Veritas eDiscovery Platform™

User Guide

9.5

VERITAS™

Veritas eDiscovery Platform™: User Guide

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User Guide

The goal of this book is to help you use the Veritas eDiscovery Platform to perform basic and advanced searches, view search results, and manage messages and other documents using folders and tagging.

This section contains the following sections:

About This Guide

This guide is intended for end users, system administrators, decision makers, and anyone who is interested in understanding how the Veritas eDiscovery Platform works. Use this guide to learn key user and reviewer-related tasks. For information about administering the system, refer to the System Administration Guide.

Revision History

The following table lists the information that has been revised or added since the initial release of this document. The table also lists the revision date for these changes.

Revision Date	New Information
October 2018	• Added information for email job notifications through user preferences. See *"Changing Your Account Preferences and Password" on page 13*. • Minor edits
March 2018	• Added information related to IPv6 support
December 2017	• Bulk redaction • Information Classification • Annotation • Preset Reason Codes
June 2017	• Minor edits
July 2016	• Branding and minor edits

Revision Date	New Information
August 2015	• Print - export location option added • Add support for search/review of Enterprise Vault journal emails (EML) • Update Find Similar Histogram display • Remove support for IE8, add support for IE11 • Remove Rights Management Guide
March 2015	• Image accessibility • Branding and minor edits
October 2014	• Item Level View enhancements • Document print and log operate at the item level • New user interface navigational changes • RMS information for Message flag filters added • Branding, updated graphics and major edits
November 2013	• Corrected Freeform Search syntax example • Corrected Nested Proximity Search syntax example • Changed PDF Print options to show those checked by default • Updated screen shots showing topic searches • Updated Advanced Search to show message time can be entered (Dodd-Frank) • Changed email header search details about exact time formats honored
June 2013	• Reporting enhancements – Search reports are in XLS (formerly CVS) format for improved excel filtering – New Search Hit Report • Performance enhancement allows disabling of Find Similar • Tag Search now includes attachment logic • Image remediation • Support for search/review of Enterprise Vault journal envelope messages • Separate tagging of attachments enhancements • Email Header Search • Minor revisions and graphic updates
Sept 2012	• Attachment-level tagging now available • Native Imaging and large document caching • Release template updates and edits
May 2012	• 7.1.1. Fix 1 Patch: Added appendix for legacy topics support of pre-7.0 upgraded cases.
March 2012	• Advanced Search Report enhancements including: – Keyword search results and count totals are now divided up into more specific data sources that include: Emails, Loose files, Documents, Attachments and Reviewable items. – New export capability which allows users to export the Keywords section report in an easy-to-read format to Microsoft Excel

Revision Date	New Information
Feb 2012	• Review, redaction, production features affected by new LIHO (Low-In/High-Out) billing model option (when applied to a case).
Nov 2011	• Review Mode Detail view - attachment search and download • Bulk Tag/Folder event comments enhancements • Advanced Search enhancements including: – Keyword Search field auto-fix text (proper case formatting) – search by Custom Attributes (from third party load file import) – search by Document Size • Document Size filtering
May 2011	• Concept Search functionality • Compare differences in document selected from Related Items in Review Mode
Feb 2011	• Scalable Folder Management and user interface enhancements • Search, export, and production enhancements: – Search for multiple production numbers at once – Search for documents processed with OCR – Export filter for failed documents – Production premediation report
Dec 2010	• Find Similar Feature enhancements: – View Histogram/Set Threshold – Show Primary document (on which similar items are based) • Participant Search Feature - Search by participant, email, and domain • (Minor revisions and graphics enhancements throughout)

Technical Support

Technical Support maintains support centers globally. All support services will be delivered in accordance with your support agreement and the then-current enterprise technical support policies.

For information about our support offerings and how to contact Technical Support, visit our website:

https://www.veritas.com/support

You can manage your Veritas account information at the following URL:

https://my.veritas.com

If you have questions regarding an existing support agreement, please email the support agreement administration team for your region as follows:

Worldwide (except Japan)	CustomerCare@veritas.com
Japan	CustomerCare_Japan@veritas.com

Documentation

Make sure that you have the current version of the documentation. The latest documentation is available from:

- **Documentation** link at the bottom of any page in the Veritas eDiscovery Platform landing page.
- **Veritas Technologies LLC Products Web site:** https://www.veritas.com/product/a-to-z

Documentation Feedback

Your feedback is important to us. Suggest improvements or report errors or omissions to the documentation. Include the document title, document version, chapter title, and section title of the text on which you are reporting. Send feedback to:

eDiscVeritas eDiscovery Platform User's GuideVeritas eDiscovery Platform Administration Guideovery.InfoDev@veritas.com

You can also see documentation information or ask a question on the Veritas community site.

https://vox.veritas.com/

Getting Started

This chapter describes the Veritas Systems Software and the basic user tasks that you can perform. Refer to the following topics:

Logging In and Out of the Application

Browser Considerations

Web Browser Options

You can access the appliance from multiple browsers. Refer to the Browser Compatibility Charts for details on specific combinations of browsers and eDiscovery Platform modules that they are compatible with.

Configuration

Running multiple sessions in a single tabbed browser window or single Internet Explorer process is not supported. If you want to have multiple product sessions opened simultaneously on a single computer, you must either:

- Launch a new IE session by choosing "File | New Session" from IE (press Alt to expose the IE menu bar if it is hidden in your toolbar)
- Change your IE shortcut to launch IE with the "nomerge" option or "iexplore -nomerge")

  If you launch a new session from an Internet Explorer shortcut icon, without adding the "nomerge" option, it will not work, since IE will automatically merge your sessions even though you think you are launching a completely separate one.

To log in

1. Determine whether you are a Local user or an Enterprise user. Your administrator should provide you with log in information.
   - Local users should receive a username and password.
   - Enterprise users may receive browser configuration details.
2. If you are a local user:

   A. Enter the name or IP address (IPv4 or IPv6 format) of a Veritas eDiscovery Platform in your browser.

http://<ServerName> or *http://<IP address>*
The login screen displays.

B. Enter your user name and password and click **Login**.
Your administrator emails this information to you.

C. Go to step 4.

3. If you are an Enterprise user who is logging in for the first time:

A. Open Internet Explorer.

B. Add the supplied fully-qualified domain name (FQDN) to the browser's list of secure websites. Example: CompanyNameAppServer.corp.com

› In Internet Explorer, click **Tools > Internet Options > Security > Local Intranet > Sites > Advanced.**

› Add the domain name, click **Add** and **Close**.

C. Enter the name or IP address (IPv4 or IPv6 format) of a Veritas eDiscovery Platform in your browser.

http://<ServerName> or *http://<IP address>*
The interface displays.

Note: After you add the FQDN to Internet Explorer, you only need to enter the URL to be automatically logged in.

4. If you have access to multiple cases you will be prompted to select a case immediately after logging in. Select a case.

Note: If your preferences are set to save your session when you log out, when you log back in you might be prompted to resume your last session. You will not be prompted if you chose to always automatically resume the previous session.

To open another browser window, start a new browser session and log in. Do not use **CTRL+N** to open multiple windows for the same Veritas eDiscovery Platform session.

To log out

To log out, click **Logout** at the top of the screen.

When you log out while viewing search results or reviewing documents in the Analysis & Review module, you have the option to save your place. The next time you log in, you have the option to return where you left off or to log in to the default screen.

Note: Inactive users are logged out automatically after a configurable amount of time (default is 30 minutes). If your session times out, you will be returned to your current state (1) if you have previously logged out and specified that you want your search state to be saved and (2) if you do not want to be prompted to save the state again.

Changing Your Account Preferences and Password

You can update your account preferences and password any time you are logged in to the user interface.

Note: You can change your password through the account preferences interface or through the Change password interface.

To update account preferences

1. Click your user name at the top of the screen.

   A drop-down menu displays.

2. Click **Preferences...**

3. Update any of the following information:
   - Email address
   - Show InfoBubbles
   - Display Microsoft Office documents
   - Resume search state on login enabled

4. Starting with 9.1, you can choose to get notified for failed and completed jobs by setting the following:
   - **Send emails after my jobs complete**: By default, this option is disabled. You can select **Yes** to receive email notifications for the jobs that you have initiated. The email notification includes information on the job status, job description, and case name. Email notification is not sent for the status change jobs (such as Stopped, Start, and so on). Emails are not sent the for jobs that take less than 5 minutes. You can configure this

time limit by setting the "***esa.jobmanager.notification.email.jobTimeTakenInSecs***" property by using **System** > **Support Features** > **Property Browser**. The default value for this property is 300 seconds.

- **Send emails for failed jobs to**: Provide the email addresses (separated by a comma or semicolon) where you wish to receive email notifications for failed jobs. Notifications are sent only if the job fails. The job log is attached to the email.

5. To change your password, click **Change Password...**

   The Change Your Password dialog box displays. Type the old and new passwords in the fields provided, and click **OK**.

6. Click **Save**.

To change your password

1. Click your user name at the top of the screen.

   A drop-down menu displays.

2. Click **Change password...**

   The **Change Your Password** dialog box displays.

3. Type the requested information.

4. Click **OK**.

Understanding the User Interface

When you log in to the Veritas Systems Software, provided you have been granted access to more than one case, you are asked to select the case on which you would like to work. After you select your case, the following modules on the top navigation bar are displayed (depending on your user role):

- **Analysis & Review**— Provides a broad set of tools to analyze documents and quickly drill down to the most relevant information. The **Analysis & Review** module includes views of discussions, topics, files (email attachments and loose files), and tagging events. Also provides a visual summary of case and tag status through the Dashboard tab.
- **Case Home**—Provides access to case details on custodians, users, data analytics, redaction sets, jobs, logs and job scheduler. Also provides access to reports that can be exported.

The top of the screen shows your login name and the **Jobs**, **Help**, and **Logout** links. To the left, the navigation bar also includes a drop-down menu to change your case. When you export documents or print them to Portable Document Format (PDF) files, an icon displayed next to the Jobs link indicates that the files are ready to be downloaded.

Your access privileges depend on the “role” associated with your account.

Note: If after upgrade you can no longer access a case that is in your workflow, you may need to have the role associated with your user account changed. Please contact your administrator. For more information about user roles, refer to *"Managing User Accounts" in the System Administration Guide*.

The Veritas Systems Software provides the following navigational aids:

- The modules and links at the top of the window guide you to appropriate task and workflow screens.
- The side panel filters search results, displays previous searches, shared saved searches and private saved searches, and save searches.

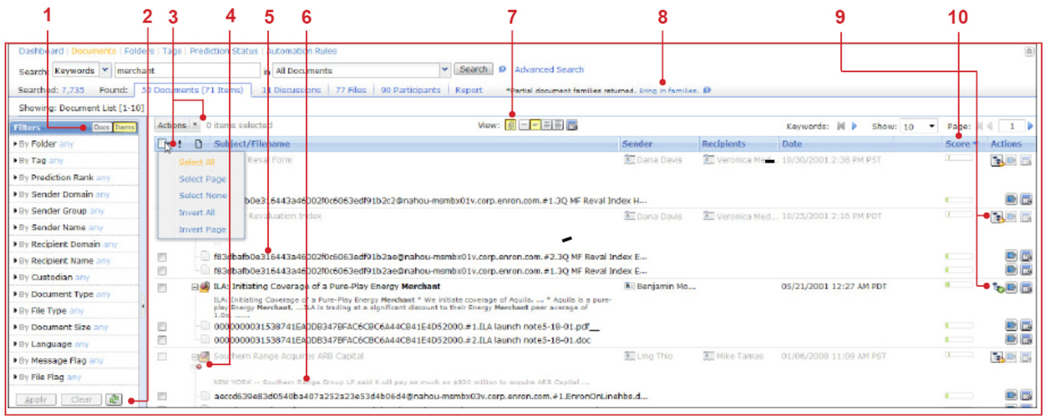
Improved User Interface

A new and redesigned user interface was released in version 8.0. This version of the user interface has a different, cleaner and more appealing look from previous versions. Users will notice a more streamlined presentation of documents, items and attachments which makes it easier for running routine or frequent searches, as well as reviewing and tagging actions. Several significant changes allow you to quickly identify, fully view, tag, and work on only relevant content or hits at either the item or document family level. You can also effortlessly perform document family and item level tagging, reviewing and exporting workflows. These improvements give you instant access to the content you want and need the most.

Here are some differences from the previous user interface:

- A more intuitive, responsive and accurate **Analysis & Review** interface for searching, reviewing and tagging at the item level. This includes the ability to toggle between item and document family views and filter item counts versus document family counts. Treatment of content in item and family document modes offers enhanced specificity in the identification of relevant items and the production of only relevant items to the opposing side.
- A single screen dialog to achieve bulk tagging which can operate on the item or entire document family level. You can efficiently tag just the items of interest for further analysis in-house or review by a requesting party.
- Quick identification and focus on search hits during Early Case Assessment (ECA). You can analyze the most promising items first, and begin your case workflow right away.
- Improved and simplified interface for navigation and identification of items and attachments. Search Results and the actions performed on those results are more intuitively organized according to how users and reviewers work with case data.

Things Users and Reviewers Need to Know



No.	Description	Purpose
1	**Docs Items** Filter Counts	Quickly switch between any of the ready-to-use search filters with a consistent unit of measurement across your search results to view either Document Family or Item Level counts. You can toggle between Document Family and Item-Level search filter counts to easily display only the filter counts that interest you. See *"Documents and Items Counts For Search Filters" on page 66*. **Note:** Using the **Docs Items** toggle does *not* alter the underlying filter behavior (what unit of measure the product uses to determine and derive the filter count). This means, for example, that filters that derive their counts at document level (such as **Message Flag**, **Document Size**, and **Export Error** filters) will continue to operate at the document level regardless of the **Docs Items** toggle selection. The same applies for filter counts based on item level counts.
2	**Filter Refresh**	The **Filter Refresh** option has smart controls to indicate when search filters are out of date and need updating. Any time the search filters are out of date, the **Filter Refresh** button will be highlighted orange. To update the search filters, simply click the highlighted **Filter Refresh** button. For example, **Filter Refresh** is useful when you are viewing your search results at the item level and decide, for context or other reasons, that it would be helpful to bring in complete family documents for a single item or include all the family documents for all the items in your search results. Since both of these actions will affect the current filter counts, the **Filter Refresh** button becomes highlighted signaling the need to click it for an update.

No.	Description	Purpose
3	**Power Selector**	Preserves your item (loose files, messages, embeddings and attachments) selections when your case search results spans multiple pages. The **Power Selector** remembers your selections on each page so that you can continue to browse through multiple pages of results, return to a previous page and still have your previous selections preserved. Eliminates the tedious task of having to mark and remember previous selections as you navigate back and forth through many pages of results. **Note:** Power Selector is *not* implemented for **Discussions** or **Files** (list of attachments). Here are the available modes: **Select ALL**— selects all the search results across all pages **Select Page**— selects all results shown on current page **Deselect All**— deselects all search results across all pages **Invert All**— selects the opposite of current content selections. This can be useful when after tagging documents in the selected document results (hits), you want to easily identify and tag all the non-selected items with an opposing tag. **<NNN> items selected** — located to the right of the **Actions** menu, it displays the total number of items selected with the **Power Selector**.
4	**Partial Family Indicator**	Indicates an incomplete document family. The incomplete family  icon tells you that not every item in the document family is a hit. See the entry **Bring in families** to find out how to bring the entire family in the search result counts.
5	**Attachment on its own row**	On the main **Documents (Items)** tab page, attachments display in their own row and are no longer nested within the parent message hierarchy. Partial family hits are displayed in a flat view (all attachments are at the same level) of attachment hits. Complete families are displayed in a hierarchical view (all child entries are indented).
6	**Non-hit parent items grayed out**	Only items that are hits are displayed. Non-hit document parents are appropriately grayed out. This allows you to easily see and work with only relevant documents or hits.
7	**Toggle Attachments View**	Click on the  Attachment Toggle view icon to expands or collapses display of all attachment rows.

No.	Description	Purpose
8	**Bring in families**	Select this option when you want to add every member of every document family to your results. This is useful when attachments or the parent match the search criteria and you want to include every other member of the document families in your result and filters. You also have a similar option from the Advanced Search page. From the Advanced Search page, you can select the **Bring in document families** check box to add every member of every document family to your search results. **Note:** You can also bring in family members on a per item basis (see next entry **Bring in Complete Family**).
9	**Bring in Complete Family**	Click on Bring in the family icon to bring in the complete family for a particular item. Once the family is brought in, the icon changes to the family brought in icon. **Note:** This option is grayed out and not available if filters have been applied (by using either the **Apply** button at the bottom of the Filters menu or clicking on a filter to view results).
10	**Score**	The score bar replaces the Hit indicator. If you select the option "**Bring in Complete Family**", you can see what is a hit and what is not a hit based on the score. There is a display of dual scores on the bar. The horizontal score bar icon shows solid shading for the score of the parent message and a tick mark for the family score (which is the maximum score across the entire family).

Search

This chapter describes the eDiscovery Platform search software and the basic user search tasks that you can perform. Refer to the following topics:

Running Searches

Viewing Search Results

Reporting Search Results

Performing Searches

For more information about performing searches, refer to the following topics:

Overview of Search Options

There are two types of searches:

- **Basic search** — A basic search returns all documents (messages, attachments, and other files) that contain any of the words entered in the **Search** field. Basic searches search the following fields: Senders, Recipients, Email subject line, Email contents, Attachment names, and Attachments.
- **Advanced search** — An advanced search allows you to search for specific phrases, dates, header information (such as sender or subject), Bcc and distribution list information contained in Enterprise Vault Journal messages in MSG and EML format, identification information (such as Custodians and Document identifier), and specific tag values. You can also use an advanced search to find email attachments or other files, search for comments added with the tagging feature, or enter freeform queries to do more complicated searches.

Search Entry Guidelines

Search text consists of alphanumeric characters. Most punctuation and special characters are ignored. Searches are not case sensitive. All common languages are supported. Basic searches are stemmed and thus the results of basic searches include text variations, such as singular and plural instances of the specified nouns. Use an advanced search to run a literal search that will not find text variations.

The following table lists the search matching options and examples that are supported in Basic search. These searches are also supported in the **Any of these words** field in Advanced search.

Search Matching Options and Examples

Option	Example	Results
Alphanumeric string	energy policy	A match occurs on “energy” or “policy.”
Logic Operations	energy AND policy	A match occurs on documents containing both energy and policy. The system also supports the use of OR, NOT, + and - operators and grouping using parenthesis in Basic search. See the section *“Freeform Searches” on page 107* for more details on Logic Operators and Grouping. **Note:** All logic operations, such as AND, must be capitalized. Otherwise, a search containing lowercase “and” will search for the term “and” (rather than using it as a logic operator). When performing searches, the system treats messages and attachments as separate documents. With an (uppercase) AND search, a match occurs for a message only if all of the words are in the message or in an attachment. A match does not occur if the words are split between the message and an attachment.

Search Matching Options and Examples (Continued)

Option	Example	Results
Phrase	"energy policy"	A match occurs only on "energy policy." **Note:** Phrase or proximity searches entered in Basic search will be run as stemmed searches and thus will match "energy policies" as well as "energy policy." To perform a literal search that will only find "energy policy," enter this query in the **Any of the words** field in Advanced search and do not check "Search all variations of key words."
Proximity	"energy policy"~5 energy w/5 policy	A match occurs when there are five or fewer intervening terms between "energy" and "policy" irrespective of whether "energy" appears before "policy" or "policy" appears before "energy." Using NOT or "-" excludes the term or phrase that follows. Proximity searches are run on all search fields (e.g. Body, Subject, Quoted Text, Attachments). **Note:** Proximity searches do not span multiple search fields. All terms must be contained within the same field.
Nested Proximity	"energy policy" w/5 ("alternative energy" w/10 "solar power")	Nested proximity searches function in the same manner as proximity searches. Nested search terms are grouped with parentheses.
Wildcard	polic*	A match occurs on all terms that begin with "polic." the system supports both * and ? wildcard characters. See the section *"Wildcard Searches" on page 89* for more details on how to run wildcard searches.

Language Support

The platform supports searches in all common languages.

When performing searches with languages that use characters, such as Chinese, Japanese and Korean, note the following:

- If you enter characters with no spaces, such as 北京中国 (Beijing China), the system will interpret this as a phrase search and will find documents containing these characters in the exact order you specify.
- To search for documents containing ANY of these characters, enter the characters with spaces or using explicit OR operators. For example, 北京 中国 or 北京 OR 中国 will search for Beijing OR China.
- To search for documents containing ALL of these characters but in no particular order, enter the characters using explicit AND operators. For example, 北京 AND 中国 will search for Beijing AND China.

Note: Prior to eDiscovery Platform version 4.5, searches ignored common words, such as "and" and "the." Cases created using pre-release 4.5 software will continue to ignore these stop words. Cases created using version 4.5 and later allow you to search for these words. (Treatment of punctuation characters was also updated in Release 4.5.)

For more information on searches in non-English languages, see *"Non-English Language Searches" on page 123*. For further details on multi-language handling and processing, refer to the *Case Administration Guide*.

Basic Searches

To perform a basic search

1. Enter a search term in the **Search** box shown at the top of any screen.
2. Select from the menu next to the **Search** box to restrict the search by documents, folders, or both.

   By default, **All Documents** is selected, and if your administrator has defined one or more folders, you can select any individual folder or **Any Folder**.

   If you have access to all folders, you can also select **No Folder** to search only documents that have no associated folder.

   Note: Leave the **Search** box blank to retrieve all documents within the selected context (**All Documents**, **No Folder**, individual selected folder, or **Any Folder**).

3. Click **Submit**.

   The search results are displayed on the Documents screen or on the screen under the **Analysis & Review** module where you enter the search.

   For information about viewing search results, see *"Viewing Search Results" on page 55*. To view just the email messages or loose files in the search results, or to filter the search results by folder, tag categories, sender names, or other criteria, see *"Filtering Search Results" on page 66*.

   Note: By default, all content and metadata fields of emails and files are searched.

About Advanced Searches

You can perform any of the following types of advanced searches:

- **Advanced Search** — Search on documents, keywords, concepts, identifiers, participants (file, email or domain properties by sender and/or recipient), email properties, file properties, or tags. See *"Standard Advanced Searches" on page 26*.
- **Freeform Search** — Search for document content using text queries. This choice also includes all the standard advanced search options except keyword search. See *"Freeform Searches" on page 47*.
- **Tag Event History Search** — Search for tagging events and comments on bulk tagging events. See *"Tag Event History Searches" on page 48*.

The following guidelines apply specifically to standard advanced searches:

- Click the plus icon to the left of a category to display all the search options. Click the minus icon to the left of the category to hide the search options.
- In most cases, if you enter words in more than one keyword field, the search results include only documents that match all of the fields (AND match). For example, if you enter **energy** for “Any of these words” and **nuclear power** for “...and the exact phrase,” the search results include items that include the word “energy” and also include the phrase “nuclear power.”

  Note: The only exception to this rule is in the **Any of these words** field in the file/attachment section of the Advanced Search screen. Searching for Words in the **Any of the words** field in the file/attachment section will return results independent of the **Keyword** search fields (**Any of these words**, **All of these words**, and **The exact phrase**). That is, words entered in this field are ORed with other words entered in the Keyword search fields. Words entered in this field are ANDed with all other Advanced search fields.

- Click the participant icon on the right of any search line in the **Participants** section, which allows you to select participants that have been indexed. You can also use the Participants section to search documents by participant, email, or domain.
- Click the participant icon on the right of the **Any of these words** field to open the search preview window that allows you to select stemmed or wildcard word variations. See Table for more information.

See *“Advanced Search” on page 85* for further details about each type of search, and advanced searching.

Standard Advanced Searches

To submit a standard advanced search

1. Click **Advanced Search** near the top of any screen.
2. To perform a standard advanced search, choose options in one or more of the available search categories, as described in the following table. For guidelines, see *“Search Entry Guidelines” on page 22*.

Advanced Document Search Criteria

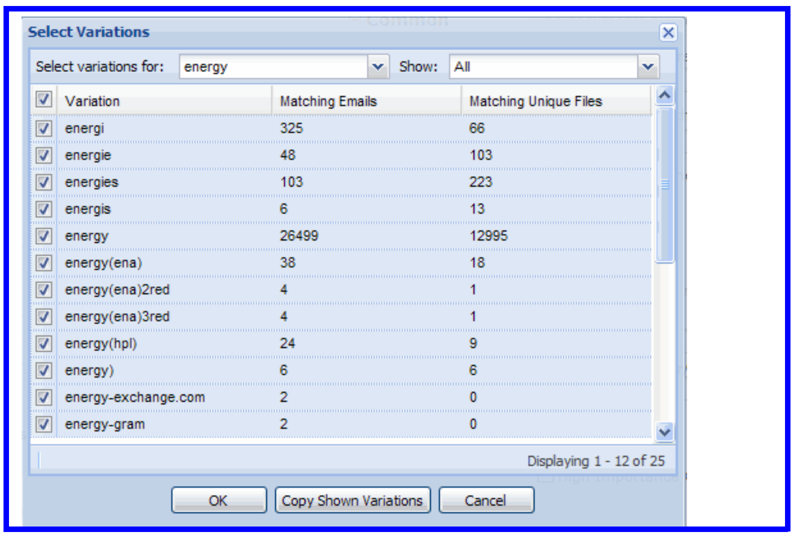
Criteria	Effect on Search
Scope	
Document Type	Select check boxes to include item type, email and/or loose files in the search.
Find items by type and by folder...	Choose one of the following options: • **Find all items (ignore folders)**—Find all items, regardless of the folder. • **Find items in any folder**—Find all documents that are in a folder. • **Find items not in any folder**—Find all documents that are not in a folder. • **Find items which meet the following folder criteria**—Select check boxes for the **Any**, **All**, or **None** options. You can select check boxes for multiple options.
Families	
Find document families	Select check box **Bring in document families** to add every member of every document family to your results. This is useful when attachments match the search criteria but you want to include (to provide context), every other member of the document families in your result and filters. **Note:** Document family members that are brought in (and do not match search criteria) will have a zero score.

Advanced Document Search Criteria (Continued)

Criteria	Effect on Search
Keywords Find documents containing... **Note:** You can also perform a keyword search using concept terms. See the "Concept" entry in this table for details.	
Any of these words	Finds messages, attachments, or other files that contain any of the specified words. This field supports the same searches that are listed in the Table , "Search Matching Options and Examples," on page 22. Use spaces or carriage returns to separate the words. For EV journal envelope messages, you can enter "sender and recipients" to include all participants present in the Journal fields. See *"Journal Envelope Message Searches" on page 116*. You can add additional **Any of these words** fields, or query rows, by clicking the plus icon. A search with multiple query rows will find documents that match any of queries entered in these rows (OR search). Each query entered in a query row is reported on separately within the Search Report. See *"Using the Search Reports Screen" on page 76*. In addition, keyword query filters are created for each query that is entered in a query row. You can also copy a list of queries from another text-based application such as Notepad or Microsoft Word and paste it into the **Any of these words** field. A query row is created for each row of pasted text. To remove query rows, click the minus icon. The system supports 100 query rows. (Alternatively, use the shortcut CRTL+ minus icon . A message appears prompting you to confirm removal of the last query row.) **Note:** Use all CAPS for keywords AND, OR, and NOT unless you want them treated as search terms. You can use this same functionality whenever you convert a concept search to a keyword search. (See the entry for Concept searches in this table for more information.) The system allows you to automatically correct any text not entered in the proper case (for keywords not intended as search terms). For example, in the **Any of these words** field, if you enter: **"investments" and "privacy"** where **and** should be **AND**, the field is highlighted in orange with the Fix Keywords icon appearing above. Click the icon to auto-fix the case. **Note:** If the system determines that the search is large, the system automatically creates a job for the search and gives you the option of running the search in the background. Search jobs run in the Searches area in the Documents screen and are shown with a spinning magnifying glass icon. Completed search jobs have a grayed magnifying glass icon. For more information on search jobs, see *"Setting Up Search Jobs" on page 54*.

Advanced Document Search Criteria (Continued)

Criteria	Effect on Search
Any of these words (continued)	To use the Search Preview feature to search on variations of an entered keyword, click searches variations icon to open the Select Variations window. The Select Variations window will display the variations for each keyword within a query row that contains a wildcard or is stemmed. When the **Search all variations of the keyword terms** (stemmed search) option is checked, the window will show variations for every keyword in the query. When this option is not checked, variations will be shown only for terms containing wildcards (* or ?). You can access the variations of each term using the **Select variations for** drop-down list. Variations are listed in alphabetical order. The window also shows the number of matching emails and matching unique files that contain the keyword. Select the check boxes or row for the variations that you want to include, and click **OK**. To display the selected or unselected variations, choose from the **Show** drop-down list. To copy the list to your clipboard, click **Copy Shown Variations**. **Note:** The number of matching emails and matching unique files are not constrained by any criteria within the Advanced Search screen. They will always reflect the numbers for the entire case corpus.



Criteria	Effect on Search
All of the words	Finds messages, attachments, or other files that contain all of the specified words, in any order. Because the system treats messages and attachments as separate documents when searching, a match occurs for a message only if all of the words are in the message or in an attachment. A match does not occur if the words are split between the message and an attachment.
The **exact phrase**	Finds messages, attachments, or other files that contain an exact match of the specified phrase, including common words such as "the" (any punctuation included will be ignored). This field has the same effect as a basic search where the phrase is enclosed in quotation marks.

