidence Import.
  See Using the CSV Import Method for Importing Evidence on page 258.
- Importing immediate children.
  See Using the Immediate Children Method for Importing on page 260.
- Adding a person in the *Add Evidence Wizard*.
  You can select a person from the drop-down in the wizard or enter a new person name.
  See the Project Manager Guide for more information on creating people.

Using the CSV Import Method for Importing Evidence

When specifying evidence to import in the *Add Evidence Wizard*, you can use one of two general options:

- Manually browse to all evidence folders and files.
- Specify folders, files, and people in a CSV file.
  There are several benefits of using a CSV file:
  - You can more easily and accurately plan for all of the evidence items to be included in a project by including all sources of evidence in a single file.
  - You can more easily and accurately make sure that you add all of the evidence items to be included in a project.
  - If you have multiple folders or files, it is quicker to enter all of the paths in the CSV file than to browse to each one in the wizard.
  - If you are going to specify people, you can specify the person for each evidence item. This will automatically add those people to the system rather than having to manually add each person.

When using a CSV, each path or file that you specify will be its own evidence item. The benefit of having multiple items is that each item can have its own associated person. This is in contrast with the Folder Import method, where only one person can be associated with all data under that folder.

Specifying people is not required. However, if you do not specify people, when the data is imported, no people are created or associated with evidence items. Person data will not be usable in Project Review.

See the Project Manager Guide for information on associating a person to an evidence item.

If you do specify people in the CSV file, you use the first column to specify the person’s name and the second column for the path.

If you do not specify people, you will only use one column for paths. When you load the CSV file in the *Add Evidence Wizard*, you will specify that the first column does not contain people’s names. That way, the wizard imports the first column as paths and not people.

If you do specify people, they can be in one of two formats:

- A single name or text string with no spaces
  For example, JSmith or John_Smith
- First and last name separated by a space
  For example, John Smith or Bill Jones

In the CSV file, you can optionally have column headers. You will specify in the wizard whether it should use the first row as data or ignore the first row as headers.

CSV Example 1

This example includes headers and people.

In the wizard, you select both **First row contains headers** and **First column contains people names** check boxes.

When the data is imported, the people are created and associated to the project and the appropriate evidence item.

```
People, Paths
JSmith,\\10.10.3.39\EvidenceSource\JSmith
JSmith,\\10.10.3.39\EvidenceSource\Sales\Projections.xlsx
Bill Jones,\\10.10.3.39\EvidenceSource\BJones
Sarah Johnson,\\10.10.3.39\EvidenceSource\SJohnson
Evan_Peterson,\\10.10.3.39\EvidenceSource\EPeterson
Evan_Peterson,\\10.10.3.39\EvidenceSource\HR
Jill Lane,\\10.10.3.39\EvidenceSource\JLane
Jill Lane,\\10.10.3.39\EvidenceSource\Marketing
```

This will import any individual files that are specified as well as all of the files (and additional subfolders) under a listed subfolder.

You may normally use the same naming convention for people. This example shows different conventions simply as examples.

CSV Example 2

This example does not include headers or people.

In the wizard, you clear both **First row contains headers** and **First column contains people names** check boxes.

When the data is imported, no people are created or associated with evidence items.

```
\\10.10.3.39\EvidenceSource\JSmith
\\10.10.3.39\EvidenceSource\Sales\Projections.xlsx
\\10.10.3.39\EvidenceSource\BJones
\\10.10.3.39\EvidenceSource\SJohnson
\\10.10.3.39\EvidenceSource\EPeterson
\\10.10.3.39\EvidenceSource\HR
\\10.10.3.39\EvidenceSource\JLane
\\10.10.3.39\EvidenceSource\Marketing
```

Using the Immediate Children Method for Importing

If you have a parent folder that has children subfolders, when importing it through the *Add Evidence Wizard*, you can use one of three methods:

- Folder Import
- Immediate Children
- CSV Import
  See Using the CSV Import Method for Importing Evidence on page 258.

When using the Immediate Children method, each child subfolder of the parent folder will be its own evidence item. The benefit of having multiple evidence items is that each item can have its own associated person. This is in contrast with the Folder Import method, where all data under that folder is a single evidence item with only one possible person associated with it.

Specifying people is not required. However, if you do not specify people, when the data is imported, no people are created or associated with evidence items. Person data will not be usable in Project Review.

See the Project Manager Guide for more information on associating a person to evidence.

When you select a parent folder in the *Add Evidence Wizard*, you select whether or not to specify people.

If you do specify people, the names of people are based on the name of the child folders.

Imported names of people can be imported in one of two formats:

- A single name or text string with no spaces
  For example, JSmith or John_Smith

- First and last name separated by a space
  For example, John Smith or Bill Jones

For example, suppose a parent folder had four subfolders, each containing data from a different user. Using the Immediate Children method, each subfolder would be imported as a unique evidence item and the subfolder name could be the associated person.

\Userdata\ (parent folder that is selected)

\Userdata\lNewstead (unique evidence item with lNewstead as a person)

\Userdata\KHetfield (unique evidence item with KHetfield as a person)

\Userdata\James Ulrich (unique evidence item with James Ulrich as a person)

\Userdata\Jill_Hammett (unique evidence item with Jill_Hammett as a person)

Note: In the Add Evidence Wizard, you can manually rename the people if needed.

The child folder may be a parent folder itself, but anything under it would be one evidence item.

This method is similar to the CSV Import method in that it automatically creates people and associates them to evidence items. The difference is that when using this method, everything is configured in the wizard and not in an external CSV file.

Adding Evidence to a Project Using the Evidence Wizard

You can import evidence for projects for which you have permissions.

When you add evidence, it is processed so that it can be reviewed in Project Review.

Some data cannot be changed after it has been processed. Before adding and processing evidence, do the following:

- Configure the Processing Options the way you want them.
  See the Admin Guide for more information on default processing options.
- Plan whether or not you want to specify people.
  See the Project Manager Guide for more information on associating a person to evidence.
- Unless you are importing people as part of the evidence, you must have people already associated with the project.
  See the Project Manager Guide for more information on creating people.

Note: Deduplication can only occur with evidence brought into the application using evidence processing. Deduplication cannot be used on data that is imported.

To import evidence for a project

1. In the project list, click ➕ (add evidence) in the project that you want to add evidence to.
2. Select **Evidence**.
3. In the *Add Evidence Wizard*, select the *Evidence Data Type* and the *Import Method*.
   See Using the Evidence Wizard on page 256.
4. Click **Next**.
5. Select the evidence folder or files that you want to import.
   This screen will differ depending on the *Import Method* that you selected.

   5a. If you are using the *CSV Import* method, do the following:

   - If the CSV file uses the first row as headers rather than folder paths, select the **First row contains headers** check box, otherwise, clear it.
   - If the CSV file uses the first column to specify people, select the **First column contains people's names** check box, otherwise, clear it.
     See Using the CSV Import Method for Importing Evidence on page 258.
     - Click **Browse**.
     - Browse to the CSV file and click **OK**.
       The CSV data is imported based on the check box settings.
       Confirm that the people and evidence paths are correct.
       You can edit any information in the list.
       If the wizard can't validate something in the CSV, it will highlight the item in red and place a red box around the problem value.

       If a new person will be created, it will be designated by ⊕.

   5b. If you are using the *Immediate Children* method, do the following:

   - If you want to automatically create people, select **Sub folders are people's names**, otherwise, clear it.
     See Using the Immediate Children Method for Importing on page 260.
   - Click **Browse**.
   - Enter the IP address of the server where the evidence files are located and click **Go**.

For example, 10.10.2.29

- Browse to the parent folder and click **Select**.

  Each child folder is listed as a unique evidence item.

  If you selected to create people, they are listed as well.

  Confirm that the people and evidence paths are correct.

  You can edit any information in the list.

  If the wizard can’t validate something, it will highlight the item in red and place a red box around the problem value.

  If a new person will be created, it will be designated by ⊕.

5c. If you are using the Folder Input or Individual Files method, do the following:

- Click **Browse**.
- Enter the IP address of the server where the evidence files are located and click **Go**.

  For example, 10.10.2.29
- Expand the folders in the left pane to browse the server.
- In the right pane highlight the parent folder or file and click **Select**.

  If you are selecting files, you can use Ctrl-click or Shift-click to select multiple files in one folder.

  The folder or file is listed as a unique evidence item.

6. If you want to specify a person to be associated with this evidence, select one from the *Person Name* drop-down list or type in a new person name to be added.

   See About Associating People with Evidence on page 258.

   If you enter a new person that will be created, it will be designated by ⊕.

   You can also edit a person’s name if it was imported.

7. Specify a Timezone.

   From the Timezone drop-down list, select a time zone.

   See Evidence Time Zone Setting on page 264.

8. (Optional) Enter a *Description*.

   This is used as a short description that is displayed with each item in the *Evidence* tab.

   For example, “Imported from Filename.csv” or “Children of *path*”.

   This can be added or edited later in the *Evidence* tab.

9. (Optional) If you need to delete an evidence item, click the ✖ for the item.

10. Click **Next**.

11. In the *Evidence to be Added and Processed* screen, you can view the evidence that you selected so far. From this screen, you can perform one of the following actions:

    - *Add More*: Click this button to return to the *Add Evidence* screen.
    - *Add Evidence and Process*: Click this button to add and process the evidence listed.

    When you are done, you are returned to the project list. After a few moments, the job will start and the project status should change to *Processing*.

12. If you need to manually update the list or status, click ♻ **Refresh.**

13. When the evidence import is completed, you can view the evidence items in the *Evidence* and *People* tabs.

    See Evidence Tab on page 154.

Evidence Time Zone Setting

Because of worldwide differences in the time zone implementation and Daylight Savings Time, you select a time zone when you add an evidence item to a project.

In a FAT volume, times are stored in a localized format according to the time zone information the operating system has at the time the entry is stored. For example, if the actual date is Jan 1, 2005, and the time is 1:00 p.m. on the East Coast, the time would be stored as 1:00 p.m. with no adjustment made for relevance to Greenwich Mean Time (GMT). Anytime this file time is displayed, it is not adjusted for time zone offset prior to being displayed.

If the same file is then stored on an NTFS volume, an adjustment is made to GMT according to the settings of the computer storing the file. For example, if the computer has a time zone setting of -5:00 from GMT, this file time is advanced 5 hours to 6:00 p.m. GMT and stored in this format. Anytime this file time is displayed, it is adjusted for time zone offset prior to being displayed.

For proper time analysis to occur, it is necessary to bring all times and their corresponding dates into a single format for comparison. When processing a FAT volume, you select a time zone and indicate whether or not Daylight Savings Time was being used. If the volume (such as removable media) does not contain time zone information, select a time zone based on other associated computers. If they do not exist, then select your local time zone settings.

With this information, the system creates the project database and converts all FAT times to GMT and stores them as such. Adjustments are made for each entry depending on historical use data and Daylight Savings Time. Every NTFS volume will have the times stored with no adjustment made.

With all times stored in a comparable manner, you need only set your local machine to the same time and date settings as the project evidence to correctly display all dates and times.

Chapter 27

Importing Evidence

About Importing Evidence Using Import

As an Administrator or Project Manager with the Create/Edit Projects permissions, you can import evidence for a project.

You import evidence by using a load file, which allows you to import metadata and physical files, such as native, image, and/or text files that were obtained from another source, such as a scanning program or another processing program. You can import the following types of load files:

- Summation DII - A proprietary file type from Summation. See Data Loading Requirements on page 268.
- Generic - A delimited file type, such as a CSV file.
- Concordance/Relativity - A delimited DAT file type that has established guidelines as to what delimiter should be used in the fields. This file should have a corresponding LFP or OPT image file to import.

Transcripts and exhibits are uploaded from *Project Review* and not from the *Import* dialog. See the Project Manager Guide for more information on how to upload transcripts and exhibits.

About Mapping Field Values

When importing you must specify which import file fields should be mapped to database fields. Mapping the fields will put the correct information about the document in the correct columns in the *Project Review*.

After clicking **Map Fields,** a process runs that checks the imported load file against existing project fields. Most of the import file fields will automatically be mapped for you. Any fields that could not be automatically mapped are flagged as needing to be mapped.

Note: If you need custom fields, you must create them in the *Custom Fields* tab on the *Home* page before you can map to those fields during the import. If the custom names are the same, they will be automatically mapped as well.

Any errors that have to be corrected before the file can be imported are reported at this time.

When importing a CSV or DAT load file that is missing the unique identifier used to map to the DocID file, an error message will be displayed.

Notes:

- If a record contains the same values for the DocID as the ParentID, an error is logged in the log file and the record is not imported. This allows you to correct the problem record and make sure all records in the family are included in the loadfile correctly.

- In review, the AttachmentCount value is displayed under the EmailDirectAttachCount column.
- The Importance value is not imported as a text string but is converted and stored in the database as an integer representing a value of either *Low*, *Normal*, *High*, or blank. These values are case sensitive and in the import file must be an exact match.
- The Sensitivity value is not imported as a text string but is converted and stored in the database as an integer representing a value of either *Confidential, Private, Personal,* or *Normal.* These values are case sensitive and in the import file must be an exact match.
- The Language value is not imported as a text string but is converted and stored in the database as an integer representing one of 67 languages.
- Body text that is mapped to the *Body* database field is imported as an email body stream and is viewable in the Natural viewer. When importing all file types, the import *Body* field is now automatically mapped to the *Body* database field.

Importing Evidence into a Project

To import evidence into a project

1. Log into the application as an Administrator or a user with Create/Edit Project rights.
2. In the *Project List* panel, click **Add Evidence** ➕ next to the project.
3. Click **Import**.
4. In the *Import* dialog, select the file type (EDII, Concordance/Relativity, or Generic).

   4a. Enter the location of the file or **Browse** to the file’s location.

   4b. (optional - Available only for Concordance/Relativity) Select the *Image Type* and enter the location of the file, or **Browse** to the file’s location. You can choose from the following file options:

   - OPT - Concordance file type that contains preferences and option settings associated with the files.
   - LFP - Ipro file type that contains load images and related information.
5. Perform field mapping.

   Most fields will be automatically mapped. If some fields need to be manually mapped, you will see an orange triangle.

   5a. Click **Map Fields** to map the fields from the load file to the appropriate fields.

   See About Mapping Field Values on page 265.

   5b. To skip any items that do not map, select **Skip Unmapped**.

   5c. To return the fields back to their original state, click **Reset**.

   > **Note:** Every time you click the *Map Fields* button, the fields are reset to their original state.
6. Select the *Import Destination*.

   6a. Choose from one of the following:

   - **Existing Document Group**: This option adds the documents to an existing document group. Select the group from the drop-down menu.

     See the Project Manager Guide (or section) for more information on managing document groups.
   - **Create New Document Group**: This option adds the documents to a new document group. Enter the name of the group in the field next to this radio button.

7. Select the *Import Options* for the file. These options will differ depending on whether you select DII, Concordance/Relativity, or Generic.
    - General Options:
        - **Enable Fast Import:** This will exclude database indexes while importing.
    - DII Options:
        - **Page Count Follows Doc ID**: Select this option if your DII file has an @T value that contains both a Doc ID and a page count.
        - **Import OCR/Full Text**: Select this option to import OCR or Full Text documents for each record.
        - **Import Native Documents/Images**: Select this option to import Native Documents and Images for each record.
        - **Process files to extract metadata**: Selecting this option will import only the metadata that exists on the load file and not process native files as you import them with a load file.
    - Concordance/Relativity, or Generic Options:
        - **First Row Contains Field Names**: Select this option if the file being imported contains a row header.
        - **Field, Quote, and Multi-Entry Separators**: From the pull-down menu, select the symbols for the different separators that the file being imported contains. Each separator value must match the imported file separators exactly or the field being imported for each record is not populated correctly.
        - **Return Placeholder**: From the pull-down menu, select the same value contained in the file being imported as a replacement value for carriage return and line feed characters. Each return placeholder value must match the imported file separators.
8. Configure the **Date Options**.
    - Select the date format from the **Date Format** drop-down menu.

      This option allows you to configure what date format appears in the load file system, allowing the system to properly parse the date to store in the database. All dates are stored in the database in a yyy-mm-dd hh:mm:ss format.
    - Select the *Load File Time Zone*.

      Choose the time zone that the load file was created in so the date and time values can be converted to a normalized UTC value in the database.

      See Normalized Time Zones on page 165.
9. Select the Record Handling Options.
    - **New Record**:
        - **Add**: Select to add new records.
        - **Skip**: Select to ignore new records.
    - **Existing Record**:
        - **Update**: Select to update duplicate records with the record being imported.
        - **Overwrite**: Select to overwrite any duplicate records with the record being imported.
        - **Skip**: Select to skip any duplicate records.
10. **Validation**: This option verifies that:
    - The path information within the load file is correct
    - The records contain the correct fields. For example, the system verifies that the delimiters and fields in a Generic or Concordance/Relativity file are correct.
    - You have all of the physical files (that is, Native, Image, and Text) that are listed in the load file.
11. (optional) **Drop DB Indexes.** Database indexes improve performance, but slow processing when inserting data. If this option is checked, all of the data reindexes every time more data is loaded. Only select this option if you want to load a large amount of data quickly before data is reviewed.
12. Click **Start**.

Chapter 28

Data Loading Requirements

This chapter describes the data loading requirements of eDiscovery and Summation and contains the following sections:

Document Groups

Note: You can import and display Latin and non-Latin Unicode characters. While the application supports the display of fielded data in either Latin or non-Latin Unicode characters, the modification of fielded data is supported only in Latin Unicode characters.

Note: The display of non-Latin Unicode characters does not apply to transcript filenames, since transcript deponents are defined by project users, or work product filenames, which are not displayed in the application.

Images

The following describes the required and recommended formats for images.

Required

- A DII load file is required to load image documents. 0
- Group IV TIFFS: single or multi-page, black and white (or color), compressed images, no DPI minimum.
- Single page JPEGs for color images.

Full-Text or OCR

The following describes the required and recommended formats for full-text or OCR.

Required

- If submitting document level OCR, page breaks should be included between each page of text in the document text file.

  Failure to insert page breaks will result in a one page text file for a multi-page document. The ASCII character 12 (decimal) is used for the “Page Break” character. All instances of the character 12 as page breaks will be interpreted.
- Document level OCR or page level OCR.
- All OCR files should be in ANSI or Unicode text file format, with a *.txt extension.
- A DII load file. Loading Control List (.LST) files are not supported.

Recommended

- OCR text files should be stored in the same directories as image files.
- Page level OCR is recommended to ensure proper page breaks.

DII Load File Format for Image/OCR

Note: When selecting the **Copy ESI** option, the DII and source files *must* reside in a location accessible by the IEP server; otherwise, import jobs will fail during the **Check File** process.

The following describes the required format for a DII load file to load images and OCR.

Required

- A blank line after each document summary.
- @**T** to identify each document summary.
- @**T** should equal the beginning Bates number.
- If OCR is included, then use @**FULLTEXT** at the beginning of the DII file **(@FULLTEXT DOC** or **@FULLTEXT PAGE).**
- If @**FULLTEXT DOC** is included, OCR text files are assumed to be in the **Image** folder location with the same name as the first image (TIFF or JPG) file.
- If @**FULLTEXT PAGE** is included, OCR text files are assumed to be in the **Image** folder location with the same name as the image files (each page should have its own txt file).
- If @**O** token is used, @**FULLTEXT** token is not required.
- If Fulltext is located in another directory other than images, use @**FULLTEXTDIR** followed by the directory path.

- The page count identifier on the **@T** line can be interpreted ONLY if it is denoted with a space character.

  For example:

  ```
  @FULLTEXT PAGE
  @T AAA0000001 2
  @D @I\IMAGES\01\
  AAA0000001.TIF
  AAA0000002.TIF
  @T AAA0000003 1
  @D @I\IMAGES\02\
  AAA0000003.TIF
  ```

  Import controls the **Page Count Follows DocID** option. If this option is deselected, the page count identifier on the **@T** line would not be recognized.

Recommended

- DII load file names should mirror that of the respective volume (for easy association and identification).
- **@T** values (that is, the BegBates) and EndBates should include no more than 50 characters. Non-alphabetical and non-numerical characters should be avoided.

Email & eDocs

You can host email, email attachments, and eDocs **(**electronic documents in native format) for review and attorney coding, as well as associated full-text and metadata. It is also possible to include an imaged version (in TIFF format) of the file at loading. A DII load file is required in order to load e-mail and electronic documents.

Note: You can import and display of Latin and non-Latin Unicode characters. While the application supports the display of fielded data in either Latin or non-Latin Unicode characters, the modification of fielded data is supported only in Latin Unicode characters.

Note: The display of non-Latin Unicode characters does not apply to transcript filenames, since transcript deponents are defined by users, or work product filenames, which are not displayed.

General Requirements

The following describes the required and recommended formats for DII files that are used to load email, email attachments, and eDocs.

A DII load file with a *.dii file extension, using only the tokens, is listed in DII Tokens (page 284).

- **@T** to identify each email, email attachment, or eDoc record.
- **@T** is the first line for each summary.
- **@T** equals the unique **DocID** for each email, email attachment, or eDoc record. There should be only one **@T** per record.
- A blank line between document records.
- **@EATTACH** token is required for email attachments and **@EDOC** for eDocs. These tokens contain a relative path to the native file.
- **@MEDIA** is required for email data with a value of **eMail** or **Attachment**. For eDocs, the **@MEDIA** value must be **eDoc**.
- **@EATTACH** is required when **@MEDIA** has a value of **Attachment** and is not required when **@MEDIA** has a value of **eMail**.
- To maintain the parent/child relationship between an e-mail and its attachments (family relationships for eDocs), the **@PARENTID** and **@ATTACH** tokens are used.
- To include images along with the native file delivery, use the **@D @I** tokens at the end of the record.
- **@O** token is extended to support loading FullText into eDoc and eMails also.

  If record has both **@O** and **@EDOC/@EATTACH** tokens, FullText is loaded from the file specified by the **@O** token. If **@O** token does NOT exist for the record, FullText is extracted from the file specified by the **@EDOC/@EATTACH** token.
- **@AUTHOR** and **@ITEMTYPE** tokens are NOT supported.

Recommended

- **@T** values (Begbates/DocID) should include no more than 50 characters. Non-alphabetical and non-numerical characters should be avoided.
- Specify parent-child relationship in the DII file based on the following rule:

- In the DII file, email attachments should immediately follow the parent record, that is:

  ```
  @T ABC000123
  @MEDIA eMail
  @EMAIL-BODY
  Please reply with a copy of the completed report.
  Thanks for your input.
  Beth
  @EMAIL-END
  @ATTACH ABC000124; ABC000125
  @T ABC000124
  @MEDIA Attachment
  @EATTACH \Native\ABC000124.doc
  @PARENTID ABC000123
  @T ABC000125
  @MEDIA Attachment
  @EATTACH \Native\ABC000125.doc
  @PARENTID ABC000123
  ```

Coding

The following describes the required and recommended formats for coded data.

Recommended

- Coded data should be submitted in a delimited text file, with a *.txt extension.
- Use the following default delimiter characters:

Field Separator	|
Multi-entry Separator	;
Return Placeholder	~
Quote Separator	^

Users can, however, specify any custom character in the Import user interface for any of the separators above.

- The standard comma and quote characters (‘,’ ‘”’) are accepted. When these characters are present within coded data, different characters must be used as separators.

  For instance,

  DOCID|SUMMARY|AUTHOR

  ^DOJ000001^|^Test “Summary1”^|^Smith, John^

  In the above file,

  Field Separator |

  Quote Separator ^

- Date field values should have any of the following formats. The date 16th August 2009 can be represented in the load file as:
  - 08/16/2009
  - 16/08/2009
  - 20090816

In addition, fuzzy dates are also supported. Currently only **DOCDATE** field supports fuzzy dates.

- If a day is fuzzy, then replace dd with 00.
- If a month is fuzzy, then replace mm with 00.
- If a year is fuzzy, replace yyyy with 0000.

Format	Example
mm/dd/yyyy	00/16/2009 (month fuzzy)
	08/00/2009 (day fuzzy)
	08/16/0000 (year fuzzy)
	00/16/0000 (month and year fuzzy)
	08/00/0000 (day and year fuzzy)
	00/00/2009 (month and day fuzzy)
	00/00/0000 (all fuzzy)
	08/16/2009 (no fuzzy)
yyyymmdd	00000816 (year fuzzy)
	20090016 (month fuzzy)
	20090800 (day fuzzy)
	00000016 (year and month fuzzy)
	00000800 (year and day fuzzy)
	20090000 (month and day fuzzy)
	00000000 (all fuzzy)
	20090816 (no fuzzy)
dd/mm/yyyy	00/08/2009 (day fuzzy)
	16/00/2009 (month fuzzy)
	16/08/0000 (year fuzzy)
	16/00/0000 (month and year fuzzy)
	00/08/0000 (day and year fuzzy)
	00/00/2009 (day and month fuzzy)
	00/00/0000 (all fuzzy)
	16/08/2009 – no fuzzy

- Time values should have any of the following formats. The time 1:27 PM can be represented in the load file as:
  - 1:27 PM
  - 01:27 PM
  - 1:27:00 PM
  - 01:27:00 PM
  - 13:27
  - 13:27:00

Time values for standard tokens @TIMESENT/@TIMERCVD/@TIMESAVED/TIMECREATED will not be loaded for a document unless accompanied by a corresponding DATE token DATESENT/ @DATERCVD/ @DATESAVED/@DATECREATED.

Recommended

- You can use Field Mapping where the user can select different fields to be populated from the DII/CSV files. Fields would be automatically mapped during Import if the name of the database field matches the name of the field within the DII/CSV file.
- Field names within the header row will appear exactly as they appear within the delimited text file. Use consistent field naming for subsequent data deliveries.
- DocID/BegBates/EndBates values should include no more than 50 characters. Non-alphabetical and non-numerical characters should be avoided.
- Coding file names should mirror that of the respective volume (for easy association and identification).

  For example:

```
DOCID|TITLE|AUTHOR
^AAA-000001^|^Report to XYZ Corp^|^Jillson, Deborah;Ward, Simon;LaBelle, Paige^
^AAA-000005^|^Financial Statement^|^Mubark, Byju;Aminov, Marina^
^AAA-000008^|^Memo^|^McMahon, Brian^
```

Related Documents

You can review related documents the **@ATTACHRANGE** token or the **@PARENTID** and **@ATTACH** tokens.

The related documents must be coded in sequential order by their DOCID. The sequence determines the first document and the last document in the related document set.

Note: Bates number of the first document in @ATTACHRANGE populates the ParentDoc column.

Note: @ParentID populates the ParentDoc field and @ATTACH populates the AttachIDs.

Either @Attachrange or @ParentID can be used at a time.

For example:

@**ATTACHRANGE** ABC001-ABC005

OR

@**PARENTID** ABC001

OR

@**ATTACH** ABC001;ABC002;ABC003;ABC004;ABC005

Transcripts and Exhibits

Note: You can import and display of Latin and non-Latin Unicode characters. While the application supports the display of fielded data in either Latin or non-Latin Unicode characters, the modification of fielded data s supported only in latin Unicode characters.

Note: The display of non-Latin Unicode characters does not apply to transcript filenames, since transcript deponents are defined by users, or work product filenames, which are not displayed.

From **Menu** > **Transcript > Manage,** you can upload new transcripts to any transcript collection to which they have access. All transcripts are displayed individually, and each has its own menu that controls various transcript management functions.

Transcripts

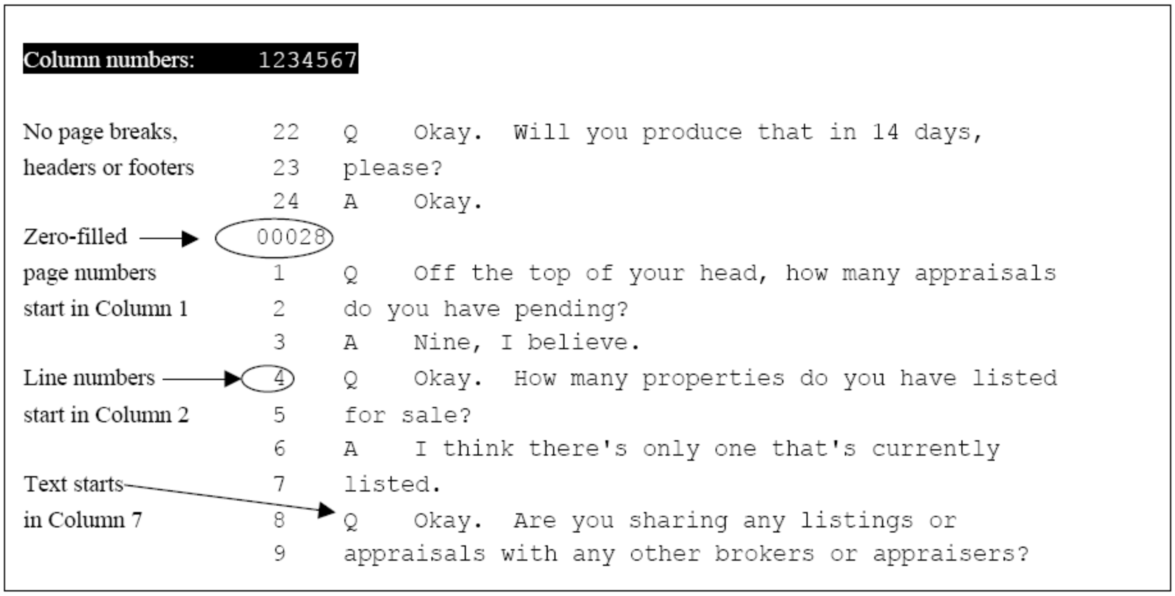
The following describes the required and recommended formats for transcripts.

Required

- ASCII or Unicode files (*.txt) in AMICUS format.

Recommended

- Transcript size is less than one megabyte.
- Page number specifications:
  - All transcript pages are numbered.
  - Page numbers are up against the left margin. The first digit of the page number should appear in Column 1. See the figure below.
  - Page numbers appear at the top of each page.
  - Page numbers contain no more than six digits, including zeros, if necessary. For example, Page 34 would be shown as **0034**, **00034**, or **000034**.
  - The first line of the transcript (Line 1 of the title page) contains the starting page number of that volume. For example, if the volume starts on Page 1, either **0001** or **00001** are correct. If the volume starts on Page 123, either **0123** or **00123** are correct.
  - Line numbers appear in Columns 2 and 3.
  - Text starts at least one space after the line number. It is recommended to start text in Column 7.
  - No lines are longer than 78 characters (including letters and spaces).
  - No page breaks, if possible. If page breaks are necessary, they should be on the line preceding the page number.
  - Consistent numbers of lines per page, if neither page breaks nor page number formats are used.
  - No headers or footers.
  - All transcript lines are numbered.


Column numbers:
No page breaks, headers or footers
Zero-filled page numbers start in Column 1
Line numbers start in Column 2
Text starts in Column 7

```
1234567

22   Q    Okay.  Will you produce that in 14 days,
23   please?
24   A    Okay.
00028
 1   Q    Off the top of your head, how many appraisals
 2   do you have pending?
 3   A    Nine, I believe.
 4   Q    Okay.  How many properties do you have listed
 5   for sale?
 6   A    I think there's only one that's currently
 7   listed.
 8   Q    Okay.  Are you sharing any listings or
 9   appraisals with any other brokers or appraisers?
```

Preferred Transcript Format

Exhibits

The following describes the required format for Exhibits.

Required

- Exhibits that will be loaded must be in PDF format.
- If an Exhibit has multiple pages, all pages must be contained in one file instead of a file per page.

Work Product

Note: You can import and display of Latin and non-Latin Unicode characters. While the application supports the display of fielded data in either Latin or non-Latin Unicode characters, the modification of fielded data is supported only in Latin Unicode characters.

Note: The display of non-Latin Unicode characters does not apply to transcript filenames, since transcript deponents are defined by users, or work product filenames, which are not displayed.

From **Menu > Work Product > Manage** you can upload, view, and review Work Product files. Work Product can be any type of file: text, word processing, PDF, or even MP3. (MP3 files are useful when you wish to send an audio transcript or message to the members of the group who have access to Work Product). The application does not maintain edits or keep version control information for the documents stored. Users working with Work Product documents must have the appropriate native application, such as Microsoft Word or Adobe Acrobat, to open them.

Sample DII Files

Note: You can import and display of Latin and non-Latin Unicode characters. While the application supports the display of fielded data in either Latin or non-Latin Unicode characters, the modification of fielded data is supported only in Latin Unicode characters.

Note: The display of non-Latin Unicode characters does not apply to transcript filenames, since transcript deponents are defined by users, or work product filenames, which are not displayed.

Note: When selecting the **Copy ESI** option, the DII source files *must* reside in a location accessible by the IEP server; otherwise, import jobs will fail during the **Check File** process.

eDoc DII Load Files

Required DII Format (eDocs)

```
@T SSS00000007
@MEDIA eDoc
@EDOC \folder\SSS00000007.xls

@T SSS00000008
@MEDIA eDoc
@EDOC \Native\SSS00000008.doc
```

Recommended DII format (eDocs)

```
@T ABC00000123
@MEDIA eDoc
@EDOC \Natives\ABC00000123.xls
@APPLICATION Microsoft Excel
@DATECREATED 05/25/2002
@DATESAVED 06/05/2002
@SOURCE Dee Vader
```

eMail DII Load Files

Required DII File Format for Parent Email (Emails)

```
@T ABC000123
@MEDIA eMail
@EMAIL-BODY
Please reply with a copy of the completed report.
Thanks for your input.
Beth
@EMAIL-END
@ATTACH ABC000124;ABC000125
```

Required DII File Format for Related Email Attachment (Emails)

```
@T ABC000124
@MEDIA Attachment
@EATTACH \Native\ABC000124.doc
@PARENTID ABC000123
```

Recommended DII Format for Parent Email (Emails)

```
@T ABC000123
@MEDIA eMail
@ATTACH ABC000124; ABC000125
@EMAIL-BODY
Please reply with a copy of the completed report.

Thanks for your input.
Beth
@EMAIL-END
@FROM Abe Normal (anormal@ctsummation.com)
@TO abcody@ctsummation.com; rob.hood@wolterskluwer.com
@CC Willie Jo
@BCC Jopp@ctsummation.com
@SUBJECT Please reply
@APPLICATION Microsoft Outlook
@DATECREATED 06/16/2006
@DATERCVD 06/16/2006
@DATESENT 06/16/2006
@FOLDERNAME \ANormal\Sent Items
@READ Y
@SOURCE Abe Normal
@TIMERCVD 1:36 PM
@TIMESENT 1:35 PM
```

Recommended DII Format for Related Email Attachments (Emails)

```
@T ABC000124
@MEDIA Attachment
@EATTACH \Native\ABC000124.doc
@PARENTID ABC000123
@APPLICATION Microsoft Word
@DATECREATED 05/25/2005
@DATESAVED 06/05/2005
@SOURCE Abe Normal
@AUTHOR Abe Normal
@DOCTITLE Sales Report June 2005
```

Recommended DII Format for Native Plus Images Deliveries (Email and eDocs)

(Append to the previous recommended DII formats for eDocs or email.)

```
@D @|\Images\
ABC000124-001.tif
ABC000124-002.tif
```

DII Tokens

Data for all tokens must be in a single line except the @OCR…@OCR-END, @EMAIL-BODY … @EMAIL-END and @HEADER … @HEADER-END.

TOKEN	FIELD POPULATED	DESCRIPTION OF USAGE
@T	DOCID & BEGBATES	This token is required for each DII record. This must be the first token listed for the document. This must be unique in the case. The @BEGBATES or @DOCID should not be used. @T ABC000123
@APPLICATION	Application	The application used to view the electronic document. For example: @APPLICATION Microsoft Word
@ATTACH	AttachDocs	IDs of attached documents. For example: @ATTACH ABC000124;ABC000125
@ATTACHRANGE	ParentDoc	The document number range of all attachments if more than one attachment exists. The beginning number in the range populates the PARENTDOC. For example: @ATTACHRANGE WGH000008 – WGH0000010
@ATTMSG	Media & Native file is copied into the file system using the path provided	The file name of the e-mail attachment (that is an e-mail message itself) including the relative or absolute path to the document. The relative path is evaluated using the path to the DII file as the root path. The native file is then loaded. The Media field is populated with the value eMail.
@BATESBEG	Begbates	Beginning Bates number, used with @BATESEND. For example: @BATESBEG SGD00001
@BATESEND	EndBates	Ending Bates number. For example: @BATESEND SGD00055
@BCC	EmailBCC	Anyone sent a blind copy on an e-mail message. For example: @BCC Nick Thomas
@C	Custom Field	Code used to load a custom field in the database. The syntax for the @C token is: @C <FIELDNAME> <DATA> The FIELDNAME value cannot contain spaces. For example, to fill in the DEPARTMENT field of the database with the value Accounting, the line would read: @C DEPARTMENT Accounting
@CC	EmailCC	Anyone copied on an e-mail message. For example: @CC John Ace

@D @I	Link to images	Required token for each DII record that has an image associated with it. This designates the directory location of the image file(s). Note that only the “@D @I” sequence is allowed. The “@D @V” sequence is not recognized. The following 2 examples are equivalent: --Example 1 @D @I\Images\001\ ABC00123.tif ABC00124.tif --Example 2 @D @I\Images\ 001\ABC00123.tif 001\ABC00124.tif. Note the directory should be relative to the load file. If this token is in the record, it must be the last token in the record. Also UNC paths in the Image Directory field (For example @D \\Server\PFranc\Images) are recognized but no hard coded drive letters.
@DATECREATED	CreationDateFT	The date that the file was created. For example: @DATECREATED 01/04/2003
@DATERCVD	DeliveryTimeFT	Date that the e-mail message was received.
@DATESAVED	ModificationDateFT	Date that the file was saved.
@DATESENT	SubmitTimeFT	Date that the e-mail message was sent.
@EATTACH	Native file is copied into the file system using the path provided	Relative path (from the load file location) of the native file to be loaded. Valid for Attachments.
@EDOC	Native file is copied into the file system using the path provided	Same as @EATTACH except for eDocs. For example @EDOC \Attachments\ABC000123.xls Valid for edocs only.
@EMAIL-BODY @EMAIL-END	Email body is copied into a file in the file system.	Body of an e-mail message. Must be a string of text contained between @EMAIL-BODY and @EMAIL-END. The @EMAIL-END token must be on its own line. For example: @EMAIL-BODY Bill, This looks excellent. Ted @EMAIL-END
@FILENAME	Filename of the native	Original Filename of the native file (Edoc/Email/Attachment) For example @FILENAME AnnualReport.xls
@FOLDERNAME	FolderNameID	The name of the folder that the e-mail message came from. For example: @FOLDERNAME \Inbox\Projects\ARProject
@FROM	EmailFrom	From field in an e-mail message. For example: @FROM Kelly Morris

@FULLTEXT	N/A (text processing directive)	Determines how OCR is associated with the document. This token should be placed at the top of the file, before any @T tokens. The OCR files must have the same names as the images (not including the extension), and they must be located in the same directory. Variations: @FULLTEXT DOC - One text file exists for each database record. The name of the file must be the same name as the first image file. @FULLTEXT PAGE - One text file exists for each page.
@FULLTEXTDIR	Link to Full text Directory	The @FULLTEXTDIR token is a partner to the @FULLTEXT token. @FULLTEXTDIR allows specifying a directory from which the full-text will be copied during the import. Therefore, the full-text files do not have to be located in the same directory as the images at the time of import. The @FULLTEXTDIR token gives you the flexibility to import the DII file and full-text files without requiring you to copy the full-text files to the network first. For example: @FULLTEXTDIR Vol001\Box001\ocrFiles The above example shows a relative path. The application searches for the full-text files in the same location as the DII file that is imported and follows any subdirectories listed after the @FULLTEXTDIR token. The @FULLTEXTDIR token applies to all subsequent records in the DII file until it is changed or turned off.
@HEADER @HEADER-END	EmailHeader	E-mail header content. The @HEADER-END token must be on its own line. For example: @HEADER <Header Text> @HEADER-END
@INTMSGID	InternetMessageID	Internet message ID. For example: @INTMSGID <00180c34fe5$bf2d5$050@SKEETER>
@MEDIA	Media	Indicates the type of document. This must be populated with one of the following values: {email, attachment, and eDoc} This value is REQUIRED. This value is used by the application to determine how to display the document. For example: @MEDIA eDoc
@MSGID	EntryID	E-mail message ID generated by Microsoft Outlook or Lotus Notes. For example: @MSGID 00E8324B3A0A800F4E954B8AB427196A1304012000
@MULTILINE	Any custom field with multiple lines	Allows carriage returns and multiple lines of text to populate a specified text field. Text must be between @MULTILINE and @MULTILINE-END. The @MULTILINE-END token must be on its own line. For example: @MULTILINE FIELDNAME Here is the first line. Here is the second line. Here is the third line. Here is the last line. @MULTILINE-END
@O	OCRTEXT / FULLTEXT is copied into a file in the file system	This token is used to load full-text documents. The text files can be located someplace other than the image location as specified by the @D line of the DII file. There can only be one text file for the record. The value following the @O should contain the relative path (from the load file location) of the .txt file. @O \Text\ABC000123.txt

@OCR @OCR-END	OCRTEXT is copied into a file in the file system	The @OCR and @OCR-END tokens offer the flexibility to include the full-text (including carriage returns) in the DII file. The @OCR-END token must appear on a separate line. For example: @OCR <full-text extracted from the electronic document, which can span multiple lines> @OCR-END
@PARENTID	ParentDoc	Parent document ID of an attachment. For example: @PARENTID ABC000123
@PSTFILE0	PSTFilePath and PSTStoreNameID	The original PST File name and ID 1) The name and/or location of the .PST file. 2) The unique ID of the .PST file. The two values are separated by a comma. The unique ID can be any unique value that identifies the .PST file. For example: @PSTFILE EMAIL001\PFranc.pst, PFranc_14April_07 The .PST file's unique ID (the second value) is populated into the PST ID field designated in eMail Defaults. The PST ID value specified by the @PSTFILE token is assigned to the record it appears in and will apply to all subsequent e-mail records. The value is applied until either the @PSTFILE token is turned off by setting the token to a blank value or the value changes. The @PSTFILE token can occur multiple times in a single DII file and assign a different value each time. This allows processing multiple .PST files and presenting the data for all .PST files in a single DII file. As a best practice, the @PSTFILE token should be placed above the @T token.
@READ	IsUnread (stores 0 if Y and 1 if N)	Notes whether the e-mail message was read. For example: @READ Y
@RELATED	LinkedDocs	The document IDs of related documents. For example: @RELATED WGH000006
@SOURCE	Source	Custodian of the data. You can quickly filter documents by this field. @SOURCE Joe Custodian
@SUBJECT	Subject	The subject of an e-mail message. For example: @SUBJECT RE: Town Issues
@TIMECREATED	CreationDateFT	Time the file/e-mail/edoc was created
@TIMERCVD	DeliveryTimeFT	Time that the e-mail message was received.
@TIMESAVED	ModificationDateFT	Time that the file/e-mail/edoc was last saved
@TIMESENT	SubmitTimeFT	Time that the e-mail message was sent.
@TO	EmailTo	To field in an e-mail message. For example: @TO Conner Stevens
@UUID	UUID	Customer-specific and unique identifier for a record (not used internally by the application) For example: @UUID AE01R95

Chapter 29

Analyzing Document Content

Using Cluster Analysis

About Cluster Analysis

You can use Cluster Analysis to group Email Threaded data and Near Duplicate data together for quicker review.

Note: If you activated Cluster Analysis as a processing option when you created the project, cluster analysis will automatically run after processing data and will not need to be run manually.

Cluster Analysis is performed on the following file types:

- Documents (including PDFs)
- Spreadsheets
- Presentations
- Emails

Cluster Analysis is also performed on text extracted from OCR if the OCR text comes from a PDF. Cluster Analysis cannot be performed on OCR text extracted from a graphic.

To perform cluster analysis

1. Load the email thread or near duplicate data using Evidence Processing or Import.
2. On the *Home* page, in the *Project List* panel, click the ➕ *Add Evidence* button next to the project.
3. In the *Add Data* dialog, click **Cluster Analysis**.
4. Click **Start**.

   You can view the similarity results in the *Similar Panel* in *Review.*

   The data for the email thread appears in the *Conversation* tab in *Project Review*. The data for Near Duplicate appears in the *Related* tab in *Project Review*.

   An entry for cluster analysis will appear in the *Work List*.

Words Excluded from Cluster Analysis Processing

Noise words, such as “if,” “and,” “or,” are excluded from Cluster Analysis processing. The following words are excluded in the processing:

a, able, about, across, after, ain't, all, almost, also, am, among, an, and, any, are, aren't, as, at, be, because, been, but, by, can, can't, cannot, could, could've, couldn't, dear, did, didn't, do, does, doesn't, don't, either, else, ever, every, for, from, get, got, had, hadn't, has, hasn't, have, haven't, he, her, hers, him, his, how, however, i, if, in, into, is, isn't, it, it's, its, just, least, let, like, likely, may, me, might, most, must, my, neither, no, nor, not, of, off, often, on, only, or, other, our, own, rather, said, say, says, she, should, shouldn't, since, so, some, than, that, the, their, them, then, there, these, they, they're, this, tis, to, too, twas, us, wants, was, wasn't, we, we're, we've, were, weren't, what, when, where, which, while, who, whom, why, will, with, would, would've, wouldn't, yet, you, you'd, you'll, you're, you've, your

Filtering Documents by Cluster Topic

Documents processed with Cluster Analysis can be filtered by the content of the documents in the evidence. The Cluster Topic filter is created in Review under the Document Contents filter from data processed with Cluster Analysis. Data included in the Cluster Topic is taken from the following types of documents: Word documents and other text documents, spreadsheets, emails, and presentations.

In order for the application to filter the data with the Cluster Topic filter, the following must occur:

- Prerequisites for Cluster Topic (page 289)
- How Cluster Topic Works (page 289)
- Filtering with Cluster Topic (page 290)
- Considerations of Cluster Topic (page 290)

Prerequisites for Cluster Topic

Before Cluster Topic filter facets can be created, the data in the project must be processed by Cluster Analysis. The data can be processed automatically when Cluster Analysis is selected in the Processing options or you can process the data manually by performing **Cluster Analysis** in the *Add Evidence* dialog.

Evidence Processing and Deduplication Options (page 166)

How Cluster Topic Works

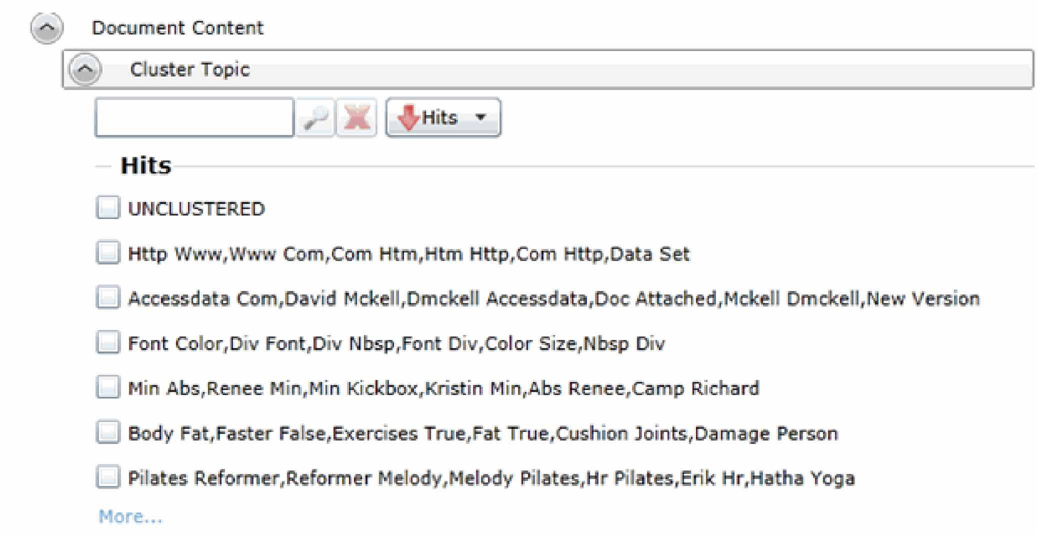
The application uses an algorithm to cluster the data. The algorithm accomplishes this by creating an initial set of cluster centers called pivots. The pivots are created by sampling documents that are dissimilar in content. For example, a pivot may be created by sampling one document that may contain information about children's books and sampling another document that may contain information about an oil drilling operation in the Arctic. Once this initial set of pivots is created, the algorithm examines the entire data set to locate documents that contain content that might match the pivot's perimeters. The algorithm continues to create pivots and clusters documents around the pivots. As more data is added to the project and processed, the algorithm uses the additional data to create more clusters.

Word frequency or occurrence count is used by the algorithm to determine the importance of content within the data set. Noise words that are excluded from Cluster Analysis processing are also not included in the Cluster Topic pivots or clusters.

Filtering with Cluster Topic

Once data has been processed by Cluster Analysis and facets created under the Cluster Topic filter, you can filter the data by these facets.

Cluster Topic Filters



Document Content

Cluster Topic

Hits

Hits

□ UNCLUSTERED

□ Http Www,Www Com,Com Htm,Htm Http,Com Http,Data Set

□ Accessdata Com,David Mckell,Dmckell Accessdata,Doc Attached,Mckell Dmckell,New Version

□ Font Color,Div Font,Div Nbsp,Font Div,Color Size,Nbsp Div

□ Min Abs,Renee Min,Min Kickbox,Kristin Min,Abs Renee,Camp Richard

□ Body Fat,Faster False,Exercises True,Fat True,Cushion Joints,Damage Person

□ Pilates Reformer,Reformer Melody,Melody Pilates,Hr Pilates,Erik Hr,Hatha Yoga

More...

The topics of the facets available are cluster terms created. Documents containing these terms are included in the cluster and are displayed when the filter is applied. Topics are comprised of two word phrases that occur in the documents. This is to make the topic more legible.

The UNCLUSTERED facet contains any documents that are not included under a Cluster Topic filter.

For more information, see *Filtering Data in Case Review* in the *Reviewer Guide*.

Considerations of Cluster Topic

You need to aware the following considerations when examining the Cluster Topic filters:

- Not all data will be grouped into clusters at once. The application creates clusters in an incremental fashion in order to return results as quickly as possible. Since the application is continually creating clusters, the Cluster Topic facets are continually updated.
- Duplicate documents are clustered together as they match a specific cluster. However, if a project is particularly large, duplicate documents may not be included as part of any cluster. This is to avoid performance issues. You can examine any duplicate documents or any documents not included in a cluster by applying the UNCLUSTERED facet of the Cluster Topic filter.

Using Entity Extraction

About Entity Extraction

You can extract entity data from the content of files in your evidence and then view those entities.

You can extract the following types of entity data:

- Credit Card Numbers
- Email Addresses
- People
- Phone Numbers
- Social Security Numbers

The data that is extracted is from the body of documents, not the meta data.

For example, email addresses that are in the *To:* or *From:* fields in emails are already extracted as meta data and available for filtering. This option will extract email addresses that are contained in the body text of an email.

Using entity extraction is a two-step process:

1. Process the data with the *Entity Extraction* processing options enabled.
   You can select which types of data to extract.
2. View the extracted entities in *Review*.

The following tables provides details about the type of data that is identified and extracted:

Type	Examples	
Credit Card Numbers	Numbers in the following formats will be extracted as credit card numbers:	
	16-digit numbers used by VISA, MasterCard, and Discover in the following formats.	For example, ● 1234-5678-9012-3456 (segmented by dashes) ● 1234 5678 9012 3456 (segmented by spaces) Not: ● 1234567890123456 (no segments) ● 12345678-90123456 (other segments)
	15-digit numbers used by American Express in the following formats.	For example, ● 1234-5678-9012-345 (segmented by dashes) ● 1234 5678 9012 345 (segmented by spaces)
		Notes: Other formats, such as 14-digit Diners Club numbers, will not be extracted as credit card numbers

Type		Examples
Email Addresses	Text in standard email format, such as jsmith@yahoo.com will be extracted.	
		Note: Email addresses that are in the *To:* or *From:* fields in emails are already extracted as meta data and available for filtering. This option will extract email addresses that are contained in the body text of an email.
People	Text that is in the form of proper names will be extracted as people.	
		Proper names in the content are compared against personal names from 1880 - 2013 U.S. census data in order to validate names.