Advanced Document Search Criteria (Continued)

Criteria	Effect on Search
None of the words	Excludes documents that contain any of the specified words. By contrast with NOT searches, messages are excluded if the body or attachments include the specified words.
Fields to search	Determines the elements to search in documents, including subject, body, attachments, sender, and recipients.
Search all variations of the keyword terms (stemmed search)	If the check box is selected, performs stemmed searches on keywords or phrases (words in quotes). Stemmed searches find variations of words such as plurals or alternative verb forms. The system can support stemmed searches in English and more than 10 additional languages, including Czech, Dutch, French, German, Greek, Hungarian, Italian, Polish, Portuguese, and Russian. Your case administrator determines which of these are enabled for your case. If the check box is cleared, the search includes only literal text matches on the specified keywords. Use the search preview feature to view the stemmed word variations. **Note:** To reduce the likelihood of false positives, the system does not perform stemming on the **To**, **From**, **CC**, **BCC** and **Attachment/File name** fields in documents.
Limit filter and count generation for improved search speed	If selected, Sender, Recipient and Keyword filter information will not be generated. In addition, the Participants screen will not be available and the Search Report will not display keywords or counts. To see this information, you may re-run the search at any time without this option selected.
Normal filter and count generation	If selected, a filter is created for each search term entered, however, it does not create a filter for the expanded, wildcard matches of the search terms.
Generate keyword details for filters and report	If this check box is selected, additional search processing will occur when the search is run to provide filters and found document counts for each of the variations that are selected within the Select Variations window. See *“Using the Search Reports Screen” on page 76* for further details. **Note:** This additional processing may take a long time, depending on the number of terms within each query row and the number of query rows.
Concept	

Advanced Document Search Criteria (Continued)

Criteria	Effect on Search
Find common terms and documents related to a concept	Enter one or more terms, phrases, or paragraphs. Click the edit icon to refine your search in the Concept Builder window. Choose from pre-selected terms in Search Preview pane based on these concepts to build your search in the Search Explorer (graphical) view. **Note:** Click any term surrounding your original concept to build another branch of concepts stemming from the new term. As you build your concept search, by selecting (or de-selecting) terms, click the **Refresh** link to update your document count. To adjust the number of documents, use the play buttons above the Explorer view to move forward or back through your actions as you refine terms, and refreshing after each change. When finished, save your search or start over to build on a new concept. Optionally, after saving your concept, you can click Save as Keywords. This allows you to run a Keyword search using the same concept terms you selected, already pre-populated in the Keywords section of the Advanced Search screen. See *"Concept Searches" on page 42* for further details.
Custom Fields	
	Find documents by using fields imported through third party load files. Click to expand/collapse any of the following search fields: • **Any / All / None** —Search your imported load files for any of the custom attribute fields contained within. For example: ATTACHEMENT_FOLDERS or ATTACHMENT_TAG
Email Headers	
	Find documents by email header fields. • **Any/All/None** — Search the headers of email messages. For example: X-Originating-IP, Received, and Message-ID. **Note:** Email Header Search is only available in cases created using version 7.1.3 or newer. Also the case setting **Enable Email Header Search** must have been enabled prior to data processing, and only specified email header fields will be available to search.
Production Numbers	

Advanced Document Search Criteria (Continued)

Criteria	Effect on Search
Production Number and Imported Number	Finds documents by production or Bates number: • **Ignore**—Do not use production criteria. (Also applies to Imported Number.) • **Not Produced**—Finds only documents that have not been produced. (Also applies to Imported Number.) • **Not Produced in**—Finds only documents that are not part of this production. (Also applies to Imported Number.) • **Exact Number**—Finds documents with the specified production number. (Also applies to Imported Number.) • **Number Between**—Finds documents with a production number between the specified values. • **Slipsheets for Prefix**—Finds the slipsheets for a production. Slipsheets are generated when issues are encountered during image generation for a document in production. Searching for slipsheets allows you to identify the documents that may require re-production or special attention during the production. • **List**—Produces a list of all production numbers for the matching specified criteria (box appears below when List is selected). (Also applies to Imported Number.) **Note:** Starting with 9.1, search against Production Number and Imported Number displays just the items that the import numbers are associated with. Search results do not display the entire family.
Identifiers	
Document IDs	Finds items according to identifier. Email messages, loose files, attachments, and embeddings have document IDs that are automatically assigned during indexing. These IDs are persistent and can be used for search, export, and production.
Source Name and Location	Finds documents based on the specified source or folder location. **Note:** You can search only for one contiguous part of a locator path (for example, ***.pst** or "**Inbox**" but not "***.pst Inbox**"). Wildcards are allowed within a single path element (if there are no slashes in your locator string). Examples: • Searching for **Inbox** will find **Inbox**. • Searching for **user** will find PST files with **user** in the name (because **user.pst** is a filename, its components are independently searchable without a wildcard). • Searching for **my*** will find locations that start with **my**. • Searching for **c:** will find locations containing **c:**. • Searching for ***.pst** will find container files with a **pst** extension. **Note:** Any string with slashes, either \ or / will break the search, and sub-location searches are not supported.
(Additional options)	Select whether to **Include all documents**, **Exclude third party production documents**, or **Include only third part documents** as part of your search.

Advanced Document Search Criteria (Continued)

Criteria	Effect on Search
Any/All of these Custodians	Finds documents that the administrator has assigned to all or only specified custodians.
Any/None of these processing batches	Finds documents that are in any or none of the specified processing batches or none of the specified processing batches. A processing batch is a label that is associated with all of the documents that were processed by the system at one time. Processing batches and their associated labels are defined by your administrator. See the Veritas *eDiscovery Platform Administration Guide* for more information on processing batches.
Match documents that have never been exported	Finds documents that have never been exported.
Match Any/None of these export batches	Finds documents which match any or none of the specified export batches.
Match documents that have never been printed	Finds documents that have never been printed.
Match Any/None of these print batches	Finds documents which match any or none of the specified print batches. **Note:** Export and print batches are tracked at the custodian level to facilitate rolling productions of native documents out of the system. In such situations, you may have performed an export for one custodian ("Joe"), but still have data coming in for another custodian ("Jim") and want to be able to do a search at a later time to find only those documents that have not been exported for Jim even if some (duplicate) documents may already have been exported for Joe. To do this, specify **Jim** in the custodian picker and **Match any documents that have never been exported** in the export batch selector.
Match documents that have never been OCR processed	Finds documents that have never gone through OCR (Optical Character Recognition) processing.
Match Any/None of these OCR batches	Finds documents which match any or none of the specified OCR batches.
Flags	
File Processing Flags	Finds items that have any, all, or none of the selected file processing flags. Only matching items will be returned as hits. Saved searches with this constraint will return new item counts in the results. **Note:** This option is visible only for users with the "Allow searching and filtering by processing flags" permission.
Message Processing Flags	Finds messages that have any, all or none of the selected message processing flags.

Advanced Document Search Criteria (Continued)

Criteria	Effect on Search
Participants	
Any/and any/or any/ not any	Finds documents that have the specified participant names, email addresses, or domains in the **From** field. Note the following guidelines: • Multiple names, email addresses, or domains must be separated by semi-colons. • To search for an alias, enter **alias(<*aliasname*>)**. • If you enter a name, the name order is not critical. For example, enter **john smith** or **smith john** to find all documents sent or owned by John Smith. • If you enter a partial domain, specify the right-most portion of the name, and include the full text between the period delimiters. For example, to match all emails in "us.example.com", you can enter "example.com" but not "us" or "com." • Selecting **any** in the first row specifies that within a single text-entry box, only one of the criteria must match in a document for the entire row to be considered a match. • Adding an additional line allows you to choose other operators for that line: – **and any** specifies the criteria in that row is required for the search. – **or any** indicates that the criteria in that row is optional. (However, one row must be required if all other are optional.) – **not any** indicates that the criteria in that row should be excluded. (If documents are found which contain any participants in this row, those documents do not appear in the results.)
(All)/(Recipients)/ From/To/Cc/Bcc	Finds documents that have the specified names, email addresses, EV Journal envelope message information, or domains according to the following rules: • **(All)** searches all fields: **From**, **To**, **Cc**, or **Bcc** fields (these fields are blank on loose files). • **(Recipients)** finds documents in the **To**, **Cc**, or **Bcc** fields. • To search any single sender or recipient field, select **From**, **To**, **Cc**, or **Bcc**. These fields represent the specified individual and the product searches all documents from all of that individual's email addresses.) • If the "Search in contained senders and/or recipients" option is selected, the equivalent contained fields are also searched. See the guidelines for: • **/E-mail address/Domain** in the next field to specify participant names/ email/domains. For EV Journal message and email details, see *"Journal Envelope Message Searches" on page 116*.

Advanced Document Search Criteria (Continued)

Criteria	Effect on Search
Participant/E-mail address/Domain name	Specifies the search type: • **Participant** — searches for all documents from an individual, as identified by the primary email address. Results will contain the primary email address of the selected participant. (A participant search on a secondary email address will not return any results.) **Note:** The "primary" email address is determined by the first address found for a given participant when data is indexed by the system. • **E-mail address** — searches for documents with an exact match of the original email address (finds all messages from or to a single email address). The email selector can be used to identify documents from the participant with the exact email address. • **Domain** — searches for documents with part or all of a domain from the original email address. For example, enter **yahoo** to find all documents from **yahoo.com** or **images.yahoo.co.uk**. (Sender and recipient domains are generated using the original email address domains so that the domain will appear in the appropriate field of the filtered documents in your search results.) **Note:** Wildcards (**?**, and *) are supported in these fields, however using wildcards does not initiate a background search, slowing performance.
Search in contained senders and/or recipients	Finds messages with senders or recipients that are in contained email messages (email messages that have been replied to or forwarded).
Date	
Sent or last modified date (and time)	Finds documents that were sent or last modified on **any date** (default), no date, or within a date range. Select **none** to specify no sent or modified date, or **within date range** to specify a start and end date. For individual files, the sent date is the last-modified date. • **To search for documents by date and time:** As of version 7.1.4, users can create searches for documents sent or last modified at a specifiable time. Under the **Last modified date** field there is a pull-down menu: select **Within Date Range**. Selecting **Within Date Range** will default to a setting corresponding to the present date with a range of 12:00 AM to11:59 PM. Type the time to search for in the **Start Date** field and the same time in the **End Date** field. The date and time entries will validate: entering incompatible values will cause the dates to display in red and the search will not run. **Note:** for upgraded cases, the document will come up on the date sent or last modified date, with a time ranging from 12:00 to 11:59 for that same day. It will not be possible to select more specifically than that.

Advanced Document Search Criteria (Continued)

Criteria	Effect on Search
Email	
Subject	Finds messages that match the specified subject line.
Any of these sender/ recipient groups	Finds messages sent to or from any users in the specified group, and any loose files owned by members of the group. Group names and members depend on your organizational data. Group names are usually specified in the “Department” field of your Active Directory. Administrators can also define groups manually.
Direction	Finds messages sent in a specific direction (default is all directions): • **Internal Only** — Sent between internal addresses. • **Outbound Only** — Sent to external addresses. • **Inbound Only** — Sent from external to internal addresses.
High Importance Only	Finds messages set to High Importance, if option is selected.
Sensitivity	Finds messages set to Sensitivity, if option is selected.
Normal	Finds messages set to Normal, if option is selected.
File	
Find only documents, attachment or file	Limits the search results to messages with attachments or loose files or search results that have no attachments based on your selection: • **have** attachment or file. • **does not have** attachment or file. When you select the **Find only documents...** check box, the additional file fields in this section become active.
Find documents with no indexed text	Finds documents, such as image-only PDF files or gif/tiff image files that have readable text images but no text that can be searched. (This sub-option is unavailable with Concept searches.) **Note:** If a file could not be indexed due to corruption, or password protection, for example, it will not be classified as having “no indexed text”. Instead, it will have a warning flag set to “no content found”. This is to reduce the number of “false positives” you would otherwise get from files that are not actually reviewable.
Find documents with **ANY** of the words	Returns results that are independent of the entries in the **Keywords** area. Words entered in this field are ORed with words entered in the keywords fields and ANDed with the other advanced search entries. (This sub-option is unavailable with Concept searches.)
Any of the words	Finds files or attachments that contain any of the entered words.
Any of the file names or extensions	Finds attachments or loose files with names or extensions (such as “doc” or “xls”) that match any of the entered words. A period before the extension is optional. Multiple names or extensions must be separated by a space or comma. For example, to find all files with an “htm” or “html” extension, enter “htm html”. If you enter a file name with an extension, such as “energy.doc,” the match occurs only on the file name “energy.doc.” To find files names with any extension, enter the name without the extension, such as “energy.”

Advanced Document Search Criteria (Continued)

Criteria	Effect on Search
Find documents with no extension	Finds documents that have no file extension.
Any of these file types	Finds messages of the specified application types. Use the check boxes to select file types, or select the check box at the top of the list to select all types. Use the scroll bar to view all the available types. Select **Any** from the drop-down list to match any of the specified application types, or select **None** from the drop-down list to exclude the specified application types.
Size	
Document Size	Finds documents by file size. For email messages, document size is the combined size of the message (including headers) and all of its attachments. Select one or more of all available size ranges. The largest possible range is "500 MB or larger". **Note:** Size ranges start with a whole number. For example, exactly 10 KB is in the 10 KB - 100 KB range while 9.99 KB is in the 0 KB - 10 KB range.
Languages	
Language selection table	Starting in V8.0, this is an item based search and returns only matching items. Saved searches with this constraint will return new results when compared to pre-V8.0. **Note:** The Predominant languages feature has been removed and is considered deprecated. Any previously saved searches with this constraint will display an error and any edited searches using the predominant language feature will not be saved. Finds items according to the following language properties. I • **Must Contain At Least One of These**—Finds items that contain at least one of the selected languages. • **Must Contain All of These**—Finds items that contain all of the selected languages. • **Must Not Contain Any of These**—Finds items that do not contain any of the selected languages. • **Ignore These**—Ignores these languages during your search. **Note:** The advanced language search options may not appear if your case only contains one language.
Predictions	
any/not any	Enables positive or negative searches **Note:** To search for items that are not predicted, use the <No Predictions> search filter in the Documents screen.
Model (or tag name)	Displays a list of all predictive tags

Advanced Document Search Criteria (Continued)

Criteria	Effect on Search
Rank Between/ Unknown/ No Indexable Content/ Training Document	Finds items according to the following rules: • **Ranked Between** specifies the range of Prediction Ranks • **Unknown** includes all items that do not match the training set. • **No Indexable Content** includes items that could not be assigned a Prediction Rank • **Training Document** includes all items used for training the predictive tag. **Note:** The search training filter separates items into Trained and Not Used whereas Advanced Search Training Document combines both of these elements into Training Document.
Min%/ Max%	Specifies the minimum and maximum prediction ranking
Tags	For more information on tagging, see *“Organize and Track with Bulk Tagging” on page 147*.
Find items that are not tagged	Finds reviewable items that are not tagged.
Find documents where any/all of the items are not tagged	Finds reviewable document families where any/all of the items are not tagged. **Note:** The key to understanding the difference between the search criteria “Find documents that have *any/all/none of the following tags*” and “Find documents *where any of its items have any/all/none...*” is recognizing the tag criteria requirements. For example, if you specify multiple tags in your search, the criteria “Find documents that have...” allows those tags to be spread across multiple items in the document whereas the search criteria constraint “Find documents where ANY of its items” option requires that an item in the document must satisfy the tag criteria.
Find items that have any/all/none of the following tags	Finds all reviewable items that match all of the selected values. The options in the area are activated when you select this button. The available options depend upon settings that your case administrator has configured. – To find items that have one or more of the selected tags, from the **Any of these tags** section, select the tags you want returned. – To find items that have all the selected tags, from the **All of these tags** section, select the tags that must be returned. – To find items that have none of the selected tags, from the **None of these tags section,** select the tags that you don’t want returned in your search. To select the tags that you wish to search for, choose the tags from the available drop-down lists and check boxes. For check box values, you can choose whether to match one or more of the tag values (**any**) or none of the tag values (**None**).

Advanced Document Search Criteria (Continued)

Criteria	Effect on Search
Find documents that have all/any/none of the following tags	Finds all reviewable document families that match all of the selected values. The valid options are activated when you select this button. The available options depend upon settings that your case administrator has configured. • To find document families that have one or more of the selected tags, from the **Any of these tags** section, select the tags you want returned. • To find document families that have all the selected tags, from the **All of these tags** section, select the tags that must be returned. • To find document families that have none of the selected tags, from the **None of these tags** section, select the tags that you don't want returned in your search. To select the tags that you wish to search for, choose the tags from the available drop-down lists and check boxes. For check box values, you can choose whether to match one or more of the tag values (**any**) or none of the tag values (**None**).
Find documents where **ALL** of its items have any, all, none	Find document families where ALL of its items have any/all/none of the selected tags with the criteria specified. Some examples of this search type: • Example 1: You want to find document families where all of its items have any of the tags Privileged or Partially Privileged. This choice would return document families where all items in the family have either: Privileged, Partially Privileged, or Privileged & Partially Privileged. • Example 2: You want to find document families where all of the items are all tagged as Responsive. • Example 3: You want to find all document families where all of the items are not tagged as Responsive.
Find documents where **ANY** of its items have any, all, none	Find document families where ANY of its items have any/all/none of the selected tags with the criteria specified. Some examples of this search type: • Example 1: You want to find document families where any of its items have any of the tags Privileged or Partially Privileged. The search results would return document families where any items in the family have either: Privileged, Partially Privileged, or Privileged & Partially Privileged. • Example 2: You want to find document families where any of the items are all tagged as Responsive and Hot. The search results would return document families where any item in the family have all tags: Responsive and Hot. • Example 3: You want to find document families where any of the items are not tagged as Responsive.

Advanced Document Search Criteria (Continued)

Criteria	Effect on Search
Find documents where **NONE** of its items have any, all, none	Find document families where NONE of its items have any/all/none of the selected tags with the criteria specified. Some examples of this search type: • Example 1: You want to find document families where none of its items have any of the tags Privileged or Partially Privileged. The search results would return document families where none of the items in the family have either: Privileged, Partially Privileged, or Privileged & Partially Privileged. • Example 2: You want to find document families where none of the items have all tags Responsive and Hot. The search results would return document families where none item in the family have all tags: Responsive and Hot. • Example 3: You might want to find document families where none of the items have any of the tags Privileged or Partially Privileged. The search results would return document families where none of the items in the family would have tags Responsive or Hot.
Find tag-specific comments	Finds items that are currently tagged with matching comments. It does not search for previous values. Comment search supports the use of wildcards (* or ?), logical operators (AND, OR, NOT), and phrase searches (“quick brown fox”). Wildcards are not supported within phrase or proximity searches. **Note:** Item notes or tag event comments are not searched.
Find items with no current item note	Finds reviewable item with no current item note
Find item notes containing	Finds reviewable item notes that match your search terms specified in the text comment field. Comment search supports the use of wildcards (* or ?), logical operators (AND, OR, NOT), and phrase searches (“quick brown fox”). Wildcards are not supported within phrase or proximity searches.

Advanced Document Search Criteria (Continued)

Criteria	Effect on Search
Actions	
Any of these actions	Finds items that are associated with the specified actions. Select one or more actions, or select **Any of these actions** to match any of the listed actions.
Any of these users	Finds items with actions that are associated with the specified users. Select one or more users, or select **Any of these users** to match any of the listed users.
Date of tag or folder event	Finds items with actions that occurred on the specified dates. Select **Exact Date** to specify a single date or **Dates Between** to specify a start and end date.
Find items by tag event comments containing	Searches the tag event history log to find comments containing a specific value. The comment search supports the use of wildcards (* and ?), logical operators (AND, OR, NOT), and phrase searches (such as “quick brown fox”). Wildcards are not supported within phrase searches. **Note:** This will not search tag-specific comments. To search tag-specific comments, use the search field in the “Tags” section.
Find items by historical tag values	To search for items that have ever been tagged with a particular value, combine this option with **Find items with the following tags** in the **Tags** section. **Note:** Historical tag values are not available in upgraded cases.

3. Click **Run Search** at the bottom of the screen to view the search results.
4. Click **Save** to save your search.

Concept Searches

To perform an advanced search using concept terms

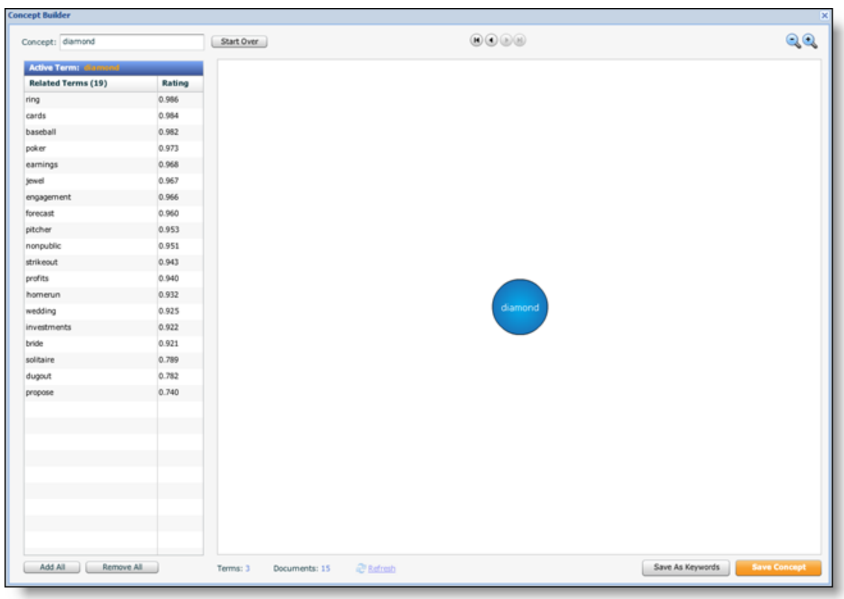
1. Click **Advanced Search** at the top of the Analysis & Review screen to display the advanced search options, and then click the **Concept** search option.

2. In the text box in the **Concept** area, enter one or more concept terms, sentences, or paragraphs to find common terms or documents related to a concept.

   Note: While there is no maximum character limit for the Concept field, there is an overall limit of 2 MB for input submitted in any search query—applicable to the number of characters in the entire Advanced Search screen.

3. Click the edit icon to begin refining terms.

   The Concept Builder window opens, showing the concept you entered.



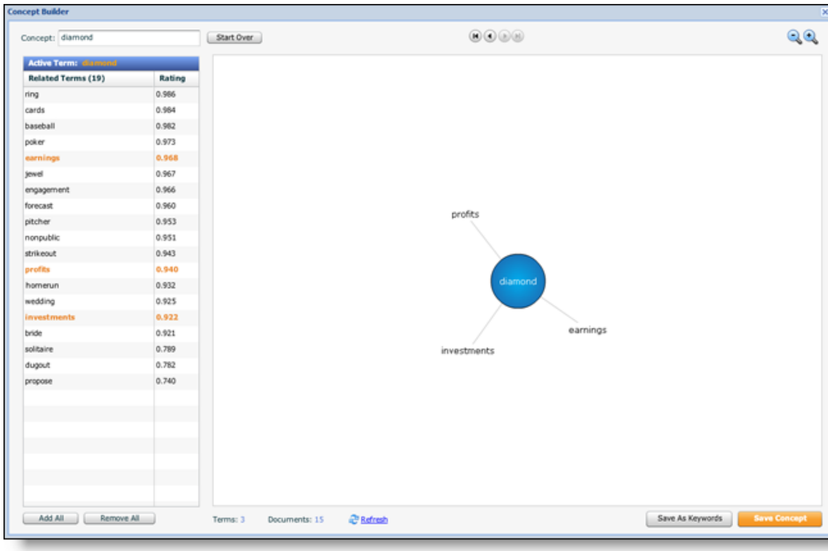
In the Search Preview pane (left), there are two types of co-occurring terms. In this example, they are terms that are:

– Found near “diamond”

– Synonyms of, and those strongly associated with “diamond”

In this scenario, Diamond Investment Group could be referred to in documents differently (as “Diamond” or “DIG”). Using a statistical co-occurrence algorithm, the system may conclude that these two words are conceptually the same, and treat them as synonyms based on the concept. As a result, terms occurring near “DIG” are also included in the Search Preview pane for the concept “diamond”.

4. Select one or more terms that are relevant to your case.



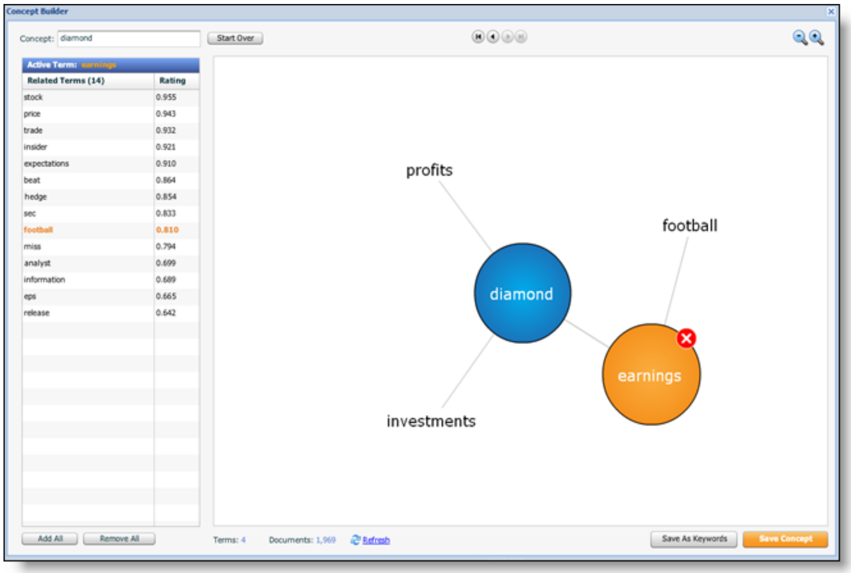
As you refine terms, the words will appear surrounding the original concept (blue circle) in the Search Explorer view (right).

5. In Search Explorer, construct a concept search by selecting relevant terms from the Search Preview pane, and linking them together to form comprehensive and relevant concepts.

6. Optionally, build a new branch to explore a particular term stemming from your concept. Click on one of the relevant terms surrounding your original concept. (You can select up to a maximum of 20 terms.)

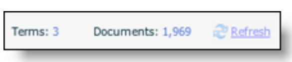
An orange circle appears with a new set of relevant terms found to be commonly occurring near this term.

To add all terms at once, or remove all terms, click **Add All** or **Remove All** at the bottom of the Search Preview pane.



The Search Preview pane refreshes and displays words co-occurring with the active term (in this example “earnings”).

As you refine a concept, you can click the **Refresh** link at the bottom of the window to see how many documents your refined concept will yield.



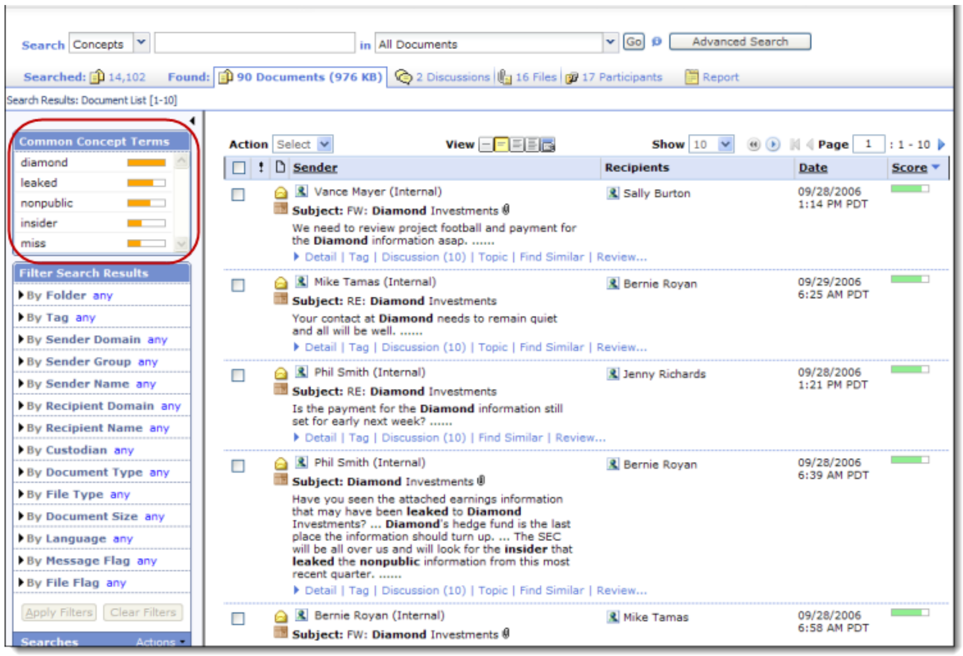
This helps to understand the total number of matching documents before actually running the search, and whether or not you need to reduce or increase your result.

7. When finished refining terms, click **Save Concept**.

   The Advanced Search screen re-opens.

8. From the Advanced Search screen, click **Run Search**.

   When you run the search, the system internally creates a holistic concept representing your terms, and finds documents that are conceptually similar to the holistic concept. Your results appear, with your terms listed in the Common Concept Terms box.