Type		Examples
Phone Numbers	Numbers in the following formats will be extracted as phone numbers:	
	Standard 7-digit	For example: ● 123-4567 ● 123.4567 ● 123 4567 Not: 1234567 (not segmented)
	Standard 10-digit	For example: ● (123)456-7890 ● (123)456 7890 ● (123) 456-7809 ● (123) 456.7809 ● +1 (123) 456.7809 ● 123 456 7809 Not 1234567890 (not segmented) Note: A leading 1, for long-distance or 001 for international, is not included in the extraction, however, a +1 is.

Type		Examples
	International	Some international formats are extracted, for example, ● +12-34-567-8901 ● +12 34 567 8901 ● +12-34-5678-9012 ● +12 34 5678 9012 Not 12345678901 (not segmented) Other international formats are not extracted, for example, ● 123-45678 ● (10) 69445464 ● 07700 954 321 ● (0295) 416,72,16
		Notes: Be aware that you may get some false positives. For example, a credit number 5105-1051-051-5100 may also be extracted as the phone number 510-5100.

Type		Examples
Social Security Numbers	Numbers in the following formats will be extracted as Social Security Numbers:	
		● 123-45-6789 (segmented by dashes) ● 123 45 6789 (segmented by spaces) The following will not be extracted as Social Security Numbers: ● 123456789 (not segmented) ● 12345-6789 (other segments)

Enabling Entity Extraction

To enable entity extracting processing options:

1. You enable *Entity Extraction* when creating a project and configuring processing options.
   See Evidence Processing and Deduplication Options on page 166.

Viewing Entity Extraction Data

To view extracted entity data

1. For the project, open *Review*.
2. In the *Facet* pane, expand the *Document Content* node.
3. Expand the *Document Content* category.
4. Expand a sub-category, such as *Credit Card Numbers* or *Phone Numbers*.
5. Apply one or more facets to show the files in the *Item List* that contain the extracted data.

Chapter 30

Editing Evidence

Editing Evidence Items in the Evidence Tab

Users with Create/Edit project admin permissions can view and edit evidence for a project using the Evidence tab on the Home page.

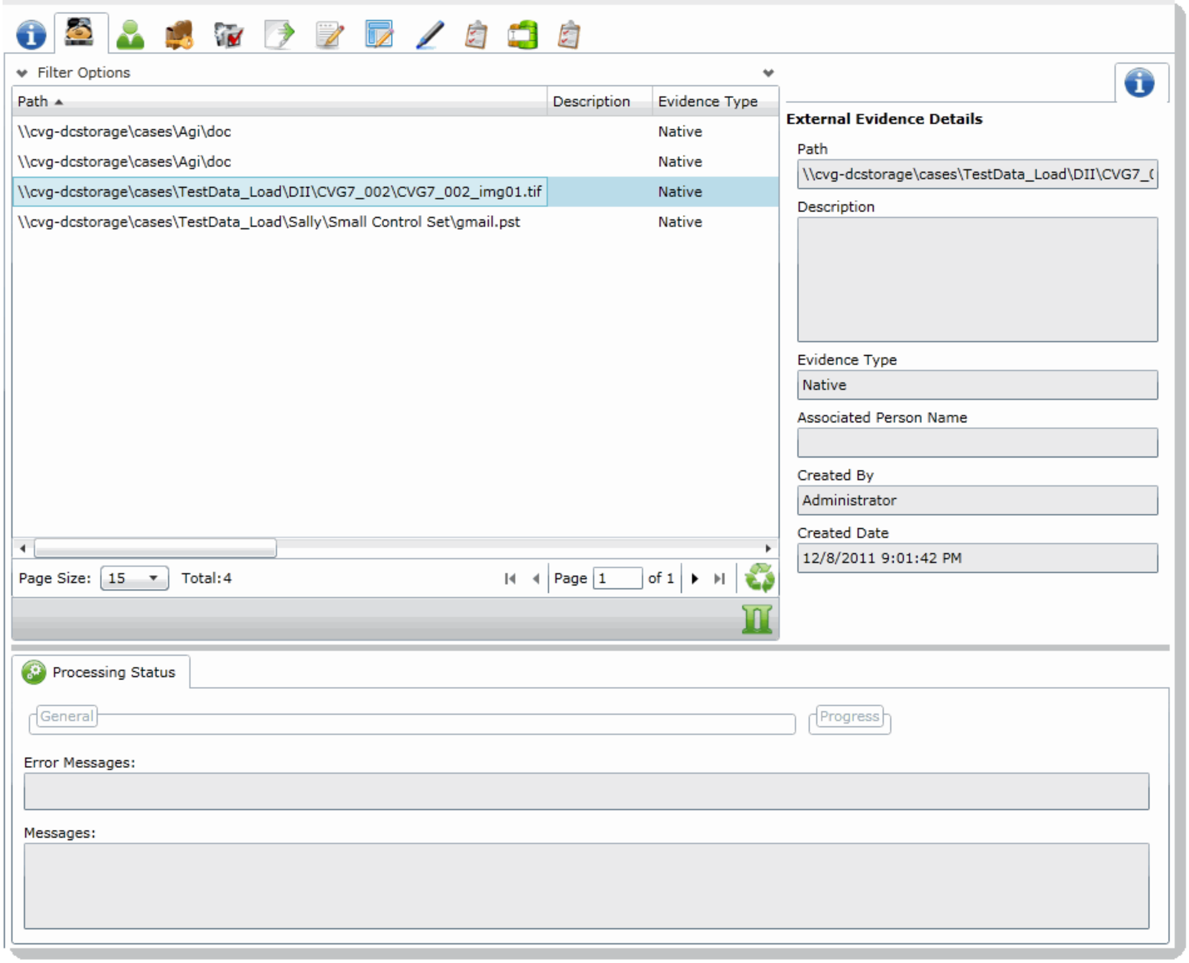
To edit evidence in the Evidence tab

1. Log in as a user with *Create/Edit* project admin permissions.
2. Select a project from the *Project List* panel.
3. Click on the **Evidence** tab.
4. Select the evidence item you want to edit and click the **Edit** button.
5. In the *External Evidence Details* form, edit the desired information.

Evidence Tab

Users with permissions can view information about the evidence that has been added to a project. To view the *Evidence* tab, users need one of the following permissions: Administrator, Create/Edit Project, or Manage Evidence.

Evidence Tab



Filter Options

Path	Description	Evidence Type
\\cvg-dcstorage\cases\Agi\doc		Native
\\cvg-dcstorage\cases\Agi\doc		Native
\\cvg-dcstorage\cases\TestData_Load\DII\CVG7_002\CVG7_002_img01.tif		Native
\\cvg-dcstorage\cases\TestData_Load\Sally\Small Control Set\gmail.pst		Native

Page Size: 15 Total:4 Page 1 of 1

External Evidence Details

Path: \\cvg-dcstorage\cases\TestData_Load\DII\CVG7_(

Description:

Evidence Type: Native

Associated Person Name:

Created By: Administrator

Created Date: 12/8/2011 9:01:42 PM

Processing Status

General

Progress

Error Messages:

Messages:

Elements of the Evidence Tab

Element	Description
Filter Options	Allows the user to filter the list.
Evidence Path List	Displays the paths of evidence in the project. Click the column headers to sort by the column.
Refresh ♻	Refreshes the Evidence Path List.

Elements of the Evidence Tab (Continued)

Element	Description
Columns	Click to adjust what columns display in the Evidence Path List.
External Evidence Details	Includes editable information about imported evidence. Information includes: ● That path from which the evidence was imported ● A description of the project, if you entered one ● The evidence file type ● What people were associated with the evidence ● Who added the evidence ● When the evidence was added
Processing Status	Lists any messages that occurred during processing.

Part 6

Using Lit Holds

This part describes how to use Litigation Holds and includes the following:

Chapter 31

Using Litigation Holds

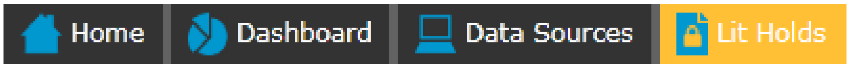
About Litigation Holds

AccessData's Litigation Hold (lit hold) feature is a notification management system that efficiently handles all aspects and stages of the litigation hold process within your enterprise. The lit hold features offers email notification templates and interview question templates, reports, histories, reminders, acceptance records, interview response records, and centralizes the relevant data in one location.

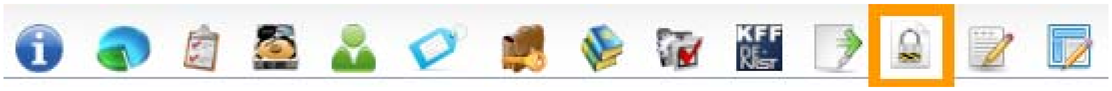
You can use lit hold if you have an eDiscovery license or if you have purchased a special Lit Hold licence for Summation.

There are three locations in the application where you can create, approve, and manage lit holds:

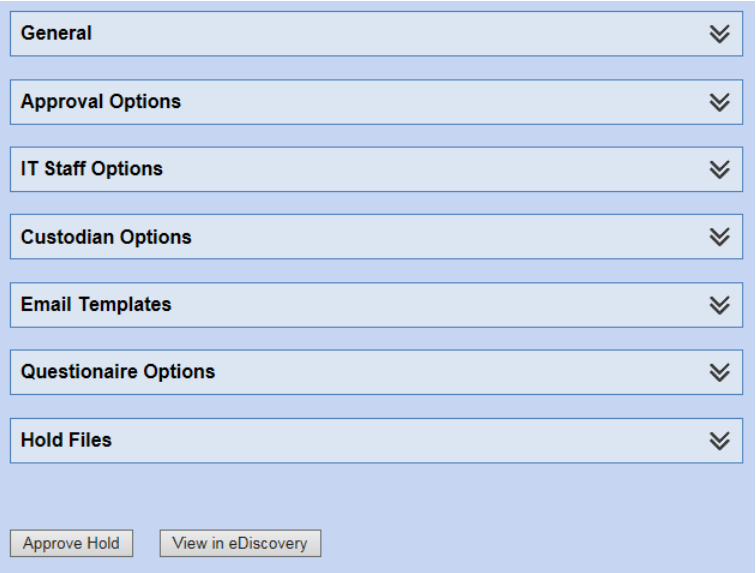
- The application *Lit Holds* tab



- The *Lit Hold* tab on the *Home* project page



- Dedicated HTML pages for different lit hold roles to view and approve holds



About Lit Hold Roles

Several people can be involved in a lit hold. The following table describes the roles of people that can be involved.

Lit Hold Roles

Role	Description
Lit hold manager / creator	A person with designated permissions that can create and manage lit holds.
Lit hold approver	One or more people with designated permissions that can approve a lit hold.
IT Staff	One or more people can be designated as IT Staff. These are individuals that you want to inform that data, for example emails and files stored on the network, must be preserved during the hold. These individuals are notified when a lit hold is created and must acknowledge that they have a role in the lit hold. They are also notified with reminders and when the lit hold is terminated.
Custodians	One or more people can be designated as a Custodian. These are people that are designated as owners of information that must be preserved during a lit hold. These people are notified when a lit hold is created and must acknowledge that they have a role in the lit hold. They may also be required to provide information about data that they may be aware of. They are also notified with reminders and when the lit hold is terminated.
Stage One Escalation Manager	A person who is notified if a custodian does not acknowledge a lit hold within a configured number of days. This can be the custodians manager as designated in Active Directory or another individual.
Stage Two Escalation Manager	A person who is notified when a custodian does not acknowledge a lit hold within a configured number of days. This may be the lit hold manager or another individual.

Basic Workflow of Litigation Holds

This following is a basic workflow that illustrates how lit holds work.

Note: Many properties of a lit hold can be customized. The following represent a sample basic workflow.

1. A system administrator configures the application for lit holds.
2. A lit hold manager configures general lit hold settings.
3. A manager with permissions create a project and associates relevant custodians to the project.
4. A lit hold manager uses the Lit Hold wizard to create a lit hold.

   Many lit hold configuration options are available, but key options include the following:

   - The project to be associated with the lit hold
   - One or more people designated as a lit hold approver
   - One or more people designated as IT staff
   - One or more people designated as custodians
   - Email reminder schedules
   - Text of email notifications
   - Custodian interview questions
5. The designated lit hold approvers approve the lit hold. (They may receive email notifications if configured to do so.)
6. The designated IT staff receive notification emails with a link to a web page where they can review and acknowledge the lit hold.
7. The designated custodians receive notification emails with a link to a web page where they can review and acknowledge the lit hold. They also answer any specified interview questions.
8. If configured, and if a custodian does not acknowledge a lit hold, they can receive a stage one or stage two reminder to acknowledge the lit hold.
9. The lit hold manager can track the status of the hold.
10. During the lit hold, collection jobs can be run to collect relevant data.
11. If configured, IT staff and custodians receive reminder notification emails.
12. When appropriate, the lit hold manager can terminate the lit hold and IT staff and custodians receive termination emails.

Process for Using Litigation Holds

You must perform the following steps to use lit holds:

Process for using litigation holds

Step		Description
1.	Configuring the System for Litigation Holds (page 301)	
	a.	Configuring IIS for Lit Holds (page 301)
	b.	Configuring Application Email Settings (page 302)
	c.	Configuring User Roles and Permissions for Lit Holds (page 302)
	d.	Configuring Projects and Custodians (page 304)
2.	Configuring Litigation Hold Settings (page 305)	
	a.	Configuring Lit Hold General Settings (page 305)
	b.	Configuring IT Staff (page 306)
	c.	(Optional) Configuring Application Email Settings (page 302)
	d.	(Optional) Configuring Lit Hold Interview Templates (page 310)
3.	Creating a Litigation Hold (page 316)	
4.	Managing Litigation Holds (page 324)	

Configuring the System for Litigation Holds

There are several elements of the application that must be configured in order to use lit holds.

Configuring IIS for Lit Holds

Users with the proper roles can open links from notification emails to perform tasks, such as approve a hold. In order to open the link correctly, the LitHoldNotification authentication settings must be configured.

By default, the configuration is set to use Active Directory for the IT and Person acceptance landing pages when clicking links. However, you must change the setting from Active Directory and use Anonymous. This does not affect the general use of Active Directory and IWA in the rest of the application.

To configure anonymous authentication

1. On the Windows **Start** menu, in the **Search programs and files** field, enter `INetMgr`.
2. In the **Internet Information Services (IIS) Manager** application, in the left pane, expand the top-most server option.
3. Expand **Sites** > **Default Web Site**.
4. Click **LitHoldNotification**.

5. In the middle pane, in the **IIS** section, double-click **Authentication**.
6. In the **Authentication** pane, under the **Name** column, right-click **Windows Authentication**, and then click **Disable.**

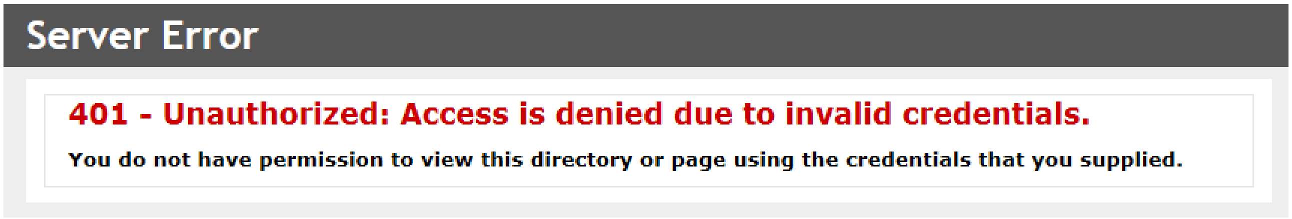
   At this point, all options are disabled.
7. In the **Authentication** pane, under the **Name** column, right-click **Anonymous Authentication**, and then click **Enable**.
8. In the left pane, right-click **LitHoldNotification**, and then click **Explore**.

   Notice the Web.config file.
9. Open Web.config in Notepad.
10. Locate the following line in the file:

    <authentication mode="Windows"></authentication>
11. Change "Windows" to "None". The text is case-sensitive.
12. Locate the following line in the file:

    <deny users="?"></deny>
13. Change "?" to "0".
14. Save Web.config, and then exit Notepad.
15. Close the Explore window where Web.config is displayed.
16. Exit the Internet Information Services (IIS) Manager window.
17. Restart IIS.

If this is not configured, when an approver or custodian gets an email and tries to open the link, they will see the following:



Server Error

401 - Unauthorized: Access is denied due to invalid credentials.

You do not have permission to view this directory or page using the credentials that you supplied.

Configuring Application Email Settings

The main purpose of a lit hold is sending notification emails to related individuals. Before you can send any litigation hold notification emails, you must first make sure that you have configured **Email Notification Server**.

See Configuring the Email Notification Server on page 73.

Configuring User Roles and Permissions for Lit Holds

You must have system users that have permissions to create and manage lit holds.

For example, you must first have a user that has the permission to create lit holds. Secondly you must have a user that has the permission to approve lit holds. These two roles may be performed by the same user or different users.

During the litigation hold creation process approvers are selected from the **User List** page. Only the users with Administrators, Project Manager, Project Administrator, LitHold Managers, Approve Lit Holds rights in your program database are loaded into the **Approval** page of the **Hold Creation Wizard**.

See Configuring and Managing System Users, User Groups, and Roles on page 47.

When configuring users to create and manage lit holds, you can configure two types of lit hold permissions:

- Global
- Project-specific

Global Lit Hold Roles and Permissions

You can use admin roles and global permissions. User with these permissions have global rights that are not project-specific.

See About Admin Roles and Permissions on page 49.

You can use the following global roles and permissions

- *Application administrator* - A user with the application administrator role can configure lit hold and perform all lit hold tasks for all projects.
- *LitHold Manager* - You can create a custom admin role and assign the Lit Hold Manager permission. A user with the LitHold Manager permission can configure lit hold and perform all lit hold tasks for all projects.

  However, by itself, this permission neither lets the user see projects on the Home page nor access the Lit Hold tab for a project. If you associate the user with this permission to a project, or give other project admin permissions, the user can then see the project and the Lit Hold tab for the project.

Project-level Lit Hold Permissions

You can use project-specific permissions to grant lit hold permissions for specific projects. When you assign lit hold project-specific permissions, the user can only perform lit hold tasks for those projects.

See Setting Project Permissions on page 193.

Users project-specific permissions can view the lit hold features in the following ways:

- They can access the main *Lit Holds* tab, but will only see the lit holds that are associated with the projects they have permissions for.
- On the *Home* page, they can see the projects that they have permissions for and can access the project *Lit Hold* tab.

The following table displays the project level permissions and the tasks that they allow:

Project-level permissions

Permissions:	Create holds	Approve holds	View holds	Edit holds	Delete holds	Activate/ Deactivate	View hold data	Send notices	Hold reports	Custom Properties
Project Admin	x	x	x	x	x	x	x	x	x	x
Create Litholds	x		x	x			x		x	
Approve Litholds		x	x	x			x		x	
View Litholds			x	x			x		x	
Delete Litholds			x	x	x		x		x	
Hold Manager (general tab	x		x	x			x	x	x	x
Hold Manager (project-level tab)	x		x	x	x	x	x	x	x	x

Note: When selecting a permission, the View Litholds permissions is also selected.

Configuring Projects and Custodians

When you create a lit hold, you specify the projects and custodians that already exist in the application's database. If you have not already created these, you must do so before you create a lit hold.

- Projects

  During the creation of a litigation hold, it is required that you associate it with an existing project. Before you create a lit hold, you must first create a project to associate it with.

  See Creating a Project on page 163.

  You must also associate custodians to the project.

- Custodians

  During the creation of a litigation hold, you select custodians to be associated to the lit hold. However, you can only select from a list of custodians that have already been associated to the selected project. Before you create a lit hold, you must first configure custodians and associate them to the project.

  See Managing Custodians for a Project on page 179.

Configuring Litigation Hold Settings

Configuring Lit Hold General Settings

Before you create litigation holds, you configure your Litigation Hold general settings. Prior to this, make sure you have configured your Email notification server.

See Configuring the Email Notification Server on page 73.

To configure Litigation Hold general settings

1. In the application console, click **Lit Holds**.
2. On the **Lit Holds** page, click **LitHold Configuration**.
3. On the **LitHold Configuration** page, set the options that you want.

   See Lit Hold Configuration Options on page 305.
4. Click **Save**.
5. (Optional) In the *Send Test Email to:* field, enter a single email address of a recipient, and then click **Send Test Email**.

Lit Hold Configuration Options

The following table describes the options that are available on the Lit Hold Configuration page.

See Configuring Lit Hold General Settings on page 305.

Lit Hold Configuration Options

Option	Description
Email Sent From Address	Specifies the sender’s email address. If desired, the IT department or a Network administrator can set up a default “From” address that people cannot reply to. See Configuring the Email Notification Server on page 73.
Website Base Address	This is the base address of the server running Lit Hold. When approvers, custodians, and IT Staff get notification emails, it includes a link to an HTML page when they accept the Lit Hold. This base address is used for that HTML page. If this is not set correctly, the link to the HTML page will not work correctly. The base address includes the protocol and server name, but not the application or the page that is currently displayed. For example, `http://<server_name_or_IP_address>/`

Lit Hold Configuration Options

Option	Description
Default Escalation Stage Two Email Address	You can set two levels of escalation policies for person hold acceptance. Stage One: If a person doesn't accept the hold within a number of specified days, the first escalation email is sent to their manager. **Note: Stage One escalation requires one of the following: - Active Directory to be configured previously. In the *Manager* field of the Active Directory Account Screen, enter the manager that you want to be notified for the first escalation email. - In the litigation hold wizard, you can manually specify a stage one address. See People Options (page 318).** Stage Two: After a specified number of days, the next escalation is sent to the specified email address. This field is where you configure the default email address for Stage Two Escalations. See People Options on page 318. See Email Notifications Options on page 319.
Hold Report temporary storage path	You can specify a dedicated path for reports data.
Person/IT Acceptance Message	Lets you enter any message or instruction that you want the person or IT staff to receive for their acceptance. The acceptance message displays at the bottom of the Person and IT Staff Hold Notification pages, just above the Accept button. This is the “By clicking accept you agree to the terms set forth.” message.
Save	Saves the settings.
Send Test Email To	Specifies a single recipient email address that receives the test email.
Send Test Email	Sends a test email to the recipient specified above.

Configuring IT Staff

About Managing the IT Staff in a Litigation Hold

The IT Staff are those individuals in an organization that work with the organization’s file aging. During a lit hold, they can receive notifications about lit holds.

IT Staff are first configured as a lit hold configuration option by the Lit Hold Manager or an administrator. Unlike people and approvers, there is no default database list that populates the IT Staff list. Instead, individuals must be entered manually.

IT staff are then associated to a Lit Hold in the creation wizard.

See Configuring an IT Staff Member for Use in a Litigation Hold on page 307.

See Editing an IT Staff Member on page 307.

See Deleting an IT Staff Member on page 308.

Individuals that you add to IT Staff become available for you to select from in the **Hold Creation Wizard**.

See Creating a Litigation Hold on page 316.

Configuring an IT Staff Member for Use in a Litigation Hold

You must add individuals to IT Staff manually. Individuals that you add here become available for you to select from in the **Hold Creation Wizard**.

See About Managing the IT Staff in a Litigation Hold on page 306.

To add an IT staff member for use in a litigation hold

1. On the *Lit Holds* page, click **LitHold IT Staff**.
2. On the **Manage IT Staff** page, click ➕.
3. In the **Add New IT Staff** dialog box, set the options that you want.
   See IT Staff Options on page 307.
4. Click **OK** to add the individual to the table on the **Manage IT Staff** page.

IT Staff Options

The following table identifies the options that are available in the **Add New IT Staff** dialog box and the **Edit IT Staff** dialog box.

See Configuring an IT Staff Member for Use in a Litigation Hold on page 307.

See Editing an IT Staff Member on page 307.

IT Staff Options

Option	Description
First Name	First name of the individual.
Middle Initial	Middle initial of the individual.
Last Name	Last name of the individual.
Email	Email address of the individual. The address is where notifications are sent.
Title	Given job title of the individual.
Username	Computer username of the individual.
Domain	Network domain where the individual's computer resides.
Cancel	Cancels the addition of the individual.
OK	Adds the individual to the Manage IT Staff page.

Editing an IT Staff Member

Any edits or changes that you make here are propagated to existing litigation holds of which the individual may be a part.

See About Managing the IT Staff in a Litigation Hold on page 306.

To edit an IT staff member

1. On the *Lit Holds* page, click **LitHold IT Staff**.
2. On the **Manage IT Staff** page, in the table, select a name whose information you want to edit.
3. Click ✎.
4. In the **Edit IT Staff** dialog box, set the options that you want.
   See IT Staff Options on page 307.
5. Click **OK**.

Deleting an IT Staff Member

Individuals that you delete are removed from the list of IT Staff that you can select from in the **Hold Creation Wizard** and they are removed from all existing litigation holds.

See About Managing the IT Staff in a Litigation Hold on page 306.

To delete an IT staff member

1. On the *Lit Holds* page, click **LitHold IT Staff**.
2. On the **Manage IT Staff** page, in the table, select a name that you want to delete.
3. Click ➖.
4. Click **OK** to confirm the deletion.

Configuring LitHold Email Templates

About Managing Email Templates for Use in Litigation Holds

Lit holds send email notifications to people, IT Staff, and the Hold Approver informing them of the status and events of the lit hold. When creating a lit hold, you must specify the text of these email notifications.

To expedite this process, you can store and use text in email templates. When you create a lit hold, you can choose the template that you want to use.

You can use predefined email templates, or create your own custom email templates. You can edit or delete predefined email templates.

Templates are created and managed in the **LitHold Email Templates** section of the lit hold configuration options.

Before creating a lit hold you should prepare the email templates that you want to use.

Note: It is possible that messages sent by the litigation hold notification system are flagged as junk email by clients such as Microsoft Outlook. You may need to ensure that these messages are considered “trusted” and not automatically filtered to a junk email folder.

See Template Type Options on page 309.

See Creating an Email Template for Use in Litigation Holds on page 309.

Template Type Options

The following table describes the types of email templates that are available for a litigation hold.

See Creating an Email Template for Use in Litigation Holds on page 309.

Template Types

Template Type	Description
Approval	Sent to the litigation hold manager for their approval.
Stop Aging Acceptance	Sent to the IT Staff describing the parameters of the hold, and linking them to the Landing Page where they can view the Stop aging Letters and acknowledge receipt of the litigation hold.
Stop Aging Reminder	Reminds the IT Staff that they are still involved a litigation hold order.
Stop Aging Termination	Notifies the IT Staff that their participation in the litigation hold order is no longer necessary.
Hold Acceptance	Notifies the people of the hold, and links them to the Landing page where they can acknowledge receipt of the hold.
Hold Reminder	Reminds the people of the litigation hold.
Hold Termination	Notifies the people that the litigation hold has ended.
Hold Escalation Stage One	There are two levels of escalation policies for person hold acceptance. Stage One: If a person doesn't accept the hold within a number of specified days, the first escalation email is sent to their manager. **Note: Stage One escalation requires one of the following:** **- Active Directory to be configured previously. In the *Manager* field of the Active Directory Account Screen, enter the manager that you want to be notified for the first escalation email.** **- In the litigation hold wizard, you can manually specify a stage one address. See People Options (page 318).** Stage Two: After a specified number of days, the next escalation is sent to the specified email address. This is the email template for a Stage One Escalation.
Hold Escalation Stage Two	This is the email template for a Stage Two Escalation.
Person Questions Changed Reminder	You may change the interview questions of a hold. This is the email template that will remind people of the change in interview questions and that they need to re-answer them.

Creating an Email Template for Use in Litigation Holds

You can create your own email templates from scratch, or you can use an existing email template as the basis for a new template.

You can add basic HTML formatting to the message body of an email.

See About Managing Email Templates for Use in Litigation Holds on page 308.

To create an email template for use in litigation holds

1. On the *Lit Holds* page, click **Configuration**.
2. Click **LitHold Email Templates**.
3. On the **Email Templates** page, in the **Template Type** drop-down list, select the type of template that you want to create.

   See Template Type Options on page 309.
4. In the **Templates** drop-down list, do one of the following:
   - Click the name of an existing template.
   - Click **Create New Template.**
5. In the **Subject** and **Message Body** fields, add or the delete the text that you want to appear in the email for the given template type.

   When you save the template, the text that you entered in the **Subject** field is also used for the template name that appears in the **Templates** drop-down list.

   You can use the HTML text editor to format the text as you would like to have it displayed. You can also copy HTML text from another source.
6. (Optional) Click **Macros**. In the **Name** column, click a macro name to insert it into the message body where your cursor was last located.

   Based on the macro that you added to the message body, its associated information is inserted into the email at the time it is sent. The associated information comes from the various fields that were filled at the time you went through the **Hold Creation Wizard** to create the litigation hold.

   You can enter macros manually if the “code” is already known.

   Note: The Lit Hold email notification email template allows you to manually enter in the [CompanyImage] macro. When the macro is not present in the template, the company image’s placement defaults to the top center of the email.
7. (Optional) In the *Send Test Email to:* field, enter an email address of a single recipient, and then click **Send Test Email**.
8. Click **Save**.

Configuring Lit Hold Interview Templates

About Managing Interview Templates for Use in Litigation Holds

When you create a lit hold, you have the option of specifying interview questions. These interview questions are given to custodians when they accept a lit hold.

Interview questions are optional.

You can create interview templates with standard questions that you can re-use when you create a lit hold.

See Creating an Interview Template for Use in Litigation Holds on page 312.

See Editing an Interview Template on page 313.

See Deleting an Interview Template on page 314.

See Creating a Litigation Hold on page 316.

About Interview Question and Answer Types

When you create an interview question template, you have flexibility in the kinds of questions, and potential answers, that are used.

You can also specify that certain interview questions are required to answer.

In an interview question template, you can configure the following different types of interview questions:

LitHold Interview Template Questions Types

Questions Type	Description
Text Input Question	When you use this question type, a user answers the question by typing text.
Selection Question (Check Boxes)	When you use this question type, you also create a set of answers that the user can select from. The answers are provided as check boxes. The user can answer the question by selecting any of the check boxes that apply. You also have flexibility in the type of answers that you provide. LitHold Interview Template Answer Types (page 311) Depending on the type of question that you ask, you may want to provide a selection for None.
Selection Question (Radio Buttons)	When you use this question type, you also create a set of answers that the user can choose from. The answers are provided as radio buttons. The user can answer the question by selecting only one radio button. Depending on the type of question that you ask, you may want to provide a selection for None.

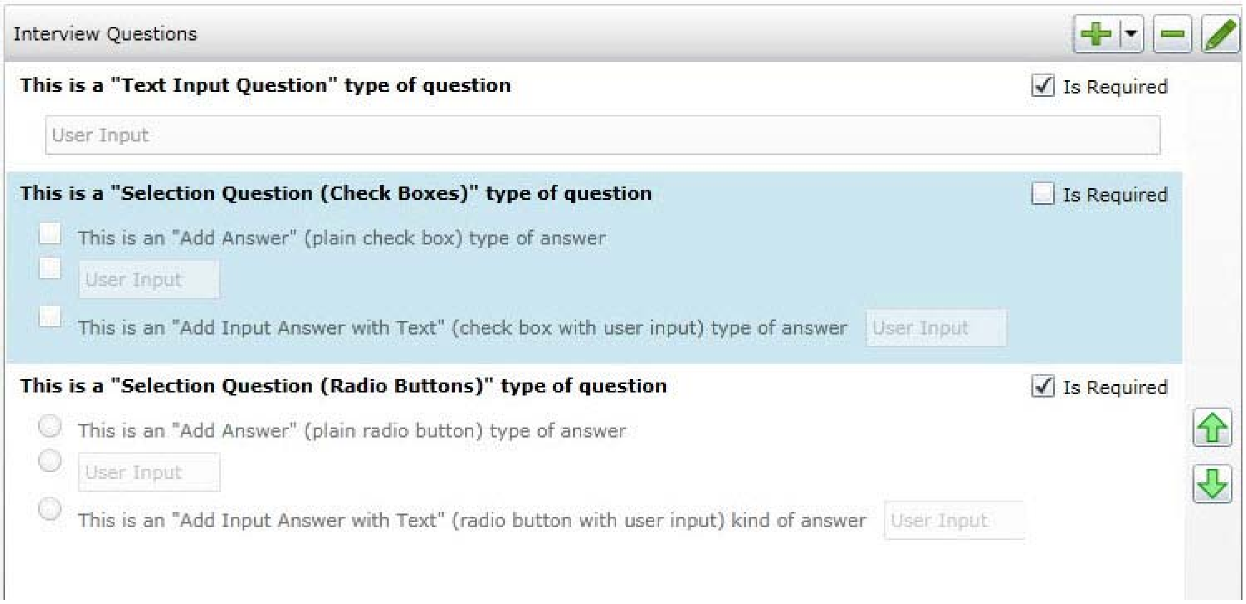
You also have flexibility in the types of answers that accompany the check box and radio button questions. You can configure the following answer types.

LitHold Interview Template Answer Types

Questions Type	Description
Add Answer	The administrator specifies the text that accompanies the check box or radio button and the user simply chooses which selection to make.
Add Input Answer	The check box or radio button does not contain any accompanying text and the user must input text after selecting it.
Add Input Answer with Text	The administrator specifies the text that accompanies the check box or radio button and the user can also input text after selecting it.

The following graphic is a sample of a template which has each of the three question types, and each of the three answer types.

Sample of interview questions with the different types of questions and answers



Interview Questions

This is a "Text Input Question" type of question ☑ Is Required

User Input

This is a "Selection Question (Check Boxes)" type of question □ Is Required

□ This is an "Add Answer" (plain check box) type of answer

□ User Input

□ This is an "Add Input Answer with Text" (check box with user input) type of answer User Input

This is a "Selection Question (Radio Buttons)" type of question ☑ Is Required

○ This is an "Add Answer" (plain radio button) type of answer

○ User Input

○ This is an "Add Input Answer with Text" (radio button with user input) kind of answer User Input

The first question simply provides a box for the user to input the answer.

The second question provides check boxes for answers. The first answer is a simple check box with text provided in the template. The second answer is a check box where the user inputs text after selecting it. The third answer is a check box with text, but also includes a box for a user to input text.

The third question provides radio buttons with the three possible answer types.

The difference between questions with check boxes and questions with radio buttons is that with check boxes, a user can select any and all check boxes. With radio buttons, the user can choose only one.

When creating a template, you can use the green up and down arrows on the right side to change the order the questions.

Creating an Interview Template for Use in Litigation Holds

You can create any number of interview templates that contain the questions you want to ask people and others. You specify which templates you want to use when you go through the **Hold Creation Wizard**.

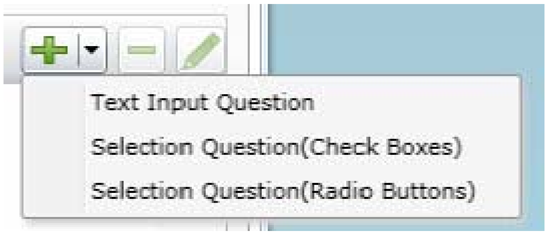
See About Managing Interview Templates for Use in Litigation Holds on page 310.

To create an interview template for use in litigation holds

1. On the *Lit Holds* page, click on the **Configuration** tab
2. Click **LitHold Interview Templates**.
3. On the **Manage Interview Templates** page, click +.
4. Enter a template name.
   The name of the template appears in the **Templates** drop-down list in the LitHold Wizard.
5. Enter a template description.

6. Add interview questions.

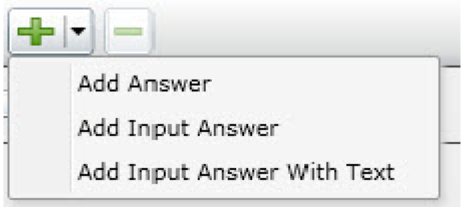
   With the add button is a drop-down menu.


Text Input Question
Selection Question(Check Boxes)
Selection Question(Radio Buttons)

   Select the type of question that you want to add.
   See About Interview Question and Answer Types on page 311.
7. In the *Question* field, enter the text of the question.
8. (Optional) Select the *Answer Required* check box if you want to require an answer.
9. If you selected a Text Input Question (text input only), click **Add**.
10. If you selected a *Select Question* type with either check boxes or radio buttons, do the following:

    10a. click the add button with the drop-down button in the lower left corner of the dialog.

    10b. Select an answer type.



    See About Interview Question and Answer Types on page 311.

    10c. Enter as many answers as desired.

    10d. Click **Add**.
11. Add all of the questions that you want to be in this template.
12. (Optional) To edit a question or an answer, highlight a question and click **Edit.**
13. (Optional) Highlight a question and use the green up and down arrows on the right side to change the order of the question.
14. Click **Save**.
15. (Optional) Create additional templates with other questions.

Editing an Interview Template

You can edit an existing interview template to add or delete questions and answers to the template. You can also check or uncheck questions as required or not.

See Creating an Interview Template for Use in Litigation Holds on page 312.

See About Managing Interview Templates for Use in Litigation Holds on page 310.

To edit an interview template

1. On the *Lit Holds* page, click on the **Configuration** tab
2. Click **LitHold Interview Templates**.
3. On the **Manage Interview Templates** page, highlight a template and click **Edit**.

4. Make any desired changes.
5. Click **Save**.

Deleting an Interview Template

You can delete an existing interview template so it is no longer available to choose in the **Hold Creation Wizard**.

See Creating an Interview Template for Use in Litigation Holds on page 312.

See About Managing Interview Templates for Use in Litigation Holds on page 310.

To delete an interview template

1. On the *Lit Holds* page, click on the **Configuration** tab.
2. Click **LitHold Interview Templates**.
3. On the **Manage Interview Templates** page, highlight a template and click ➖ **Delete.**
4. Click **OK** to confirm.

Configuring Lit Hold Custom Properties

You can define and populate custom properties for lit holds. This can be useful in providing specific information about a given lit hold. For example, you may want to have information about a custodian, such as their date of hire, manager name, or employment status.

You can use the following types of property data:

- Text (For example, a manager's name)
- Date (For example, a hire date)
- Choices (A list of options to select, for example Full-time and Part-Time)

You can also specify the following:

- If a property is required
- Default values

When you create a new lit hold, the custom fields that you have defined are displayed in the Wizard. You can use default values or enter new values.

The custom properties and their values are displayed as columns in the lit hold list and in the Lit Hold Details report.

To configure custom lit hold properties

1. On the Lit Hold page, click 🔧.
2. To add a new property, click ➕.
3. Enter a name and description.
4. Specify whether or not this field is required.
5. Select the type of property.
6. For *Choices*, enter the optional choices separated by a Return.

7. (Optional) For text, enter default text.
8. (Optional) Edit a property
9. (Optional) Delete a property.

Creating a Litigation Hold

You use the Litigation Hold Wizard to create and configure litigation holds.

To create a litigation hold

1. On the *Lit Holds* page, click ➕ **New Hold.**
2. For each page of the wizard, set the options that you want.

Lit Holds Options

General page	See General Info Options on page 316.
Approval page	See Approval Options on page 317.
IT Staff page	See IT Staff Options on page 318.
People page	See People Options on page 318.
Email Notifications page	See Email Notifications Options on page 319.
Documents page	See Documents Options on page 321.
Interview Questions page	See Interview Questions Options on page 322.
Summary page	See Summary on page 323.

3. Click **Next**.
4. On the **Summary** page, Click **Save** to save the hold.
5. In the Success dialog box, click **Hold List**.
6. In the Hold List view, select the litigation hold that you just created.
7. If you are the designated approver, click ✓ to approve the hold.

General Info Options

The following table describes the options that you can set on the **General Info** page of the *Litigation Hold Wizard*.

See Creating a Litigation Hold on page 316.

General Info Page Options

Option	Description
Name	(Required) Sets the name of the litigation hold.
Description	Describes the litigation hold.
Requested By	Sets the name of the person who requested the litigation hold. This name is included, by default, in the email notifications by using a macro.
Force Time Constraints	(Optional) Defines the time period associated with the hold. When the time period expires, the system sends hold termination emails, and the hold is closed.

General Info Page Options

Option	Description
Start Date	(Required) Specifies the start date of the litigation hold. **Note:** You cannot edit field after a hold has been approved.
End Date	Specifies the end date of the litigation hold.
Custom Properties	If you configured *Custom Properties,* enter in the data. Fields highlighted in blue are required. See Configuring Lit Hold Custom Properties on page 314.
Project	(Required) Specifies the project that is associated with the litigation hold.

Approval Options

The following describes the options that you can set on the **Approval** page of the *Litigation Hold Wizard*.

No email notices to people (custodians) or IT Staff are sent until a hold is approved. When creating a hold, you select those who can approve a lit hold.

Approvers are selected from the user list on the *Approval* page. Only the users who have rights to approve holds are displayed on this page. To approve a hold, a user must have one of the following permissions:

- Global permissions using an *Admin Role*:
  - *Application Administrator*
  - *Create/Edit Project*
  - *LitHold Manager*
- Project-level permissions:
  - *Approve Litholds*

Configuring User Roles and Permissions for Lit Holds (page 302)

You can configure the following options:

Approval Page Options

Option	Description
Any Approver	(Default) Any valid user that is listed in the table can approve the litigation hold. IMPORTANT: If you select this option, no Approval Notifications are sent, if you select to send them.
All Selected	You can select one or more Approvers and all of those users must approve the litigation hold.
Send Acceptance Emails to People and IT Staff on hold approval.	After the hold is approved, acceptance notification e-mails are sent to the IT staff and the people that are associated with the hold. The emails that are sent are configured in the Lit Hold email templates. See Configuring LitHold Email Templates on page 308.

Approval Page Options

Option	Description
Send Approval Notifications	Approval notification e-mails are sent to the approvers that are selected in the Approval table list. The emails that are sent are configured in the Lit Hold email templates. See Configuring LitHold Email Templates on page 308. IMPORTANT: This option does not work if you selected *Any Approver.*
Send Approval Reminder every x days	After a specified number of days, the approval notification e-mail is resent to the approvers that are selected in the Approval table list.

IT Staff Options

The following describes the options that you can set on the **IT Staff** page of the *Litigation Hold Wizard*.

You specify which IT Staff to send notification emails to.
See Configuring IT Staff on page 306.
The emails that are sent are configured in the Lit Hold email templates.
See Configuring LitHold Email Templates on page 308.

The litigation hold does not go into effect until all selected IT Staff have accepted it. When acceptance is complete, aging notifications continue.

You can configure the following options:

IT Staff Page Options

Option	Description
➕ (Add New Staff Member)	Add IT Staff members to the litigation hold.
<enter filter text here>	If you have a large list of IT Staff, you can filter the list. See Configuring IT Staff on page 306. Enter some text related to any property and click the search icon. To clear the filter, click the X icon.
Send Aging Acknowledgement every x Days	Re-sends the litigation hold Aging Acknowledgment email to the selected IT Staff members who have not acknowledged every number of specified days. This email continues to be sent until it is acknowledged.
Send Aging Reminder every x Days	Resends the litigation hold Aging Reminder email to the selected IT Staff members every number of specified days.
Disable Termination emails	When this option is selected, when a hold is terminated, IT Staff will not receive the termination notices.

People Options

The following describes the options that you can set on the **People** page of the *Litigation Hold Wizard*.

You specify which people to send notification emails to.

See Configuring Projects and Custodians on page 304.

The emails that are sent are configured in the Lit Hold email templates.

See Configuring LitHold Email Templates on page 308.

Multiple people can be involved in a litigation hold. However, only people that are already associated with the selected project are displayed in the list.

You can also specify people within a hold to be excluded from the interview or escalation policies.

You can configure the following options:

People Page Options

Option	Description
Display Person data sources on acceptance page.	Shows the sources of the person’s data on the Acceptance page.
Send Hold Acknowledgement every x Days	Sends the litigation hold Acknowledgment email to all selected people that have not acknowledged, every number of specified days. This email continues to be sent until it is acknowledged.
Send Hold Reminder every x Days	Re-sends the litigation hold Reminder email to all selected people every number of specified days.
Escalations	These settings allows you to set two levels of escalation policies for person hold acceptance. The emails that are sent are configured in the Lit Hold email templates. See Configuring LitHold Email Templates on page 308. Stage One: If a person doesn't accept the hold within a number of specified days, the first escalation email is sent to their manager. Stage One escalations are sent to one of two possible email addresses: ● Their manager’s email. This requires Active Directory to be configured previously. In the *Manager* field of the Active Directory Account Screen, enter the manager that you want to be notified for the first escalation email. ● *Override Escalation stage one email address*: When specified, this email address will be used instead of the manager’s email address as specified in Active Directory. Stage Two: After a specified number of days, the next escalation is sent to the specified email address. Repeat: Both of these escalations can be set to repeat if necessary. People within a hold can be excluded from the escalation policy if needed.

Email Notifications Options

The following table describes the options that you can set on the **Email Notifications** page of the *Litigation Hold Wizard.*

You configure the email notifications that will be sent from the lit hold.

You can do either of the following:

- Use content from a pre-configured template
  See Configuring LitHold Email Templates on page 308.
- Modify content from a pre-configured template
- Create new content

Some email notifications are required based on the options that you have chosen so far in the wizard.

The **Required** section of the **Email Notifications** page records the notifications that you have completed. The **Not Required** section lists the notifications that are not necessary to complete.

You can configure the following options:

General Email Notification Page Options

Option	Description
Load from Template	Lets you select an email template for the associated tab. See About Managing Email Templates for Use in Litigation Holds on page 308.
Load	Loads the selected email template into the **Edit** tab.
Preview	Opens the subject and message body of the email in a preview frame.
Edit	Lets you edit the subject and message body of the email. You can use the HTML text editor to format the text as you would like to have it displayed. You can also copy HTML text from another source.
View	Lets you view the email message with any macro fields populated with data. The macro field data comes from the information that you entered on the wizard pages prior to the **Email Notifications** page. For example, the macro field `[Hold Name]` retrieves the name that was entered on the **General** page of the **Hold Creation Wizard**. In the predefined email templates that come with the system, some emails have “XXXX” or “YYYY” in the message body. When a recipient receives the email, these fields appear as requested data that a recipient must fill in with the appropriate information.
Macros	Lets you add, edit, or delete macro fields in the message body of the email. You can edit the macro fields inserted into the message body by highlighting the text between the brackets and changing the text. The following macros are available for the email
	Hold Name -Lets you insert the name of the hold.
	Hold Requestor - Lets you insert the name of the person who requested the hold.
	Time Frame Start - Lets you insert the date when the hold starts.
	Time Frame End - Lets you insert the date when the hold ends.
	Hold Person List - Lets you insert a list of people for the hold. This list must be separated with commas.
	Hold Description - Lets you insert the description of the hold.
	Project Name - Lets you insert the name of the associated project.
	View Hold Link - Lets you insert a Hold Link hyperlink into the email. The Hold Link allows recipients of the email to view a list of active holds.
Send Test Email to	You can send a test email so that you can verify the email notification. Enter a single email address of a recipient, and then click **Send Test Email**.
Add CC:	You can add additional email address of people other than the specified people and IT staff that you would like to receive the email.

Email Notification Page Options

Option	Description
Approval tab	Lets you edit the Approval email notification that is sent to users who are identified on the Approval list.
Person Acceptance tab	Lets you edit the Person Acceptance email that is sent to inform associated people of the litigation hold and have them accept the hold.
Person Reminder tab	Lets you edit the Person Reminder email that is sent to remind people of their involvement with the hold.
Person Termination tab	Lets you edit the Person Termination email that is sent to inform people that the hold is complete and closed.
IT Acceptance tab	Lets you edit the IT Staff Acceptance email that is sent to inform associated IT Staff members of the litigation hold and have them accept the hold.
IT Reminder tab	Lets you edit the IT Staff Reminder email that is sent to remind IT Staff members of their involvement with the hold.
IT Termination tab	Lets you edit the Person Termination email that is sent to inform people that the hold is complete and closed.
Escalation Stage One Escalation Stage Two	You can set two levels of escalation policies for person hold acceptance. Stage One: If a person doesn't accept the hold within a number of specified days, the first escalation email is sent to their manager. There are two levels of escalation policies for person hold acceptance. Stage One: If a person doesn't accept the hold within a number of specified days, the first escalation email is sent to their manager. **Note: Stage One escalation requires one of the following:** **- Active Directory to be configured previously. In the *Manager* field of the Active Directory Account Screen, enter the manager that you want to be notified for the first escalation email.** **- In the litigation hold wizard, you can manually specify a stage one address. See People Options (page 318).** Stage Two: After a specified number of days, the next escalation is sent to the specified email address. These tabs let you configure the Escalation email that is sent to inform managers of the escalation.

Documents Options

The following table describes the options that you can set on the **Documents** page of the *Litigation Hold Wizard*.

Documents are any supporting documents that you want to attach to the litigation hold notification emails. The document files are stored on the hard drive of the Hold Manager who creates the hold. Attached documents have read-only permissions.

See Creating a Litigation Hold on page 316.

Documents Page Options

Option	Description
(Add supporting files button)	Lets you add files in support of the litigation hold and have them categorized and distributed by **Notice - Person** or **Aging - IT Staff**. Documents that you add to a litigation hold are visible to the email recipient by way of a link back to the landing page.
Description field	Lets you double-click the description field of an added file and enter information you want about the file.
Delete button	Removes the file from the Supporting Documents table list.

Interview Questions Options

The following table describes the options that you can set on the **Interview Questions** page of the *Litigation Hold Wizard*.

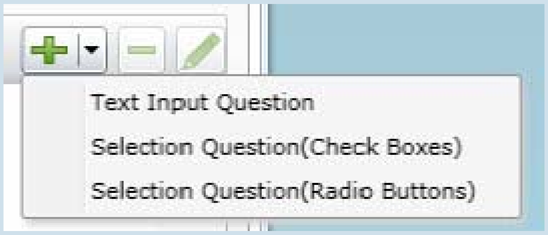
See Creating a Litigation Hold on page 316.

You can create interview questions here or you can load questions from your templates.

When you create interview questions, you have a variety of options on how to configure the questions and answers.

See About Interview Question and Answer Types on page 311.

Interview Questions Page Options

Option	Description
(Load question from template)	Lets you select a previously defined interview question template that has the question set you want. See About Managing Interview Templates for Use in Litigation Holds on page 310.
Add a interview question	 Text Input Question Selection Question(Check Boxes) Selection Question(Radio Buttons) Specifies a question you want to ask recipients. You should enter and add one question at a time. For information on how to create and format questions and answers, see the following: About Interview Question and Answer Types (page 311) Creating an Interview Template for Use in Litigation Holds (page 312)
Delete button	Removes the highlighted question from the list.

Interview Questions Page Options

Option	Description
✎ Edit button	Edits the highlighted question in the list.
⬆ ⬇	You can select a question and change its order in the list.
Allow Interview Review	Allows recipients to see the interview questions and their answers after they accept the litigation hold notification.
Allow Modification	If you select this option, people can change their answers after the initial interview.

Summary

1. On the **Summary** page, do one of the following:
    - Click ✎ in a upper-right corner of General or Approval sections to edit the information you want.
    - In the left pane of the wizard, click a wizard page name to navigate the wizard pages and edit any information you want. Click **Summary** in the left pane again to return to the **Summary** page and activate the **Save** button.
2. Click **Save** to save the hold.
3. In the Success dialog box, click **Hold List**.
4. In the Hold List view, select the litigation hold that you just created.
5. Click ✓ (Approve Hold).

Managing Litigation Holds

Using the Lit Hold Page

The *Lit Hold* page is the default view when you click **Lit Holds** in the application console.You can use the *Lit Hold* page view to display all the litigation holds in the application and information about the hold.

There are two main elements of the Lit Hold page:

Lit Hold list	You can view a list of lit holds in a grid. You can do the following to modify the contents of the grid: ● Control which columns of data are displayed in the grid. ● Sort on the columns ● If you have a large list, you can apply a filter to display only the items you want. See Managing Columns in Lists and Grids on page 39. You can also perform the following lit hold actions: ● Create a hold ● Delete a hold ● Activate a hold ● Deactivate a hold ● Resubmit a hold
Lit Hold information tabs	Below the list of holds, you can use tabs to see the following information about the highlighted hold: ● Overall status ● Approvals ● List of Associated People ● List of the associate IT Staff ● Logs ● Email History ● Hold reports

The following table describes each item in the **Hold List** page.