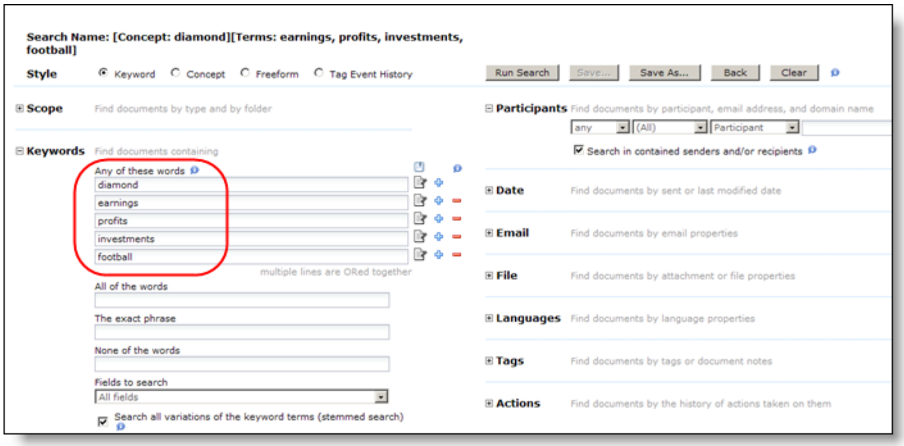


The Common Concept Terms box lists the terms selected for the original concept as well as other conceptually related terms. All terms are listed in order of frequent occurrence near the selected terms.

These terms are highlighted in the documents returned by the search, allowing you to better understand the concepts matching your search criteria at a document level. Concept terms are also included in the Concept Search Report. (See *"Using the Search Reports Screen" on page 76*.)

9. Optionally, you can run a keyword search using these concept terms. After clicking "**Save Concept**" (step 7), return to the Concept Builder window (from the Advanced Search screen) and click **Save As Keywords**.

   The Advanced Search screen re-opens with each concept term pre-populated as a keyword entry.



Click **Run Search** to run your keyword search with your concept terms.

Note: Concept searches can also be combined with Tag, Folder, Participant and other selections in an Advanced Search. See *"Concept Searches" on page 104* in the Advanced Search section for more information and additional details.

Freeform Searches

To perform an advanced search using queries

1. Click **Advanced** near the top of any screen to display the advanced search options, and then click the **Freeform Search** option.

2. In the Queries area, enter any combination of the criteria listed in the following table.

Freeform Search Criteria

Criteria	Effect on Search

Apply this **message** query	Finds messages that match the specified query. For example:
	• To find documents where there are 10 or fewer intervening words between "budget" and "issues," use the search:
	`budget w/10 issues`
	• To find "contract" in the Subject field and "energy" in the message body:
	`+(+u_subject:Contract +u_body:energy +u_quotedTextN:energy)`
	• To find "contract" in the Subject field, except when "concluded" is also in the Subject field:
	`+(u_subject:contract)-(u_subject:concluded)`
	• Search for a participant's first and last name in the **To**, **Cc**, or **Bcc** fields (excludes the middle name):
	`+((toListIndexed:"Phillip Allen"~1) (ccListIndexed:"Phillip Allen"~1) (bccListIndexed:"Phillip Allen"~1) )`
	• Search for messages between the Sales department and the Analysis department:
	`(+(sendersDept:"sales") +(recipientsDept:analysis)) (+(sendersDept:analysis) +(recipientsDept:"sales"))`

...and apply this **file** query	Finds message attachments and other files that match the specified query.

3. Click **Run Search** at the bottom of the screen to view the search results.

   Note: Due to the complexity of Freeform queries, matching text may not be highlighted in the search results.

For more information about Freeform queries, see *"Freeform Searches" on page 107*.

Tag Event History Searches

To search for document comments included in tags

1. Click **Advanced** near the top of any screen to display the advanced search options.
2. Select **Tag** from the **Style Event History**.
3. Enter criteria as described in the following table.

Document Comment Search Criteria

Criteria	Effect on Search
Author/Tagger	Finds comments entered by the specified user (default is all users).
Find comments containing **any** of the words:	Enables you to find specific comments using basic search query syntax. You can also search item notes by selecting "Also include item notes". The results of a comment search are displayed on the Tag Events screen (see *"Using the Tag Event History Screen" on page 152*).

4. Click **Submit** at the bottom of the screen to view the search.

To undo a tag operation

1. Select a tagging event to display the impacted documents.
2. Using the Tag interface, bulk tag the impacted documents to update them. (Note that this bulk change could override the tagging operations of other reviewers.)

Working with Previous and Saved Searches

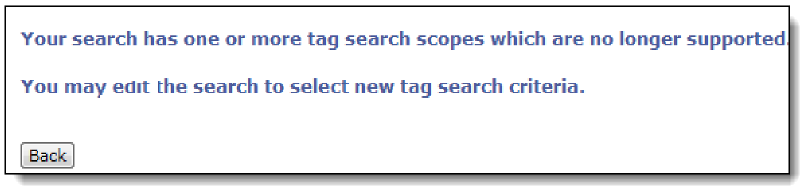
The Searches section of the Filter Search Results area allows you to run, save, edit, or delete searches.

The area is divided into the following sections:

- **Previous**—Previously run searches. These are searches that have not been explicitly saved, but are kept by the system. Only the last 50 previous searches will be listed. Older previous searches are deleted.
- **Shared**—Saved searches that are accessible by multiple users.
- **Private**—Saved searches that are accessible only by the user who saved the search.

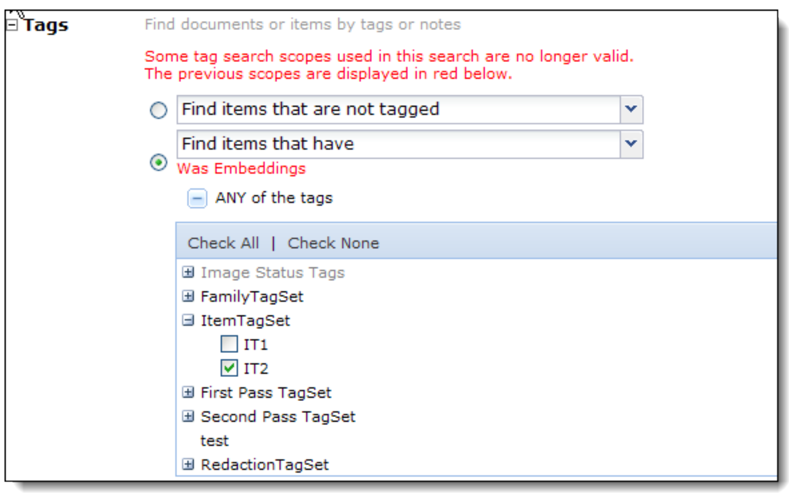
Previously Saved Search Considerations:

- Only the original creator of a shared saved search or a case administrator can edit or delete shared saved searches. Only the original creator of a private saved search may edit or delete that saved search.
- Starting with 7.1.3, previously saved tag searches that do not conform to the expected item and document family tagging behavior, display the following error message:



If you wish to modify your previous search, click **Edit**.

Your previously saved search will display indicating (in red) the specific tagging scope error that needs modification.

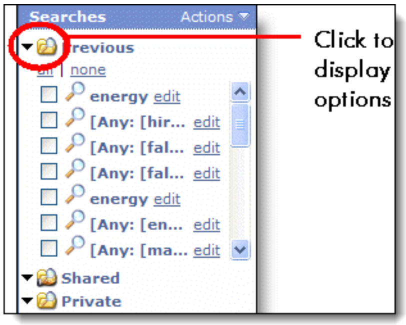


The Searches area (below the filters) includes options to run and edit previous or saved searches.

To refine searches using the Searches options

1. On any screen under the **Search** tab, click the arrow, to display filter search options.

2. Click the arrow for one of the Searches categories to display a list of check box options.



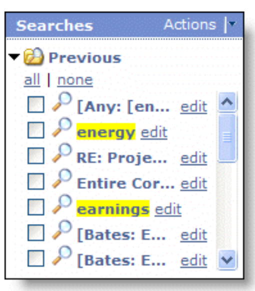
   – To modify a search, click the **edit** link for a search variation to open the Advanced Search screen.

   – A **Refresh** link is shown for any search that has been run as a job. Clicking the link updates the results that were saved with the search. Search results may become outdated if new documents have been processed, or if new tags have been applied and the search contains tag search criteria. See *"Setting Up Search Jobs" on page 54*.

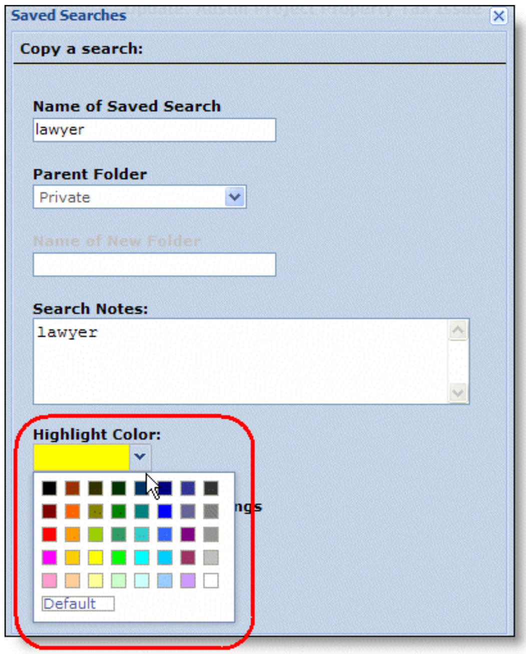
   – To delete one or more searches, select the check box for the search name and then choose **Actions** > **Delete selected**.

   – To edit the names of different folders, choose **Actions** > **Edit folders**.

3. To highlight the search string or strings in bold in the search results, choose **Actions** > **Highlight terms**. The search items are also highlighted in the Previous or Saved search area.



4. The system enables you to associate a unique highlight color with saved searches. By default, all searches are given a highlight color of yellow. However, if you would like to be able to view different search hits in different colors (for example, to distinguish between responsive and privilege terms during review), select the desired color from the **Highlight Color** drop-down list when creating your saved search.



Saving Searches

Note: The search query for a saved search should only contain search terms. Including additional search constraints such as document identifiers, tags, or languages can cause search term highlighting to render incorrectly.

Since reviewers often use hit highlighting as a prompt to open attachments, ensure that saved searches only contain search terms.

To save a completed search

1. Click **Save Current Search** on any search results screen.
2. Enter the following information and click **Save**.

Saved Search Information

Field	Description
Name of Saved Search	Enter the search name to be listed in the control panel (up to 20 characters).
Parent Folder, Name of New Folder	Select an existing private or shared folder used for saved searches, or select **<New Shared Folder>** or **<New Private Folder>** and enter the name of the new folder.
Search Notes	Enter an optional description of the search.

You can also save searches on the Advanced Search screen. Click **Save** or **Save as** and enter the same information listed in the previous table.

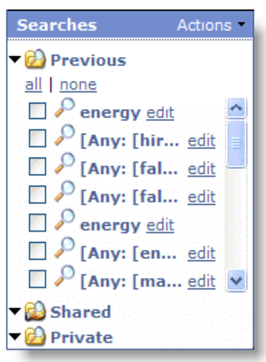
Managing Saved Searches and Search Folders

Only the original creator of a shared saved search or a case administrator can edit or delete shared saved searches. Only the original creator of a private saved search may edit or delete that saved search.

Note: When running a saved search, even if the original saved search was not previously run, a copy of the search is stored in both folders - one for the current search, and the one for previously saved searches. If the saved search has been previously run, then re-running it from the Private or Shared folder updates the search with new results. However if the search is re-run from the Previous search folder, it will not find the matching Private or Shared search and updates the saved search.

To edit an individual saved search

1. Click the **Edit** link for the search in the Searches area.



The Advanced Search screen opens.

2. Modify the search parameters as desired.

3. Choose one of the following actions:

   – Click **Run Search** to run the modified search.

   – Click **Save** to save the modified search.

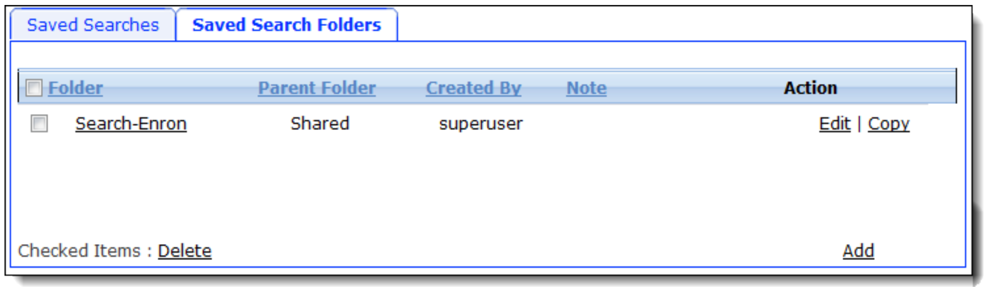
   – Click **Save As** to save the modified search under a new name.

   – Click **Back** to return to the search results screen.

   – Click **Clear** to clear the entries on the screen.

To edit a saved search folder, which may contain multiple saved searches

1. Select **Actions > Edit Saved Search Folders** in the Saved Searches area of the side panel.
2. Click the **Saved Search Folders** tab.



3. Click the **Edit** link for the saved folder.
4. Modify the folder name and folder or modify the text notes.
5. Click **Save**.

To copy a saved search or folder

1. Choose **Actions > Edit Saved Search Folders** in the Saved Searches area of the side panel.
2. Click the **Saved Search Folders** tab.
3. Click the **Copy** link for the saved search or folder.
4. Enter a new name, make any additional changes, and click **Save**.

To delete saved searches or saved search folders

1. Choose **Actions > Edit Saved Search Folders** in the Saved Searches area of the side panel.
2. Click the **Saved Searches** or **Saved Search Folders** tab.
3. Select the searches or folders you want to delete and click **Delete**.

Setting Up Search Jobs

If the system determines that the search is large, it automatically creates a job for the search. When a search runs as a job, the results of the search are calculated and saved with the search. This allows fast access for the results of large searches.

Search jobs run in the Searches area in the Documents screen are shown with a spinning magnifying glass icon, and completed search jobs have a grayed magnifying glass icon. You can access the results of a completed search job by clicking on the search name.

The system saves the results of up to 50 search jobs. If there are more than 50 search jobs, the system deletes the results associated with the job, but does not delete the query. To access the result of such a search, you must rerun the search.

Note: If additional documents are processed, changes are made to custodians or export batches and the search contains custodian or export batch criteria, or additional tags are made and the search contains tagging search criteria, then the results of the search may become out-of-date. To refresh the results associated with the search job, click **Refresh** or rerun the search.

Viewing Search Results

When you submit a search, you can view the results organized by documents, discussions, files, participants or tag events by clicking the corresponding links under the **Analysis & Review** module.

Using the Documents Screen

The Documents screen lists the messages and loose files retrieved from the search results sorted in descending order of relevance score (or by sent date, if no keywords are used). The top of the screen shows the number of documents searched and found, and the number of discussions, individuals, and files associated with the found documents.

By default, the **Sender** column includes selection of the most relevant excerpt from the message body or the name of the file. You can view the details of each document, add tags and item notes or comments, export documents, or print documents to PDF files. You can also open the Discussion Analysis screen to view all messages related to the same discussion.

Version 8.0 Enhancements

The enhanced **Analysis & Review** module enables new ways in which to explore and interact with search fields and new navigations so you can quickly analyze, tag and review only relevant case content. In particular, the ability to display and concentrate on only hit items at the item or document family level allows for a more efficient review by quickly revealing relationships and connections within case content that might not otherwise be apparent. For high-level summary details, see *“Improved User Interface” on page 16*.

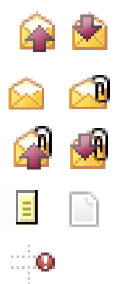
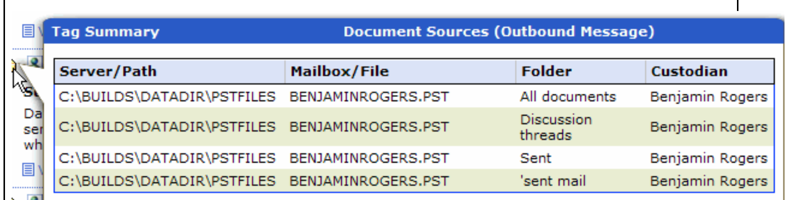
- Granular managing of case data—Significant enhancements at the item level allow only search hit items to be displayed within a document family grouping. If the parent document is not a hit, it is grayed out. This “fading” of non-hit content allows better focus on content or evidence that may be missed by a search query displaying non-relevant data within a document family.
- Simpler tagging workflow (such as a single screen dialog) to facilitate better reviewing decisions.

To view the Documents screen

1. Click **Found: Documents** under the Documents sub-menu under the **Analysis & Review** module.

2. Refer to the following table to perform tasks on this screen.

Documents Screen - Icons and Functions

Icons or Function	Description
	Displays the document sources, including server or path, mailbox or file, folder, and custodian. From left to right, the icons refer to the following message types under the document column: • Outbound email • Inbound email • Internal email • Message with attachment • Outbound email with attachment • Inbound email with attachment • Loose file • Document • Partial document family indicating not every item in the document family is a hit. **Tip:** Move the cursor over any of the icons or click the icon to view the document source information, which shows every custodian and location where this document was found, as in this example: 
	Displays redacted document sources. From left to right, the icons refer to the following redacted message types: • Redacted email • Redacted file • Redacted document • Redacted message with attachment • Redacted outbound email • Redacted inbound email • Redacted outbound email with attachment • Redacted inbound email with attachment

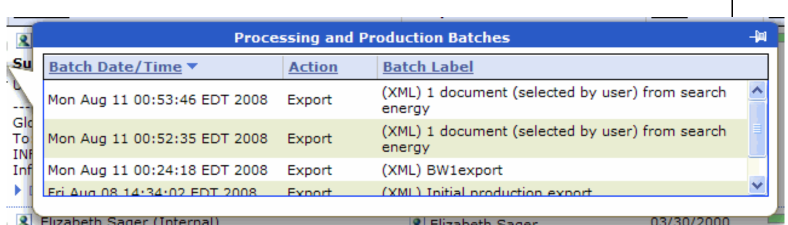
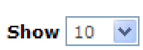
Tag Summary — Document Sources (Outbound Message)

Server/Path	Mailbox/File	Folder	Custodian
C:\BUILDS\DATADIR\PSTFILES	BENJAMINROGERS.PST	All documents	Benjamin Rogers
C:\BUILDS\DATADIR\PSTFILES	BENJAMINROGERS.PST	Discussion threads	Benjamin Rogers
C:\BUILDS\DATADIR\PSTFILES	BENJAMINROGERS.PST	Sent	Benjamin Rogers
C:\BUILDS\DATADIR\PSTFILES	BENJAMINROGERS.PST	'sent mail	Benjamin Rogers

Documents Screen - Icons and Functions (Continued)

<table>
<tr><th>Icons or Function</th><th>Description</th></tr>
<tr><td>Detail</td><td>Displays or hides the message contents. Click on any part of the row to switch between a detail or non-detail view.
Note: In eDiscovery platform versions prior to V8.0, users clicked on an explicit “Detail” link.</td></tr>
<tr><td>Actions




</td><td>Under the Actions column, you can choose from several options. From left to right, the icons refer to the following:
• Bring in Complete Family — Bring in the complete family for a particular item. Once the family is brought in, the icon changes to Family is complete icon with a check mark.
– If selected, a warning in yellow highlighted text above the Actions and View ribbon will display, telling you the number of items brought in and reminding you to refresh the search filters to update the counts.
– In the Filters panel, the refresh button will be highlighted orange. To update, simply click the highlighted Filter Refresh button.
• Family is complete — Indicates entire family has been brought in.
• Tag —Opens a tag assignment area, allowing you to tag the document.
• Review Mode —Brings up the review pane for analysis, related items and tagging.</td></tr>
<tr><td></td><td>Displays information about batch processing jobs that include this item when you move the cursor over the icon, as in this example:

</td></tr>
<tr><td>
</td><td>Determines how many records are displayed on a screen.</td></tr>
<tr><td>
</td><td>Pages through the retrieved documents. Enter a page number and press Enter to go to that page or use the arrows to go to the next or previous page. Use the Show drop-down list to change the number of documents that are displayed on each page.</td></tr>
<tr><td></td><td>Finds the next or previous occurrence of the search strings. You can also use the following keyboard shortcuts:
• Next hit—Alt + keyboard down arrow
• Previous hit—Alt + keyboard up arrow</td></tr>
</table>

Documents Screen - Icons and Functions (Continued)

Icons or Function	Description
Column Headers	Changes the sort order. You can sort on sender or owner, sent date, or relevance score. For the **Actions** column options, see *“Actions” on page 57*. The **Date** column indicates the message sent date or loose file modification date If the “Attributes” column header appears, one or more documents in your results set were imported from a load file containing custom attributes. Use this column to sort on all custom attributes. For more information about searching or reviewing documents with custom attributes, see the table in *“About Advanced Searches” on page 25*, and the section *“Linear Review Tools in Review Mode” on page 175*. **Note:** Senders are sorted by first name.
Filters	See *“Filtering Search Results” on page 66*.
Tag, Folder, Export, Print, Batch, Cache, OCR	See *“Using the Search Reports Screen” on page 76*, *“Export and Production Tasks” on page 203*, and *“Printing Documents and Logs” on page 204*.

Viewing Similar Documents within the Document Screen

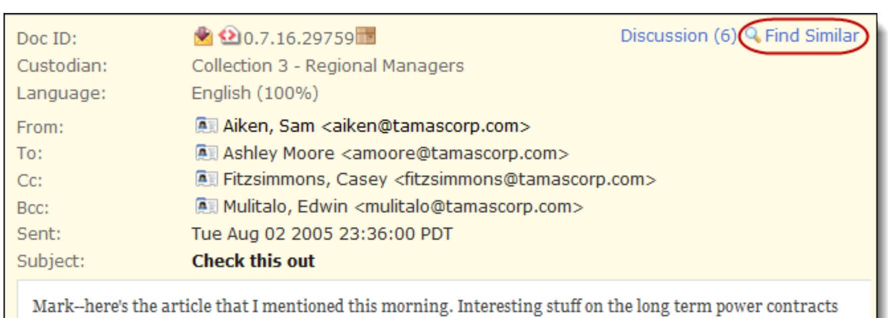
Two emails, attachments, or loose files are considered similar based on whether the number of shared terms exceeds a user-set threshold.

You can view similar documents from the Documents screen or from the Related Items pane within Review Mode (see *“Viewing Related Items within Review Mode” on page 177*).

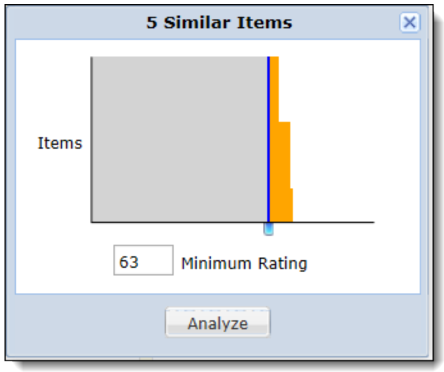
For information on administrator-configured Find Similar settings, refer to *"Changing the Case Settings" in the Case Administration Guide*.

To view similar documents for each email

1. From the Documents screen, select a message and then click any part of its row to toggle the message detail display to on.
2. Click the **Find Similar** link within the message you selected from your search results.



The Find Similar histogram displays.

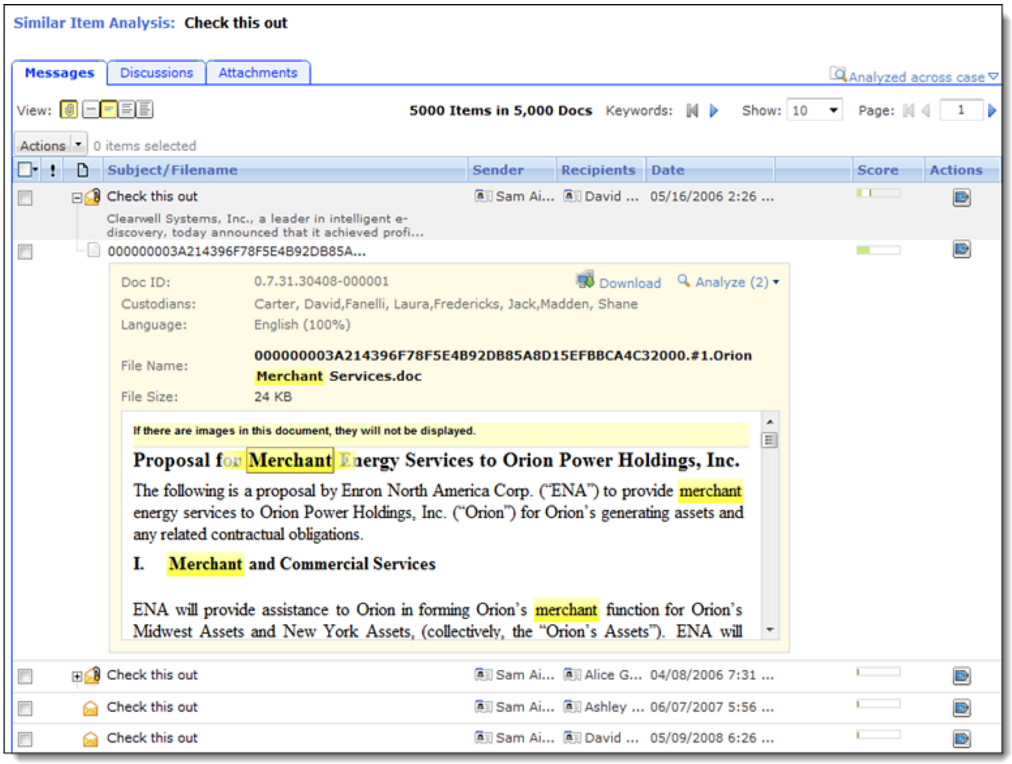


Upon opening, the Minimum Rating shown reflects the value configured by the Case administrator. (The maximum number possible is 1, by default.)

3. Click and drag the blue slider bar left or right depending on how loosely or tightly similar (respectively) the documents you want to analyze should be. Note that the value in the Minimum Rating box changes as you move the slider. The higher your rating, the more closely similar the documents are to one another. (You can also enter a value from 1-100.)

4. When you are ready to view the results, click **Analyze**.

The Similar Item Analysis screen appears, showing Messages, Discussions, and Attachment tabs.



The first message is shown in a shaded area (outlined in grey) to indicate that this is the primary document (the document on which all similar items are based.) The primary document will always appear first.

– **Messages** tab. Displays the similar items, the terms that the two items shared.

Note: Since Find Similar is a superset of Near Duplicate technology, not all items on the analysis screen are necessarily similar to each other. Use Find Similar for the documents on this screen if you want to explore various documents of interest.

– **Discussions** tab. Displays the discussions that include the similar messages.

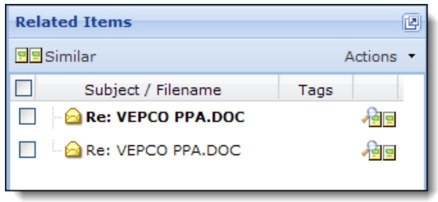
– **Attachments** tab. Displays attachments that are similar to the primary document.

Note: Attachment contents are displayed inside the current grouping for easy review

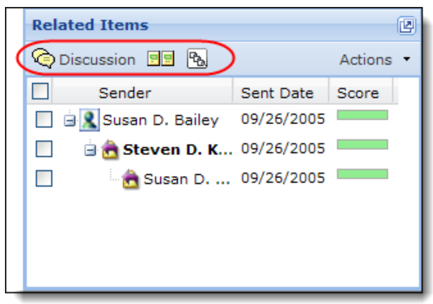
In **Review** mode, you can view discussions, similar items, tag history, and view similar messages displayed on this screen from the Related Items pane. Click the yellow documents icon to view and select similar items. (This icon is greyed out when no similar items are found.)

Note: The Find Similar link is not displayed (in Review Mode) for derived messages. Derived messages are only displayed in search results when part of a discussion thread. You cannot filter, tag or put them into folders.

In the **Related Items** pane, the primary document is in bold, showing the subject/filename, and appears first in the list (before any filtering selections are made).



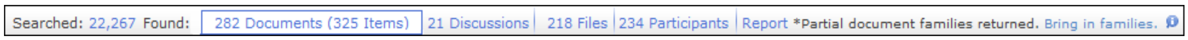
If you are viewing a discussion related to the primary document, the icons will appear under the individual from whom the discussion initiated (primary document in bold).



For more information about the Related Items pane, see *"Viewing Related Items within Review Mode" on page 177*.

Understanding Search Result Statistics

At the top of the **Analysis & Review** module, a quick summary of your document search displays.