Hold List Elements

Links	Description
Action	Depending on the permissions of the logged-in-user and the status of the hold, you can do one of the following:
✓ *Approve*	If the logged-in-user is configured as an approver, and if a hold is waiting to be approved, you can click this to approve the hold.
✎ *Edit*	Lets you view and edit the selected hold
🗑 *Delete*	Deletes the selected hold.
Name	The name of the lit hold.

Hold List Elements

Links	Description
Status	Displays the status of each hold in the list: ● *Awaiting Approval* - The hold has been created but had not yet been approved. ● *Waiting for Acknowledgements* - The hold has been approved, but has not yet been acknowledged by all IT Staff and Custodians. ● *All Acknowledged* - The hold has been approved and acknowledged by all IT Staff and Custodians. ● *Not Active* - On of the following three conditions exists: ■ The hold has reached its forced end date. ■ The hold was Deactivated. ■ The hold was terminated by sending Stop Notices. You can sort on the status or use the filter to display holds by a certain status.
Creation Date	The creation date of each lit hold
# IT	The number of IT Staff associated to each lit hold.
#People	The number of People associated to each lit hold.
Active	Whether or not the list hold is active. (Information only)
New Hold	Lets you create a lit hold using Opens the **Hold Creation Wizard**. See Creating a Litigation Hold on page 316.
Delete Hold	Lets you delete the selected holds. See Deleting a Litigation Hold on page 327.
Activate or *Deactivate* hold	Lets you activate or deactivate the selected hold. See Deactivating and Activating a Litigation Hold on page 326.
Resubmit Hold	Lets you resubmit a hold. This sets it back to its original state so that all actions must be performed again. See Resubmitting a Litigation Hold on page 327.
Overall Status	Provides general status information about the highlighted hold. See Viewing the Overall Status of a Litigation Hold on page 329.
Approvals	Displays the approval status and type.
People	Displays the names of the people that are associated with the selected hold. You can click **Preview Acceptance Page** at the bottom of the tab to open the **Person Hold Notification** page.
IT Staff	Displays the IT Staff members that are associated with the selected hold. You can click **Preview Acceptance Page** at the bottom of the tab to open the **IT Staff Hold Notification** page. See Configuring an IT Staff Member for Use in a Litigation Hold on page 307.
Log	Displays filter options, a list of event types and related information, messages and date stamp for the selected Hold. See About the Hold Event Log for a Litigation Hold on page 330.

Hold List Elements

Links	Description
Email Distribution History	Displays filter options, a list of emails, and date stamp for the selected hold. See About the Email Distribution History of a Litigation Hold on page 330.
Hold Reports	Details the people involved in the hold, and the approval/acceptance status of the approvers, people, and IT Staff. See You can view the history of emails that were sent, their type, date sent, by whom, recipient count, and subject. You can also use filtering to select a hold and type of email. on page 330.

Editing a Litigation Hold

You can open an existing litigation hold to either edit the settings, or to just view the settings.

See Creating a Litigation Hold on page 316.

What you can change in a litigation hold depends on when you edit it. If the hold has not been approved, then you can edit all properties.

After a hold has been approved, you cannot change general elements of hold such as the name, description, start date, project, the approver, the IT staff, the approval and acceptance emails. However, you can add people.

When you save the hold, it performs necessary actions. For example, suppose that you have a hold that has already been approved and acceptance emails have already been sent and all people have acknowledged the hold. Before editing the hold, the hold status is *All Acknowledged*. When you edit the hold and add a new person, the status is changed to *Waiting for Acknowledgements* and the acknowledgement email is sent to the new person.

To edit a litigation hold

1. On the *Lit Holds* page, highlight a template and click ✎ (edit).
2. Click **Next** to navigate the pages of the hold so you can review the settings, or make any necessary changes to existing settings.
3. When you have advanced to the **Summary** page, do one of the following:
   - Click **Cancel** if you did not make any changes to the litigation hold settings, or you want to cancel any changes you made to the hold.
   - Click **Save** to save the litigation hold settings that you changed.

Deactivating and Activating a Litigation Hold

You can deactivate and then re-activate a litigation hold.

Deactivating a hold does not terminate or delete the hold; instead, the hold is “paused” or made not active, regardless of any pending actions. While an hold is deactivated, scheduled email notifications, such as reminders, are no longer sent. If you make the litigation hold inactive, its status is displayed as **Not Active** in the **Lit Hold** view. Also, deactivated holds do not appear in the list on the HTML pages for IT Staff and people.

It is important to note that when you deactivate a hold, it is not terminated and people and IT staff do not receive termination notices. The purpose of the deactivation is that you may want to temporarily deactivate a hold for administrative reasons without sending out termination notices.

You can re-activate any hold that is not active. A hold may have been made not active by the following actions:

- The termination date has occurred - See General Info Options on page 316.
- A hold was deactivated - See Deactivating and Activating a Litigation Hold on page 326.
- A hold was manually stopped (terminated) - See Viewing the Overall Status of a Litigation Hold on page 329.

When you activate a hold, it returns to the status it was in before it was made not active.

For example, if a hold had an *Awaiting Approval* status when it was deactivated, when re-activated, it will have an *Awaiting Approval* status again. However, notifications are not sent out automatically. For example, if a hold had an *Waiting for Acknowledgments* status when it was deactivated, when re-activated, it will not automatically send out Acknowledgment Notices. You must do so manually on the *Overall Status* tab > *Options*. See Viewing the Overall Status of a Litigation Hold on page 329.

If you make a litigation hold active, the hold's last known status is displayed in the **Lit Hold** view.

Important: When you deactivate or activate a hold, no email notification is sent notifying people of the change in status.

To activate or deactivate a litigation hold

1. On the *Lit Holds* page, under the *Lit Hold* tab, select a litigation hold.
2. Click ⏻ **Activate** or ⏻ **Deactivate** either to activate or deactivate the litigation hold.
3. At the *Confirms Holds* dialog, click **Ok.**

Deleting a Litigation Hold

You can delete an existing litigation hold, even if the hold is not active.

Notification emails are not sent out if a litigation hold is deleted.

To delete a litigation hold

1. On the *Lit Holds* page, under the *Lit Hold* tab, select a litigation hold.
2. Click 🗑 **Delete.** You can find this icon by the litigation hold and also at the bottom of the task pane.
3. (Optional) Check **Keep Archive** to remove the holds from the user interface but keep an archive record of the litigation hold, such as IT staff, people, approver, histories, email templates, interview questions and answers. These are stored in database tables.
4. Click **Yes** in the *Confirm Deletion dialog to confirm the deletion.*

Resubmitting a Litigation Hold

You can resubmit a hold. This creates a new copy of the hold and sets it back to its original state so that all actions must be performed again. You can use this to replace a hold that is already in place or clone an existing hold and leave the first one in tact.

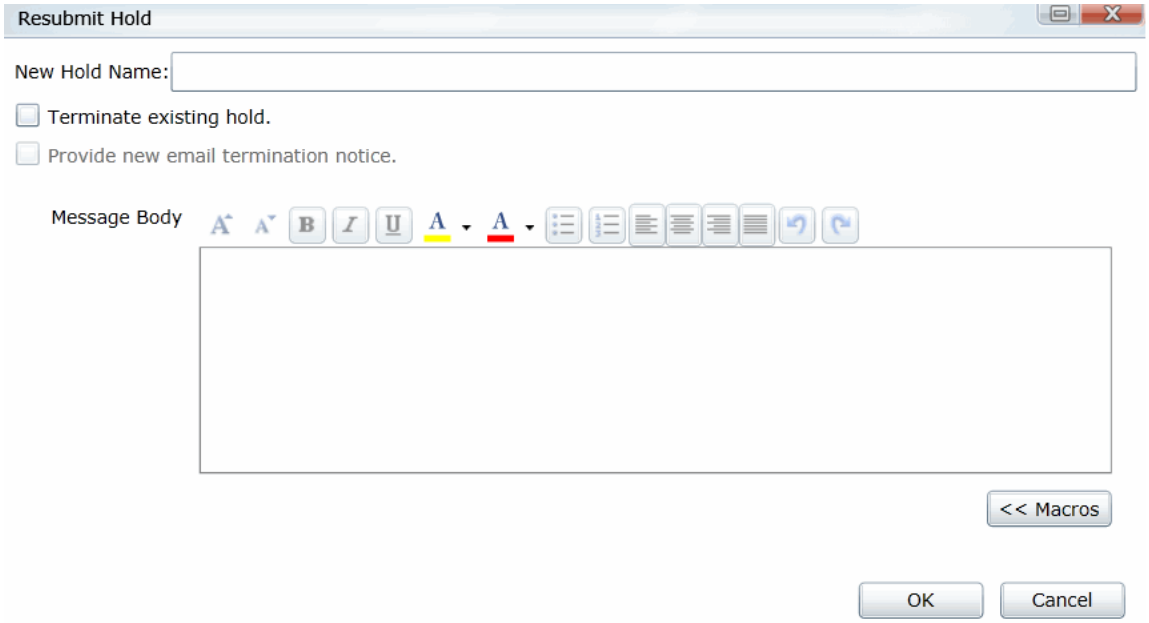
If you replace the hold, you are given the opportunity to send out an email explain that the previous hold has been replaced. A link is provided to acknowledge the new hold. This email functions as both a Termination Notice and an Acknowledgment Notice.

See Creating a Litigation Hold on page 316.

To resubmit a litigation hold

1. On the *Lit Holds* page, under the *Lit Hold* tab, select a litigation hold.
2. Click **Resubmit Hold** at the bottom of the task pane.
3. The *Resubmit Hold* dialog appears.

Resubmit Hold Dialog



Resubmit Hold

New Hold Name:

□ Terminate existing hold.

□ Provide new email termination notice.

Message Body

4. Enter the **New Hold Name** in the field provided.
5. You can check **Terminate existing hold** and/or **Provide new email termination notice**.
6. Add your information in the message body. You can format your text with basic word processing commands.
7. Under **Macros**, find macros to add to the body of your message. These macros include:
   - Hold Name
   - Hold Requestor
   - Time Frame Start
   - Time Frame End
   - Hold Person List
   - Project Name
   - View Hold Link
8. Click **Ok.**

Viewing Information About Holds

You can view the overall status, approvals, IT Staff, and people of a selected litigation hold.

See Using the Lit Hold Page on page 324.

See Viewing the Overall Status of a Litigation Hold on page 329.

Viewing the Overall Status of a Litigation Hold

You can view the overall status of a highlighted hold, including the following:

- Whether or not it is active
- The number of IT Staff and People
- The configured time frame
- Which actions have been completed and by how many

  For example, the hold may have four people associated with it. This will show how many of the people have acknowledged the hold.
- Links to action options.
  - **Send/Resend Notification** - If the hold has not been approved, you can send a reminder notice to the approver.
  - **Send Acknowledgment Notices** - This will send an acceptance reminder notice to any IT Staff or custodians who have not acknowledged the hold.For example, suppose only some of the people have acknowledged the hold. You can click the Send Acknowledgment Notices link. This will send another email to only those people who have not acknowledged the hold.
  - **Send Reminders Now** - This will send the following notices: *Hold Reminder* to custodians and *Stop Aging Reminder* to IT staff.
  - **Sent Stop Notices** - This will end (Deactivate) the hold and send the following notices: *Hold Termination* to custodians and *Stop Aging Termination* to IT staff. You cannot perform this action until the hold has been approved. You can Activate the hold at a later time. See See Deactivating and Activating a Litigation Hold on page 326.

You can refresh the information shown on the tab to check the current status.

About the Approvals Tab

The **Approvals** tab displays the hold’s approval status and approval type. The option **Send/Resend All Approval Notices** becomes inactive after the hold is approved.

About the People Tab

The **People** tab displays the list of people that are involved in the litigation hold; the Total, Accepted, and Pending counts of all the people. The sent, visited, and accepted status of each person is displayed in a grid. When you highlight a person in the grid, the associated **Detail View** shows the custodial options and responses to interview questions.

About the IT Staff Tab

The **IT Staff** tab displays the total, accepted, and pending count of the IT Staff that are listed. The status of **Sent, Visited, Accepted,** and **End Notice** is also displayed. When you select an IT staff name, the associated **Detail View** area is displayed.

About the Hold Event Log for a Litigation Hold

You can use **Hold Event Log** to review the events and messages of a selected litigation hold. You can also apply filter options to select the Hold and Event Type. The Log pane displays the type, date and time, initiator, and the message of each log item. Select a type item from the list to view the associated Message.

About the Email Distribution History of a Litigation Hold

You can view the history of emails that were sent, their type, date sent, by whom, recipient count, and subject. You can also use filtering to select a hold and type of email.

About Lit Hold Reports

You can use **Reports** in the **Holds** to generate various predefined reports with summary or detailed information about a particular litigation hold. Reports are generated in CSV format.

You can view the following types of reports for a given litigation hold.

Available Litigation Hold Reports

Report	More information
Holds Summary	You can generate the **Holds Summary** report to display an overview of all litigation holds, all active holds, and all Inactive holds. These reports list their approval and acceptance status, associated project, and when it was created. Also included are number of people and IT Staff associated with a litigation hold, and the current stage of approval.
Hold Details	You can generate the **Hold Details** report to display a detailed overview of a litigation hold’s approvers, people, IT Staff, any associated document files, and interview questions. Also included are the start and end dates of the hold, the priority of the hold, and a description, if one was entered in the **Hold Creation Wizard**.
Interview Responses	You can generate the **Interview Responses** report to display the answers to interview questions that are associated with a litigation hold.
Person Details	You can generate a detail report of the people’ hold information.
Selected Project’s Holds	You can generate a summary of all holds in the selected project.

Searching Litigation Holds

You can perform a search for litigation holds using text that is in the following:

- Hold data
  - Text in the litigation hold name
  - Text in the litigation hold description
- Notification data
  - Text in the email notifications

After performing a search, any holds with the search results are displayed in a list.

If a search resulted in hits, the search is saved for re-use.

You can export your searches and search results.

To perform a litigation hold search

1. On the *Lit Holds* page, click the **Search Lit Holds** tab.
2. Click **Search All Holds**.
3. Enter a Search Title for the saved search.
4. In the search terms field, enter the terms that you want to search for.
   You can enter multiple terms separated by a space. It will perform an OR search function.
   For example, the search terms *security approval* will return holds that contain either term.
   It will also search for words that contain your term.
   For example, a search term of *prov* will return prove, proved, approve, approved, approval, and so on.
5. You can choose the search to include *Active Holds*, *Inactive Holds*, or *Both*.
6. You can choose to search in *Hold Data*, *Notification Data*, or *Both*.
   - Hold data
     - Text in the litigation hold name
     - Text in the litigation hold description
   - Notification data
     - Text in the email notifications
7. Click **OK**.
8. A message is displayed showing the number of hits found.
9. If the search resulted in a hit, the search will be saved and displayed in the upper panel searches list.
   If the search resulted with 0 hits, the search will not be saved.
10. The litigation holds that are hits for the search are displayed in the lower panel results list.

To view litigation hold search results

1. After a successful search, click a litigation hold in the search results panel.
2. On the right side, is an information panel. It may show a *Hold Info* tab, *Notifications* tab, or both depending on where the search terms were found.
3. You can click either tab and the search term is highlighted in red.
4. You can also view details about the hold.

To delete a litigation hold search

1. Check the selection box for the hold or holds that you want to delete.
2. Click the *Delete* icon.

To export searches or search results

1. For either list, click **Export**.
2. Click **OK**.

To remove litigation holds from the search results list

1. In the lower pane, select the holds that you want to remove from the list.
2. Click **Mark as Non-Responsive**.

Using Lit Hold Dashboard Widgets

You can use the Dashboard to view Lit Hold data.

See Using the Dashboard on page 333.

Chapter 32

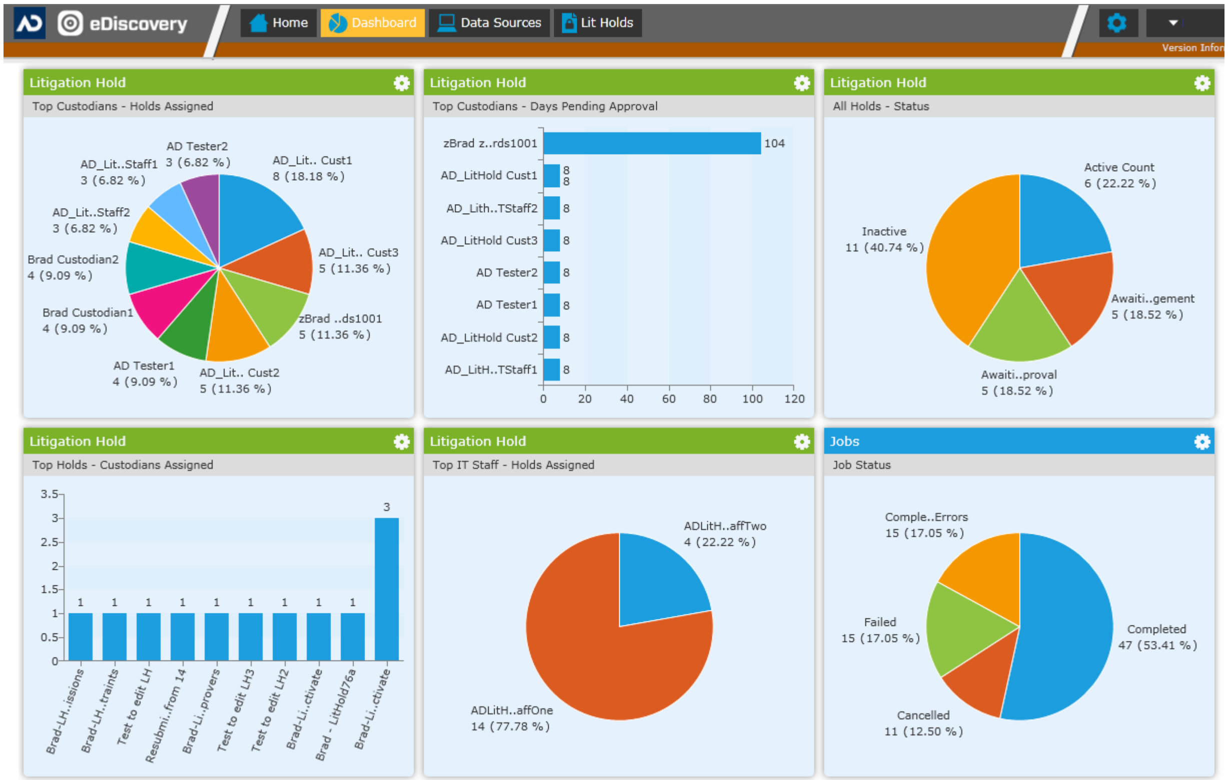
Using the Dashboard

About the Dashboard

The Dashboard allows you to view important information in an easy-to-read visual interface. The Dashboard has different widgets that display the monitored data using a variety of charts.

You can customize most widgets in the following ways:

- The type of chart that is used, such as a pie chart, horizontal bar chart, or vertical bar chart.
- Whether to show information about all projects or selected projects.



Depending upon your product license, you can view widgets for the following features:

Dashboard widgets

Feature	Description
Lit Hold	(eDiscovery or Lit Hold license only) You can view the following widgets: ● Most Recent Holds with Approval/Acceptance Status ● Top Custodians and the number of holds assigned ● Top Custodians and the number of days pending approval ● All Hold broken out by status ● Top holds and the number of custodians assigned ● Top IT Staff and the number of holds assigned See Using Litigation Holds on page 298.
Jobs	(eDiscovery only) You can view the number of jobs broken out by their status: completed, completed with errors, cancelled, or failed. See About Jobs on page 418.

Configuring Dashboard Widgets

The Dashboard tab has several widgets that display the monitored data. You can use the following elements to view and filter the data.

To view Dashboard

1. Click the **Dashboard** tab at the top of the screen.

Elements of Dashboard Widget

Element		Description
⚙	Widget Options	Clear the gear icon to configure the following options:
	◔ 📊 ☰	Changes the appearance of the chart. You can choose to display the data in either pie, vertical bar, or horizontal bar chart form.
	💼	Filters the chart results by project. The button displays what projects are being filtered and displayed. See The Filter Case Chart Results Pane on page 335.
	⟳ 10 minutes	Refreshes the data in the widget. The button displays the last time that the data had been refreshed, either manually or automatically.

The Filter Case Chart Results Pane

In the Filter Case Chart Results pane, you can filter the items displayed in the widget.

Elements of the Filter Case Chart Results Pane

Element	Description
Filter by selected case(s)	Allows you to search for a specific case. Click Filter to filter by the search terms.
Selected cases only	Posts only the selected projects to the widget. You can scroll down the project list and check the projects that you want to display.
Unselect all	Deselects all of the projects in the project list.
Apply/Apply - all cases	Applies the selected projects to the Dashboard widget. This button displays the number of projects selected. For example, if you have selected four cases, the button displays **Apply - 4 cases**.
Cancel	Returns you to the main widget.

Part 7

Configuring and Using the Multi-Tenant Environment

This part describes how to configure and use the Summation multi-tenant environment and includes the following chapters:

Chapter 33

Understanding the Multi-Tenant Environment

About the Summation Multi-Tenant Environment

If you are a hosting provider for AccessData Summation, you can use the multi-tenant environment feature to segment application functionality for clients. You can create an segmented environment for each client.

The multi-tenant environment provides the following benefits:

- Each client has their own segmented and secure environment
  - Each client can only see the users and user groups in their environment
  - Each client can only see the projects and project data in their environment
  - Browsing to the server's data locations in the application are disabled
- Each client has their own environment administrator called a SubAdmin
  - The SubAdmin helps eliminate "middle-man tasks" of your IT team
  - The Sub-Admin can to do the following for their own environment:
    - Create and manage their own users and user groups
    - Create and manage their own projects
    - Process their own evidence data
    - Export data

A segmented client environment is created by creating a SubAdmin user account. The SubAdmin is the administrator of the segmented environment. The environment name is also the name of the SubAdmin. As a result, the segmented environments are referred to as SubAdmin environments.

About SubAdmins

SubAdmins are application users that have a sub-set of administrative permissions for their environment only. A SubAdmin is designated by having the *Sub Administrator* permission. The *Sub Administrator* permission is granted by using an admin role.

SubAdmins are different from application administrators. While application administrators have permissions for all aspects of the application, SubAdmins have a sub-set of administrator rights to the application within their environment.

SubAdmins can do the following for their environment:

- Create and manage application users
- Create and manage user groups

- Create Projects
- Manage Projects including the following:
  - Assign project-level permissions to the users and user groups they created
  - Create and manage custom fields and tagging layouts
  - Create and manage tags
  - Create and manage markup sets and highlight profiles
  - View reports
- Add evidence to their projects
- Export evidence data
- Delete projects

Important: SubAdmins can only see and manage the Users, User Groups, and Projects that are associated to their environment.

See About Application Features Not Available in SubAdmin Environments on page 339.

SubAdmin accounts can be created in two different ways.

See Creating and Managing SubAdmins on page 343.

About Permissions and Security Within a SubAdmin Environment

A SubAdmin functions as the administrator for their environment. As a result, by default, SubAdmins have administrative permissions for all users and projects in their environment.

When a SubAdmin creates users, by default, those users have no permissions. SubAdmins must grant project-level permissions for their environment users in order for them see and access projects. SubAdmins can only grant permissions for the projects that they have permissions for. As long as SubAdmins have not been given permissions to other projects outside of their environment, SubAdmins and other users in the environment can only access the projects in their own environment.

About Application Features Not Available in SubAdmin Environments

For overall system security, users in SubAdmin environments have access to only a sub-set of application features.

For example, SubAdmins can create users and user groups, but cannot create admin roles. SubAdmins do not have permissions to system-wide features, such as system configuration, the system and activity log, custodians (people), litigation holds, and KFF/De-Nist.

The following is a list of application features that are *not* available to SubAdmins or any users created by SubAdmins in their environment:

- Main tabs:
    - *Data Sources*
    - *Lit Hold*
    - *Dashboard*
- Management page:
    - All features (tabs) except *Users* and *User Groups*
- Home Page Project tabs:
    - *Custodians* tab
    - *Lit Hold* tab
    - Known File Filter (*KFF/De-Nist*) tab
- Create New Project page:
    - *Custodians* tab
    - *KFF/De-Nist Options* tab
    - *Project Folder Path* (must use LawDrop)
    - *Job Data Path* (must use LawDrop)
    - *Sub Administrator* drop-down
    - *Create Project and Import Evidence* button (Importing Evidence is done through LawDrop
- Project List
    - Add Evidence (must use LawDrop)
    - Custom Properties
- Ability to browse to data on a server
- Export
    - View or configure export paths (must use LawDrop)
    - Configure Slip Sheets

Access to Project Data

For security purposes, users in a SubAdmin environment cannot use the application to browse to and access the file system on the Summation server environment. A new interface for managing data has been developed called AccessData LawDrop™. LawDrop provides an interface for organizing data, adding data to projects, and viewing exported data.

See Understanding LawDrop™ on page 357.

About Creating Projects in SubAdmin Environments

Projects can be created in a SubAdmin environment. Users in a SubAdmin environment can only see and access projects in their own environment.

About Creating Projects in a SubAdmin Environment

Projects can be created in a SubAdmin environment in the following ways:

A SubAdmin creates a project	SubAdmins have permissions to create projects. When a SubAdmin creates a project, it is created within that SubAdmin's environment. A SubAdmin can only see projects within their environment. By default, SubAdmins have administrator permissions to projects in their environment.
An application administrator creates a project and assigns it to a SubAdmin	An application administrator can create a project, and within the *Create New Project* wizard, can assign it to an existing SubAdmin. This action creates the project within that SubAdmin's environment and makes the SubAdmin an administrator of that project. See Creating and Managing Projects in SubAdmin Environments on page 348.

About Project Folder Paths in a SubAdmin environment

When a project is created in a Sub-Admin environment, the following occurs:

- In the Project Folder Path, a sub-folder is created with the name of the Sub-Admin.
- The project folder is created under the SubAdmin sub-folder.