Understanding Search Result Statistics

Field	Effect on Search
Searched:	Total number of email messages and loose files searched.
Found:	Total number of Documents and Items found that match the search criteria. • "Documents" include email messages and loose files. • "Items" refers to all reviewable items which include email messages, attachments, and loose files, and embeddings, but does not include duplicates. **Note:** Your Items number will often be higher than your Documents count. After an initial search, if your results set contains hits, the number of hits displays for documents and items. See also *"To view the Documents screen" on page 56* for icon information and detail available in your results.
Discussions	Unique number of discussions that contain at least one email in the found documents. Click the **Discussions** link at the top of the screen to display this information.
Files	Unique number of files contained in the found documents. A file that is attached to one or more email messages in the found documents and is also a loose file counts as a single unique file. Files having identical content with or without the same file name are also counted as one unique file. Click the **Files** link at the top of the screen to display this information.
Participants	Number of participants or the number of unique email addresses - either sent or received email messages- contained within the set of found documents.
Report	View Search report containing statistics, results, and keywords used. Click this link to display a summary report on the search results. (Also contains Concept Search report when a Concept Search is run.)
*Partial Document families returned.	For searches that do not involve a full corpus search, indicates that not every member of the document family is returned.
Bring in families	Adds every member of every document family to your results. This is useful when attachments match the search criteria but you want to include every other member of the document families in your result and filters. It may, for example, be more efficient to review attachments to an email at the same time as reviewing an email.

Changing Your Search Results View

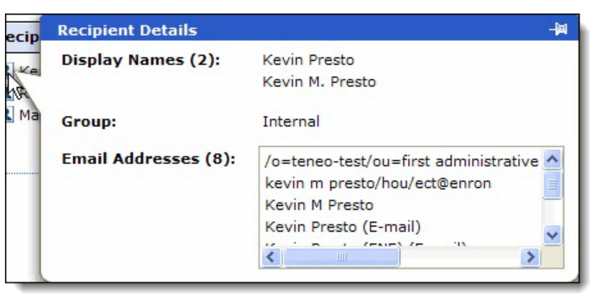
Each Search Results screen contains icons that correspond to different viewing options for the documents listed in the search results.

From left to right:

-  **Toggle Attachments**—Show or hides the display of attachments. This can be very useful if you want to quickly see what attachments are associated with a parent message.
-  **Basic**—Displays only the subject and other header information.
-  **Snippets**—Displays the most relevant excerpt from the document. (Default view).
-  **Simple Detail**—Displays the full body of the message.
-  **Full Detail**—Displays the full body of the message, including any forwarded text.
-  **Review Mode**—Opens the Document Review screen. See *"Using the Document Review Screen" on page 172*.

The message header that is displayed in S**imple Detail**, **Full Detail**, and **Review Mode** includes a yellow text box with metadata (such as the document ID and language percentages) in the message, in addition to standard email header information. In version 8.0, metadata (such as document ID, custodians, language percentages, file name and size) for all items and attachments is also displayed.

To view additional information on individuals, move the cursor over the name of a discussion participant or in the **From**, **To**, **cc**, or **bcc** fields of an email message. The information includes all of the individual's email addresses and display names.



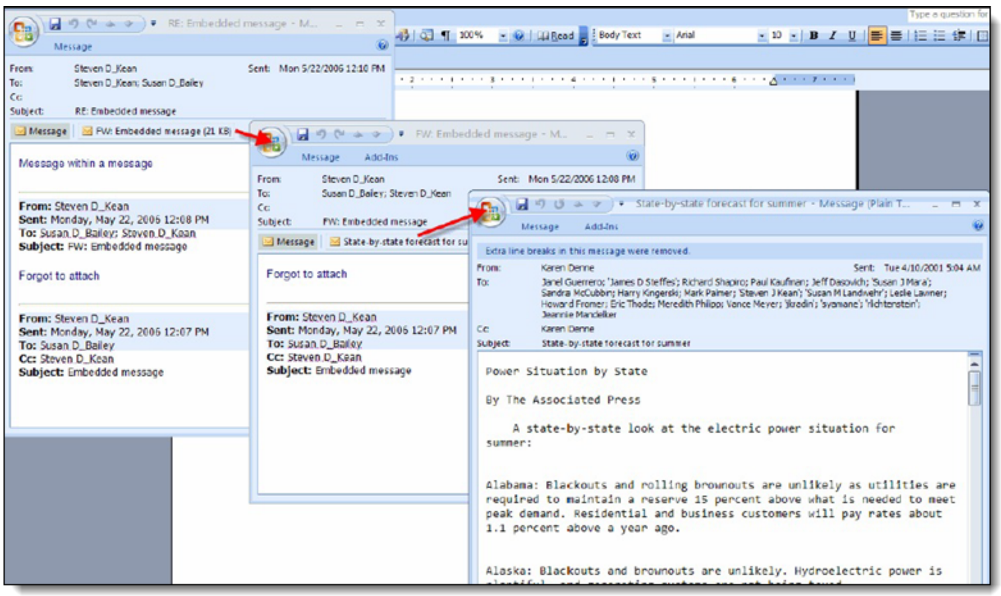
For more information about the Search Results screens and options, refer to the remaining sections in this chapter.

Nested Email Attachments in Search Results

After processing, nested email attachments where the document family has not been brought in are displayed as a flat list. If you select Review mode or opt to bring in a single family into the results, then search results are displayed in a hierarchy so that contained files are displayed with their containers, and attachments are grouped with their parent email messages.

Email attachments are searchable as loose file attachments. Their full text is indexed, but they are not searchable by way of their email metadata and are not included in discussion threads. (This is consistent with loose file attachments, which, beyond full text, are only searchable by their filename.)

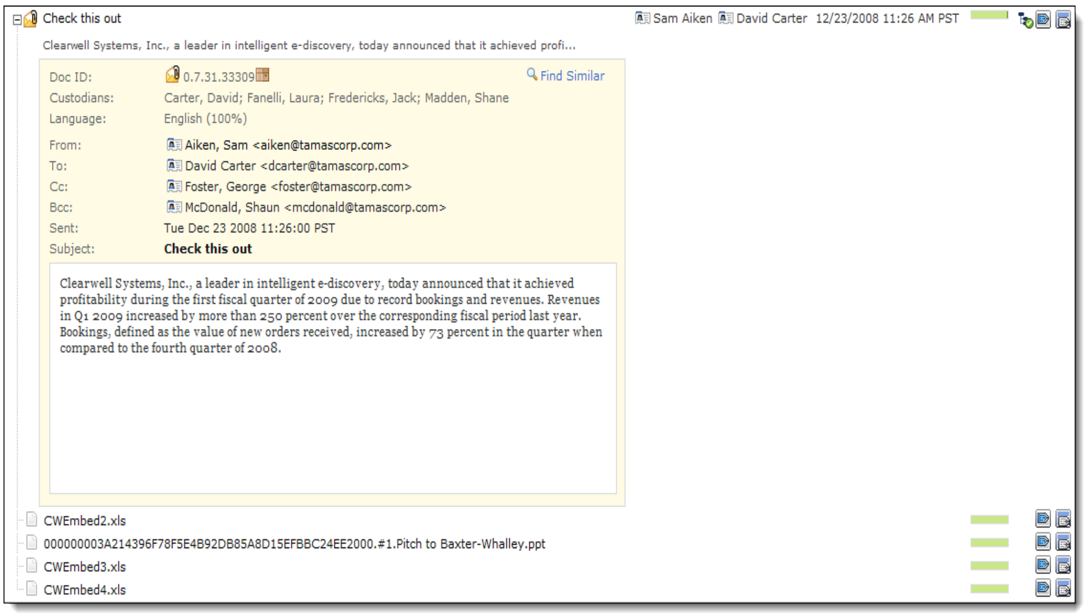
For example, the email shown in this figure has two nested attachments ("FW: Embedded message" and "State-by-state forecast for summer").



The following figure shows how the attachments appear in the Veritas eDiscovery Platform user interface. This view neatly displays and sorts the entire document family in a flattened view that can either be hidden or shown.

In this example, notice that all of the messages and attachments are presented on the same level underneath the top-level parent (there are four attachments one below the other with the parent email displayed first). You can easily perform different tasks on each attachment by clicking one of the icons (such as tag or review) under the **Action** column on the far right-hand side of the pane.

You can switch between a detail and non-detailed preview of the document by simply clicking on it.



Filtering Search Results

After you submit a search, if filters are enabled, you can apply filters to limit the search results to just the email messages or loose files, folders, tags, sender domains, or names. The available filters depend on the search results. For example, the **Folder** filter is displayed only if one or more retrieved documents have been assigned to folders.

Documents and Items Counts For Search Filters

To help users quickly display search filter results with a consistent unit of measurement across all the search results, you can use the **Docs Items** toggle buttons. The **Docs** toggle button can be used to see filter search results counts using the document family as the unit of measurement. Similarly, if you need item counts and need item metrics, you can select the **Items** toggle button to show item level counts. Switching between document and item filter counts is a single click and can be done at any time.

Note: Using the **Docs Items** toggle does *not* alter the underlying filter behavior (what unit of measure the product uses to determine and derive the filter count). This means, for example, that filters that derive their counts at document level (such as **Message Flag**, **Document Size**, and **Export Error** filters) will continue to operate at the document level regardless of the **Docs Items** toggle selection. The same applies for filter counts based on item level counts.

Extract Insight From Items/Documents Search Result Filters

Items Filter - Examples

Suppose you are a case manager that tracks your review progress by counting the number of items with tags and the number of items in folders. Since you consider an item count more reliable in terms of exactly how much review work is to be done, you opt to show item counts for tags and folders.

In this example, a case manager logically creates review batches by custodian and the case reviewers review all documents from a particular custodian. With the items count selected, the review team can now easily see and identify all the emails with attachments and other loose files from that particular custodian.

Documents Filter - Example

Suppose you are a case manager that manages case progress by measuring how many documents have been tagged and put in folders. You and your organization are specifically interested in and adhere to the practice of tracking document counts. The document counts filter enables you to continue tracking your case by the same document metric used in previous versions of the product.

To enable filters

From the Advanced Search window, ensure that the Filter and Count Generation options are set to one of the following options:

- Limit filter and count generation for improved search speed
- Normal filter and count generation
- Generate keyword details for filters and report.

If the first "Limit filter..." option is selected, then Sender, Recipient and Keyword filters will not be generated. Some filters will still be available, such as Folder, Tag, Custodian, File Size, File Type and Document Type. In addition, the Participants page will not be available and the Search Report will not display keywords or counts. To see this information, you may re-run the search at any time without this option selected.

For more information, see the steps *"**To submit a standard advanced search**" on page 26*.

To display or hide filters options

1. Click the arrow (middle of the right edge of the **Filters** pane) to display or hide the **Filters** search results panel.

   By default, the panel is displayed.

2. Click the arrow for one of the filter categories to display a list of filter options.

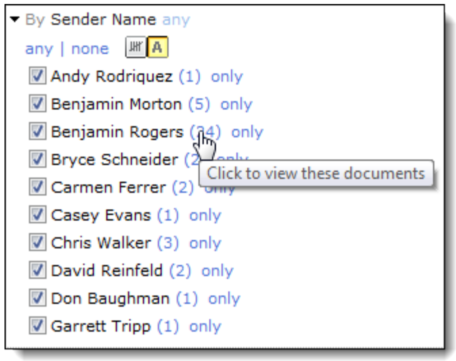
3. To change the width of the filter panel, drag the right border.

4. Refer to the following information when using the Filters panel.

   – When a search is completed, the options in the Filters panel are those that were included in the search. For example, if your search criteria did not include tags, the By Tag section lists the Not Tagged selection.

   – Each filter category displays the matching items or filter values that are included in the current search results. The underlined number in parentheses indicates the number of retrieved documents that match the item.

– Click an underlined number to quickly refine the search to include only that item in that category. For example in the next figure, clicking the underlined numeric link for Benjamin Rogers immediately filters the current search results to include only the messages that have the sender name Benjamin Rogers.



– You can sort filters by count, by clicking the hash icon, or alphabetically, by clicking the letter A.

Note: Folder and Tag filters cannot be sorted alphabetically. These filters are organized in a tree hierarchy.

– All folders are displayed in the filters. (Only tags currently applied are displayed.) Folder and Tag values only display in the hierarchy if a document has been assigned that value.

– Click **any** to include any of the values in this category in the search, or click **none** to include none of the values in this category.

– Tag filters can be sorted by document family count or item count (which includes attachments and embeddings in the count). As with most of the filters, you can toggle between the document family and item counts by clicking either the **Docs** or **Items** buttons at the top right-hand side of the Filter pane.
The tag filter default reflects the default specified in the case settings. Upgraded cases that do not have item tags default to the document family view.

Note: Every category must have at least one value set. Otherwise, no documents will be returned.

– When you select multiple filters, they match if any one of the filters matches (OR match).

– A scroll bar is available if the number of filters is too large to fit.

– To select the check box for only one item in a filter category, click the **only** link for that item.

5. Click **Apply Filters** to refine the search based on any modifications that you have made.

   Note: You do not need to click **Apply Filters** if you click a numeric link for a filter item. The search is performed immediately when you click the link.

   – You can rerun your search to show only those results that match the selected filtering options.

   – You have a choice of displaying filters with document family counts hits by clicking on **Docs** button or filters with item counts (including attachments and embeddings) by clicking on **Items**. These buttons are located at the top right-hand side of the **Filters** pane.

   Here are the supported search filter analytics:

Search Filters

Filter Name	Filter Count Based on Item, Document or Both	Guidelines
Folder	Both	Folder filters are generated even if you limit your search to one folder. If one document is contained in multiple folders, the folder filter will show the folders. The folder count is updated automatically after any actions are taken.
Tag	Both	**Note:** The document family count returns the number of parent containers of the items that are hits. Image Status Tags subfilter: • If the "**Allow image management**" privilege is set, a set of system tags are automatically generated for tracking imaging events and monitoring the imaging status of items. For a description of subfilter items, see *"Image Remediation" in the Case Administration Guide*. – To set image management privileges for users, see *"Defining User Roles" in the System Administration Guide*. **Note:** This option is available only if tag sets are defined. **Note:** This privilege is set by default for the user roles **System Manager**, **Group Admin**, **Case Admin**, and **eDiscovery Admin**.
Classification	Both	The classification filters function like tags. The classification categories are not configurable and are selected during processing by your administrator.

Search Filters

Filter Name	Filter Count Based on Item, Document or Both	Guidelines
Prediction Rank	Both	All prediction tags and includes a <Not Predicted> filter. Use the <Not Predicted> filter to search for items that are not predicted. Prediction Rank also includes 2 subfilters: • Predictions subfilter— lists all the items that have been run through the Predict action. The items are separated into: – 5 predefined buckets of prediction percentages. – "No Indexable Content" — includes items that could not be assigned a Prediction Rank. – "Unknown" — includes all items that do not to match the training set. • Training subfilter — lists all items that have run through the Train action. These are further separated into: – "Training" — includes all items used for training the predictive tag – "Not Used" — includes all items that were not used for training due to training errors.
Sender Domain	Both	Includes the Internet domain names of message senders along with the count of the number of messages sent from each domain. **Note:** The filter may include an Unknown domain if any of the messages in the search results had domains that could not be interpreted. (This filter is not available if "Limit filters" option is selected.)
Sender Group	Both	Includes an External group for all external senders, and an Internal group for all internal senders that do not belong to any other groups. **Note:** If your administrator has run an Active Directory crawl, then this filter will also contain group information from your organization's directory. (This filter is not available if "Limit filters" option is selected.)
Sender Name	Both	Includes names of message senders along with the number of messages sent by each sender. **Note:** This filter is not available if "Limit filters" option is selected.
Recipient Domain	Both	Includes the Internet domain names of message recipients along with a count of the number of messages sent to each domain. **Note:** This filter is not available if "Limit filters" option is selected.

Search Filters

Filter Name	Filter Count Based on Item, Document or Both	Guidelines
Recipient Name	Both	Includes the names of message recipients along with the number of messages sent to each recipient. **Note:** This filter is not available if “Limit filters” option is selected.
Custodian	Both	Includes the names of document custodians along with the number of messages assigned to each custodian.
Keyword Search Query	Both	Includes the specified keywords contained within each query row of the search. **Note:** To list additional expanded keyword queries based on the selected variations, select the **Generate keyword details for filters and report** check box within Advanced search.
Document Type	Both	Includes the types of documents (email or loose file).
File Type	Both	Includes filtering by the “strong type” (the actual content, not the file extension) of all items within a document family. **Note:** The system displays any file types (such as Microsoft Excel) that exist in your search result set and allow you to select the desired file types to hone your search.
Document Size	Document	Includes the size of documents, grouped by size range (to a maximum of 10 MB).
Language	Item	Includes the identified languages. An item is included in the language filter if the minimum threshold for that language is reached. (Refer to Table for details.) Starting in version 8.0, the filter is item-based and filter counts will change since they are being calculated at the item level. **Note:** If a document contains more than one language, it is included in more than one language filter. Language filters may not appear if your case contains only one language.

Search Filters

Filter Name	Filter Count Based on Item, Document or Both	Guidelines
Message Flag	Document	Includes documents with message warnings that were identified during processing, such as a missing sent time in email messages or errors in processing attachments. Starting with release 7.1.5, if you have Rights Management enabled, RMS decrypted content counts in the following categories are identified: • Decrypted Items Protected by RMS • Decrypted Attachment by RMS **Note:** You may notice a difference in exception counts between your search results and those listed on the Exceptions screen. This is because the search filter accounts for every message containing a file (applied with a particular warning) *only once*, while the Exceptions screen displays every *occurrence* of a file with a warning, as the same file could be contained in multiple messages. (See File Flag entry for an example of how files are counted.) If there are two messages, each of which contain the same attachment, and that attachment has a warning, the filter for that warning increments once for *each* of those messages.

Search Filters

Filter Name	Filter Count Based on Item, Document or Both	Guidelines
File Flag	Item	Includes items with file-related issues that were identified during processing, such as empty or corrupt files, hidden content, or embedded content. • For loose files, if the administrator has defined file owners, then the sender name is the file owner. File counts are incrementally counted following these general rules: • If a message has two attachments, and both attachments have the same warning, the item count would be two. • If a message has two attachments, but each contains a different warning, the filter for each warning is incremented.
Production Slipsheet	Document	Includes a list of documents that fail to image during production. The production slip sheet filter identifies the number of failures and separates them into error categories to provide a better understanding of the underlying cause for the failure. For example, you can differentiate between slip sheets that were generated due to an unsupported document type (EXE, DLL) versus slip sheets generated on supported documents that encountered specific processing issues. Some of the slip sheet reasons include: Non-Imageable File, Unexpected Error, Empty File, and Invalid Document. **Note:** The Production Slipsheet filter only displays when you run search on production folder data. For more information, see *"Viewing Production Slip Sheet Reports" in the Export and Production Guide*.

6. To clear the current filters, click **Clear Filters**.

To view all tagged or untagged documents

1. From **Analysis & Review**, select your document folder or run your search query.
2. In the Filters pane, expand the **By Tag** filter.

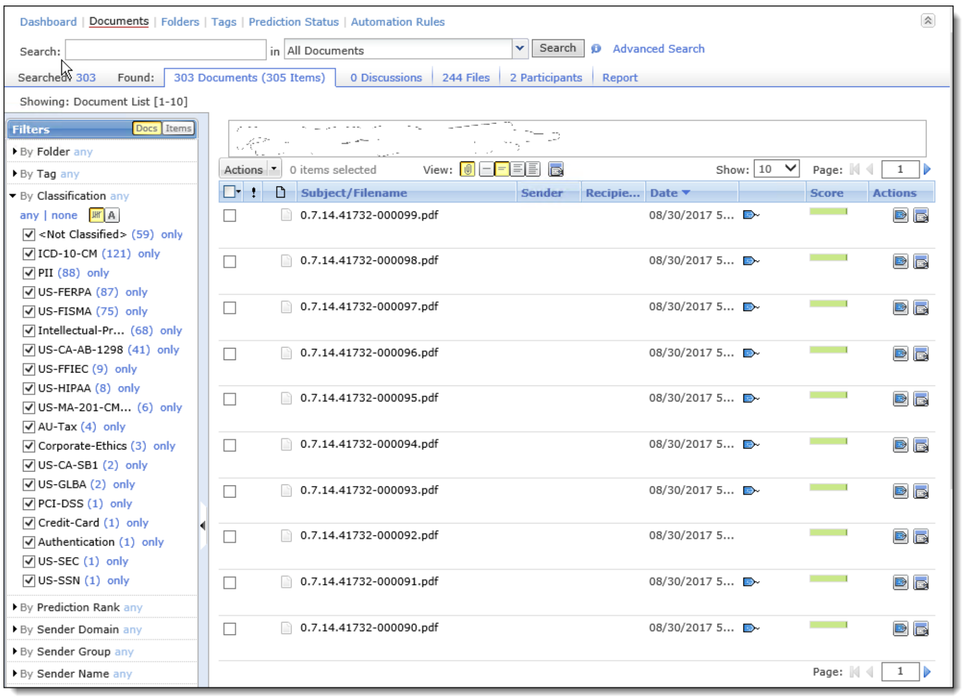
   All items are grouped by their tag. Untagged items can be viewed by clicking the number of items that are <Not Tagged>.

Classification Information

Note: If you are not familiar with basic classification operations and terminology, see Veritas Information Classifier Help Center at:

http://veritashelpsupport.com/Welcome?locale=EN_US&context=EV122VIC

Using Classification Information in eDiscovery



To identify and use classification information

1. After all the data has been processed into a new case, navigate to **Analysis and Review** and click **Search** to return all documents within the case.

   In the filters area, you will have a Classification section. Expand the Classification filter section to see all the tags for every policy that was enabled and has at least one matching document. If a document matches more than one policy or is marked with multiple tags from one policy, it will be presented under each corresponding tag.

2. Information Classification policy tags function just like any other filter tags. You can select a single tag or multiple tags and then click the **Apply** button at the bottom of the filters or click on the number directly next to the filter to return only those matching documents.

Tips for Exporting Classification Information

- The information classification polices are stored as system level tags within the eDiscovery Platform.

- During metadata and production export user should select the **Include all tags** option in order to get classification tags exported. Unlike user tags, classification tags are not available for selection and are not be visible in the left-hand side pane where all user tags are displayed. But once the **All tags** are included in export options, classification tags will be exported and populated in the export load file.

Using the Search Reports Screen

The Search Report provides information on the specified search criteria and results of a search and includes the following sections:

- **Search Report**—Lists information related to the case and search query including all of the specified search criteria. By default, the keywords used in a search are shown and all other search criteria are hidden. Click **Show search detail** to show all of the specified search criteria.

  Click **Report** under the **Analysis & Review** module

- **Results**—The results section provides the following item counts:

Total Item Counts

Item	Results
Documents	Total number of email messages and loose files
Email Messages	Email messages and their attachments (note that an email with 2 attachments counts as a single email)
Attachments	Total number of files attached to email messages
Loose files	Files that are not attached to email messages
Embeddings	Total number of files embedded within loose files and attachments
Reviewable items	Total number of email messages, attachments, loose files, and embeddings
Matching (emails)	Email content that matches the search criteria
Matching (unique files)	The number of unique files, which can be attachments, loose files or both, whose content matches the search criteria
Matching (emails)	Email content that does not match the search criteria but has an attachment whose content does match
Non-matching (unique files)	The number of unique files whose content does not match the search criteria but is attached to an email whose content does match the search criteria
Total (files)	The sum of Matching and Non-matching files returned by the search query
Discussions	Total number of email discussion threads
Topics	Total number of groupings of conceptually similar email messages **Note:** This functionality only applies to topics in pre-7.0 cases that upgrade. For more information, see *"Appendix B: Legacy Topics Support" on page 221*.

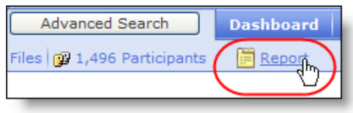
Total Item Counts

Item	Results
Participants	Total number of unique email addresses which have sent and/or received email messages. **Note:** When exporting a search report with more than 50,000 recipients, you must save the report in CSV format (not the default XLSX format). See KB Article Tech197513 for details. The KB article is located at http://www.veritas.com/docs/TECH197513
Unique Files	Total number of unique files in the search results. A unique file can be an attachment that is attached to multiple emails and/or a loose file. These attachments or loose files have the exact same content but may have different file names or modified dates.

Viewing the Reports

To view the Search Reports screen

1. Click **Report** under the **Analysis & Review** module.



The Search Report opens.

2. View the search results information.

Note: Concept term and related common terms are listed in the Summary under “Search Report”, and in the “Concept” section.

Exporting Search Report Results

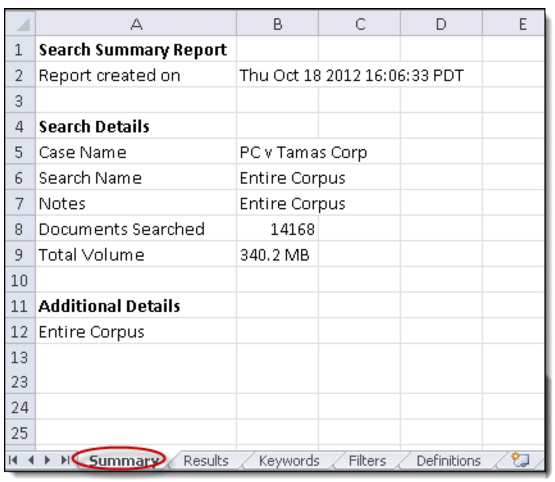
Once you have your search results, you can export them as a report in Microsoft Excel (XLSX) format. The report contains all visible data on the Search Report page and all the file value data shown in the Filter Search Results panel (See “Filtering Search Results”) on the documents page. The report filename uses the creation timestamp as part of the name to uniquely identify it. Once the data is in the report (excel format), you can further analyze the results, apply filtering or graphically display the data in different ways.

Considerations

- The default search report format for export is XLSX.
- When exporting a search report with more than 50,000 recipients, you must save the report in CSV format (not the default XLSX format). See KB Article Tech197513 for details. The KB article is located at http://www.veritas.com/docs/TECH197513.

To export the Search Reports results

1. From the search results screen, click **Export Report**.



	A	B	C	D	E
1	**Search Summary Report**				
2	Report created on	Thu Oct 18 2012 16:06:33 PDT			
3					
4	**Search Details**				
5	Case Name	PC v Tamas Corp			
6	Search Name	Entire Corpus			
7	Notes	Entire Corpus			
8	Documents Searched	14168			
9	Total Volume	340.2 MB			
10					
11	**Additional Details**				
12	Entire Corpus				
13					
23					
24					
25					

The Search Report in XLSX format opens.

2. Select the appropriate tab and worksheet to view the results. The report data is divided into the Search Report worksheet tabs listed below.

Search Reports

Report Name	**Description**
Search Summary Report	Summary page with the following information: – Report Creation—Timestamp of the report – Case Name—Name of the case – Search Name—Indicates the keywords of the search – Notes—Save search description – Documents Searched—Number of documents searched – Total Volume—Total volume in MB – Additional Details—Added characteristics of the search (For example, Keywords, Scope, Stemmed, and Fields to Search)
Results	Divides all search item count results into the following categories: – Matching – Non-Matching – Total Lists total counts for: – Discussions – Participants – Unique Files
Keywords	Lists the results of: – Keywords according to item counts – Variations searched for – Variations not searched for
Filters	Provides a list of: – Filter—Type of filter – Name—Name of filter – Document Count—Number of documents – Item Count—Number of items
Definitions	Provides an explanation of the various counts. See *“Total Item Counts” on page 76*.

Keywords Search Report

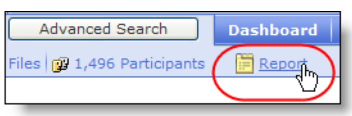
The Keyword report section shows the number of documents that each keyword query would match if run individually. Similar to the Results section, the Keywords section displays all occurrences of a keyword search request and provides a total count under the data categories of Email Messages, Loose Files, Documents, Attachments, and Reviewable Items.

To see additional details on the keyword query, click **Show keyword detail**. The keyword details shows the stemmed or wildcard word variations that were searched or not searched for based on the selections made using the Search Preview feature. If all you need are the keywords and not the keyword variations, then select the **Normal filter and count generation** option in the **Filter and Count Generation** on the Advanced Search page. Otherwise, if you check **Generate keyword details for filters and report** for a search, then the Keyword Details section will include a results section that lists all the expanded keyword queries and the number keywords that match the query. The total keyword matching counts are listed under the appropriate item category.

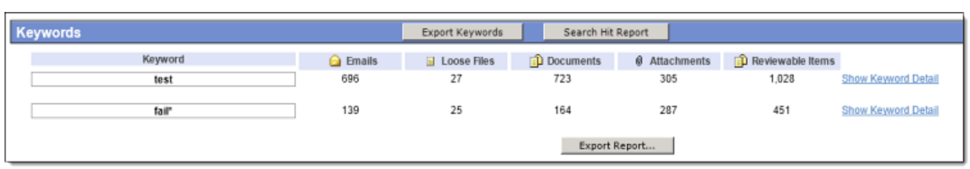
Depending on your requirements, you may want to produce reports to track the keywords selected for reducing your data, to meet obligations to preserve relevant evidence, or to identify privileged or confidential documents. When you initiate a keyword search, the keyword results are returned in either a basic (keywords and keyword totals) or a more detailed (keywords, keyword variations and total counts) format. When you select the **Export Keyword** report option the results are viewable in (XLXS format) Microsoft Excel.