For example, suppose your default project folder path is the following:

```
\\1.1.1.1\Summation\Projects\
```

If you have projects that are not in a SubAdmin environment, the project folders will be created under that path. For example:

```
\\1.1.1.1\Summation\Projects\abcd1234-ab12-ab12-abcdef123456
```

If you have a SubAdmin named SA1 and a project is created in that environment, the project folder will be the following:

```
\\1.1.1.1\Summation\Projects\SA1\abcd1234-ab12-ab12-abcdef123456
```

Note: It is possible to create a project without assigning a SubAdmin and then later use the project's permissions to grant access to a SubAdmin. However, it is not created within the environment folder structure. Also it will not appear as an associated project in columns and filters. See Viewing Projects Associated to SubAdmins on page 348.
It is recommended to assign the SubAdmin when the project is created.

Chapter 34

Administrating a Multi-Tenant Environment

Application administrators do the following to configure and manage a multi-tenant environment:

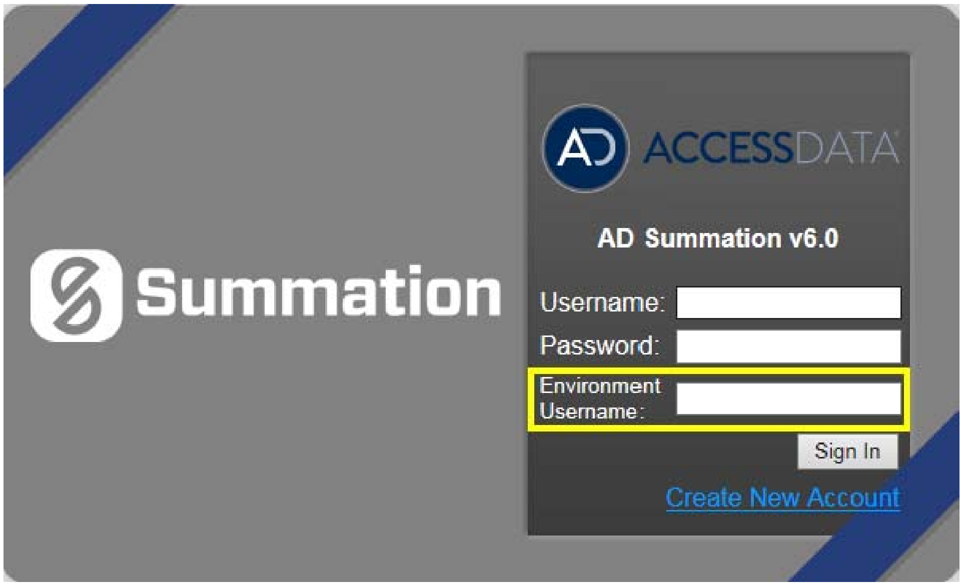
- Enabling the Multi-tenant Login Page (page 342)
- Creating and Managing SubAdmins (page 343)
- Viewing and Managing SubAdmins, Users, and User Groups (page 346)
- Creating and Managing Projects in SubAdmin Environments (page 348)
- Administrating LawDrop™ (page 359)

Enabling the Multi-tenant Login Page

When users in a multi-tenant (SubAdmin) environment log in, they must include another piece of user data: an Environment Username. The Environment Username is the name of the SubAdmin. In order for a user to enter this value, the login page must be changed in include the Environment Username.

Important: SubAdmins do not enter an Environment Username, only the users in the SubAdmin environment.

See Logging in as a SubAdmin on page 352.



To enable the multi-tenant environment login page

1. On the server running the MAP component, browse to Program Files\AccessData\Map.
2. Edit the Web.config file.
3. Find the following line:
   `<add key="SelfSetupEnabled" value="false" />`
4. Change the "**false**" value to "**true**".
5. Save the Web.config file.

Creating and Managing SubAdmins

Creating SubAdmins

To create an segmented client environment, a SubAdmin must be created. Each SubAdmin has its own environment.

SubAdmins are application users that have the *Sub Administrator* permission. The permission is granted using an admin role. For general information about admin roles, see About Admin Roles and Permissions on page 49.

You can create and configure SubAdmins in the following ways:

Method	Description
Manually by application administrator	An application administrator can manually create an admin role with the Sub Administrator permission and user accounts for the SubAdmins that are associated to the SubAdmin role See Manually Creating and Configuring a SubAdmin on page 343.
Automatically by "Self Setup"	You can enable an option so that on the Summation login page, a user can click a *New User* link that will let them create their own SubAdmin user account. This account will automatically be linked to the SubAdmin role. See Using SubAdmin Self Setup on page 345.

Manually Creating and Configuring a SubAdmin

Only an application administrator can manually configure sub administrators. You configure sub administrators by completing the following process:

1. Create a role for sub administrators and then assign the Sub Administrator permission to that to role.
2. Create one or more users, and then associate the users to the sub administrator role.
3. (Optional) Create a user group for sub administrators and associate the user group to the role and users.

   For general information about admin roles, see About Admin Roles and Permissions on page 49.

   For general information about user groups, see Configuring and Managing User Groups on page 64.

   For general information about users, see Managing Users on page 57.

To manually create a SubAdmin Role

1. Login as an application administrator.
2. Go to the *Management* page.
3. Click **Admin Roles**.
4. Verify that there is not already a SubAdmin role.
5. If no SubAdmin role exists, click ➕ *Add*.
6. Enter a name, such as SubAdmin, and description for the role.
7. Click **OK**.
8. Select the new role.
9. Click the ⚙ *Features* tab.
10. Select the *Sub Administrator* radio button.
11. Click **Save**.

(Optional) To manually create a SubAdmin User Group

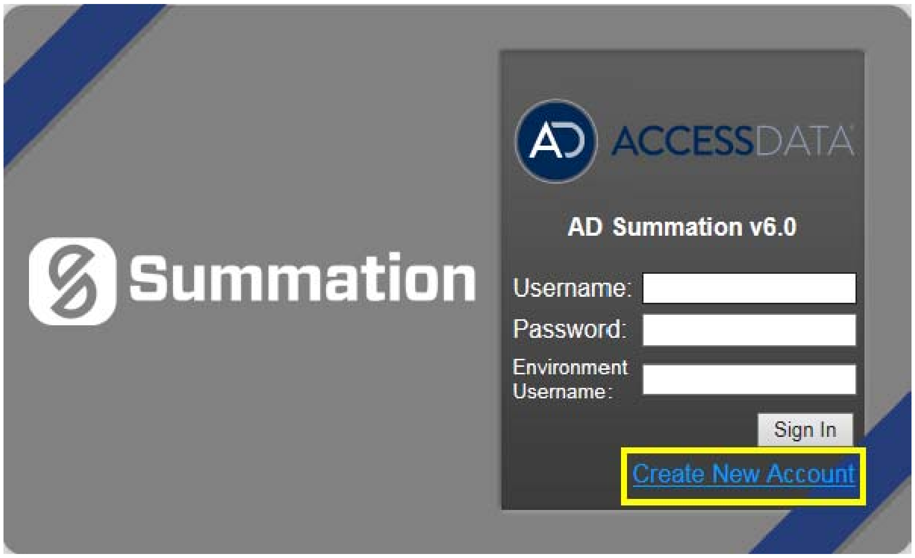
1. On the *Management* page, click *User Groups*.
2. Click ➕ *Add.*
3. Enter a name and description for the group.
4. Click **OK**.
5. Associate the group to the new SubAdmin role.

To manually create a SubAdmin User

1. On the *Management* page, click *Users*.
2. Click ➕ *Add.*
3. Enter the user details.
4. Click **OK**.
5. Associate the user to either the user group or new SubAdmin role.

Using SubAdmin Self Setup

To ease the required management tasks for application administrators, you can enable an option so that on the Summation login page, a user can click a *New User* link that will let them create their own SubAdmin user account.



Using this option as a hosting provider, you simply provide the URL of your Summation server to a client and they create their own SubAdmin user. They can then log in and start managing their environment without any configuration effort on your part.

The new account will automatically be linked to the SubAdmin role. Note the following scenarios:

- If you previously created an admin role for SubAdmins with the Sub Administrator permission, the user will automatically be linked to that role.
- If you have not manually created an admin role for SubAdmins, the application will create an admin role named *Sub Admin* and will assign the user to it.

The self setup feature requires that the multi-tenant login page be first enabled.

See Enabling the Multi-tenant Login Page on page 342.

A user can then access the self setup feature.

Creating Your Own SubAdmin Account (page 351)

Viewing and Managing SubAdmins, Users, and User Groups

As a hosting provider, you can do the following:

- View a list of the SubAdmin users that have been created
- View a list of the users and user groups that SubAdmins have created
- Manage SubAdmins and users in their environments

Viewing SubAdmins and SubAdmin Users

You can use filters and columns in the *Users* list to view which application users are SubAdmins and which users are associated to SubAdmins.

For general information about using columns and filters, see About Content in Lists and Grids (page 38)

To view a list of SubAdmins and SubAdmin users

1. Log in as an application administrator.
2. Open the *Management* page.
3. Click the **Users** tab.
4. To use columns, do the following:

   4a. Click *Columns*.

   4b. Click ✚ *Add* for the *Is_SubAdmin* and *Associated SubAdmin* columns.

   4c. (Optional) move these columns up higher in the list.

   4d. Click **OK**.

   4e. Click ♻ *Refresh*.

   4f. View the *Is_SubAdmin* column.
   For any SubAdmin, the value will be *True*.

   4g. View the *Associated SubAdmin* column.
   For any user created by a SubAdmin, the value will be the SubAdmin.

   4h. You can sort on the columns to group items
5. To use the *Is_SubAdmin* filter, do the following:

   5a. Click **Filter Options**.

   5b. In the *Property* drop-down, select *Is_SubAdmin*.

   5c. In the *Value* drop-down, select *True*.

   5d. Click **Apply**.
   All users who are SubAdmins are displayed.
6. To use the *Associated SubAdmin* filter, do the following:

   6a. Click **Filter Options**.

   6b. In the *Property* drop-down, select *Associated SubAdmin*.

   6c. In the *Operator* drop-down, select an option, such as *Contains*.

   6d. In the *Value* drop-down, enter a value, such as *sub*.

6e. Click **Apply**.
All SubAdmin users that fit the filter are displayed.

Viewing SubAdmin User Groups

You can use filters and columns in the *User Groups* list to view which user groups are associated to SubAdmins.

For general information about using columns and filters, see About Content in Lists and Grids on page 38.

To view a list of SubAdmin user groups

1. Log in as an application administrator.
2. Open the *Management* page.
3. Click the **User Groups** tab.
4. Use the same procedures for viewing SubAdmin users above.

Managing SubAdmins, Users and User Groups

Application administrators can perform all user management tasks on SubAdmins. SubAdmins cannot manage their own accounts.

Application administrators and SubAdmins can perform all user management tasks on SubAdmin users and user groups.

SubAdmins cannot manage Admin Roles.

For information on managing user accounts, see Managing Users on page 57.

Creating and Managing Projects in SubAdmin Environments

Creating Projects in SubAdmin Environments

An application administrator can create a project and assign it to a SubAdmin. This is an optional task as SubAdmins can create their own projects.

See About Creating Projects in SubAdmin Environments on page 341.

This action creates the project in the SubAdmin's environment.

See About Project Folder Paths in a SubAdmin environment on page 341.

Creating a project and assigning it to a SubAdmin

1. On the *Home* page, click **Create New Project**.
2. Enter a name and description for the project.
3. Enter other project details as needed.
4. In the *Sub Administrator* drop-down, select a SubAdmin that you want to assign the project to.
5. Click **Create Project**.

Important: It is possible to create a project without assigning a SubAdmin in the wizard and then later configure the project's permissions to grant access to a SubAdmin.
This is not recommended.
The project will not appear as an associated project in columns and filters. See Viewing Projects Associated to SubAdmins on page 348.
Also, it is not created within the environment folder structure.

Managing Projects in SubAdmin Environments

Viewing Projects Associated to SubAdmins

You can use filters and columns in the *Projects* list to view which projects are associated with SubAdmins. An associated project is one of the following:

- A project that was created by a SubAdmin
- A project that was created by an administrator and assigned to the SubAdmin in the *Create New Project* wizard

For general information about using columns and filters, see About Content in Lists and Grids (page 38)

To view a list of projects associated with a SubAdmin

1. Log in as an application administrator.
2. Open the *Home* page.
3. To use columns, do the following:

   3a. Click ▥ *Columns*.

   3b. Click ➕ *Add* for the *Associated SubAdmin* column.

3c. (Optional) move the column up higher in the list.

3d. Click **OK**.

3e. Click ♻ *Refresh*.

3f. View the *Associated SubAdmin* column.
For any project associated to a SubAdmin, the value will be the SubAdmin.

3g. You can sort on the columns to group items

4. To use the *Associated SubAdmin* filter, do the following:

4a. Click **Filter Options**.

4b. In the *Property* drop-down, select *Associated SubAdmin*.

4c. In the *Operator* drop-down, select an option, such as *Contains*.

4d. In the *Value* drop-down, enter a value, such as *sub*.

4e. Click **Apply**.
All SubAdmin users that fit the filter are displayed.

Managing Projects Associated with SubAdmins

Application administrators can perform all project management tasks on projects associated with SubAdmins.

SubAdmins can perform most all project management tasks on projects in their environment. For a list of limitations, see About Application Features Not Available in SubAdmin Environments on page 339.

For general information on managing projects, see Introduction to Project Management on page 147.

Chapter 35

Using the Multi-Tenant Environment

About Using the Multi-Tenant Environment

If your organization is using the Summation multi-tenant environment, there are a few unique aspects about using Summation.

Generally, two type of users use the Summation multi-tenant environment:

- SubAdmins - Those who administer a client's environment
- Environment User - Those who log in to the Summation console as reviewers and other roles

This chapter is divided into the following sections:

Performing SubAdmin Tasks (page 350)

Performing User Tasks (page 354)

Performing SubAdmin Tasks

Accessing the Summation Web-Based Console

You will be provided a URL by which to open the Summation console. You will need a username and password.

See Getting Started on page 22.

Depending on the environment do one of the following:

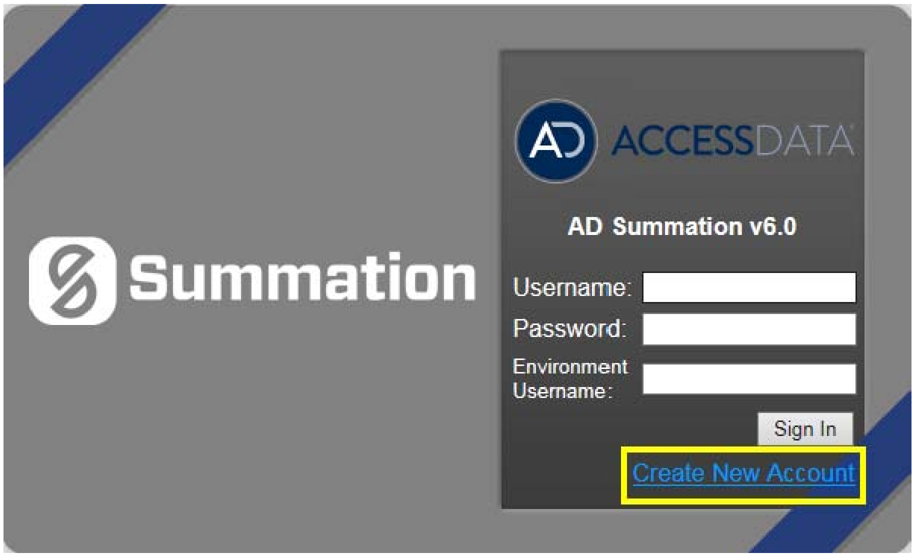
- You may be given a username and password for your SubAdmin account by which to log in. If this is the case, continue to Logging in as a SubAdmin on page 352
- You may be instructed to create you own SubAdmin account. If this is the case, continue to Creating Your Own SubAdmin Account on page 351

Creating Your Own SubAdmin Account

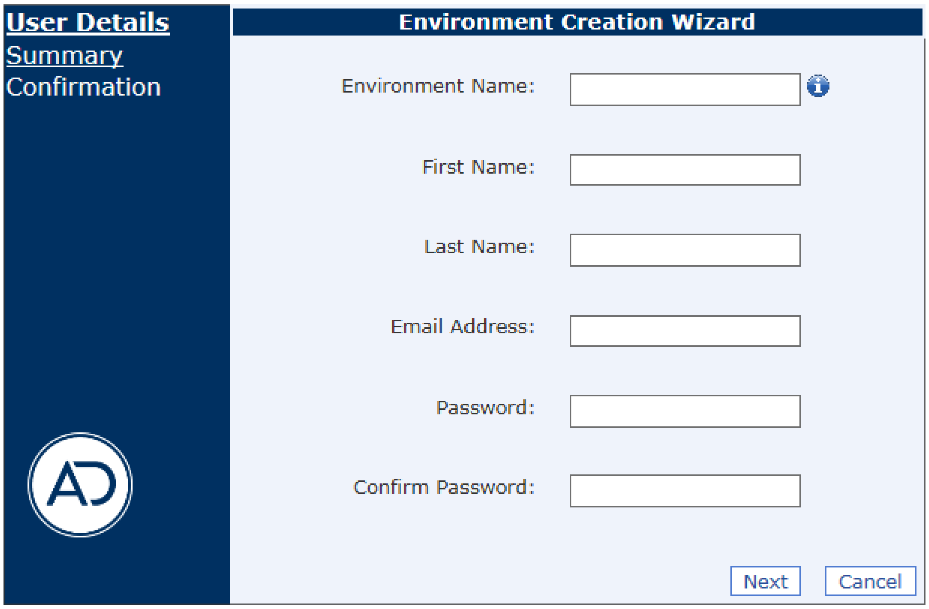
In some environments, you may be instructed to create your own SubAdmin account.

To create your own SubAdmin account

1. In Internet Explorer, access the URL that was given to you.



2. On the login page, click **Create New Account**.



3. On the *User Creation Wizard*, enter the following:
   - Username
   - First name
   - Last name
   - email address
   - A valid password

4. Click **Next**.
5. Verify the information to make sure it is correct.
6. Store the credentials in a safe place. You will need these credentials each time you use the application.
7. Click **Save**.
8. Log in as the SubAdmin.

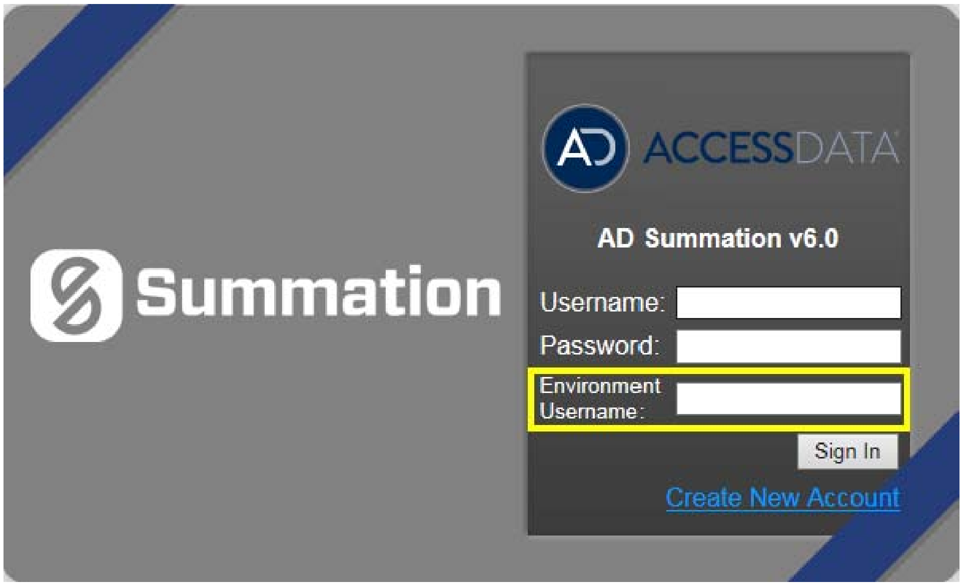
Logging in as a SubAdmin

Generally, SubAdmins log in and access the application the same as any other user.

See Getting Started on page 22.

SubAdmins do not enter an *Environment Username*. This value is only used for the users in your SubAdmin environment.

See Users Logging into a Summation SubAdmin Environment on page 354.



Introduction to the SubAdmin's User Interface

As a SubAdmin, you can view and user the Summation Console like any other user.

See Introducing the Web Console on page 29.

However, you are limited in accessing some areas of the application.

See About Application Features Not Available in SubAdmin Environments on page 339.

SubAdmins Creating Users

SubAdmins can create users just like any other user with the proper permissions.

However, you can only see the users that are in your environment.

See About the Users Tab on page 52.

See Managing Users on page 57.

SubAdmins Creating User Groups

SubAdmins can create user groups just like any other user with the proper permissions.

However, you can only see the user groups that are in your environment. Also, you cannot associate a user group to an admin role.

See Configuring and Managing User Groups on page 64.

SubAdmins Creating and Managing Projects

SubAdmins can generally create and manage project just like any other user with the proper permissions.

However, come project creation and management options are not available in a SubAdmin environment.

See About Application Features Not Available in SubAdmin Environments on page 339.

See Creating Projects on page 163.

SubAdmin Using LawDrop

For security purposes, users in a SubAdmin environment cannot use the application to browse to and access the file system on the Summation server environment. A new interface for managing data has been developed called AccessData LawDrop™. LawDrop provides an interface for organizing data, adding data to projects, and viewing exported data.

See Understanding LawDrop™ on page 357.

See Using LawDrop™ on page 364.

SubAdmin Performing Exports

When you perform an export using a SubAdmin environment, you cannot access or provide a path to the files system. You must save the export to LawDrop.

See Exporting Files to LawDrop on page 379.

Performing User Tasks

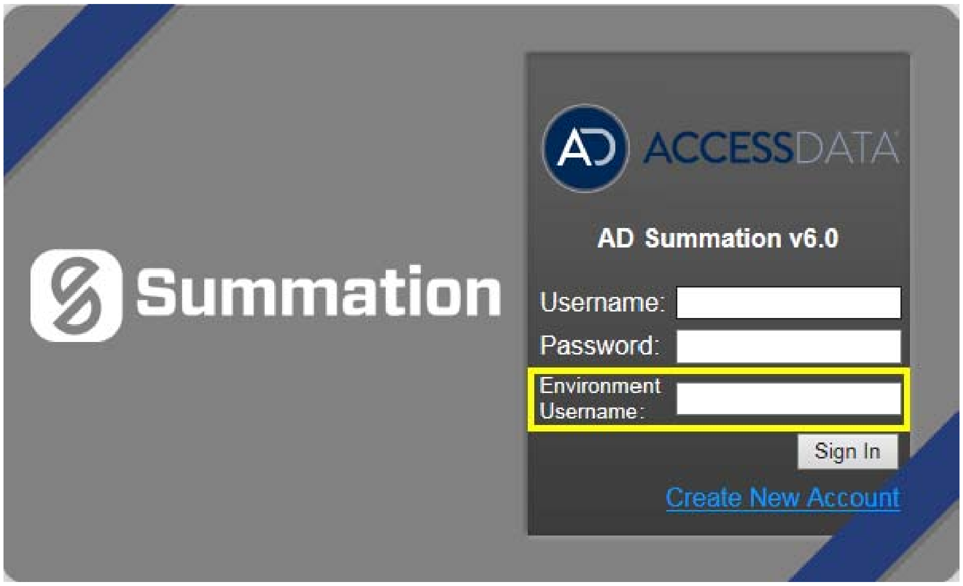
Users Logging into a Summation SubAdmin Environment

Generally, you can login and access the application the same as any other user.

See Getting Started on page 22.

However, there is one exception. Users in a SubAdmin environment must include additional information when logging in. They must also provide the *Environment Username*. This value is the name of the SubAdmin of your environment.

For example, the SubAdmin name may be JSmith. The username may be BRoberts. You would enter BRoberts as the Username and JSmith as the Environment Username



Using the Home Page

You will see any projects that you have been given permissions for.

See Introducing the Web Console on page 29.

Using Review

You can go into review for any projects that they have been given permissions for.

See Introduction to Project Review on page 40.

Using LawDrop

If you are asked to provide or access any evidence files, you can use LawDrop.

See Understanding LawDrop™ on page 357.

See Using LawDrop™ on page 364.

Part 8

Configuring and Using LawDrop

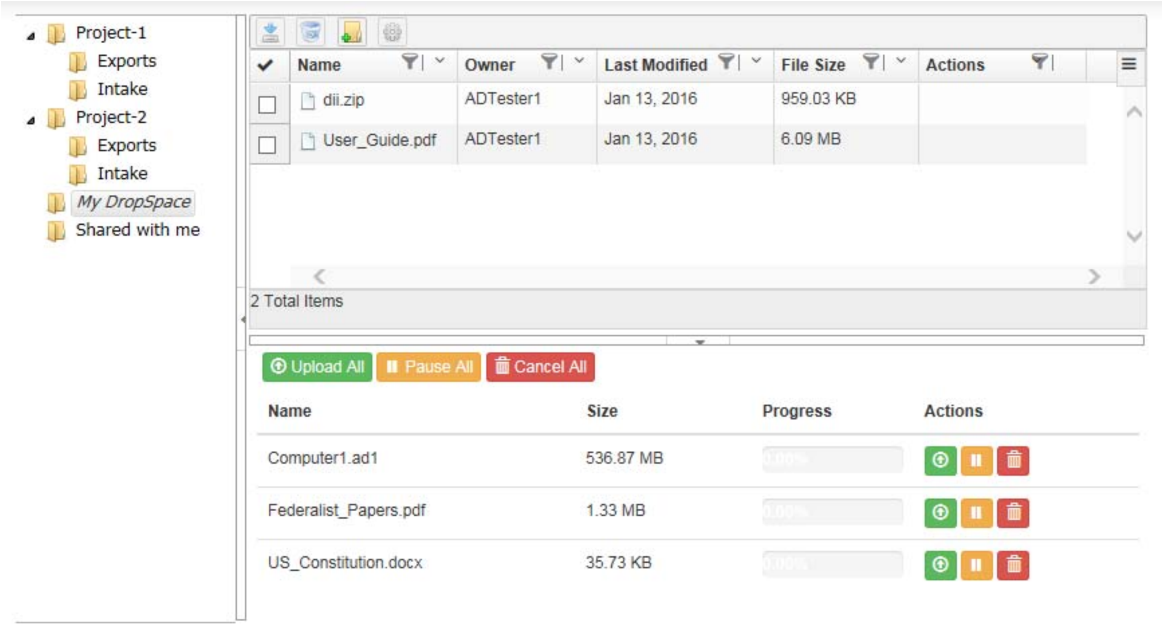
This part describes how to configure and use Law Drop and includes the following chapters:

Chapter 36

Understanding LawDrop™

About LawDrop

You can use LawDrop™ as an interface for application users to manage project evidence files without accessing the file system on the Summation or eDiscovery server. This is beneficial for letting users who don’t have permissions to access the server’s file system to add files to a project or access exported files. For example, LawDrop is the only method to perform several tasks when using Summation in a hosted, multi-tenant environment.