To view the Keyword Details Search Report Results

1. Click **Report** under **Analysis & Review** module.

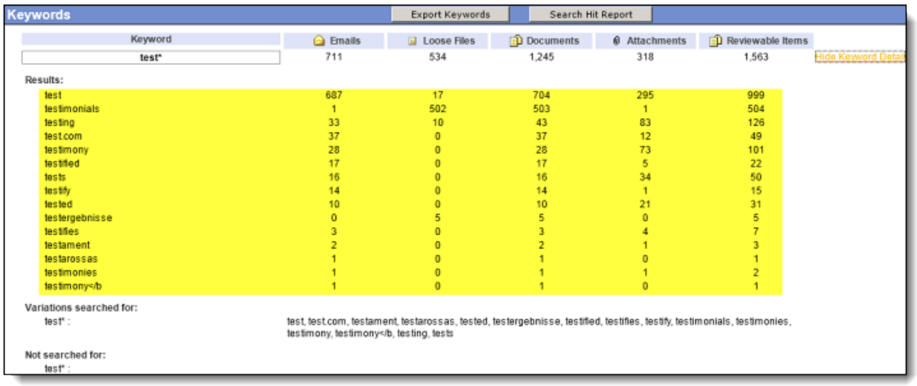


The Search Report displays.



2. View the keyword search results information.

3. To view more details such as the keyword variations, click on **Show Keyword Detail**. The Results section (highlighted) displays if you select the **Generate keyword details for filters and report** Advanced Search option under the Filter and Count Generation in the Keywords section.



Exporting the Keywords Report

Once you have the keyword search report results you need, you can easily export them to a Microsoft Excel spreadsheet. You have a choice of either exporting a basic report that contains just the matching keywords and the item count totals or a report that has both the matching keywords along with the corresponding keyword variations. Both reports show the keyword count results for each item category.

Note: See *"Considerations" on page 79* for exporting reports.

Generating a keyword

If all you need to search are the keywords and not the keyword variations, then select the **Normal filter and count generation** option in the **Filter and Count Generation** section on the Advanced Search page. Otherwise, select **Generate keyword details for filters and report**.

To export the Keyword Detail report

1. Click **Export Keywords** in the Keywords section.
2. View the results in a Microsoft Excel (XLSX format) spreadsheet.

Search Hit Report

This report includes information about keyword hits in your collection data. Use this report to map Doc IDs to keyword hits. Since the keyword filter is item-based, the counts are also item-based. To be included in the report, the keyword search results must return at least one keyword that is a hit.

Note: The report requires that the Advanced Search option **Generate keyword details for filters and report** option be selected.

To create the Search Hit Report

1. Click **Search Hit Report** in the Keywords section. This submits a job to generate the Search Hit Report. This Report will include all the searchable Doc IDs corresponding to every query line. Once the job successfully completes, you can view the report.

2. View the results in a Microsoft Excel spreadsheet.

The following is a sample of the Search Hit report:

	A	B	C	D
1	**Searchable Doc ID**	**fail AND test**	**energy AND cat**	
2	0.7.19.6320	X		
3	0.7.19.7025	X		
4	0.7.19.6358	X		
5	0.7.19.6376	X		
6	0.7.19.7121	X		
7	0.7.19.6231	X		
8	0.7.19.6283	X		
9	0.7.19.10265		X	
10	0.7.19.9166-000001	X		
11	0.7.19.10953	X		
12	0.7.19.10954	X		
13	0.7.19.10952	X		
14	0.7.19.10916	X		
15	0.7.19.10951	X		
16	0.7.19.10950	X		
17	0.7.19.10905	X		
18	0.7.19.10904	X		
19	0.7.19.10915	X		
20	0.7.19.10946	X		
21	0.7.19.10218-000001	X		
22	0.7.19.10196-000001	X		
23	0.7.19.10196-000002	X		
24	0.7.19.10196-000003	X		
25	0.7.19.10231-000001	X		

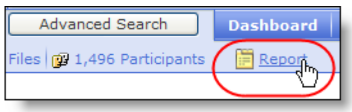
Search Hit Report

Concept Search Report

The Concept search report provides a summary of the search itself, and the results of the search including the original concept searched, plus terms added in the Concept Explorer area of the Concept Builder. Additionally, the report lists the Common Concept Terms for the refined final search, which were used to select documents for the result set.

To view the Search Reports screen

1. Click **Report** under the **Analysis & Review** module.



The Search Report opens.

2. View the search results information in Microsoft Excel (XLSX).

Note: Concept term and related common terms are listed in the Summary under "Search Report", and in the "Concept" section.

3. To export the report (XLSX format), click **Export Report**.

Advanced Search

This chapter provides a comprehensive overview of the advanced search capabilities of the Veritas eDiscovery Platform. This section is intended for end users who want to run advanced searches using search query syntax.

Refer to the following search types:

- *"Advanced Searches: Overview" on page 86*
- *"Stemmed Searches" on page 87*
- *"Boolean Searches" on page 88*
- *"Wildcard Searches" on page 89*
- *"Phrase Searches" on page 90*
- *"Proximity Searches" on page 91*
- *"Transparent Searches" on page 93*
- *"Participant Searches" on page 101*
- *"Concept Searches" on page 104*
- *"Freeform Searches" on page 107*
- *"Journal Envelope Message Searches" on page 116*
- *"Email Header Searches" on page 117*
- *"Reason Code Tag Searches" on page 121*

Refer to the following related advanced search topics:

- *"Non-English Language Searches" on page 123*
- *"Punctuation Searches" on page 125*
- *"Search Examples" on page 127*
- *"Frequently Asked Questions" on page 128*

See also:

- *"Search Reference" on page 129*

For information on how to perform basic or advanced searches, or for keyword quick references, see *"Search" on page 21*.

Advanced Searches: Overview

Review the following general notes about advanced searches:

- Searches involving Boolean, phrase, wildcard, or proximity queries can be entered into the *Basic Search* field, or *Any of these words* field on the Advanced Search screen. These types of searches are generally not supported in other fields within Advanced search.
- The size of the input fields on the Advanced Search screen will grow as you add text.
- If you enter words in more than one field on the Advanced Search screen, the search results include only documents that match all of the fields. Each term is ANDed with every other term in the search.

Example	Search Results
Any of these words field: **energy** *The exact phrase* field: **nuclear power**	Find items that include the word "energy" and also include the phrase "nuclear power"

- All searches from the Basic Search field and Advanced Search screen are case insensitive. Operators (e.g. AND, OR, NOT) must be uppercase. In email and file content, the product will index certain punctuation characters and treat others as spaces in order to make as many words searchable as possible. Treatment of punctuation characters has changed since version 4.5. Please refer to the Appendices for additional information.
- As of version 4.5 and beyond, all words are indexed. In prior versions, stop words (such as "and" and "the") were ignored unless they are included in exact phrase searches with one or more additional search terms. All cases started in those versions will continue to ignore stop words.
- Search queries without any advanced operations are limited to approximately 8,000 terms. This limit is lowered when searches include wildcard or proximity queries.
- Starting with 7.1.2 Fix 2, you can do advanced searches based on Journal envelope information, and view "Bcc" information and the expanded distribution lists (after processing, in the Analysis & Review module).
- MSG journal support is only available for cases created on V8.0 onward. EML journal support is only available for cases created in V8.1.1 onward. If your case was originally created on earlier versions of the product the search and any EML functionality is not be available.

Stemmed Searches

Stemmed searches find variations of words such as plurals or alternative verb forms. For example, if you search for "test", stemming will also find instances of "tests" and "testing". The Basic Search field always uses Stemming. In the Advanced Search screen, you can choose whether to run a stemmed search or a literal search by using the Search all variations of the keyword terms (stemmed search) check box.

Additional Notes

- Terms contained in the To, From, CC, BCC, and attachment/file name fields in an email and the filename of loose files are not stemmed during processing in order to reduce false positives. See the FAQ on Stemming vs. Wildcard searches for more information.
- The product supports stemmed searches in English, Dutch, French, German, Italian, Japanese, Korean, Portuguese, Russian and Spanish. By default, only English words are stemmed. Stemming for additional languages is controlled by your administrator. When stemming is configured for more than one language, the system will perform stemming for all languages on each submitted term. For example, if you enter restaurant and both English and French stemming is configured, then the system will search for both English and French variants of this term. Note that the product does not perform any language translation.
- The product supports two methods for supporting stemmed searches in English: linguistic stemming and suffix-based stemming. Linguistic stemming uses part of speech analysis to determine stemming rules. For example, this option considers "went" as a variant of "go." Suffix-based stemming uses the Porter algorithm to strip out common word suffixes (such as "s" or "ing"). This algorithm is useful for finding nouns in their plural and singular forms. Both methods are configured by default.

Boolean Searches

Refer to the following topics in this section:

- *“Logic Operators” in the next section*
- *“Grouping” on page 89*

Logic Operators

Individual query terms can be combined together into more complex search requests by using logic operators. The following table describes the available logic operators. The text operators, OR, AND, and NOT must be entered in uppercase.

Logic Operators

Operator	Description
OR	Includes documents that contain either of the terms connected by the OR. The OR operator is the default conjunction operator. This means that if there is no operator between two terms, the OR operator is used. *Example* — *Query Syntax* Search for either coffee or tea — coffee tea coffee OR tea
AND	Includes only documents that contain both terms connected by the AND. *Example* — *Query Syntax* Search for espresso and cappuccino — espresso AND cappuccino When performing searches, the product treats messages and attachments as separate documents. With an AND search, a match occurs for a message only if all of the words are in the message or in an attachment. A match does not occur if the words are split between the message and an attachment.
NOT	Excludes documents that contain the term after the NOT operator. *Example* — *Query Syntax* Search for “french roast” but not decaf — “french roast” NOT decaf Note that the NOT operator cannot be used with just one term. For example, the following query entered with no other search criteria will not return any results, even if one or more documents do not contain the term chai: NOT chai Like AND searches, NOT searches will treat messages and attachments as separate documents. In the example above, an email whose message body contained “french roast” and decaf but whose attachment contained “french roast” but did not contain decaf would still be included in the search results. Note that keywords entered in the None of these words field in the Advanced Search screen behave differently from keywords after the NOT operator. A search using None of these words will exclude messages if the email body or any of the attachments match the specified query. In the example above, an email whose message body contained “french roast” and decaf but whose attachment contained “french roast” but did not contain decaf would be excluded in the search results.

Grouping

Use parentheses to group clauses to form sub-queries and control the Boolean logic for a query.

Example	Query Syntax
Search for either **coffee** or **tea** and the word **milk**	(coffee OR tea) AND milk

Wildcard Searches

Use a ? for single character and a * for multiple character wildcard searches. Wildcard characters can be used in the beginning, middle or end of a term.

Refer to the following topics in this section:

- *"Single Character Wildcard" in the next section*
- *"Multiple Character Wildcard" on page 89*

Single Character Wildcard

The single-character wildcard matches on any single character in the wildcard position.

Example	Query Syntax
Search for **text** or **test**	te?t

Multiple Character Wildcard

The multiple character wildcard searches matches on zero or more characters.

Example	Query Syntax
Search for **test**, **tests**, or **tester**	test*

Additional Notes

- The use of wildcards is not supported when used in conjunction with non-indexed characters, such as leading or trailing punctuation characters. See the Appendices on tokenization for more information on which punctuation characters are indexed and searchable.

- Wildcards can be used in the following Advanced Search fields:
  - Keywords Section
  - Any of these words, All of these words, None of these words
  - Identifiers Section
  - Source name and location
  - Email Section
  - Subject
  - Attachment/File Section
  - Any of the words
- Hit highlighting of wildcard terms via the Advanced Freeform search page is not supported.
- Searches containing non-ASCII characters and wildcards could return an error due to too many results. If this error occurs, group the non-ASCII characters and wildcards in angle brackets. This prevents the wildcard from running as a separate search.

Phrase Searches

A phrase is a group of words enclosed in double quotation marks. Phrase searches will find documents containing the terms within the quotes in the same order with no intervening other terms.

Example	Query Syntax
Search for the exact phrase: **grande latte**	“grande latte”

Additional Notes

- Phrase searches can be run as stemmed or literal searches. For example, if run as a stemmed search, the phrase “energy policy” will match “energy policies” as well as “energy policy”. Phrases entered in Basic search are automatically run as stemmed searches. The Basic Search field always uses Stemming. In Advanced Search, you can choose whether to run a stemmed search or a literal search.
- Searches using the Exact Phrase field on the Advanced Search page do not support the same functionality as Phrase searches using quotes entered into the Any of these words field. For example, you cannot use wildcards in the Exact Phrase field. For complex queries, it is recommended to use phrase searches in the Any of these words field instead of the Exact Phrase field.

Proximity Searches

Proximity searches find words that have a specific number of intervening words. When performing proximity searches, the word order in the phrase does not matter. The product supports proximity searches containing two or more terms. You can perform a proximity search two ways:

- Separate search terms with w/n.

  Example:

  budget w/10 issues

  Note: Because w/n is now an operator, searches containing the string, w/n, are interpreted as proximity searches. Verify that the saved searches of upgraded cases are not impacted. Upgraded cases containing saved searches with the string, w/n, may result in an error. Saved searches with the string, NOT w/n, are now run as a proximity search.

- Add a tilde (~) at the end of a phrase (quoted string) followed by the total number of other words that are allowed to come between the words in the phrase.

  Example:

  "budget issues"~10

  Both searches will find documents where there are 10 or fewer intervening words between "budget" and "issues" or where there are 10 or fewer intervening words between "issues" and "budget."

  Note: Wildcard characters (* or ?) can be used within proximity searches only in Basic search and the Advanced search Any of these words fields.

Additional Notes

- The product's proximity search specifies the number of intervening words allowed between terms. Users who are running searches for others should verify with the search author as to how many intervening terms they want between the words.
- Proximity search is limited to certain fields or regions within email messages and does not span email messages and attachments. For example, proximity searches do not span the Recipient (To) and subject metadata fields or the subject and body regions of an email. Proximity searching does not span email or attachment boundaries. The section *"Freeform Searches" on page 107* contains a list of regions within emails.
- Hit highlighting for proximity searches is not limited by the proximity number. For example, for the search budget w/10 issues, the terms "budget" and "issues" will be highlighted throughout the document not just when there are only 10 intervening terms or less.
- Proximity searches can be used to find specific number sequences, such as phone numbers or social security numbers when written according to the following example:

  <???-??-????> w/12 "social security"

This example will find a social security number in proximity to the phrase “social security”. You may want to consider cases where “SSN” or no text at all is near the social security number. See *“Social Security Numbers Search String” on page 131*. Be aware that this search can yield false positives.

Note: Note: Using wildcards alone may match similar unwanted text combinations, such as the phrase “one-to-many”. However, grouping the wildcards with proximity search phrasing will reduce the number of false positives in your results.

- When constructing proximity searches using the tilde format, there should be no spaces between quote marks, ~, or proximity number. For example, “budget issues” ~10 will not be recognized as a proximity search.

Nested Proximity Searches

Nested proximity searches combine two query types, proximity and grouping. Examples of nested proximity searches include:

Example Nested Proximity Search Syntax	Search Results
“apple pie” w/5 (“strawberry cheesecake” w/10 “apple tart”)	Finds all documents that contain all three phrases “apple pie”, “strawberry cheesecake” and “apple tart” which contains at least one occurrence of “strawberry cheesecake” that is within 10 words of “apple tart” which is also within 5 words of “apple pie”.
NOT (“apple pie” w/10 “apple tart”)	Excludes all documents that contained the phrase “apple pie” within 10 words of “apple tart”
“blueberry scone” NOT (“apple pie” w/10 “apple tart”)	Finds all documents that contained the phrase “blueberry scone” but by contrast, did not also contain “apple pie” within 10 words of “apple tart”.
NOT “blueberry scone” NOT w/10 “apple tart”	Finds all documents that contain the phrase “blueberry scone” in which “blueberry scone” does not appear within 10 words of “apple tart”.

Transparent Searches

Transparent Search is designed to provide deep visibility into how searches are performed in order to improve the ability to cull irrelevant information. Transparent Search makes it easy to follow search best practices including search query testing, sampling and refining. Transparent search is comprised of four features.

- Search Preview - Provides visibility into matching keyword variations for wildcard and stemming searches prior to running a search. You can selectively include relevant variations or exclude false positive variations in the search query, removing irrelevant documents from search results.
- Multiple Query Analytics - Allows you to run multiple queries as part of a single search and get analytical data for each individual query as well as all queries combined.
- Search Filters - Enables filtering of search results based on individual queries or variations within a multi-query search allowing you to sample and test the results for each query in a multiple query search.
- Search Report - Creates a comprehensive report that documents all search criteria, including selections from search preview, and provides detailed analytics of the results for both the overall search and the individual queries within the search.

Refer to the following topics in this section:

- *"Using the Search Preview Feature" in the next section*
- *"Using Multiple Query Analytics" on page 94*
- *"Running Transparent Searches" on page 95*

Using the Search Preview Feature

The search preview feature can be accessed by clicking on the icon to the right of the Any of These Words field on the Advanced Search page.

The search preview window shows all the variations for each wildcard or stemmed keyword within your search query. For example, if the query contains the keyword hir*, the window will show all terms within your data set whose first three characters are hir. If you have selected the Search All Variations of the Keyword Terms (Stemmed Search) option then the search preview window will display all stemmed variations of that term. Search preview allows you to select or de-select each shown variation including the relevant ones and excluding the non-relevant, false positive variations.

Only selected variations will be included in the search. If you do not open the search preview window and run a search with wildcard or stemmed keyword variations, then the search will run as if you had selected all variations.

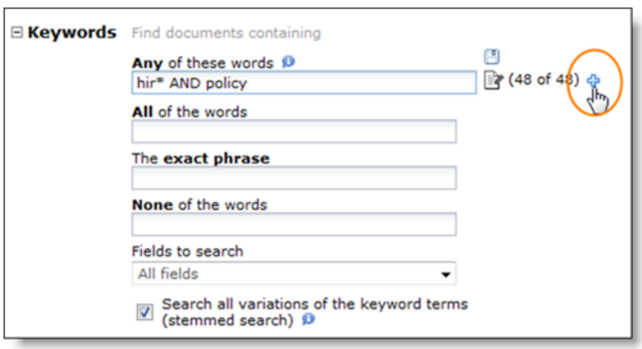
Additional Notes

- The search preview feature is not available for literal searches without wildcards.

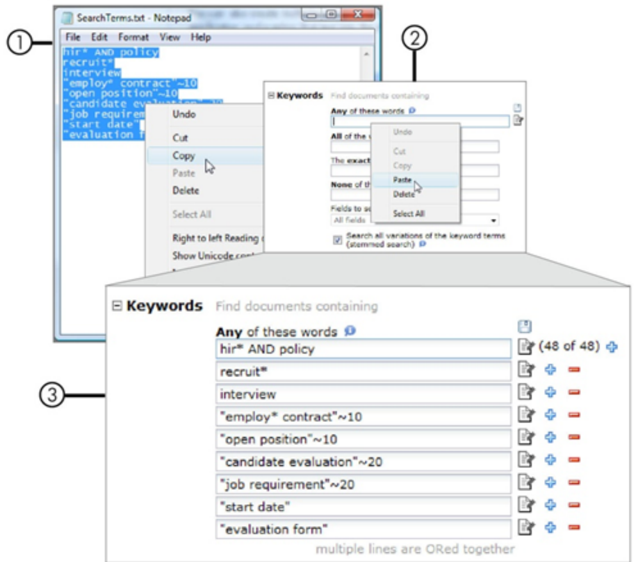
- Because terms within the To, From, Cc, Bcc, and attachment/file name fields are not stemmed, selected stemmed variations will not be searched within those fields. Only the unstemmed keywords entered into the Any of These Words field will be searched for within those fields.
- The counts in the search preview window are not affected by the Fields to Search setting or by visibility filters.

Using Multiple Query Analytics

Transparent Search supports the ability to simultaneously run multiple queries and provide filters and analytics on each individual query plus the combination of all submitted queries. You can create a search with multiple queries by adding multiple query rows. A query row is an additional Any of These Words field on the Advanced search page and can be created by clicking on the + icon.



You can also create multiple query rows by (1) copying searches from text in another application and (2) pasting that text into the Any of These Words field. (3) A query row is created for every line of copied text.



Additional Notes

- The number of query rows allowed in a search is limited to 100.

Running Transparent Searches

You can run a Transparent Search that includes only your selected variations for each query by clicking **Run Search**. This will produce filters and report analytics for each query contained in the submitted search. You can generate more detailed filter and report analytics for each selected variation combinations by checking the Generate Keyword Details for Filters and Report.

Filter and Count Generation options within the Advanced Search window

Filter and Count Generation Options

- Limit filter and count generation for improved search speed.

  If selected, Sender, Recipient and Keyword filter information will not be generated. In addition, the Participants page will not be available and the Search Report will not display keywords or counts. To see this information, you may re-run the search at any time without this option selected.

- Normal filter and count generation.

  Creates a filter for each search term entered, however, it does not create a filter for the expanded, wildcard matches of the search terms.

- Generate keyword details for filters and report.

  Creates filters for the search terms and all wildcard matches of the search terms.

  Note: It takes significantly more resources and time to run searches with the **Generate Keyword Details for Filters and Report** option selected. The performance of a search with this option checked is affected by the number of keywords within an Any of These Words query row field and the number of query rows. Currently, these searches are limited to 10,000 keyword combinations, which might take approximately 20-30 minutes to run. Keyword combinations are the number searches that are generated from a search using wildcards or stemming. For example, if the term hir* expanded to hire and hired, then the search hir* AND policy would have two keyword combinations: hire AND policy and hired AND policy. Searches that exceed that number of combinations and are likely to take longer to run will produce an error similar to the following: "Term expansion combinations count of [X] exceeds the limit of 10,000. Reduce selected expansions or disable keyword details."

Running Transparent Searches - Search Jobs

If the system determines that the search is large, the system automatically creates a job for the search, which is run in the background as shown below. When a search runs as a job, the results of the search are calculated and saved with the search in order to enable quicker access to the results of large searches.

Search jobs run in the Searches area on the Documents screen and are shown with a spinning magnifying glass icon and a Cancel option. Completed search jobs have a grayed magnifying glass icon and Edit and Refresh options. The results of a completed search job can be accessed by clicking on the search name. Searches that are not run in the background as jobs are indicated by a non-colored magnifying glass with an Edit option.

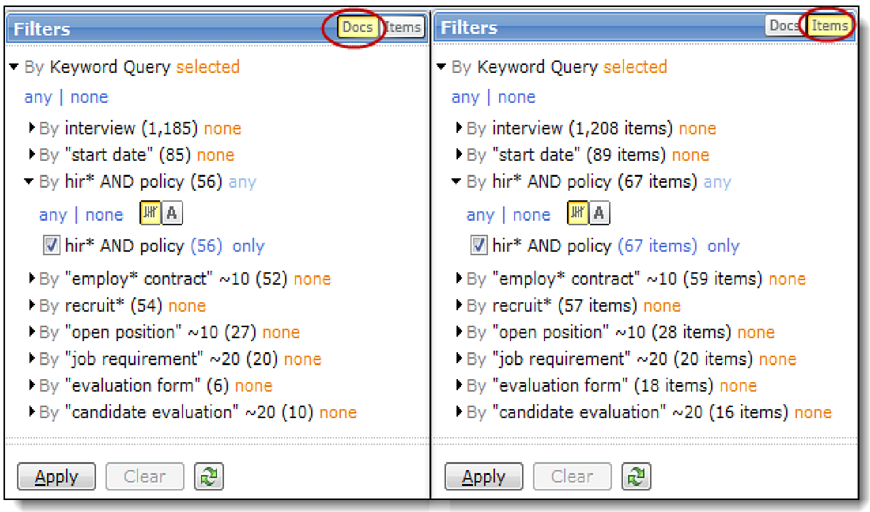
Additional Notes

- If additional documents are processed or additional tags have been made and the search contains tagging search criteria, then the results of the search job can become "stale" or out-of-date. You can either review your saved results or re-run the search to update the results by clicking on the search job as shown above.
- The system will save the results of up to 50 search jobs. After the 50th search is reached, the system will delete the results associated with a job but not the query. You will still be able to access the results of a search by clicking on the search in the Searches window, but you will only be able to re-run the search. You will not be able to access the saved results.

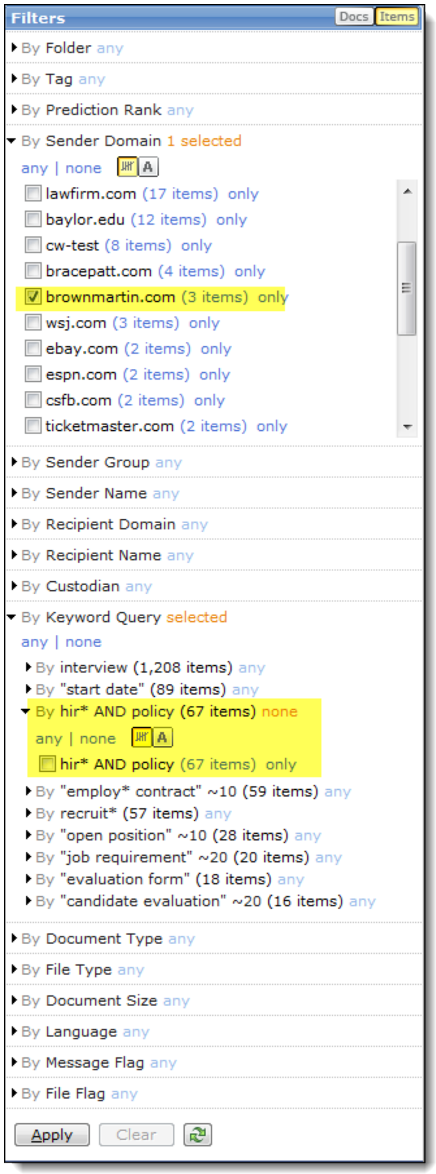
- Saved results in search jobs are not affected by visibility filters. If this is a concern, save these searches as Private Saved Searches.

Using Keyword Query Filters

The product generates keyword query filters for each search. These filters are item-based and enable you to restrict your overall results to the documents that match a single query row within your Advanced search. To quickly filter search results, simply select the filter and click **Apply**. In the following example, selecting hir* AND policy restricts the filtered results to the 56 documents that only match the query.

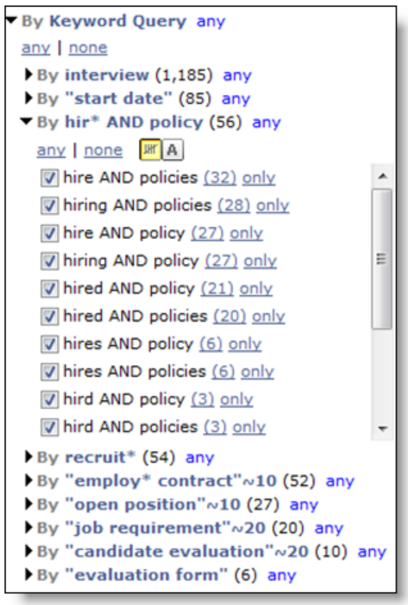


You can also build complex filters using multiple criteria. In this example, one Sender Domain filter value has been checked and the Keyword Query filter for the search hir* AND policy has been unchecked. This will filter results to find emails sent from the selected domain and will not include emails that only match the hir* AND policy query.



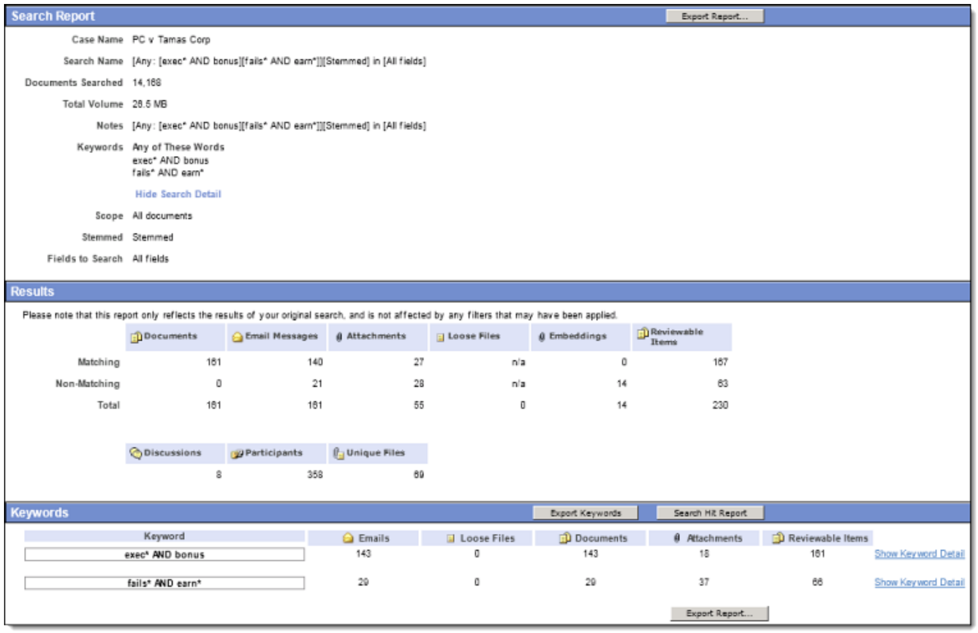
Highlighted filters applied to the search

Checking the Generate Keyword Details For Filters and Report option when you perform your search will generate additional keyword query filters. For example, without this option, you have the option to filter on all of the documents that match the query hir* AND policy. With this option checked, you also have the ability to match all of the query expansions of this query, such as hired AND policy or hire AND policies.



Using the Search Report

The Search Report provides information on the specified search criteria and results of a search. For more information, see *"Using the Search Reports Screen" on page 76*.



The Search Report has three sections: Search Report, Results, and Keywords

Note: If you have run a concept search, the Search Report will include a Concepts section displaying the total concept terms applied in the search. See Concept Search.

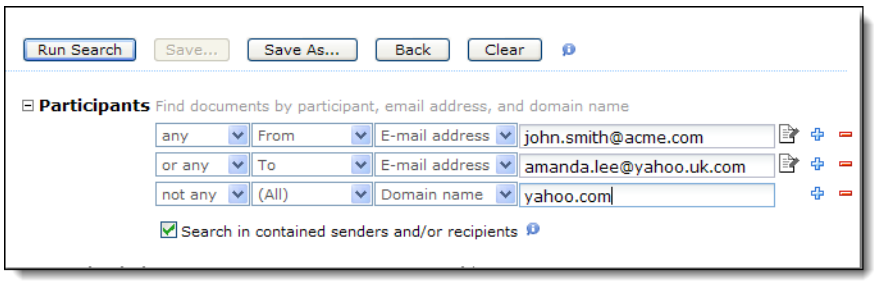
Additional Notes

The information listed in the Search Report is not affected by any applied or saved filters

Participant Searches

There are two ways to perform a participant search on the Advanced Search page. The Participants search area is an expandable alternative to using the static keyword search fields on the left side (such as “Any of these words”), allowing users to perform a more robust participant search.

Using the Participant search feature provides greater control and flexibility in the types of searches you can perform. A complex participant search can be expanded using multiple rows, each of which contains three drop-down boxes and a text field.



- General Rules - Multiple names, email addresses, or domains must be separated by semicolons (;).
- Email Addresses - To search for an alias, enter alias(<aliasname>) (or click to select any email address (primary or secondary) for any known participant.
- Participants - The name order is not critical. To find all documents sent or owned by a participant, enter the first, last or last, first:

Example	Query Syntax
Search for the participant: **john smith**	john smith or smith john

- Domains - If entering a partial domain, specify the right-most portion of the name, and include the full text between period delimiters.

Example	Query Syntax
[Broad]: Search all documents from: yahoo	yahoo.com [includes all yahoo domains, including yahoo.com and segments such as images.yahoo.com (but not images.yahoo.co.uk)]
[Narrower]: Search all documents from: images.yahoo.com.hk	images.yahoo.com.hk [includes only the images.yahoo.com.hk domain]

Field/Option	Description
Any/ **and any/** **or any/** **not any**	Finds documents that have the specified participant names, email addresses, or domains according to the following operators: • **any** (in the first row) specifies that for the text entered, only one of the criteria must match in a document for the entire row to be considered a match. • **and any** specifies that the criteria in that row are required in the search. • **or any** (in subsequent rows) is optional, indicating that the same documents can contain the text entered in that row. (However, one row must be required if all others are optional.) • **not any** indicates that the documents must not contain the (prohibited) criteria that follow in that row. (If documents contain any participants in a prohibited row, those documents will not appear in your results.)
(All)/ **(Recipients)/** **From/** **To/** **Cc/** **Bcc**	Finds documents that have the specified names, email addresses, or domains according to the following rules: • (**All**) searches all fields: From, To, Cc, or Bcc (fields are blank on loose files). • (**Recipients**) finds documents in the To, Cc, or Bcc fields. • To search any single sender or recipient field, select From, To, Cc, or Bcc. These fields represent the specified individual and search all documents from all of that individual's email addresses.) • If the "Search in contained senders and/or recipients" option is selected, the equivalent contained fields are also searched. **Note:** See **Participants/E-mail address/Domain name** field options for usage.
Participant/ **E-mail address/** **Domain name**	Specifies the search type: • **Participant** - searches for all documents from an individual by primary email address. Results will contain the primary email address of the selected participant. (A participant search on a secondary email address will not return any results.) **Note:** The "primary" email address is determined by the first address found for a given participant when data is indexed. • **E-mail address** - searches for documents with an exact match of the original email address (finds all messages from or to a single email address). The email selector can be used to identify documents from the participant with the exact email address. • **Domain** - searches for documents with part or all of a domain from the original email address. (Sender and recipient domains are generated using the original email address domains so that the domain will appear in the appropriate field of the filtered documents in your results.) **Note:** See **Additional Notes**.
Search in contained senders and/or recipients (Checkbox)	
	Finds messages with senders or recipients that are in contained emails (email messages that have been replied to or forwarded)

Additional Notes

- **Differences between the two participant search methods**. Searches executed from the left side of the Advanced Search screen are broader in scope. Participants are included if "All fields" is selected (by default), or "Senders and recipients", but cannot be limited to, for example, only senders. This search will find original email addresses (or, in upgraded cases, both primary and original email). For example, searches for "jsmith@yahoo.com" in "senders/recipients" return documents containing that email address. However, if another document was sent by "jsmith@acme.com", no results are returned, even if the "acme" address was John Smith's primary email address.

  Note: To refine your search, use the Participants search area to specify the sender and/or recipients, participant email addresses (including the participant picker to select from a list of existing individuals and email addresses), and/or domains.

- **How domains in participant searches are tokenized**. Tokenization is done by splitting domains on the period delimiter (to provide additional flexibility of not requiring users to enter the entire domain).

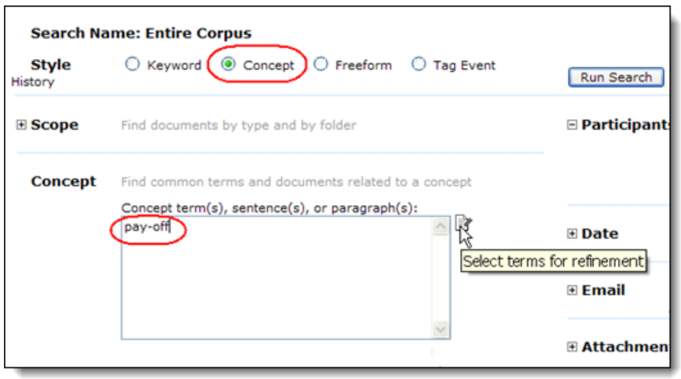
- **Wildcard searches in participant search types**. All three search types (participant, email address, and domain) support the use of wildcard searches using ? and *. However, use of wildcards in Participant searches will not initiate a background search and could considerably slow performance. Additionally, you cannot choose term variations, and expansions are limited to 100,000 terms.

  Note: Avoid leading wildcard searches, such as *gma* (for gmail), as this can significantly slow the search process.

- **Participant Search filters**. The Sender Name and Recipient Name filters are generated representing the individual with that name, including all messages from all of that individual's email addresses. (There is no set of filters for original email addresses.) Prior to version 6.1, these filters were generated using the primary email address domains for each document in the search results, but the system now applies original email address domain filters. Essentially, when a domain filter is applied, the domain of interest will be present in the appropriate field of each of the filtered documents.

Concept Searches

In an Advanced Concept Search, you can enter multiple concept terms and custom-refine your search.



Advanced Concept Search

Advanced Concept search encompasses the Concept Builder (containing the Concept Search Preview and Concept Search Explorer), and the Concept Search Report.

Clicking the "edit" icon next to the box containing your concept terms opens the Concept Builder, allowing you to refine your concept by building on related terms in Search Preview and Explorer.

Concept Search Workflow

1. Based on your original concept, start in Search Preview to select (or de-select) terms that are relevant only to your case.

   For example, searching for the concept "pay-off" will list all terms found to contain or be related to its meaning, such as "evidence", "profits" or "government"

2. As you select terms in the Preview pane, a graphical view of how your concept relates to other terms is shown (as a blue bubble with connecting terms) in Search Explorer to the right. This allows you to select only the precise terms related to the word "pay-off" that should be included in your search. You can continue building and viewing related concepts in the Explorer view by clicking and dragging words. Clicking a word (related concept) in Explorer view allows you to build on that term as a related concept. Clicking **Refresh** (at the bottom left of the Concept Builder window) shows you how many documents, based on the current selected concept terms, will be found in your results.

   For example, if your document count is too large, and for your case, you are only interested in the related term "profits", you can refine your search by clicking the word "profits" in the Explorer view. A new (orange) bubble appears, stemmed from your original concept.

Depending on where you want to focus your search, use the play buttons (at the top of the window) to go forward or back through your changes to adjust the total number of documents.

Each time you arrange or adjust your terms, click the **Refresh** link to update the document count. (The link becomes unavailable if the count is current after the last modification).

3. When you are ready to run the search, click **Save Concept**. This returns you to the Advanced Search page, where you can click **Run Search** to view your results.

   You can also use Concept Builder to run the same terms as keywords. Clicking **Save as** Keywords from the Concept Builder window returns you to the Advanced Search page with the terms pre-populated in the Keywords section.

4. After saving and running your search, view your results showing the highlighted terms (as shown in the Common Concept Terms box). This lists the terms selected for the original concept as well as other conceptually related terms.

5. Report on your search results by viewing the Concept section of the Search Report, which displays the original concept term and all common concept terms included in your search.

Additional Notes

- Search Preview displays up to 200 related terms, out of which you can select 20. Plus, any additional concept terms are shown, which the system determines are closely related to the selected concept terms.
- In the search results, the following terms are displayed:
  - The original list of input terms, including
  - Any additional terms you selected in Search Preview and Search Explorer, plus additional list of ranked terms
- Concept terms are also highlighted in the document results, indicating the reason a specific document was considered related.
- Stop words such as "and", "or", "the" in your original terms are excluded before searching for related terms or documents. See the section on performance-sensitive indexes in *"Stop Words for Cases Started Prior to Version 4.5" on page 135* for a full list of excluded words.
- Concept searches can be combined with Tag, Folder, Participant and other selections in an Advanced Search.
- All terms listed in the Common Concept Terms box are shown in order of frequent occurrence near the selected terms.
- Best practice is to save your concept first, then save your search. If you want to run a Keyword search, click the "edit" icon to re-open Concept Builder. From the Concept Builder window, click Save As Keywords, then save (or run) that search.
- You can always go from a concept search to a keyword search; however, if a search is saved after running it as a keyword search, your concept information is not saved, and therefore not available to reconstruct the concept.

Freeform Searches

The Freeform Search feature allows you to construct queries using the full power of the underlying search engine. This section describes how to construct effective freeform searches.

About the Freeform Search Page

To open the Freeform Search page, click **Advanced Search** on the Basic Search bar, and click **Freeform**. Note that separate text boxes are provided for message queries and file queries. Separate queries are required for messages and files because the data is stored in separate indexes. The query strings entered in each text box are treated as an AND search, along with any other search criteria you specify on the page.

Basic Freeform Queries

Freeform queries can include terms, fields, and logic operators, as described below. Note the following rules:

- All searches are case-insensitive.
- Each of the two query fields (message and file) can contain up to 8,000 tokens. Tokens are individual query elements, such as terms and fields.
- The maximum text length of a query depends on your browser, but is usually 128K.
- In addition to the Freeform Search page, the product supports basic freeform queries in the Basic search and Advanced search Any of these words fields, including phrase, logic operators, grouping, wildcard, and proximity searches.
- Advanced freeform queries, such as field selection, fuzzy searches and boosting are not supported in the Basic search, or Advanced search in the *Any of these words* fields.
- Field selection, fuzzy searches and boosting are only supported through the Freeform search screen.

Terms

There are two types of terms: single terms and phrases:

- A single term is one word, such as “coffee” or “tea.” A phrase is a group of words enclosed in double quotation marks, such as “grande latte.”
- Multiple terms can be combined together with logic operators to form a more complex query (see “Logic Operators”).

Logic Operators

Individual query elements can be combined together into more complex search requests by using logic operators. Refer to the table for basic Logical Operators in *"Boolean Searches" on page 88*.

The following table describes additional logic operators and how they can be used to combined search terms.

Logic Operators

Operator	Description	
+	Includes only documents that contain terms after the + symbol (but only the word immediately following the symbol).	
	Example	*Query Syntax*
	Search for "mocha" (but may contain "beans")	+mocha beans
-	Excludes documents that contain the term after the - symbol.	
	Example	*Query Syntax*
	Search for "bagel" but not contain "cream cheese"	bagel -"cream cheese"
	When performing searches, messages and attachments are treated as separate documents. With an AND search, a match occurs for a message only if all of the words are in the message or in an attachment. A match does not occur if the words are split between the message and an attachment.	

Wildcard Searches

The product supports the use of ? and * for single- and multiple-character wildcard searches, respectively.

The single-character wildcard indicates that a match occurs on any character in the wildcard position. For example, to search for "text" or "test" enter:

te?t

Multiple-character wildcard searches look for 0 or more characters. For example, to search for "test", "tests" or "tester", enter:

test*

You can also use the wildcard searches at the beginning or middle of a term.

te*t

You can perform wildcard searches in any of the following Advanced search fields: Any of these words, All of these words, phrase, None of these words, Source name and location, Subject, or Attachment/file - Any of the words, and in Basic search. You can use wildcards in phrase and proximity searches in Basic search or Advanced search Any of these words fields. Wildcards in phrase or proximity searches are not supported in any other fields.

Specifically, wildcard queries can be done in Freeform search, however, wildcard searches are not supported when used in phrase or proximity queries. For example, the following query will find hits with "flaming", "flamingo" or "flamingopink" in the body content:

+u_body:flaming*

However, the following query will ignore the wildcard and is essentially a simple search for "flaming lawn ornament" and will not find a document with "flamingo lawn ornament" in the body:

+u_body:"flaming* lawn ornament"

In this example, the letter "o" completely changes the meaning of the phrase.

Note: Searches containing non-ASCII characters and wildcards could return an error due to too many results. If this error occurs, group the non-ASCII characters and wildcards in angle brackets. This prevents the wildcard from running as a separate search.

Grouping

The product supports using parentheses to group clauses to form sub-queries. This can be very useful if you want to control the Boolean logic for a query. To search for either "coffee" or "tea" and "milk" in a document, use the query:

(coffee OR tea) AND milk

Parentheses can also group multiple clauses to a single field. To search for messages that contains both the word "latte" and the phrase "espresso machine" use the query:

(+latte +"espresso machine")

Proximity Searches

Proximity searches find words that have a specific number of intervening words. When performing proximity searches, the word order in the phrase does not matter. The product supports proximity searches containing two or more terms. You can perform a proximity search two ways:

- Separate search terms with w/n.

  Example:

  budget w/10 issues

Note: Because w/n is now an operator, searches containing the string, w/n, are interpreted as proximity searches. Verify that the saved searches of upgraded cases are not impacted. Upgraded cases containing saved searches with the string, w/n, may produce an error. Saved searches with the string, NOT w/n, are run as a proximity search.

- Add a tilde (~) at the end of a phrase (quoted string) followed by the total number of other words that are allowed to come between the words in the phrase.

  Example:

  "budget issues"~10

Both searches will find documents where there are 10 or fewer intervening words between "budget" and "issues" or where there are 10 or fewer intervening words between "issues" and "budget."

Note: Wildcard characters (* or ?) can be used within proximity searches only in Basic search and the Advanced search Any of these words fields.

Nested Proximity Searches

Nested proximity searches combine two query types, proximity and grouping. Examples of nested proximity searches include:

- **"apple pie" w/5 ("strawberry cheesecake" w/10 "lemon tart")**
- **NOT ("apple pie" w/10 "lemon tart")**
- **"maple scone" NOT ("apple pie" w/10 "lemon tart")**

Advanced Freeform Search Features

The following types of freeform searches are supported:

- Fuzzy Searches
- Fields
- Boosting Terms

Fuzzy Searches

The product supports fuzzy searches based on the Levenshtein Distance, or Edit Distance algorithm. To perform a fuzzy search, add a tilde (~) at the end of a one-word term.

For example, to find terms like "foam" and "roams" in the subject of an email, enter the following fuzzy search:

u_subject:roam~

Fields

Fields let you search specific parts of an email, such as the subject, body, or recipient list. Fields are unstemmed, which means that a match occurs only on the exact text specified in the query.

The following table describes the message query fields.

Note: All field names are case sensitive. You must enter all names exactly as shown in the following tables.

Fields Available in Message Queries

Field Name	Description
fromListIndexed	The sender of an email. Normally this is a single participant, but in some cases (such as when a message is sent “on behalf of” someone else) there can be multiple senders in the index.
toListIndexed	The recipients of the email as specified on the To: line.
ccListIndexed	The recipients of the email as specified on the cc: line.
bccListIndexed	The recipients of the email as specified on the bcc: line.
containedSenderListIndexed	List of senders identified in forwarded emails contained within an original email.
containedRecipientsListIndexed	List of recipients identified in forwarded emails contained within an original email.
ID:<document_ID	The document ID number of a specific document. For example: ID:0.7.87.2171
importance	The importance of the email. Valid values are: • 0. Low importance • 1. Normal importance • 2. High importance For example, to search only messages with normal or high importance, add the following to the query: **importance: (1 OR 2)**
scope	The scope of the email. Valid values are: • 0. Internal (sent between internal participants) • 1. Inbound (sent from an external participant to an internal participant) • 2. Outbound (sent from an internal participant to one or more external participants) For example, to search only internal or inbound messages, add the following to the query: **scope: (0 OR 1)**
sendersDept	The group(s) of the senders
recipientsDepts	The group(s) of the recipients
topicNounPhrase	The most important phrases in the email, as determined by topic classification. **Note:** This functionality only applies to topics in pre-7.0 cases that upgrade. For more information, See “Appendix B: Legacy Topics Support” on page 221
u_subject	Unstemmed subject.
u_body	Unstemmed message text.

Field Name	Description
u_quotedTextN	Unstemmed quoted text regions.
nonEmailAttachment Names	Attachment names found within an email.

The following table describes the file query fields.

Fields Available in Message Queries

Field Name	Description
u_NEAContent	Unstemmed file content. Use this field to find an exact match on the specified file text.
NEAName	The filename.
u_NEAMetadata	Location where file metadata (such as camera type for a photo) is indexed (in newer versions).

Boosting Terms

You can boost certain terms in your search relative to other terms. To boost a term, add a caret after the term, followed by a boost factor (a number). The higher the boost factor, the more relevant the term will be considered when ranking results.

For example, to search for both “breakfast” and “donuts,” but “breakfast” is much more relevant than “donuts,” you can enter:

breakfast^4 donuts

By default, the boost factor of all terms and phrases is 1. Although the boost factor must be positive, you can use a value less than 1 (such as 0.2) to decrease a term's relevance.

Common Freeform Searches

The following examples show how Freeform Search can be used to satisfy common eDiscovery requests.

Finding traffic between two groups

While the Dashboard can be used to monitor group-to-group communication, in some cases you may want to carry out more detailed searches using the full power of Advanced search.

To include a constraint in a Freeform query that restricts the result set to messages that were sent between two groups, use the following query:

(sendersDept:”<Group 1>” AND recipientsDepts:”<Group 2>”) OR (sendersDept:”<Group 2>” AND recipientsDepts:”<Group 1>”)

This logic can be made more complex as necessary; such as to track interactions between more than two groups, or to find documents sent from one of several groups to another group.

Searching for files of a particular type

Freeform search allows you to distinguish between searches on file content and the file name, so that you can limit your searches to files of a particular type. For example, to find loose XLS files and messages that have XLS attachments that contain the word “budget”, use the following file query:

+NEAName:(xls) +NEAContent:(budget)

Finding the blind copy messages that a user received

In a standard advanced search, the “Recipient” field does not distinguish between the To, Cc, or Bcc lines. Using Freeform Search, however, you can easily distinguish between these three fields. For example, to find all messages that were grouped using bcc to someone named Smith, add the following to your message query:

+bccListIndexed:(smith)

Journal Envelope Message Searches

It may be helpful to think of the Journal message as a child message containing the regular “To”, “Cc” and “Bcc” fields and Journal Envelope as a parent message which has these fields merged with its own equivalent fields. This additional information allows users to view, search, and export expanded distribution lists for greater accuracy in filtering on, and producing what was actually indexed in the system.

MSG and EML formats

The platform supports both MSG and EML formats. The difference in the formats is related to the two ways in which the Exchange server is set up for journaling. The first way is journaling to an Exchange mailbox, and the second way involves journaling to an SMTP server. Exchange mailbox means the format is MSG and SMTP means the format is EML.

Basic and Extended Journal Messages

The eDiscovery Platform treats Journal messages depending on its type of archived format.

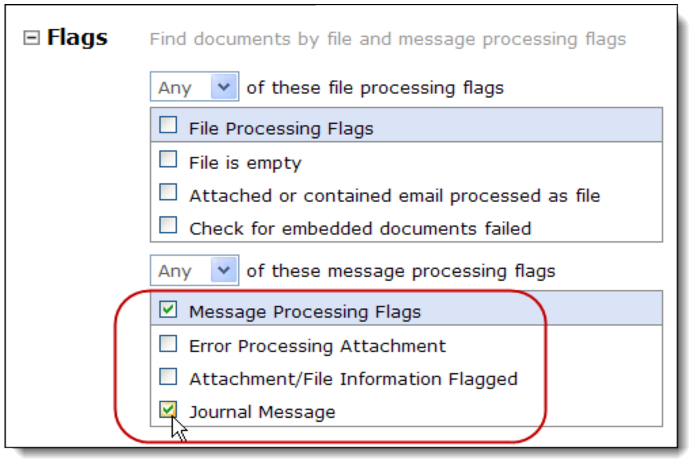
- Extended Format (*Exchange 2007 and later*)—If the Journal message that was archived was in extended format, the product retrieves the following fields from EV: Journal “To”, Journal “Cc”, Journal “Bcc” and “Recipients”. In this case, the regular fields of the child message are merged with the corresponding parent fields.
- Basic Format (*Exchange 2003*)—If the Journal that was archived was in basic format, the product retrieves only the “Recipients” list (without further classification of the other three fields). In this case, the recipients list is added to the regular “To” field.

When performing searches in Analysis & Review, the “To”, “Cc”, “Bcc” fields automatically include their Journal counterparts, and the Journal Recipients field. Searching for “Recipients” or “To” will also search for the Recipients list (for Exchange 2003).

To select Advanced Search options for Journal Messages

The following journal message search assumes that your case administrator has setup the case to add envelope information to the original Journal message.

- From Advanced Search, choose from the following available Journal message options:
  - To search by processing flags, open the Flags section, select the **Message Processing Flags** option and choose **Journal Message**. This will search specifically for Journal Envelope messages.



- To search by participants, open the Participant section and search by *ALL* participants present in the Journal fields.
- To perform a Keyword search, enter "sender and recipients" to include all participants present in the Journal fields.

Email Header Searches

Email headers contain a wealth of information about a message and how it travelled from sender to recipient. This information is not only useful in typical eDiscovery searches but can be valuable in understanding email routing, verifying email authenticity, detecting email spoofing, and assisting with eDiscovery digital forensic investigations.

On the **Advanced Search** page, you can enter some or all of your search terms to find basic or custom email header fields, email header IP addresses and even combine email header searches with other advanced search options. An example of the latter might be an advanced search request that combines the keyword "debt" with the email header fields of "Received" and an IP address).

From the search results page, you can click on the locator hit icon to display the email header results. You can choose to display only the email header search hits (which you can think of as "locator" or web address hits) or all of the email header locator search results. The email header field matches are highlighted for identification. The hit highlighting behaves the same as message search hit highlighting.

Email Header Search Considerations

- Email header search does not allow for Lucene syntax to be entered; users should avoid quotes and special characters.
- There is no phrase or proximity searching.
- Email Header Hit highlighting for email header search results follow the same rules as message search results with the following restriction:

Date/Time Searches: Only date/time email header search results that follow the same format as the original email header are hit highlighted.

Example: If you have a Received field email header with the following date and time format: “15 Jul 2010 21:34:25 -0500”, the product returns hit highlights for any of the following searches:

– 15 Jul 2010

– 2010-07-15

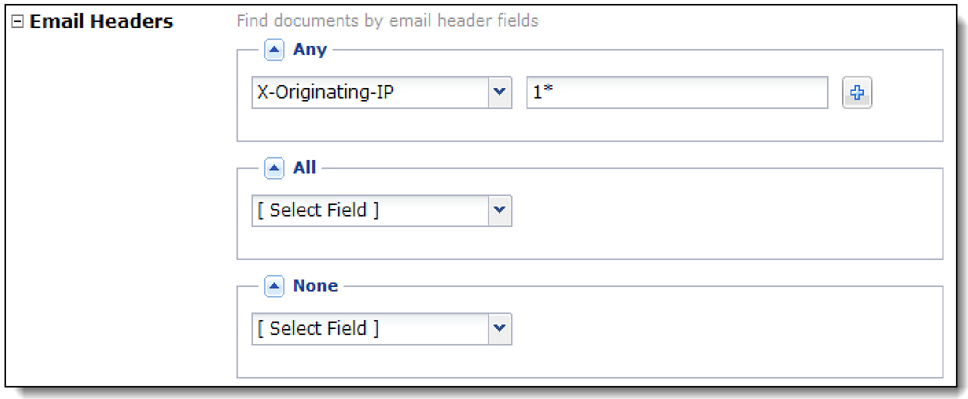
If you search for “07/15/2010”, all results that match the date are returned but they are not highlighted.

To search email headers

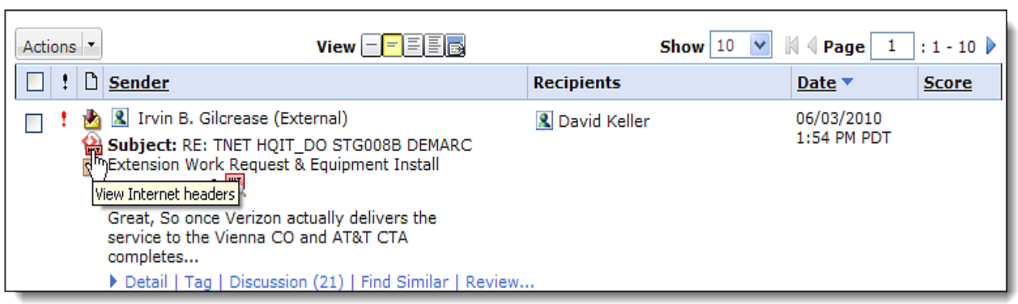
The following email header search assumes that your case administrator has enabled email header search and has selected case appropriate default or custom RFC 2822 compliant email header fields for display, search and export.

1. From **Advanced Search**, open **Email Headers** and select the email header fields within the appropriate boolean operator constraints of Any, All or NONE to construct your search query.

You can search a value in *all* indexed fields by selecting “All Indexed Fields” under the **Any** grouping.



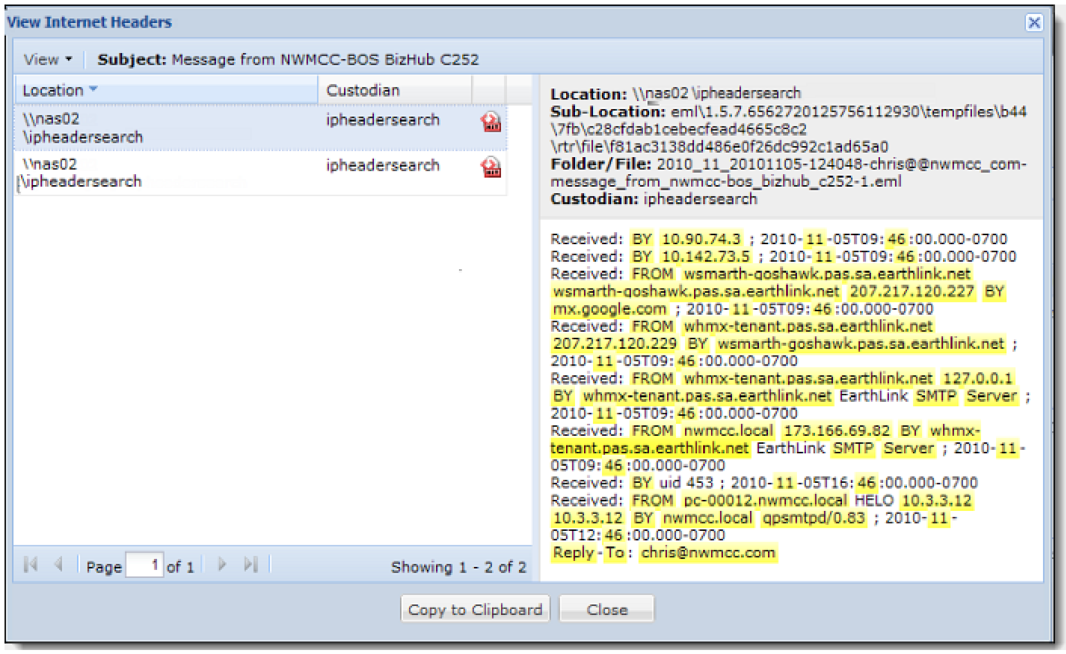
2. Click **Run Search** to view your email header results.



– The eDiscovery Platform displays relevant email locator hits that match your email header field advanced search criteria.

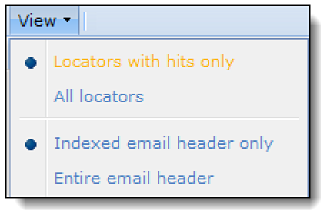
- A new  locator hit icon identifies email header results of interest.

3. Click the locator hit icon to view internet header information



- **View Internet Headers** menu displays in the default view mode (locators with hits only and indexed email header only)
- On the left-hand side is the location or web/internet address
- On the right-hand side is the email header contents
- Matching email header terms are highlighted. For further details on email header highlighting behavior, see *"Email Header Search Considerations" on page 117*.