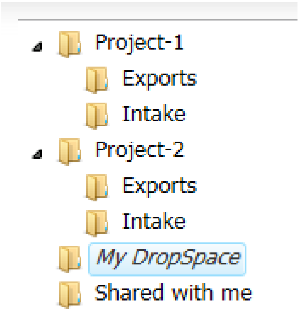


- Project-1
  - Exports
  - Intake
- Project-2
  - Exports
  - Intake
- *My DropSpace*
- Shared with me

✓	Name	Owner	Last Modified	File Size	Actions
□	dii.zip	ADTester1	Jan 13, 2016	959.03 KB	
□	User_Guide.pdf	ADTester1	Jan 13, 2016	6.09 MB	

2 Total Items

Name	Size	Progress	Actions
Computer1.ad1	536.87 MB	0.00%	
Federalist_Papers.pdf	1.33 MB	0.00%	
US_Constitution.docx	35.73 KB	0.00%	



- Project-1
  - Exports
  - Intake
- Project-2
  - Exports
  - Intake
- *My DropSpace*
- Shared with me

You can use LawDrop to do the following:

Features of LawDrop

Feature	Description	
Upload files to the Summation or eDiscovery Server	You can use LawDrop to drag, drop, and upload files to the server. You can upload files to two different types of locations in LawDrop	
	My DropSpace	You can upload files to a location called My DropSpace. This is a general area where you can upload, manage, and organize evidence files.
	Project Intake Folders	For every project in the system, LawDrop has a project *Intake* folder. This folder acts as a staging area for files that you want to add to a project. When you have identified files that you want to add to a project, you can copy them from the DropSpace to the Intake folder for that project. (You can also upload files directly to an Intake folder.) From the project Intake folder, users with permissions can add files as evidence to that project.
Share your uploaded files with other users	The person who uploads files in LawDrop is considered the owner of those files. By default, when you use LawDrop, you can only see the files that you are the owner of. However, you can share your uploaded files so that other users can access them as well. Where users see files that have been shared with them depends on where the files were uploaded.	
	Sharing from My DropSpace	Each user has their own *MyDropSpace* folder. When you share files from your *MyDropSpace* with another application user, they can see those files in a LawDrop folder called *Shared with me*.
	Sharing from a project Intake folder	When you share files from a project *Intake* folder or sub-folder, other users with permissions to that project can them see them in the same *Intake* folder. For example, a user may have permissions to add a file to an Intake folder but not to add and process it in the project. Other users with enhanced permissions can add and process shared files in the project.
	Sharing files with external users	You can also share files to people that are not application users by specifying their email address. These external users will receive an email with an HTML lick to the shared files.
		Note: Currently, you cannot share files from a project Intake folder with external users.
Download files	You can download the files that you can access in LawDrop to your own computer.	
Use LawDrop as a destination when exporting files	When performing an export, you can select LawDrop as the destination. After the export, users with proper permissions can access the exported files within LawDrop without having access to the server's file system. Exported files are located in a project's *Exports* folder. Users can download the exported files to their own computers.	

Chapter 37

Administrating LawDrop™

About Administrating LawDrop

About the LawDrop File Storage Folder Structure

There are two locations files to store files that are uploaded using LawDrop:

LawDrop file storage folder structure

Destination	Description
DropSpace	When users use LawDrop to upload files, they may upload files to a DropSpace folder. An Administrator creates and specifies a share path to be used as the parent DropSpace folder. See Configuring the System for Using LawDrop on page 360. When a user first accesses LawDrop, a sub-folder (with their user id) is created under the parent DropSpace folder. When a user uses LawDrop to upload files to the DropSpace, they are uploaded here. Using LawDrop, users may create sub-folders under here. For example: \\Server\LawDrop_DropSpace_Share\dropspace\user ID\user-created subfolders
Project intake folder	Whenever a project is created, a folder for that project is created (using a guid as the folder name) under the share path where you specified the project folder to be stored. See Project Folder Path on page 164. See Default Evidence Folder Options on page 76. Under that project guid folder, a *lawdrop* folder is created. For example: \\Server\Projects_share\ *project guid*\lawdrop Under the lawdrop folder are two sub-folders: ● *Intake* - When a user uses LawDrop to upload files to a project folder, they are uploaded here. Using LawDrop, users may create sub-folders under here. See Uploading and Managing Files in the File Upload Queue on page 369. ● *Export* - When you perform an export and select LawDrop as the destination, the exported files are placed here. See Viewing Exported Files in LawDrop on page 379. For example: \\Server\Projects_share\ *project guid*\lawdrop\export \\Server\Projects_share\ *project guid*\lawdrop\intake

If you are a system administrator, you can use the file system to view files that have been uploaded or exported using LawDrop.

WARNING: Do not attempt to move or delete uploaded files using the files system.without contacting Technical Support. Use the LawDrop interface to copy, move, or delete uploaded files.

Configuring the System for Using LawDrop

You must perform the following administrative tasks before using LawDrop:

- Configuring the LawDrop DropSpace Folder on page 360
- Configuring the System To Share LawDrop Files with External Users on page 361

Configuring the LawDrop DropSpace Folder

Before using LawDrop, an administrator must configure the file location to be used by LawDrop for the DropSpace folder.

If the file location is not set, when any user clicks the LawDrop tab, they will see the following error:

> *The default path for user’s DropSpace folder is not set. Please the default path or contact your System Administrator.*

To configure the location of the DropSpace folder, you designate a folder just like you designate default project data folders for your projects and job data.

See Default Evidence Folder Options on page 76.

To configure the LawDrop DropSpace path

1. Identify a location where you have adequate space to store all files that may be uploaded to the DropSpace.

   This location my be on the same or different drive as the *Project Folder* or *Job Data* paths.
2. Create a share that you will point to in the interface.

   For example, if you use the following share path for your project folder:

   \\Server\share\Projects

   You may want to create the following share path:

   \\Server\share\LawDrop_DropSpace.
3. As an administrator, log into the console.
4. Open the *Management* page.
5. Click **System Configuration**.
6. Click **Project Defaults**.
7. Enter the path for the *LawDrop DropSpace Path*.
8. Click the check mark ✓ to verify the path.
9. Click **Save**.

Configuring the System To Share LawDrop Files with External Users

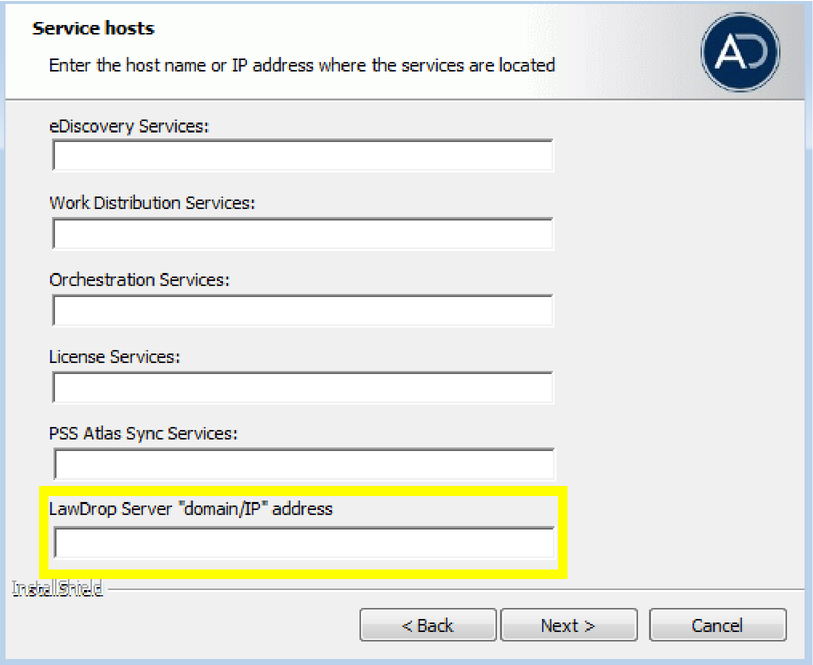
It is possible to share files and folders with users that are external to the application. This is done by providing the email address of the external user in the Share dialog. An email is then sent to the external user and there is an HTML link to the shared files.

In order for this to work properly, the following must be configured properly:

- The Email Server must be configured correctly. This allows the application to send emails.
  See Configuring the Email Notification Server on page 73.
- The location of the LawDrop server must be configured correctly in the AdgWindowsServiceHost.exe.config file.
  See Configuring the AdgWindowsServiceHost.exe.config File below.

Configuring the AdgWindowsServiceHost.exe.config File

When you installed the application, you had the opportunity to configure the LawDrop Server domain/IP address.



Service hosts

Enter the host name or IP address where the services are located

By default, a value of “https://localhost/adg/map/web” is used.

In order for the external sharing to work, the “localhost” value must be changed to the actual server name or IP address od the server running MAP.

If you did not change the localhost setting to the actual server name or IP address, you may change the setting in a config file.

To verify or change the setting

1. On the server running MAP, navigate to and open in a text editor the following file:
   Program Files\AccessData\Common\FTK\Business Services\AdgWindowsServiceHost.exe.config

2. In the config file, find “LawboxFileDownloadUrlBase”.

   <add key="LawboxFileDownloadUrlBase" value="https://**localhost**/ADG.MAP.Web...

3. Verify or change the value **localhost** to your server domain name or IP address of the server running MAP.

   For example, value="https://10.10.128.220/ADG.MAP.Web...

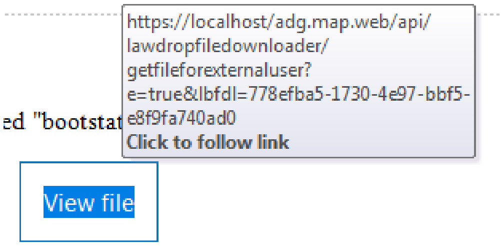
4. If you change the value, in the computer Services, you must restart the AccessData Business Services Common.

Troubleshooting Sharing with External Users

- When you share a file or folder with an external user, the user should get an email from the application server entitled New LawDrop Share.
  - If the user never receives the email, verify that email notifications for the application server are working.

    See Configuring the Email Notification Server on page 73.

    You can try other email notifications, such as LitHolds or other email notification features.
- In the email, there is a link to **View file.**
  - If the link does not work, hover your mouse over the *View file* link and look at the URL.

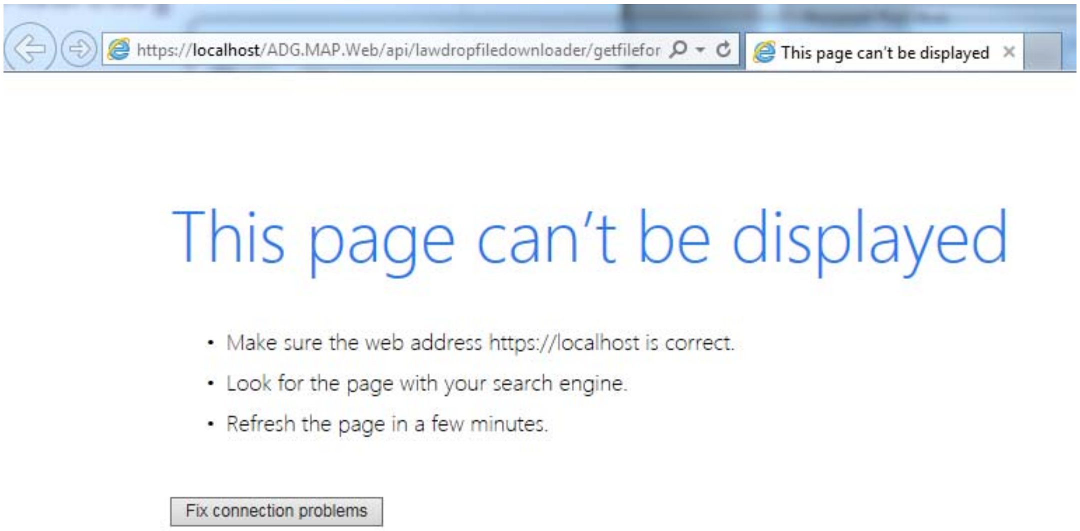


ed "bootstat

https://localhost/adg.map.web/api/lawdropfiledownloader/getfileforexternaluser?e=true&lbfdl=778efba5-1730-4e97-bbf5-e8f9fa740ad0

Click to follow link

If the link shows a URL with *localhost*, when you click the link, you will get the following:



https://localhost/ADG.MAP.Web/api/lawdropfiledownloader/getfilefor

This page can’t be displayed

- Make sure the web address https://localhost is correct.
- Look for the page with your search engine.
- Refresh the page in a few minutes.

To fix this, you must do the following:

1. Follow the steps listed in Configuring the AdgWindowsServiceHost.exe.config File on page 361
2. Re-send the email through the Share dialog.
   The link in the email must contain the updated path that is not localhost.

Chapter 38

Using LawDrop™

Getting Started with LawDrop

All application users can access the LawDrop page.

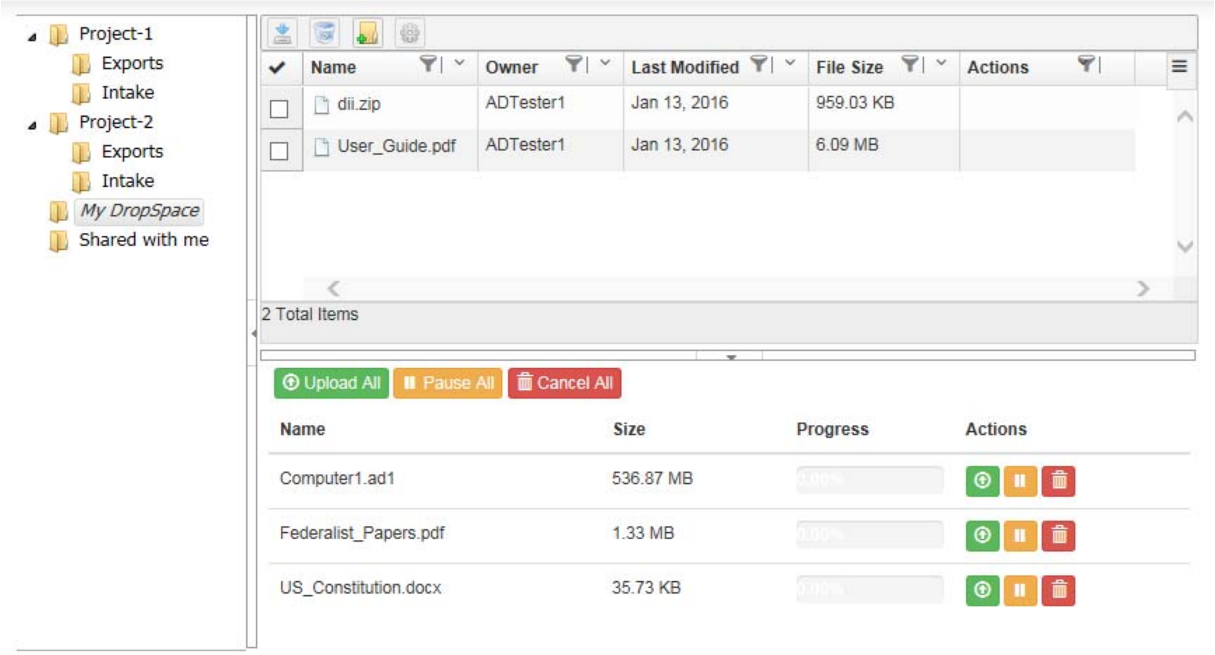
To access LawDrop

1. Log in to the application with your credentials.
2. Click the LawDrop™ tab LawDrop™ .

   If LawDrop is not configured properly, you will see the following error:

   The default path for user’s DropSpace folder is not set. Please the default path or contact your System Administrator.

   See *Configuring the System for Using LawDrop*.
3. The LawDrop page is displayed.



✓	Name	Owner	Last Modified	File Size	Actions
□	dii.zip	ADTester1	Jan 13, 2016	959.03 KB	
□	User_Guide.pdf	ADTester1	Jan 13, 2016	6.09 MB	

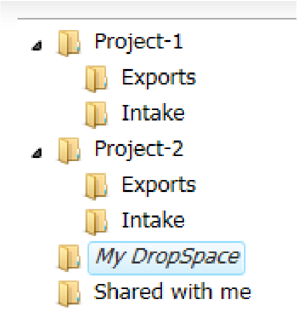
2 Total Items

Name	Size	Progress	Actions
Computer1.ad1	536.87 MB	0.00%	
Federalist_Papers.pdf	1.33 MB	0.00%	
US_Constitution.docx	35.73 KB	0.00%	

About the LawDrop Page

The LawDrop page has several elements.

About the Folder List



On the left side of the LawDrop is the folder list. In the folder list, all users see the following folders:

- *My DropSpace* - This is where you can upload and organize files.

  You can create sub-folders under this folder. This is a private folder. You only see the files that you uploaded in the *My DropSpace* folder. You can share files that you have uploaded with other users.

- *Shared with me* - If other users share files from their *My DropSpace* folder with you, this is where you see those files.

  You cannot create sub-folders under this folder, but if other users have created sub-folders for their shared files, you will see them.

  You cannot upload or copy files to this folder.

In the folder list, you may also see the following:

- Project folders - If you have permissions to see any projects on the *Home* page, you will also see a folder for each of those projects in LawDrop.

  Under each project folder are two sub-folders:

  - *Intake* - You can upload and organize files for a project in the *Intake* folder.

    You can create sub-folders under this folder.

    Every file you upload to an *Intake* folder is private unless you share it.

    See About Sharing Files and Folders on page 374.

    If another user has shared a file from a project *Intake* folder with you, you will see it in the same folder.

    If you have project administrator permissions, you can add and process files from an *Intake* folder into a project. (You cannot add files to a project directly from the *My DropSpace* folder. You must first copy it to a project *Intake* folder.)

    See Adding Evidence to Projects Using LawDrop on page 377.

  - *Exports* - If an export is performed in a project and saved to LawDrop, they are saved here. You can see and download exported files.

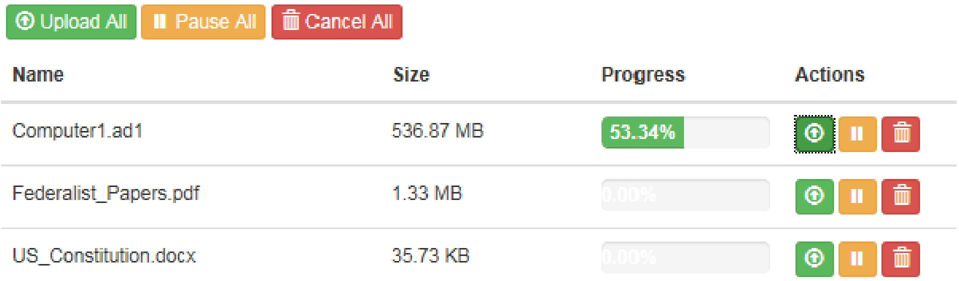
    See Exporting Files to LawDrop on page 379.

    Important: Only those who have permissions to view export sets and production sets in Review can see the exported files in LawDrop. (For example, Admin and Admin Reviewer, or if you created the export set).

    You cannot upload files to the project *Exports* folder.

About the File Queue

You can add files to LawDrop by dragging and dropping files onto the LawDrop page. When you drag a file to LawDrop, the file queue appears at the bottom of the LawDrop page. The file queue display a list files and their upload status. You can show or hide the file queue.



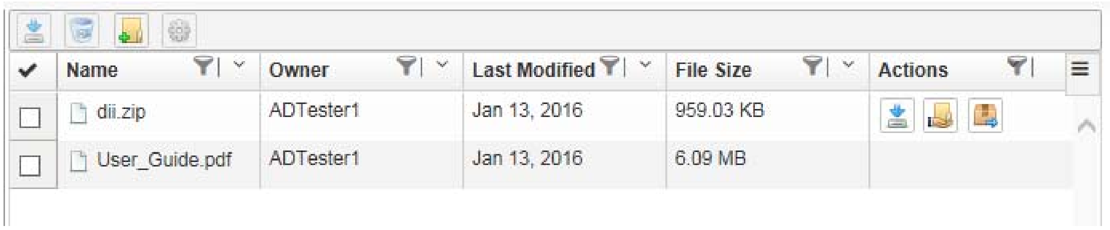
Name	Size	Progress	Actions
Computer1.ad1	536.87 MB	53.34%	
Federalist_Papers.pdf	1.33 MB	0.00%	
US_Constitution.docx	35.73 KB	0.00%	

See Dropping and Uploading Files to LawDrop on page 368.

See Viewing and Managing Uploaded Files on page 370.

About the Item List

After you have uploaded files to LawDrop, they are displayed in the Item List.



✓	Name	Owner	Last Modified	File Size	Actions
□	dii.zip	ADTester1	Jan 13, 2016	959.03 KB	
□	User_Guide.pdf	ADTester1	Jan 13, 2016	6.09 MB	

The item list displays the items that are in the currently selected folder in the folder list. You can also perform actions on folders and files.

See Using the Item List Grid on page 370.

Creating and Deleting Sub-Folders in LawDrop

When you add files to LawDrop, you can upload them to one of the following:

- The *My DropSpace* folder
- A project *Intake* folder (if you have permissions to the project)

To help organize files that you upload, you can create sub-folders in either location. You can create multiple levels of sub-folders.

You can upload files to the root of the folder or to a sub-folder. You can also copy and move files from one folder or sub-folder to another.

See Moving and Copying Uploaded Items on page 371.

You can also delete sub-folders that you create in the *My DropSpace* folder.

To create a sub-folder

1. Open LawDrop.
2. In the folder list, click a folder, such as *My DropSpace* or a project *Intake* folder.
3. Do one of the following:
    - In the tool bar, click *New Folder*.
    - Right-click and click *New Folder*.
4. Enter a folder name.
5. Click Create.

To delete a sub-folder

1. In the *My DropSpace* folder list, click the sub folder that you want to delete.
2. Do one of the following:
    - In the tool bar, click *Delete*.
    - Right-click and click Delete .
3. Confirm the deletion.

Dropping and Uploading Files to LawDrop

About Dropping and Uploading Files

You can add files to LawDrop by dragging and dropping files into a valid folder in LawDrop. When uploading files to LawDrop, files are uploaded using HTML. There are no set limits to the size of uploads, however, performance will be based on available bandwidth, network traffic, and the size of files.

You can upload files to the following LawDrop folders:

- *My DropSpace* and its sub-folders
- A project *Intake* folder that you have permissions for and its sub-folders

When you attempt to drop files to a LawDrop folder, if the folder is a valid folder, the color of the boundary turns green. If it is an invalid folder, it does not turn green. For example, invalid folders include the *Shared with me* folder*,* the root the project folder, and project *Exports* folder.

Uploading files is a two-step process:

1. You drop files onto a valid folder and the files are placed in the file upload queue.
2. You upload files from the queue into the folder.

During the upload, one file is uploaded at a time. File data is chunked into 1 MB chunks, and four chunks are uploaded at a time. The chunks are uploaded to the server, then when the chunks are complete, they are saved as the original file in the designated folder. If you lose your connection to the server during the upload, you simply drop the file again to the queue and upload it. However, it will resume from previous spot when connection was lost as it maintains the previous chunks that were uploaded.

About Dropping and Uploading Folders

Internet Explorer does not support dropping and uploading folders, only files. However, you may want to add and process a complete folder using the *Add Evidence Wizard*. As a work-around, uploading a folder requires a four-step process:

1. Create a .ZIP file of the folder that you want to upload.
2. Drag the .ZIP file onto a valid folder.
3. Upload the .ZIP file.
4. Use a LawDrop action to extract the .ZIP into a folder.
   See Action Icons on page 373.

Dropping Files into the File Upload Queue

Important: As a best practice, upload files to the *My DropSpace* folder and then copy files to a project *Intake* folder

To drop files into the File Upload Queue

1. Open a File Explorer window with the files that you want to upload.
2. In the LawDrop folder list, click the folder that you want to upload files to.
3. Click and drag the files onto the LawDrop page.

4. If the destination is a valid folder, the border around the item list turns green.
5. Release the mouse button to drop the files.
6. The *file upload queue* is opened and the files are displayed in the queue.

Uploading and Managing Files in the File Upload Queue

After you have dropped files in the *file upload queue*, you can do the following:

- Upload the files.
- Pause and resume the uploading of files
- Delete the files from the queue

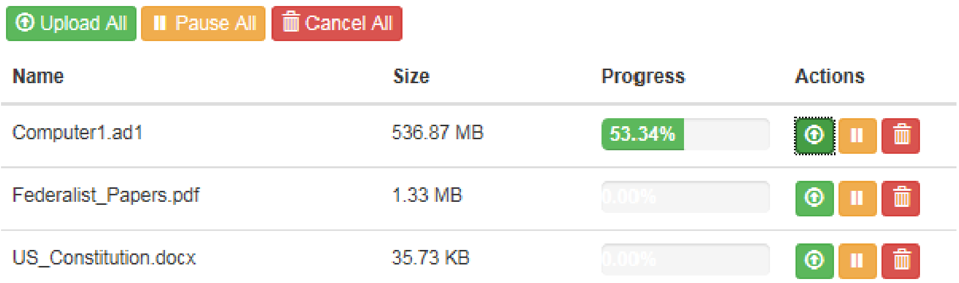
You can perform actions on all files in the queue or on one individually.

While a file is uploading, an upload progress is displayed.

After a file has completed uploading, the file is removed from the queue.

If you upload the same file to a folder more than once, the later files will be appended with a (1), (2), and so on.

If files are currently uploading, and you click to go to a different a different place in the application, such as the **Home** page, you are warned that leaving LawDrop will cancel all the uploads.



Name	Size	Progress	Actions
Computer1.ad1	536.87 MB	53.34%	
Federalist_Papers.pdf	1.33 MB	0.00%	
US_Constitution.docx	35.73 KB	0.00%	

To upload files in the queue

❖ Click either **Upload All** or the single *upload* icon.