4. Select the **View** toggle option (Optional) that best suits your needs.



   – **Locators with hits only** - (Default) Since the product de-duplicates emails, an email could be found in multiple locations or present in multiple recipients/custodians. Each of these locations/recipients/custodians are called locators. An Email Header Search may hit content in some locators and may come up empty for other locators. This option displays only the locators where the search found results.

   – **All Locators** - This option displays all locators (all locations where the email was found) regardless of whether those locators contain the search term or not.

   – **Indexed email header only** - (Default) This option displays only the email headers that have been indexed in the case properties.

   – **Entire email header** - All the searchable and non-searchable email header content. This option displays all available email headers.

5. Click **Copy to Clipboard** or **Close**

To search for all IP addresses with the Received email header field

1. From **Advanced Search**, open **Email Headers** and select **Received** under **All** and enter an IP address. For example: “198.51.100*”.

2. Click **Run Search** to view matching IP headers results.

3. The View Internet Header menu displays with the IP address hit highlighted.

Reason Code Tag Searches

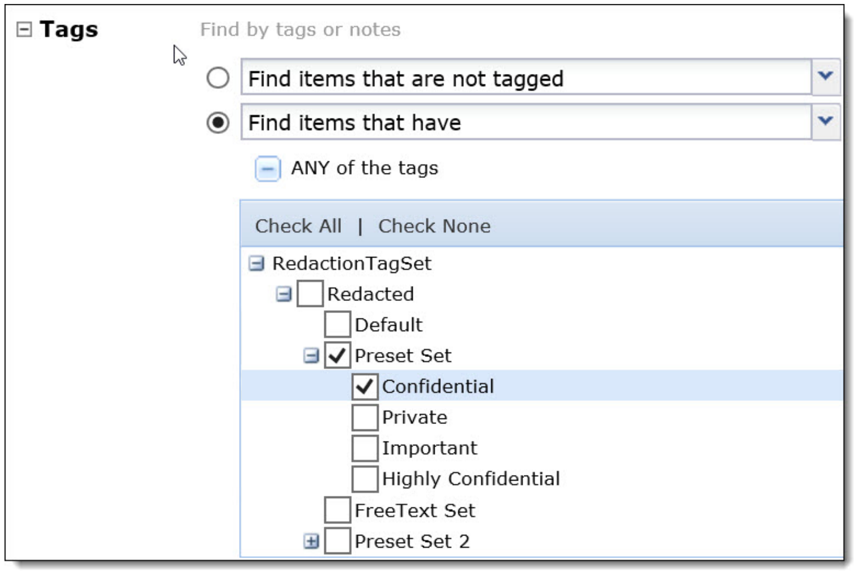
If your eDiscovery administrator has set up and provided preset reason codes, you can filter and use advanced search to quickly find items that meet a specific preset reason code tag.

Note: Tag information is also present in the export XML file.

To search for reason code tags

1. From **Advanced Search**, open **Tags** and select a preset reason code under **RedactionTagSet** > **Redacted** > **Preset Redaction Set**.

   In this example, the administrator has set up four preset reason codes: **Confidential, Private, Important** and **Highly Confidential** and we want to search for documents tagged with “**Confidential**”.



2. Click **Run Search** to view the results.
3. The search list displays all matching preset reason code tags. In this example, all preset reason code tags of **Confidential** will display.

Non-English Language Searches

The product supports searches in all common languages. When performing searches with languages that use characters, such as Chinese, Japanese and Korean, note the following:

- If you enter characters with no spaces, such as:

  北京中国

  (Beijing China)

  The product interprets this as a phrase search and will find documents containing these characters in the exact order you specify.

- To search for documents containing ANY of these characters, enter the characters with spaces or using explicit OR operators. For example:

  北京 中国, or 北京 OR 中国

  will search for Beijing OR China.

- To search for documents containing ALL of these characters but in no particular order, enter the characters using explicit AND operators. For example:

  北京 AND 中国

  will search for Beijing AND China.

- If you do a wildcard search (using ? or *) with Kanji style multi-character sets, you may have mixed, or no results. These conditions are more complex. For example:

  重大收支机会

  this is broken into three tokens:

  重大
  收支
  机会

  To search for any of the tokens in wildcard form, supply only that token with a wildcard.

  Further, for accurate interpretation of wildcards in Chinese, Japanese and Korean languages, the system requires enclosing the phrase with angle brackets: < and >. This enables proper language boundary detection and identification. In the above example, the last of the three tokens and its wildcard variations can be searched using:

  <收*>

Note: Currently, no translation functionality is provided. For more information and examples on multi-character handling, and how to search in languages other than English, refer to the section *"Multiple Language Handling" in the Case Administration Guide*.

Punctuation Searches

The product indexes some punctuation characters but does not index others. In order to maximize searchability, the system also indexes punctuation characters differently depending on where they are found. For example, To, From, Cc, Bcc and filename content is indexed differently from other content. The system also alternatively indexes different types of terms, such as email addresses or terms containing numbers. See the Appendices for details on how punctuation characters are indexed.

Frequently Asked Questions About Punctuation Searches

How does the system handle punctuation searches?

The ability to find documents containing terms that include punctuation characters depends on whether the characters are indexed. If a character is not indexed, then it will, typically, be replaced by a space during indexing. Such a character will also not be searchable and will be replaced by a space when included in a search.

Example

If Not Indexed	Then Processes	Then Indexes
If # is not Indexed:	document containing the term #revenue	revenue (not #revenue)

In this example, this search will find all documents that originally contained #revenue and find all the documents containing revenue on its own or associated with other non-indexed characters, such as (revenue).

Why does the product remove punctuation?

The product removes punctuation characters in this way in order to improve search results. Without this, keyword searches may not find documents in which a word (instead of punctuation) occurred at the end of a sentence, or was enclosed in parentheses. However, it is possible to adjust how the system indexes punctuation characters. See *"Treatment of Punctuations for Cases Started with or after Version 4.5" on page 129* for more information.

If a search contains a term with a punctuation character that has been indexed, only documents containing the term that includes the punctuation character will be found.

Example

Search	Then Finds
Documents containing 10% (and % is indexed)	document containing the term 10% (not containing 10)

Can the product index more than one version of a term?

In order to maximize searchabilty, the system will sometimes index two versions of a term: one with punctuation characters indexed and one or more terms in which punctuation characters are removed. This makes it possible to construct searches to find documents containing these characters, if desired.

Example

If document contains term:	Then:	
risk/reward (and / is a searchable and non-searchable character - both indexed and not indexed)	A. Search: **risk** then search for: **reward**	B. Search: **<risk/reward>** (finds only documents that precisely contain this term)

Note: The use of the “less than” and “greater than” signs <> alerts the system not to remove any punctuation characters when searching the index. It is possible to modify which characters will have this behavior. The system indexes email addresses and numbers in a similar manner. The original address or number containing the term will be indexed and the terms after removal of punctuation characters will also be indexed. (See *“Treatment of Punctuations for Cases Started with or after Version 4.5” on page 129* for more information.)

How does the search engine use punctuation as query syntax?

The search engine uses certain punctuation characters as part of the syntax for constructing search queries. For example, parentheses are used to group terms, and quotes are used for phrase and proximity searches. As a result, searching for these punctuation characters requires instructing the system to not use these characters as part of the query syntax but instead to search for these characters. There are two ways to search for these characters:

- Use the back slash (\) escape character: For example, to search for +10 use \+10
- Use quotes: For example, to search for +10, use “+10”.

  Note: Use this only if the phrase to be searched for does not contain quotes itself.

The following characters need to be escaped or quoted: + - & \ | ! ( ) { } [ ] ^ ~ : ". Wildcard characters * and ? are not currently searchable.

Search Examples

Leading wildcard searches

Example

Search	Query Syntax
Search for words containing “inflate”	*inflate*

Proximity searches

Example

Search	Query Syntax
Search for inflation and profit with 10 or fewer intervening terms in either direction	inflation w/10 profit “inflation profit”~10

Proximity searches containing wildcards

Example

Search	Query Syntax
Search for inflat* profit* with 10 intervening terms	inflat* w/10 profit* “inflat* profit*”~10

Proximity searches containing exact phrases

Example

Search	Query Syntax
Search for the exact phrase “stock option” with 2 intervening words between “stock option” and backdate	“stock option” w/2 backdate

Nested proximity searches

Example

Search	Query Syntax
Search for “inflates” within 5 terms of “profit” within 10 terms of “options” within 5 terms of “backdating”	(inflate w/5 profit) w/10 (options w/5 backdating)

Proximity and NOT searches

Examples (Nested Proximity Searches)

Search	Query Syntax
Search for “stock” except when there are 20 intervening words between stock and “option”	stock NOT w/20 option
Search for all documents not containing “stock” and “option” within 20 terms	NOT (stock w/20 option)

Frequently Asked Questions

Does the system perform in-text character searches?

By default, the product performs term based searching and does not perform an in-text character search. For example, searching for “ch” will not find the word “searches”. If it is required to find in-text characters, a leading/trailing wildcard search, such as *ch*, can be performed. You can also use Search Preview in order to analyze the results of these wildcard searches to evaluate which terms are relevant and which terms are not.

How do I know when to use a stemmed vs. literal search?

The system provides the ability to search with both stemmed variations as well as literal, without requiring re-processing of data. The Basic Search field always performs stemmed searches. In the Advanced Search screen, you can choose whether to run a stemmed search or a literal search by using the Search All Variations of the Keyword Terms (Stemmed Search) checkbox.

Stemmed searches find variations of words such as plurals or alternative verb forms based on a set of linguistic rules. Wildcard searches will find all words that match the characters defined in the wildcard search, so a search for hir*, which is intended to find documents related to hiring, will find all documents containing words whose first three letters are hir. By finding variations of the specified keyword, both stemmed and wildcards searches can find more relevant documents containing these variations that otherwise might have been missed. However, each of these technologies have trade-offs. In addition to finding more relevant documents, they can find non-relevant documents or false positives. For example, the search hir* might find documents containing the word “hirl”, which could be someone's last name, which likely is not relevant to hiring.

In general, the use of stemming versus wildcards depends on a cost-benefit analysis that weighs the value of finding more relevant documents versus the cost of finding more false positives. Wildcard searches will tend to find more relevant documents but also more false positive documents. Stemmed searches have been designed to find fewer false positives, but they may not find some relevant documents that a wildcard search might find. For example, stemmed searches will typically not find misspelled words that wildcard searches might find. Using Transparent search, you can dramatically reduce the number of false positive documents by excluding irrelevant variations in wildcard or stemmed searches. Users should choose the search method that best matches their search objectives.

How do I search for all emails to or from another person and perform privilege searches containing names?

Searches for email to or from people can be conducted using the sender and recipient fields within advanced search. As part of this approach, the participant picker (which can be accessed by clicking on the icon to the right of these fields) can be used to identify the participants whose emails you wish to find by using searches like *[lastname]* or *[firstname]*. A participant is a unique email address and/or display name.

With a search for potentially privileged documents, it is typically necessary to find emails or files that reference the designated people, such as attorney names, anywhere within a document not just the sender and recipient fields. In these situations, it is recommended to use the Search Preview to identify all the terms that contain part or all of the person's name anywhere within the document in addition to running a search using the participant picker.

Search Reference

Treatment of Punctuations for Cases Started *with or after* Version 4.5

- The treatment of punctuation characters has changed in version 4.5 as part of the addition of multiple language support. For cases started in version 4.0, punctuation characters will be handled as they were in version 4.0. See *"Treatment of Punctuations for Cases Started Prior to Version 4.5" on page 133* for information on this behavior.
- This section covers how punctuation characters are treated for characters in the Latin script. For information on the treatment of characters written in other scripts including Chinese, Japanese and Korean, please refer to the Veritas Multiple Language Guide. All of the following rules apply to the Keywords, Email - Subject, and File/Attachment - Any Of The Words fields within Advanced search.
- Punctuation characters are treated differently for characters written in Latin scripts and characters written in other scripts. The product will always split words when they contain characters in more than one script when the script change occurs.
- For most terms, the system will treat punctuation characters in four different ways.
  - Searchable characters are indexed as-is during processing and can be searched within the product.
  - Non-searchable characters (also referred to as Delimiters) are treated as spaces during processing and will normally be removed from search queries.
  - Trim characters are removed if they are the first or last character of a term.
  - Searchable and non-searchable characters are both indexed and treated as spaces during indexing. These characters will normally be removed from search queries but can be searched for by surrounding a search term with less than and greater than signs <>.
- During indexing, for most terms, the system will find an original term, remove trim characters and treat non-searchable characters as spaces and index the resulting token or tokens.
  - For example, the terms *The quick, brown fox* will be indexed as: *the quick brown fox*

- The comma and period are removed because these comma and period are non-searchable characters.

- Terms containing searchable and non-searchable characters however will be indexed multiple times.
  - For example, the term *well-received* will be indexed with the following tokens: *well received well-received*.
- The system treats certain terms including email addresses and terms containing numbers, differently from an indexing and search perspective in order to maximize the searchable information contained within these terms.
  - Email addresses will be indexed in multiple ways.
    For example: The email address **jdoe@sales.company.com** will be indexed into the following tokens: **jdoe@sales.company.com jdoe company.com sales.company.com**
- Terms containing numbers will also be indexed multiple times. When indexing terms containing numbers, the product will first trim the original term using the characters designated as Trim characters and index the resulting token. The system will then re-index the original term using the searchable, non-searchable, trim and searchable/non-searchable rules described above. Here are some examples using the default character designations described below.
  - The term *123.45.6789* will be indexed into the following tokens: *123.45.6789 123 45 6789*
  - The term *123.45.6789*, will also be indexed into the same tokens as the comma will be trimmed: *123.45.6789 123 45 6789*
- As described in the punctuation search section, angle brackets should be used to search for email addresses or numbers that otherwise would not be searchable.
  - For example, to search for Social Security numbers that use hyphens, use the following searches: <???-??-????> without enclosing this in the angle brackets, this search is interpreted as ??? OR ?? OR ????.

Social Security Numbers Search String

Here is a search string that will look for any information that consists of a standard U.S. Social Security number structured in the format of XXX XX XXXX with period, pipe, hyphen or slash separators. It is possible to modify this to search string to look for other number searches like phone number or a credit card number.

You can enter the following lines:

<0??.??.????> OR <0??|??|????> OR <0??-??-????> OR <0??/??/????>
<1??.??.????> OR <1??|??|????> OR <1??-??-????> OR <1??/??/????>
<2??.??.????> OR <2??|??|????> OR <2??-??-????> OR <2??/??/????>
<3??.??.????> OR <3??|??|????> OR <3??-??-????> OR <3??/??/????>
<4??.??.????> OR <4??|??|????> OR <4??-??-????> OR <4??/??/????>
<5??.??.????> OR <5??|??|????> OR <5??-??-????> OR <5??/??/????>
<6??.??.????> OR <6??|??|????> OR <6??-??-????> OR <6??/??/????>
<7??.??.????> OR <7??|??|????> OR <7??-??-????> OR <7??/??/????>
<8??.??.????> OR <8??|??|????> OR <8??-??-????> OR <8??/??/????>
<9??.??.????> OR <9??|??|????> OR <9??-??-????> OR <9??/??/????>

- The following characters cause content to be indexed two ways. Words on either side of the character are indexed both separately and as a compound.
  - Hyphens (-, ?) and En dash (-)
  - Forward and back slashes (/ \ )

Non-Searchable characters

The following characters are non-searchable:

- Colon (:) and semi-colon (;)
- Figure Dash (?), Em dash (-), horizontal bar (?) and Non-breaking hyphen (?)
- Exclamation marks (!) and question marks (?)
- Parentheses and brackets (() [] {} ?? ?? ?? ?? ?? ??)
- Single Quotes, Double Quotes or guillemets or angle brackets (' ' " " "" ' ' " " , " ‹ › " ")
- Less than or greater than signs (< >)
- Inverted exclamation marks (¡) and inverted question marks (¿)
- Generic currency marks (¤)
- Interpuncts (·) and bullets (o ·????)
- Ellipses (…)
- Daggers (†, ‡)
- Asterisk (*)
- Vertical pipes (| ¦ ?)
- Equals sign (=)
- Pilcrow ( )

- Number sign (#)
- Underscore (_)
- At signs (@ ? ?)
- Greek semi-colon and tonos (? ? ? ?)

Trim Characters

The following characters are Trim characters

- Apostrophe (')
- Ampersand (&)
- Period (.) and Comma (,)
- Colon (:) and semi-colon (;)
- Figure Dash (?), Em dash (-), horizontal bar (?) and Non-breaking hyphen (?)
- Exclamation marks (!) and question marks (?)
- Parentheses and brackets (() [] {} ?? ?? ?? ?? ?? ??)
- Single Quotes, Double Quotes or guillemets or angle brackets (' ' " " "" ' ' " " , " ‹ › " ")
- Less than or greater than signs (< >)
- Hyphens (-, ?) and En dash (-)
- Forward and back slashes (/ \ )
- Inverted exclamation marks (¡) and inverted question marks (¿)
- Interpuncts (·) and bullets (o ·????)
- Ellipses (…)
- Asterisk (*)
- Vertical pipes (| ¦ ?)
- Equals sign (=)
- Pilcrow ( )
- Underscore (_)
- Greek semi-colon and tonos (? ? ? ?)
- Fullwidth & small versions of commas, exclamation points, period, colon, semi-colons, quotes, reverse solidus' (??????????????? ?)
- All other punctuation characters are searchable. Some examples of these include the following:
  - Percent (% ‰)
  - Currency ($ ¢ £ ? € etc.)

- Section mark (§)
- Tilde (~)
- Mathematical symbols such as the plus sign (+), division slash (?), and minus sign (?)

- It is possible to change how characters are treated within the system. Please contact Technical Support for more information. If you have a significant number of documents containing foreign language documents, you may want to consider changing some of the character treatment. For example, you may want to consider changing the treatment of apostrophes for cases containing significant amounts of French or Spanish documents.

Treatment of Punctuations for Cases Started Prior to Version 4.5

- For cases started prior to version 4.5, when searching any fields via the Keywords, Email - Subject, and File/Attachment - Any Of The Words fields, the system will treat punctuation characters as spaces except in the following cases:

Examples

Cases	Indexed Punctuation Characters
Word without numbers in email and file content	Period when not followed by whitespace (.) At symbol (@) Apostrophe (') Ampersand (&)
Words containing numbers in email and file content	Period (.) Hyphen (-) Forward slash (/) Underscore (_) Comma (,)

- When searching the To, From, cc, bcc fields of email via the Any of These Senders or the Any of These Recipients fields, most punctuation and special characters are indexed and not ignored.
- When searching for filenames via the Any of These File Names or Extensions, the following characters will not be indexed and will be treated as spaces. All other punctuation characters will be indexed.
  - Period (.)
  - Forward and back slashes (/ \ )
  - Hyphens (-)
  - Underscores (_)
  - Commas (,)
  - Semi-colons (;)
  - Quotes (")
  - Asterisks (*)

- Question marks (?)
- Pipes (|)
- Brackets (< >)

Stop Words for Cases Started Prior to Version 4.5

- In cases started prior to version 4.5, the product did not index stop words. As of 4.5 and beyond, all words are indexed.
- Stop words are ignored in all searches except for phrase searches. For example, the search "the energy policy" will search for documents containing "the", "energy", and "policy" in that order. Stop words are not supported within proximity queries. For example, you cannot search for "the energy policy"~10. The word "the" will be ignored in the search and should be removed. Note also that stop words in the documents that are being searched are counted as intervening words in proximity searches.
- The following default stop words apply to versions prior to 4.5:

Stop Words

Terms					
a	came	him	much	still	way
about	can	himself	must	such	we
after	come	how	my	take	well
all	could	however	never	than	were
also	did	i	not	that	what
an	do	if	now	the	when
and	each	in	of	their	where
another	even	indeed	on	them	which
any	for	into	only	then	while
are	from	is	or	there	who
as	further	it	other	therefore	will
at	furthermore	its	our	they	with
be	get	just	out	this	would
because	got	like	over	those	you
been	had	made	said	through	your
before	has	many	same	thus	
being	have	me	see	to	
between	he	might	she	too	
both	her	more	should	under	
but	here	moreover	since	up	
by	hi	most	some	was	

Analyze

This section describes the eDiscovery Platform software and the basic user analytics and related tasks that you can perform. Refer to the following topics:

- *"Using the Discussions Screen" in the next section*
- *"Using the Files Screen" on page 142*
- *"Using the Participants Screen" on page 144*

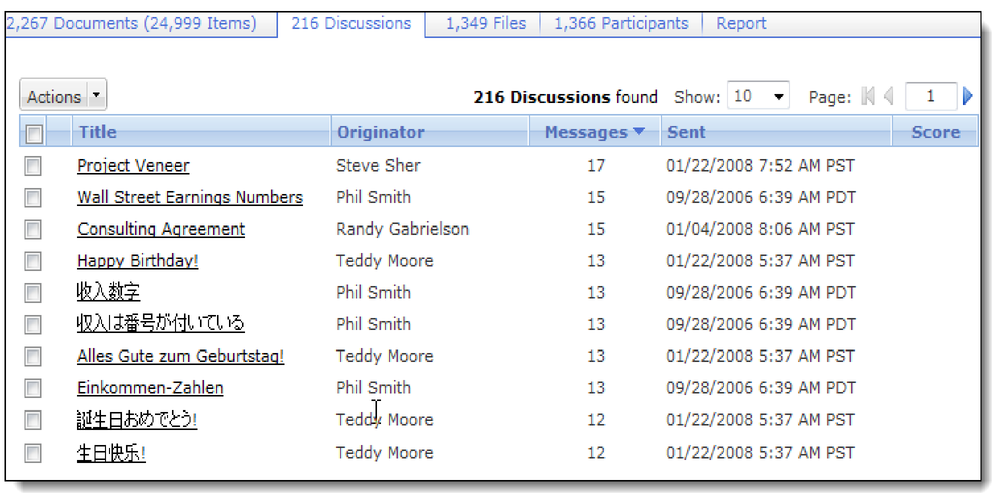
Using the Discussions Screen

Each message retrieved by a search may be part of a discussion—a sequence of send-reply or forward messages that have the same subject. The Discussions screen lists all the discussions that have one or more messages in the retrieved results, sorted in descending order by relevance score. The originator, start date, and number of messages are shown for each discussion. You can tag a discussion thread from this screen by clicking **Tag** from the Actions drop-down menu.

Note: The discussion may include messages that do not otherwise match search criteria.

To view the Discussions screen

1. In the Analysis & Review module, click the **Discussions** tab.



	Title	Originator	Messages	Sent	Score
	Project Veneer	Steve Sher	17	01/22/2008 7:52 AM PST	
	Wall Street Earnings Numbers	Phil Smith	15	09/28/2006 6:39 AM PDT	
	Consulting Agreement	Randy Gabrielson	15	01/04/2008 8:06 AM PST	
	Happy Birthday!	Teddy Moore	13	01/22/2008 5:37 AM PST	
	收入数字	Phil Smith	13	09/28/2006 6:39 AM PDT	
	収入は番号が付いている	Phil Smith	13	09/28/2006 6:39 AM PDT	
	Alles Gute zum Geburtstag!	Teddy Moore	13	01/22/2008 5:37 AM PST	
	Einkommen-Zahlen	Phil Smith	13	09/28/2006 6:39 AM PDT	
	誕生日おめでとう!	Teddy Moore	12	01/22/2008 5:37 AM PST	
	生日快乐!	Teddy Moore	12	01/22/2008 5:37 AM PST	

2. Refer to the following table to perform tasks on this screen.

Discussion Screen - Icons and Functions

Icons or Function	Description
	Determines how many records are displayed on a page.
	Pages through the retrieved documents. Enter a page number and press **Enter** to go to that page or use the arrows to go to the next or previous page. Use the **Show** drop-down list to change the number of documents that are displayed on each page.
Column Headers	Changes the sort order. You can sort on messages or relevance score.
Filters	See *"Filtering Search Results" on page 66*.
Action menu	From the Action drop-down menu, select **Tag**. See *"Bulk Tagging Reviewable Items" on page 148*. Other options include **Folder** and **Export**.
Underlined title links	Click to open the Discussion Analysis screens, as described in *"Discussion Analysis" in the next section*.

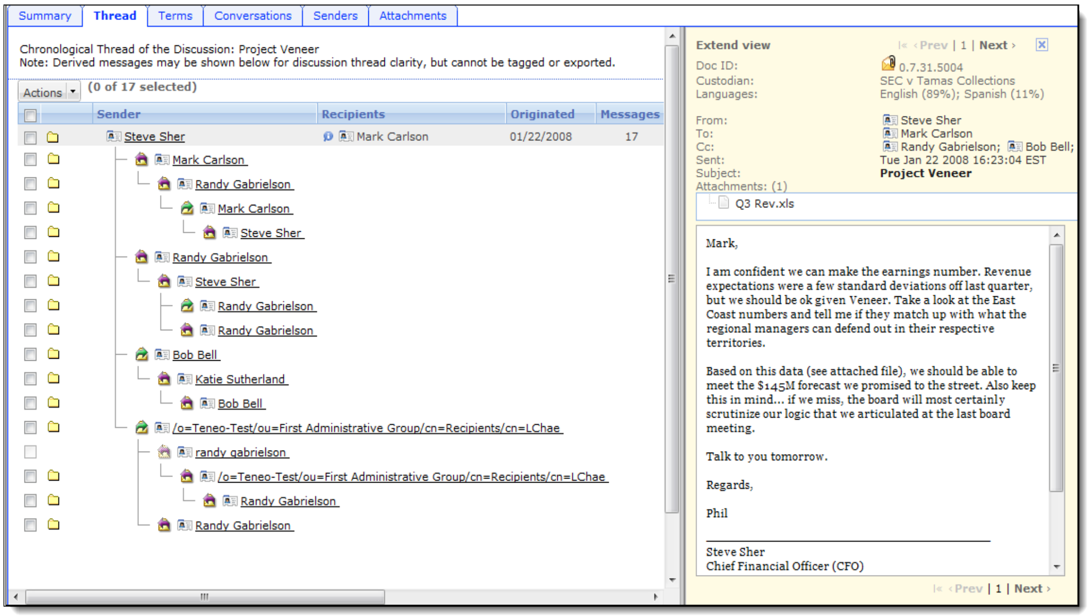
Discussion Analysis

For each discussion, you can view the message sequence (thread), the key terms, the conversations or messages sent by each contributor and between each pair of contributors, and all the associated attachments. You can also save or print a discussion thread summary and all (or selected) messages in a thread.

The Discussion Analysis screens provide access to all of these details. The discussion name is the subject of all the messages in the discussion.

To use the Discussion screens

1. Click **Discussions** when viewing search results, and then click an underlined link from the Title column. The **Discussion Analysis Thread** tab opens.



2. Click one of the tabs in the Discussion Analysis screen to view the discussion details, as described in the following table.

Discussion Analysis Tabs

Tab	Description
Summary	Provides a summary of the discussion, including the originator, senders, recipients, number of messages, discussion duration, number of attachments, and five terms that occur most frequently during the discussion.
Thread	Provides a tree-like structure that shows the sequence of messages in the discussion. Perform these functions on this tab: • Click the sender name to view the contents of the message. The search keywords are highlighted in yellow. Click **Header** to show or hide the header information. The message reply and forward icons help identify message flow. • Move the cursor over a sender or recipients name or their person icon to display relevant details. • Click the X in the upper-right corner of a message window to close the window. – Click **Next** or **Prev** on the message window to move to the next or previous message in the thread. – Click **Next** or **Prev** above "Analyzed across case" to go to the next or previous thread in your search results. **Note:** The derived message shown next to the message header indicates the message was not found individually, but was identified from the text included in another message. Derived messages are shown for discussion thread clarity but cannot be selected for export or tagging. For example, if a message is sent from internal user A to external user B, and is then forwarded to external user C, who replies to A and B. The message from B to C is not received internally, but is derived from the forwarded text in the message from C.
Terms	Lists the most commonly occurring words or noun phrases that occur in the discussion, sorted by relevance score. The number of occurrences is shown for each term. Click a term to view snippets of the messages where the term occurs.
Conversations	Lists the pairs of individuals who have sent messages to each other during the discussion, sorted by relevance score. Click a pair to view the messages between the two contributors. You can also select from many options such as tag or folder from the Actions menu.