Note: If you have more than one file in the queue and upload a single file, after that file is uploaded, all other files in the queue will then be automatically uploaded. If you want to upload only one file, do the following: click Pause All, then upload the single file.

To pause the uploading of files in the queue

❖ Click either **Pause All** or the single *pause* icon.

The upload status indicator turns orange.

You can either resume the upload or cancel it.

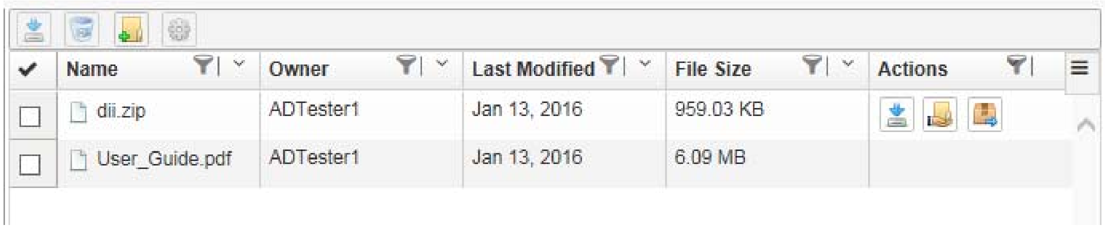
To cancel or delete files in the queue

❖ Click either **Cancel All** or the single *delete* icon.

Viewing and Managing Uploaded Files

Using the Item List Grid

After you have uploaded files to LawDrop, they are displayed in the Item List.



✓	Name	Owner	Last Modified	File Size	Actions
□	dii.zip	ADTester1	Jan 13, 2016	959.03 KB	
□	User_Guide.pdf	ADTester1	Jan 13, 2016	6.09 MB	

The item list displays the items that are in the currently selected folder in the folder list.

By default, the item list displays the following columns:

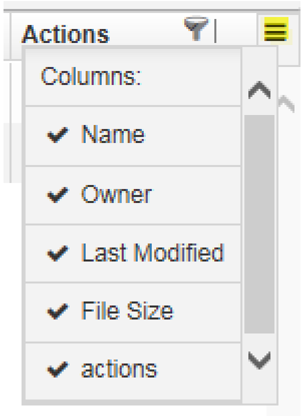
- *Name* - The name of the file for folder.
- *Owner* - The login name of the user who uploaded the file.
- *Last Modified* - The date that the file was last modified.
- *File Size* - The size of the file.
- *Actions* - Displays icons for actions that you can perform on that one item.

You can do the following with the item list grid:

- Select which columns to display.
- Sort the item list by a column.
- Filter the item list by one or more columns. (Not currently working)
- See available actions for individual items in the list.

To select which columns to display

1. In the item list, click ≡.
2. Select the columns to display .



To sort or filter the list by a column

❖ Click the sort by or filter icon.

Important: The filter action is currently no working.

Moving and Copying Uploaded Items

You can use folders to organize uploaded files. You can also use a project *Intake* folder to organize or stage files that you want to add to a project. See Adding Evidence to Projects Using LawDrop on page 377.

To help you organize files and folders, you can drag items from one folder to another. Depending on where you are dragging items, the item will either be copied or moved:

Note the following scenarios:

- Within *My DropSpace*: If both the source and the destination of the drag is within *My DropSpace,* the file or folder is moved.

  Examples:

  - Suppose under your *My DropSpace,* you have a sub-folder named *MDS1*. If you have a file in your *My DropSpace* and drag it to *MDS1*, it will move the file.
  - Suppose under your *My DropSpace,* you have two sub-folders named *MDS1* and *MDS2*. If you have a file in *MDS1* and drag it to *MDS2*, it will move the file.

  Note: If you move a file that has been shared, the sharing is removed.

- Outside of *My DropSpace*: If either the source or destination of the drag is outside of *My DropSpace,* the file or folder is copied.

  Examples:

  - If you drag a file in *My DropSpace* to a project *Intake* folder, the file will be copied.
  - If you drag a folder in *Shared with me* to a project *Intake* folder, the folder will be copied.
  - If you drag a folder in *Shared with me* to *My DropSpace*, the folder will be copied.
  - If you drag a file in a project *Intake* folder to a different folder, the file will be copied.

  Note: If you drag and copy a file or folder from Shared with me, the copy will list you as the owner.

If you copy a file to a folder more than once, the later files will be appended with a (1), (2), and so on.

Note the following limitations:

- When dragging items to a project folder, you must drag it to the *Intake* sub-folder. You cannot drag items to the root of a project folder or to a project's *Exports* sub-folder.
- You cannot drag items from a project's Exports sub-folder. (If needed you can download). See Viewing Exported Files in LawDrop on page 379.
- You cannot drag items to the *Shared with me* folder. Items will only appear there after they have been shared by another user. See Sharing Files and Folders on page 374.

Performing Actions on LawDrop Items

Using the Tool Bar and Action Icons

You can use the action bar or action icons to perform actions on items in the list.

Tool Bar

Using the tool bar on the top of the action list, you can select one or more files or folders and then perform the following actions: (some actions are not always available)

Law Drop Tool Bar

Download	From within LawDrop, you cannot view the contents of files. For example, you cannot view the contents of an uploaded DOCX file. To view a file, you can download a file or folder then view it. When you download a file or folder, they are downloaded as .ZIP files.
Delete	In *MyDropSpace*, you can delete files that you uploaded or sub-folders that you created. You cannot delete the following files or folders: ● Items shared with you in the *Shared with Me* folder. ● Items shared with you in project *Intake* folders. ● Items in project *Export* folders. See Creating and Deleting Sub-Folders in LawDrop on page 367. **Note:** Files that have been processed or imported are no longer displayed in the LawDrop project Intake folder.
New folder	You can add sub-folders. (*My DropSpace* and project *Intake* folders only. Not supported in *Shared with Me* or project *Export* folders.) See Creating and Deleting Sub-Folders in LawDrop on page 367.
Add Evidence	If you have project admin permissions you can select files or folders and add them as evidence to a project. (Project *Intake* folders only.) See Adding Evidence to Projects Using LawDrop on page 377.

Action Icons

Using the action icons in the Actions column of the action list, you can perform the following actions on one single folder or file at a time: (some actions are not always available)

Law Drop Action Icons

Download	From within LawDrop, you cannot view the contents of files. For example, you cannot view the contents of an uploaded DOCX file. To view a file, you can download a file or folder then view it. When you download a file or folder, they are downloaded as .ZIP files.
Share	You can share a file or folder with another user. (*My DropSpace* and project *Intake* folders only. Not supported in *Shared with Me* or project *Export* folders.) See Sharing Files and Folders on page 374.
Extract	You can extract an uploaded zip file. (*My DropSpace* and project *Intake* folders only. Not supported in *Shared with Me* or project *Export* folders.) See About Dropping and Uploading Folders on page 368.
Import	You can import files as evidence. If you have project admin permissions you can select files and add them as evidence using import. (Project *Intake* folders only.) See Importing Data on page 378.

Sharing Files and Folders

About Sharing Files and Folders

Any files or folders that you upload are private. Even files that you upload to a project *Intake* folder are private to you even if additional people are working in the same project. To let other people see and access files that you upload, you can share them.

You can share individual files or folders. If you share folders, others will see all of the contents of that folder.

How and where others see items that you shared depend on multiple scenarios:

- Sharing with other Summation or eDiscovery application users:
    - Files and folders in *My DropSpace*
        - You can share items in your *My DropSpace* with any other application user.
        - When you share items in your *My DropSpace* folder, others see the items in their LawDrop *Shared with me* folder.
        - When someone else share items in their *My DropSpace* folder with you, you see the files in your *Shared with me* folder. If they have files under sub-folders, you will see them in the same hierarchy.
    - Files and folders in project folders
        - If you share items in an *Intake* folder, others will see them in the same folder.
        - For others to see shared items in an *Intake* folder, they must be associated to the project. (There are no specific project-level permissions required, just that they are associated to the project.)
        - You cannot share items in the *Exports* folder.

          Instead, you can download the exported files. You can then re-upload them to your *My DropSpace* and share them or you can make them available using a network share or email. See Viewing Exported Files in LawDrop on page 379.
- Sharing with external users
    - My DropSpace - If you share items in your *My DropSpace* folder with an external user, the user receives an email with a link to the files.
    - Project Folders - Not currently supported.

You can only share files that you uploaded (that you are the owner of). You cannot share files that were shared with you. However, you can copy the item and then share the copied items.

You cannot delete files that were shared with you.

If you share a file or folder that is nested under other sub-folders, the person will see the hierarchy of folders. However, they will only see files in the folder that was shared, not any folders higher.

Sharing Files and Folders with other Application Users

You can share one file or one sub-folder at a time.

To share files and folders with application users

1. Go to the LawDrop folder list and open the parent folder of the item that you want to share.
2. In the item list, for the sub-folder or file that you share, in the far right column, click the share icon.

3. In the *Shared options* dialog, click in the *Invite more people* field.
4. Type the username of the person you want to share with.

   Note the following:

   - After typing the first three letters, any matches with application users will be displayed.
   - If you are using a multi-tenant environment, type the name of your environment first, and then select the username.
5. Click the name that you want to add.
6. Click **Add**.

   The name is added to a list in the dialog. The first letter of the username is shown in a circle.
7. If desired, add additional user names.
8. When completed, click **Done**.

Sharing Files and Folders with External People

You can share files or folders with external people. To do this, you enter the person’s email address and the person receives an email. The email includes a link to files on the server. When the person clicks the link, the ZIP file with the shared items is automatically download.

You can share one file or one sub-folder at a time.

Note: You can only share files externally from your *My DropSpace* folder. Sharing from an *InTake* folder to an external user is not supported.

There are settings that must be configured correctly in order for the email to work correctly. See Configuring the System To Share LawDrop Files with External Users on page 361.

To share files and folders with external people

1. Go to your *My DropSpace* folder.
2. In the item list, for the sub-folder or file that you share, in the far right column, click the share icon.
3. In the *Shared options* dialog, click in the *Invite more people* field.
4. Type the email address of the person you want to share with.

   Note that the name is notated with (external user).
5. Click the name that you want to add.
6. Click **Add**.

   The name is added to a list in the dialog. The first letter of the username is shown in a circle.
7. If desired, add additional user names.
8. When completed, click **Done**.
9. An email is sent to the user.
10. If needed, you can re-send the email.

Unsharing Files and Folders

You can unshare files and folders from a specific user or from all users. This will cause the files or folders to no longer be visible to others.

To unshare files and folders

1. Go to the LawDrop folder list and open the parent folder of the item that you want to unshare.
2. In the item list, for the sub-folder or file that you unshare, in the far right column, click the share icon.
3. In the *Shared options* dialog, do one of the following:
   - To unshare a file of folder with a specific user, click the X on the far right of the user list.
   - To unshare a file of folder with all users, click **Unshare folder** or **Unshare file**.

Adding Evidence to Projects Using LawDrop

About Adding Evidence to Projects Using LawDrop

From LawDrop, you can add evidence in similar ways that you can use on the Home page:

- Adding Evidence Using the Add Evidence Wizard on page 377
- Importing Data on page 378

Note: If you using Summation in a sub-admin environment, you cannot add evidence to a project from the Project List on the Home page. You can only add evidence to a project from LawDrop.

You can only add evidence to a project from the project *Intake* folder. If you want to add a file or folder that you have uploaded to your *My DropSpace*, you can drag and copy it to an *Intake* folder.

You can delete files from a project Intake folder that have not yet been processed or imported. Files that have been processed or imported are no longer displayed in the LawDrop project *Intake* folder.

See Moving and Copying Uploaded Items on page 371.

Important: Only those who have administrator permissions to the project can add files to a project.

Adding Evidence Using the Add Evidence Wizard

Users with project administrator permissions can add files or folders to a project from LawDrop. When items are added, the *Add Evidence Wizard* is opened and you complete the wizard.

See Using the Evidence Wizard on page 256.

Depending on the items that you select to add, you will have different options available in the *Add Evidence Wizard.*

Note the following scenarios for adding evidence:

- The *CSV Import* method for adding shares is not supported from within LawDrop. Any CSV file will be imported as a native file.
- When selecting items to add to a project, you can add either files or folders at one time, not both.

  For example, you can add two or more files at one time, but not a file and a folder. This is because in the *Add Evidence Wizard*, you must specify if you are adding files or folder.
- If you are adding loose files in AD1 or E01 format, add them without other types of files.

  In the wizard, the *Individual Files* and *Native Files* options are selected by default. You must change the Data Type from *Native Files* to *Evidence Images*.
- If you add one or more loose files of other formats, in the wizard, the *Individual Files* and *Native Files* options are selected by default and all other options are disabled.
- If you add one or more folders, in the wizard, the *Folder Import* and *Native Files* options are selected by default.

  If the folder contains AD1 or E01 files, you must change the Data Type from *Native Files* to *Evidence Images.*

Adding evidence to a project

1. Go to the LawDrop folder list and open the parent folder of the item that you want to add.
2. In the LawDrop item list, select one or more files or one or more folders.

3. Click the *Add Evidence* icon.
4. The *Add Evidence Wizard* is opened.
   The available options are based on the types of items selected.
5. Complete the wizard.
   See Using the Evidence Wizard on page 256.
6. To view the status, go to the *Evidence* tab on the *Home* page.
   See Evidence Tab on page 154.

Importing Data

Users with project administrator permissions can import files to a project from LawDrop. When items are added, the *Import* wizard is opened and you complete the wizard.

See Importing Evidence on page 265.

From an *Intake* folder, you can import a file that is one the following formats:

- CSV
- DAT
- TXT
- DII

You can import the following types of load files:

- Concordance
- Generic
- Summation dii

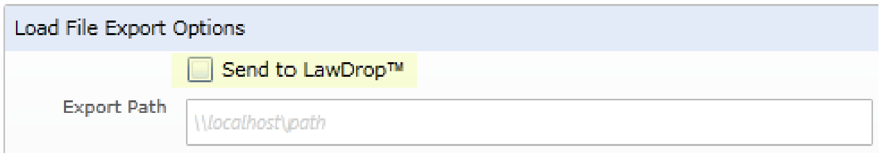
Importing evidence into a project

1. Go to the LawDrop folder list and open the parent folder of the item that you want to add.
2. In the LawDrop item list, mouse over the file you want to import.
3. In the *Actions* column, click the *Import* icon.
4. The *Import* dialog is opened.
5. Select the import file type.
   For the Concordance image type selection, you must know the name of the associated OPT or LFP file. You can copy and paste the image name.
6. You cannot change the path.
7. Complete the dialog.
   See Importing Evidence into a Project on page 266.

Important: If you perform an import validation and find errors, you cannot edit the import file within LawDrop. You must edit the original files and re-drop them into LawDrop.

Exporting Files to LawDrop

When you create an export, instead of selecting a file path, you can select to *Send to LawDrop*.



Load File Export Options

□ Send to LawDrop™

Export Path \\localhost\path

When you export to LawDrop, the *Export Path* is disabled.

Note: If you are in a Summation sub-admin environment, you cannot use an export path. You can only export to LawDrop.

All other aspects of the export are completed as usual.

See About Exporting Data on page 257.

Viewing Exported Files in LawDrop

After an export is complete, exported files are viewable in the project's Exports folder.

In order to view exported files, you must meet one of the following conditions:

- Be an administrator of the project
- Have *Admin Reviewer* permissions for the project
- Be the user who created the export

You can download exported files. Files are zipped and then downloaded. Be aware the exports can be quite large and may take some time to download. As a result, download only one export at a time.

At this time, you cannot share items in the *Exports* folder. Instead, you can download the exported files. You can then re-upload them to your *My DropSpace* and share them or you can make them available using a network share or email.

Part 9

Reference

- See Installing the AccessData Elasticsearch Windows Service on page 381.
- See Integrating with AccessData Forensics Products on page 384.

Chapter 39

Installing the AccessData Elasticsearch Windows Service

About the Elasticsearch Service

The AccessData Elasticsearch Windows Service is used by multiple features in multiple applications, including the following:

- KFF (Known File Filter) in all applications
- Visualization Geolocation in all applications

The AccessData Elasticsearch Windows Service uses the Elasticsearch open source search engine.

Prerequisites

- For best results with eDiscovery products and AD Lab and Enterprise, you should install the AccessData Elasticsearch Windows Service on a dedicated computer that is different from the computer running the application that uses it.

  For single-computer installations such as FTK, you can install the AccessData Elasticsearch Windows Service on the same computer as the application.

  A single instance of an AccessData Elasticsearch Windows Service is usually sufficient to support multiple features. However, if your network is extensive, you may want to install the service on multiple computers on the network. Consult with support for the best configuration for your organization’s network.
- You can install the AccessData Elasticsearch Windows Service on 32-bit or 64-bit computers.
- 16 GB of RAM or higher
- Microsoft .NET Framework 4

  To install the AccessData Elasticsearch Windows Service, Microsoft .NET Framework 4 is required. If you do not have .NET installed, it will be installed automatically.
- If you install the AccessData Elasticsearch Windows Service on a system that has not previously had an AccessData product installed upon it, you must add a registry key to the system in order for the service to install correctly.

Installing the Elasticsearch Service

Installing the Service

To install the AccessData Elasticsearch Windows Service

1. Click the AccessData Elasticsearch Windows Service installer.

   It is available on the KFF Installation disc by clicking *autorun.exe*.

2. On the welcome page, click **Next**.

3. Accept the License Agreement and click **Next**.

4. If you do not have Java installed, a message is displayed stating that you must install Java and the installation will end. See Prerequisites on page 381.

5. If you have upgraded your Java, you will get a Path Mismatch dialog. This asks you if you want to change the path of the JAVA_HOME variable to you new Java version. Click **Yes.**

6. On the *Destination Folder* dialog, click **Next** to install to the folder, or click **Change** to install to a different folder.

   This is where the Elasticsearch folder with the Elasticsearch service is installed.

7. On the *Data Folder* dialog, click **Next** to install to the folder, or click **Change** to install to a different folder.

   This is where the Elasticsearch data is stored.

   Note: This folder may contain up to 10GB of data.

8. (For use with KFF) In the *User Credentials* dialog, you can configure credentials to access KFF Data files that you want to import if they exist on a different computer.

   This provides the credentials for the Elasticsearch service to use in order to access a network share with a user account that has permissions to the share.

   Enter the user name, the domain name, and the password. If the user account is local, do not enter any domain value, such as localhost. Leave it blank instead.

9. In the *Allow Remote Communication* dialog, you can scale Elasticsearch by adding more machines.

   (Optional) Select Enable Remote Communication.

   Note: If Enable Remote Communication is selected, a firewall rule will be created to allow communication to the AccessData Elasticsearch Windows Service service for every IP address added to the IP Address field. If no IP addresses are listed, then ANY IP address will be able to access the AccessData Elasticsearch Windows Service.

   Either leave blank or add machines and click **Next**.

10. Configure ports for Elasticsearch to use and click **Next**.

    - HTTP Port
    - Transport Port

    You can use the default ports or specify your own.

    Using the defaults, whenever you click *Next*, the system will determine if the ports are available. If one is in use, a new value will automatically be entered. Click **Next** again to verify the ports and continue.

11. The *Configuration 1* dialog contains the following fields:
    - **Cluster name** - This field automatically populates with the system’s name.
    - **Node name** - This field automatically populates with the system’s name.

    > **Note:** If installing the AccessData Elasticsearch Windows Service on more than one system, allow the first system to install with the system’s name in the cluster and the node fields. In the second and subsequent systems, enter the first system’s name in the cluster field, and in the node field, enter the name of the system to which you are installing.

    - **Heap size** - This is the memory allocated for the AccessData Elasticsearch Windows Service. Normally you can accept the default value. For improved performance of the AccessData Elasticsearch Windows Service, increase the heap size.
12. The *Configuration 2* dialog contains the following options:
    - **Discovery** - Selecting the default of *Multicast* allows the AccessData Elasticsearch Windows Service search to communicate across the network to other Elasticsearch services. If the network does not give permissions for the service to communicate this way, select *Unicast* and enter the IP address(es) of the server(s) that the AccessData Elasticsearch Windows Service is installed on in the *Unicast* host names field. Separate multiple addresses with commas.
    - **Node** - The Master node receives requests, and can pass requests to subsequent data nodes. Select both Master node and Data node if this is the primary system on which the AccessData Elasticsearch Windows Service is installed. Select only Data node if this is a secondary system on which the AccessData Elasticsearch Windows Service is installed. Click **Next**.
13. In the next dialog, click **Install**.
14. If the service installs properly, a command line window appears briefly, stating that the service has installed properly.
15. At the next dialog, click **Finish**.

Troubleshooting the AccessData Elasticsearch Windows Service

Once installed, the AccessData Elasticsearch Windows Service service should run without further assistance. If there are issues, go to **C:\Program Files\Elasticsearch\logs** to examine the logs for errors.

Chapter 40

Integrating with AccessData Forensics Products

Web-based products (Summation and eDiscovery) can work collaboratively with FTK-based forensics products, (FTK, Lab, FTK Pro, and Enterprise).

Note: For brevity, in this chapter, all FTK-based products will be referenced as FTK and Summation and eDiscovery applications will be referenced as Summation.

You can access the same project data on the same database to perform legal review and forensic examination simultaneously. The benefit of this compatibility is that FTK provides some features that are not available in the web-based products. For example, you can create projects in Summation and then open, review, and perform additional tasks in FTK and then continue your work in Summation.

Using FTK, you can do the following with Summation projects:

- Open and review a project
- Backup and restore a project
- Add and remove evidence
- Perform Additional Analysis after the initial processing
- Search, index, and label data
- View graphics and videos
- Export data

Important: For compatibility, the version of the web-based product and the version for FTK must be the same--both must be 5.0.x or be 5.1.x. For example:

Summation 5.2.x must be used with FTK 5.2.x

Summation 5.5 must be used with FTK 5.5

Installation

You can install FTK and Summation on either the same computer or on different computers. The key is that they share a common database. The database that the data is stored in is unified so that the data can be shared between products.

It is recommended that you install the web-based product first, configure the database, and then install FTK and point FTK to that database. The administrator account for the web-based product is the administrative account for the database for FTK.

When launching FTK and logging into the database, you use the administrator credentials from the web-based product.

Important: For compatibility, the version for Summation and the version for FTK must be the same.

Important: Note that FTK and Summation may use different versions of the processing engine. If this is the case there will be information in the *Release Notes*.

Managing User Accounts and Permissions Between FTK and Summation/eDiscovery

You can create a user account in either product and then use that user name in the other product.

Permissions

When users are assigned permissions in one application, such as Summation, the permissions of the user in FTK are not affected.

Creating and Viewing Projects

Using either product, you can create projects and add evidence to that project. You can then use either product to open the project and perform tasks on the project data.

You can have users in each program reviewing the data at the same time.

Managing Evidence in FTK

Adding Evidence using FTK

You can use FTK to add evidence to a project that was created in Summation. Reviewers in Summation can then review the new evidence. Using FTK, you can add live evidence and static evidence. When you add evidence, you can add image files (such as AD1, E01), individual files, physical drives, and logical drives.

Important: When you collect volatile data in FTK, you cannot see it in Summation.

Processing Evidence using FTK

FTK provides processing options that are not available in Summation. You can utilize the processing abilities of FTK and then review the data in Summation/eDiscovery. You can do all processing in FTK or you can perform an Additional Analysis in FTK after an initial processing.

The following are examples of additional processing options that are available in FTK:

- Processing Profiles
- Known File Filter (KFF)
- Automatic File Decryption
- Create Thumbnails for Video
- Generate Common Video File
- Explicit Image Detection
- PhotoDNA
- Cerberus Analysis

When you create a project with specific processing options, those options are maintained when the project is viewed in the other product. (15940)

Important: If you create a project in Summation, process the evidence, then add more evidence using FTK, if you compare the JobInformation.log files, the processing options applied by FTK are different from Summation.

Managing Evidence Groups in FTK and People in Summation

It is important to note that FTK does not use people, but rather has evidence groups. Evidence groups let you create and modify groups of evidence. In FTK, you can share groups of evidence with other projects, or make them specific to a single project.

When you create people in a project in Summation, and then look at the project in FTK, the people will be listed as evidence groups. The opposite is also true. If you create an evidence group in FTK, it will be listed as a person in Summation.

Important: When you use FTK to add data to an evidence group that was an existing Summation person, two child entries of the same person are created for the data. When you look at the person data in Summation, there will be two child objects under the person with the same name, one with Summation data and the other with FTK data.

Reviewing Evidence in FTK

Searching Evidence using FTK

You can use FTK to search evidence in Summation projects. The search capabilities in FTK are more robust than Summation. In FTK, you can perform an index search as well as a live search. Live search includes options such as text searching, pattern searching, and hexadecimal searching.

Important: Note the following issue:

- Issue: The search results counts for the same project may be different when viewed in the different products due to the way search options are executed in the respective products. For example:
  - Summation only search columns that are visible to the user. FTK will search columns that are not visible to a eDiscovery user.
  - Re-indexing the data will change the search results.
- Because of FTK’s Live Search feature, FTK will return more search results hits than in Summation.

Labeling Evidence Using FTK

After searching and identifying data in FTK, you can label the data and then review the project in Summation and see the labeled data. You can then perform additional review, culling, and export tasks.

Viewing Labeled Evidence in FTK

When reviewing data in Summation, you can label data, and then that labeled data is viewable in FTK. This can be useful in workflow management. For example, when reviewing the data, you can label data indicating that it needs additional analysis. When the project is opened in FTK, the labeled data is visible.

Exporting Data using FTK

You can review and cull data in Summation and then export the data from FTK using its export capabilities.

The following are examples of what you can export using FTK:

- Export files to an AD1 Image file
- Save file list information
- Export the contents of the project list to a word list
- Export hashes from a project
- Export search hits
- Export emails to PST or MSG

Viewing Documents Groups and Review Sets in FTK

Important: In Summation, there are separate views and permissions defined for Document Groups and Review Sets. In FTK, Document Groups and Review Sets that were created in Summation are displayed within the Manage Labels dialog.

Reviewing FTK Data in Summation

You can use the following review features in Summation to help manage the workflow of working with data that was added and processed using FTK.

- Review the data by reviewers in the Web console.
- Cull the data and get the desired data set.
- Export the data using Summation using its export capabilities.

Known Issues with FTK Compatibility

See the product’s and FTK Release Notes for a list of known issues with FTK Compatibility.