Discussion Analysis Tabs (Continued)

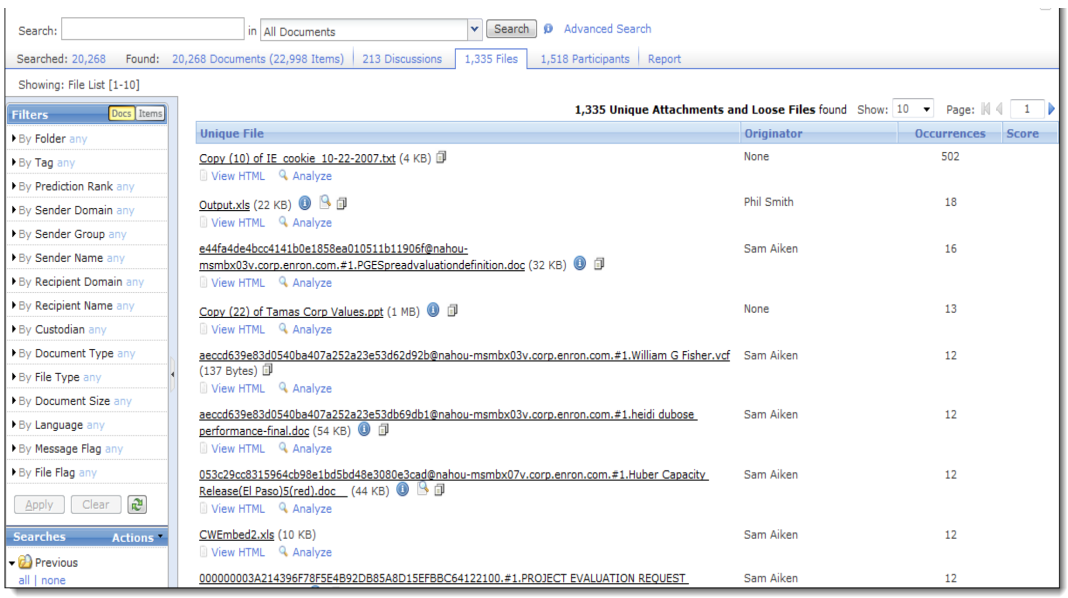
Tab	Description
Senders	Lists all the individuals who have sent messages during the discussion, sorted by relevance score. Click a name to view all messages sent by the contributor. You can also select from many options such as tag or folder from the Actions menu.
Attachments	Lists the attachments for all the messages in the discussion, includes size, originator, occurrences and is sorted by relevance score. The following options are supported: • For file processing detail, click on the information icon. • For information on hidden content information, click the hidden icon. • To open an attachment, click the attachment file name, or click **View HTML** (available for most file formats). • To save the attachment, right click and select **Save Target As.** In HTML format, search terms are highlighted. • To analyze this attachment within the current search results or across the case, click **Analyze**.

Using the Files Screen

The Files screen lists all the attachments and loose (unattached) files in the search results, sorted in descending order by relevance score. The file owner or the originator of the first message that includes the attachment is shown, along with the number of times each file occurs in the retrieved search results. Identical files with different names are counted as occurrences of the same file. (Ultimately, the system determines one or more files are identical by comparing the files' binary signatures.) Each file can be viewed and saved in its native format. Many file types can also be viewed in HTML format, where search terms are highlighted in yellow.

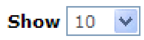
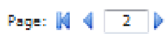
To view the Files screen

1. From the **Analysis & Review** module, click **Files**.



2. For instructions on how to use this screen, refer to the following table.

Files Screen - Icons and Functions

Icons or Function	Description
	Determines how many records are displayed on a page.
	Pages through the retrieved documents. Enter a page number and press **Enter** to go to that page or use the arrows to go to the next or previous page. Use the **Show** drop-down list to change the number of documents that are displayed on each page.
Column Headers	Changes the sort order. You can sort on occurrences or relevance score.
Filters	See *"Filtering Search Results" on page 66*.
Underlined title links	Open or save the selected file.
HTML link	Displays the file in HTML format in a new window.
Analysis links	Open File Analysis screens: • Choose **Analyze within search** to view the information for the current search. • Choose **Analyze across cases** to view the information across all the documents in the case.

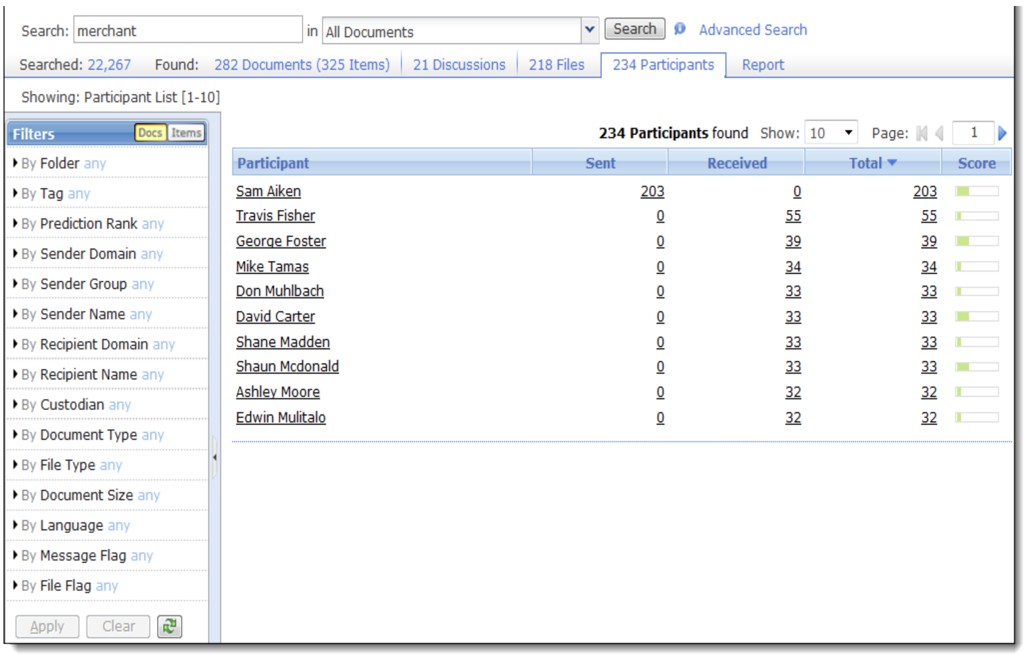
3. Click the **Analyze** link for a file to view the documents and discussions related to the file:
   - **Summary—**Lists general information about the documents and discussions associated with the file, including other names, numbers of documents and discussions, originators, senders, recipients, and custodians.
   - **Documents** — Lists all occurrences of the file in the search results, sorted by relevance score. The same file may occur under different names. From this screen you can use all the view options for messages, attachments, and loose files, and you can tag, export, and print selected documents (see *"Using the Documents Screen" on page 55*).
   - **Discussions** — Lists the discussions that include the messages that have the selected attachment, sorted by relevance score. Click a discussion to view the Discussion Analysis screen for the discussion (see *"Using the Discussions Screen" on page 137*).

Using the Participants Screen

The Participants screen lists all of the individuals with unique email addresses who are senders and/or receivers of email messages found in the search. For each participant, the screen lists the number of messages sent from that participant, the number of messages received by that participant, the total number of messages, and the score for each participant. The score for each participant is the highest score of each message associated with that participant.

To view the Participants screen

1. From the **Analysis & Review** module, click **Participants**.



2. For instructions on how to use this screen, refer to the following table.

Participants Screen - Icons and Functions

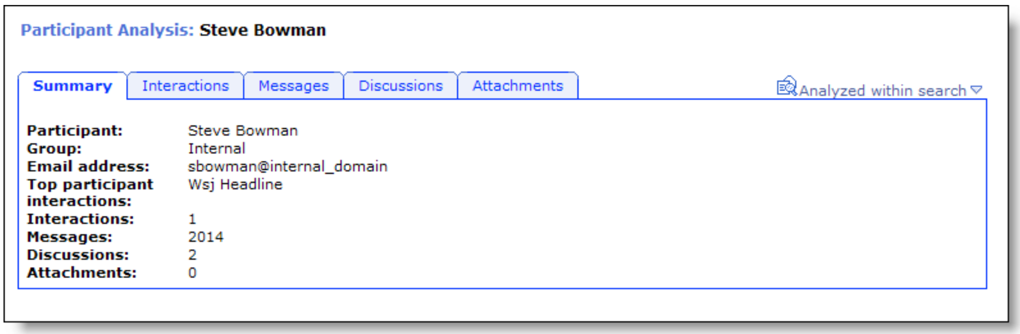
Icons or Function	Description
Show 10	Determines how many records are displayed on a page.
Page: 2	Pages through the retrieved documents. Enter a page number and press **Enter** to go to that page or use the arrows to go to the next or previous page. Use the **Show** drop-down list to change the number of documents that are displayed on each page.
Column Headers	Changes the sort order. You can sort on all of the header columns.
Filters	See *"Filtering Search Results" on page 66*.
Underlined participant links	See *"Participant Analysis" in the next section*.

Participant Analysis

The Participant Analysis screens present details about the topics in the search results.

To view the Participant Analysis screen

1. Click the participant name to open the **Participant Analysis Interactions** tab.



2. Click a tab in the Participant Analysis screen to view details.
3. In the upper-right corner, choose **Analyzed within search** to view the information for the current search or **Analyze across case** to view the information across all the documents in the case.

Participant Analysis Tabs

Tab	Description
Summary	Provides summary information about the participant, including group, email address, other participants with whom the individual interacted most frequently, number of interactions, number of messages and discussions in which the participant was involved, and number of attachments in those messages.
Interactions	Lists the other participants with which this participant interacted. Each entry includes the number of messages that the recipient of interest sent to the other recipient, the number of messages that the recipient of interest received from the other recipient, and the total number of messages involving both participants. Click a participant name to open the Participant Analysis screens for that individual and click the link for messages sent or received to display the messages.
Messages	Displays all the messages involving the participant.
Discussions	Lists all discussions involving the recipient, including the title of the discussion and the originator. Click a discussion to view the Discussion Analysis screen for the discussion (see *"Using the Discussions Screen" on page 137*).
Attachments	Lists the attachments for all the retrieved messages that involved the participant. To open an attachment, click the attachment file name, or click **View HTML** (available for most file formats). To save the attachment, right click and select **Save Target As**. In HTML format, search terms are highlighted.

Organize and Track with Bulk Tagging

This section describes the basic tagging tasks that you can perform. Refer to the following topics:

Item and Document Family Modes

Do you need flexibility when tagging review items and document families? The eDiscovery Platform lets you simultaneously manage, view and analyze your data at either the item or document family level. If you are used to workflows operating at the document family level, you can continue to work, review, analyze, tag and operate in that mode. Or, if you want to operate on purely an item level the platform allows you to easily do that as well. As you review and tag item level content, the context of that item and how it relates to the family set of document is preserved and remains visually present. The purpose of operating in this dual mode of presentation is to display and lead users and reviewers into a better understanding of their case data. To better illustrate these points, consider the following examples:

Attachment Tagging Example

As a reviewer, you may want to track the relevance of an attachment independent of its parent email message and also make family level decisions based on its relevancy. For example, you may have an email message that is not responsive but several of its attachments are responsive. Since the attachments are responsive, you must produce the email message for in-house and requesting party purposes. You can easily track those tagging decisions and view the attachment hierarchy within the eDiscovery Platform. You can tag the email message "Not Responsive" and its attachment "Responsive", and later tag email message using another tag, for example "Family Responsive", to track the family decision.

Early Case Assessment (ECA) Example

In ECA, you need to quickly learn and identify relevant data from the entire corpus and use that information to focus the scope of the case. You can extract quick ECA insights from massive amounts of case data with the combination of the uncluttered visual display of only search results hits, bulk tagging and power selector options. These tools enable a quick first pass tagging of the content most likely to be responsive. And, of equal importance, you can tag and exclude non-responsive and privileged case data with confidence.

Terminology

It may be useful to define a few key terms:

Document Family — Embodies the concept of a parent-child relationship where there is one parent and one or more children. A document family can be created in several ways. Some examples of this family relationship in the eDiscovery environment are an email (parent) and its attachments (children), a compound document with embeddings, or a container file (ZIP file).

Item — An item is a single piece of content (such as an email message, attachment or embedding). It is usually part of a document family as, for example, an attachment is to a parent email. It is the document family that provides the connections and context between items. The eDiscovery Platform maintains these family relationships but can visually keep non-relevant items from cluttering up the display by graying them out.

Bulk Tagging Reviewable Items

Bulk tagging allows you to manage large sets of reviewable items by assigning them to folders and by flagging them with predefined values in the categories that matter to you, such as relevance, privileged, and status. For example, you can organize related document families into folders for further analysis by a team of reviewers, who can then retrieve the documents assigned to them, tag the reviewable items, and enter notes. In addition to assigning to folders and applying tags, reviewers can add text notes to items.

Your system or case administrator must define all folders and tag category names, and the values that can be selected for each tag category. For example, a “Responsive” or “Privileged” category can be added as a check box, or a “Reason code” category can be defined as a drop-down with a list of reason codes.

Version 8.0 not only simplifies bulk tagging but makes it easier to perform the action on any type of critical content. You can access bulk tagging from a variety of content search results paths. This includes, but is not restricted to, search results from the main Documents/Items page, from Find Similar Results > Messages or Discussions tabs, or From Participants > Messages, Discussions, Threads, Conversations or Senders.

You may be able to perform any of the following tagging operations, depending on how your system administrator has configured tagging:

- Assign document families to a specific folder (folders are configured by your administrator).
- Apply tag values (tag check boxes and drop-down lists are configured by your administrator).
- Add an item note to explain tagging decisions or highlight other helpful case review annotations.

Bulk Tagging Behavior Post-7.1.2

Item versus Document Family Level Tags

In 7.1.2, the eDiscovery Platform treated all documents and attachments as items. For example, it applied item-based behavior to tags and to the search results run on emails with attachments. For those reviewers functioning in a purely item-based world, this core behavior makes searching and tagging actions easy and the results transparent. However, if your tagging set up relies on a family document relationship (where a parent-child relationship or hierarchy exists), the eDiscovery Platform recognizes that it is also desirable to preserve family document tagging behavior where the action of tagging either a parent or attachment in a document family results in the tagging of the entire document family. 7.1.3 tag enhancement work supports and enables the following:

- Family tags can be easily propagated to the attachments
- Legacy family tag sets are maintained in the item-based world
  - Legacy redaction tag sets will have the same tagging behavior as a family tag set.
- Search displays both item and document family tag counts. Case settings made by your case administrator determine which count is the default view.
- Any pre-7.1.3, tag searches that do not conform to the expected item and document family tagging behavior, can be modified. See *"Working with Previous and Saved Searches" on page 48*.

Note: See *"Using the Tag Event History Screen" on page 152* and Tagging Reference card for more information on tagging actions and expected search results.

Legacy and Current Tagging Behavior & Search Results Explained

For details see *"Appendix A: Legacy and Current Tagging Behavior & Search Results" on page 213*

Tagging Considerations

- Starting with 7.1.2, tag names are no longer case sensitive
  - Prior to 7.1.2, tag names were case sensitive. Users could create a tag named "review" and a separate tag named "REVIEW". Upon upgrading to 7.1.2, tags that rely on case sensitivity are no longer unique. These duplicate tags are renamed using the following convention:
    `<original tag name>_SysRenamed<count>`
  - Duplicate tags are renamed upon upgrade
  - If the length of the new tag name exceeds the character limit of 255 characters, users must rename the duplicate tag manually
- Performing item and family tagging together results in two tag events.

Bulk Tagging

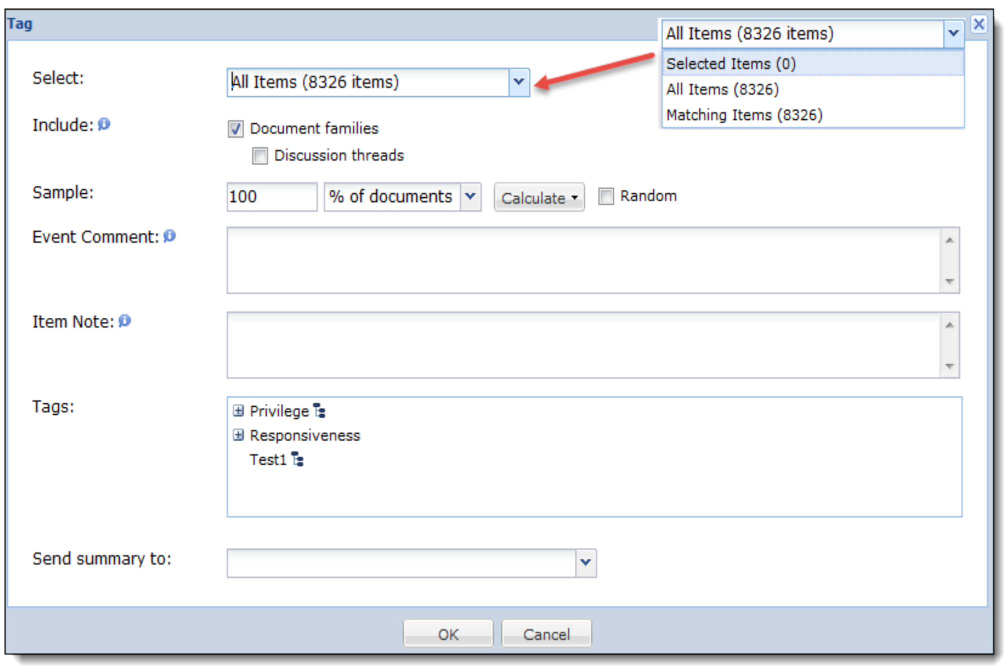
You can tag reviewable items directly from the search results or in the Review mode view. The following procedure describes how to bulk tag items from the search results and describes the tag settings. See *"Using the Document Review Screen" on page 172* for instructions on accessing the tag settings in Review mode. The Tag pane combines all of the configuration settings in one menu for efficient and easy tagging of your content.

Note: Starting with version 8.0, tagging is a single menu operation.

To bulk tag items

1. Perform a search query (see *"Performing Searches" on page 21*).
2. Use check boxes to select the items that you want to tag.
3. From the **Actions** menu, click **Tag**.

   The Tag menu displays.



4. Specify which documents you want to tag.
   - **Selected Items**. This tags the items that you selected in Step 2.
   - **All Items**. Tags all items returned by your search query including any items that were added in with the "Bring in Complete Family" function. See *"Bring in families" on page 19*.
   - **Matching Items**. Tags only the matching items (hits). Only the items that match the search/filter criteria are tagged.

5. Select what type of data to include. You can choose to include all document families or all document families and discussion threads across the case that are related to the selected items.
   - A document family is the parent document and all attachments.
   - A discussion thread is any email message and all replies and forwards. This option tags all reviewable items within a document family that are listed as a discussion thread.
   - An item is any individual email message, attachment, or embedding.
6. (TPC-related Step) The Sample option is applicable to Transparent Predictive Coding (TPC) tagging workflow and is not part of traditional bulk tagging. If this is not part of your workflow, skip to Step 7.

   Determine whether you want to tag all items or a subset of them. By default, all items are included in the sample.
   - Specify the percentage of tagged items

   or
   - Specify the number of items
   - Select whether items and documents in a sample set should be chosen randomly.

   Note: If this option is not selected, items and documents are tagged in the order that they are displayed in the Document view.
   - Click **Calculate** to generate a sample size representing your level of confidence within a specified margin of error.
7. Add a comment in the event log for auditing purposes.
8. Add an item note to all tagged items. This will overwrite the item note for all of the selected items.
9. Select or deselect tags within the tag hierarchy

   The tag tree icon indicates that bulk document family propagation tagging is enabled. In this example, if the Privilege tag is applied to any item in a document family, the tag is propagated to *all* items in the document family.
10. To send an email notification of the tagging summary, specify the email recipient from the drop-down **Send summary to:** list.
11. Click **OK**.

    The task may take some time to complete, depending on the number of documents. Click **Jobs** at the top of the screen to view the status of the task. To cancel the task, click the red icon next to the task in the Jobs window.

    If an error occurs during tagging, a tag sparkle icon is shown next to the **Jobs** link. Click **Jobs** for more information.

Using the Tag Event History Screen

When you submit an advanced tag event history search (see *"Tag Event History Searches" on page 48*), the Tag Event History screen lists all the tag events in the tag history search results. If you search for specific comment text, the results are sorted by relevance score. Each tag event includes the author, the date and time of the tag event, the associated folder (if any), and the number of documents that were tagged with the comment. Note that the Searched and Found counts indicate the number of tag events, not the number of documents.

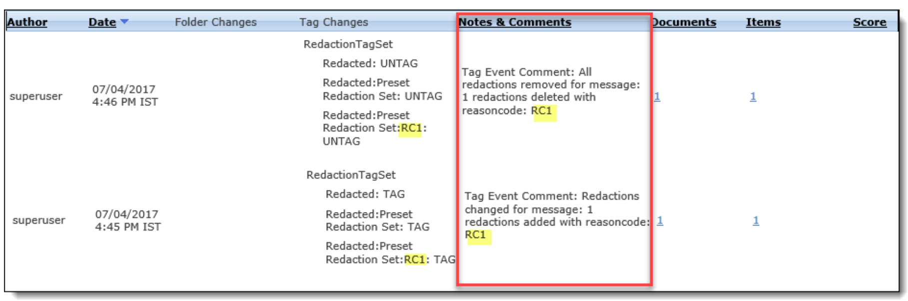
To view the Tag Event History screen

1. Click **Advanced Search** at the top of any screen, click **Tag Event History**, specify the search criteria, and click **Run Search** to view the retrieved search results on the Tag History screen.

   Viewing Tips

   – If both a tag event comment and item note were added, each will appear as a separate line item under the **Notes & Comments** column.

   – For preset reason codes, the **Tag Changes** column prints the reason code for the first time a document is tagged. If the document is tagged with the same reason code a second time, the reason code will not be displayed in the **Tag Changes** column. Instead, this second action is recorded under the **Notes & Comments** column. This behavior works the same way for untag operations.



For instructions on how to use this screen, refer to the following tables.

Tag Event History Screen - Icons and Functions

Icons or Function	Description
Show 10	Determines how many records are displayed on a page.
	Pages through the retrieved documents. Enter a page number and press **Enter** to go to that page or use the arrows to go to the next or previous page. Use the **Show** drop-down list to change the number of documents that are displayed on each page.
Underlined document links	Displays all the documents that have this tag assigned and allows you to add additional tags and comments.

The following table describes the columns in the Tag Event History Search results.

Tag History Screen - Search Results Columns

Column	Description
Author	User who assigned the tag.
Date	Date that the tag was assigned.
Folder Changes	Changes to the folder assignment
Tag Changes	Changes to the tag selections
Notes & Comments	Tag event comments as well as item notes added (each appearing on separate lines)
Documents	Number of documents tagged.
Items	Number of items tagged
Score	Relevance score.

Using Review Sets

Review set management provides an easy way to coordinate review. Folder management enhancements allow reviewers and case managers to create and organize folders when preparing batches for review.

Review Set Management

Reviewers and case managers can track which review sets are in process of being reviewed, which review sets are complete, and which review sets are assigned to which reviewer. In addition, case managers can complete a review begun by another reviewer.

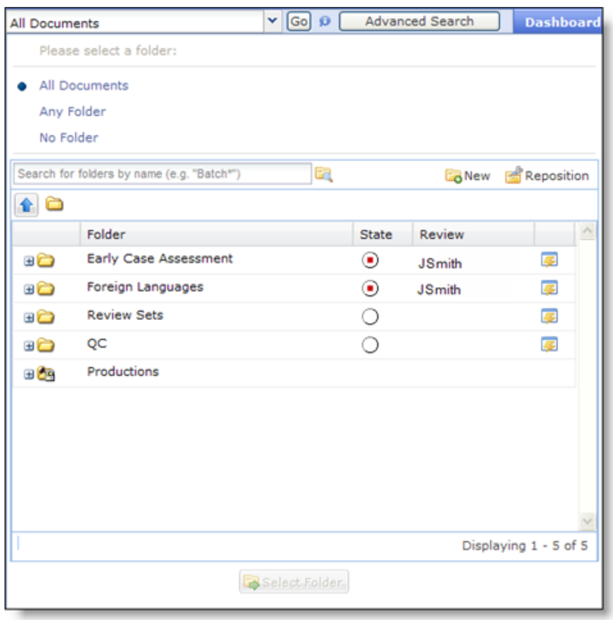
Begin Review

To start reviewing a review set

Note: Working on a review set does not prohibit others from searching on, viewing, or tagging the documents in the folder.

1. From the **Analysis & Review** module, click the drop-down menu showing “All Documents” (by default).

   The folder management pop-up window appears, with a table below showing the folder hierarchy. (Folders may already have been created by the case manager. If you have permissions, you can create new, or reorganize folders for your review.)



   Note: Provided reviewers initiated the **Begin Review** from the action menu for their review set, a reviewer can hover over the State circle to get the current review state and see who (JSmith) is working on a particular batch.

2. Select from **All Documents**, **Any Folder**, or **No Folder** for review.

3. Click the **+** next to any folder (those containing subfolders) to view its contents. As you click through various levels of the folder hierarchy, breadcrumb navigation appears above the list of folders to indicate your current folder location. You can also click on any link in the breadcrumb to jump to that level in your folder hierarchy. To return to this home screen, click the arrow icon.

4. To begin reviewing the documents in a folder, click the circle under “State”. (A red circle indicates that the folder is being reviewed.) Alternatively, click edit/review icon to open the action menu, then select **Begin Review.**

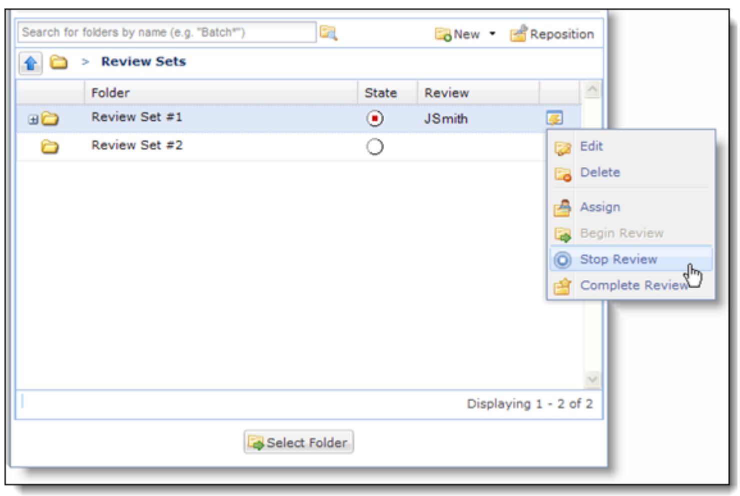
Your name appears in the "Review" column. (You may need to refresh your screen to see the red dot appear.) You can also rollover the State icon to view a tooltip message describing the current status.

Stop or Complete Review

To stop or complete the review of a review set

Note: If you are stopping or completing a review set for a reviewer other than yourself, you must have the "Allow folder check-out management" permission to stop or complete a review begun by another reviewer.

1. From the **Analysis & Review** module, click the drop-down menu showing "All Documents" (by default).
2. Click to navigate to, or select the review set that you want to stop or complete reviewing.
3. If stopping review, click edit/review icon to open the action menu, then select **Stop Review**.



The red circle, which indicated the review set was in progress, is cleared.

4. If review is complete, click **Complete Review**. The window closes automatically. To check the current state, re-open the window to the folder you completed. Note that the red dot is replaced by a check mark inside the circle to indicate the review is complete.

Edit or Delete a Review Set

To edit or delete folders

1. From the **Analysis & Review** module, click the drop-down menu showing "All Documents" (by default).
2. Click to navigate to, or select the review set that you want to edit or delete.
3. If editing a review folder:

A. Click edit/review icon next to the folder you want to edit (change the name or description), then from the Action menu select **Edit**.

B. On the Edit Folder window, change the name of the folder and/or description.

C. Click **OK**.

4. If deleting a review folder:

   A. Click edit/review icon next to the folder you want to delete, then from the Action menu select **Delete**.

   B. On the confirmation dialog, click **OK** to continue deleting the folder. (Folder contents will not be deleted, but will remain in the "All Documents" collection.

Assign a Review Set to Another Reviewer

To assign review access to another reviewer

Note: You must have the "Allow folder check-out management" permission to enable users to access review set folders. Check with your Case Administrator for further details.

1. From the **Analysis & Review** module, click the drop-down menu showing "All Documents" (by default).
2. Click edit/review icon next to the folder you want to assign, then from the Action menu select **Assign**.
3. On the Assign Review Access window, click and drag user names from the left "Available Case Users" box to the right to designate them as "Assigned Case Users".
4. When finished, click **OK**.

Creating and Organizing Folders

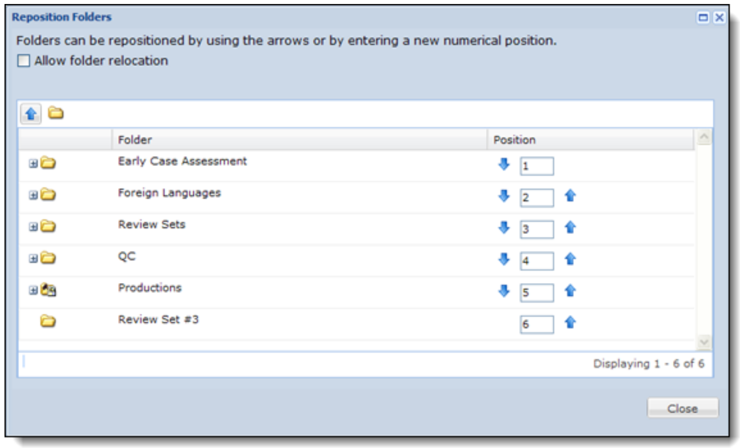
To create a new review set folder and rearrange folders

1. From the **Analysis & Review** module, click the drop-down menu showing "All Documents" (by default).
2. Create a new top-level review folder, or click to select a parent folder to create a review set under, then click **New** folder New (Later, you can reposition the order on this folder level.)
3. On the New Folder window, type a name and description (optional) for the new review folder, then click **OK**.

   Your new folder is shown in the Folder table.

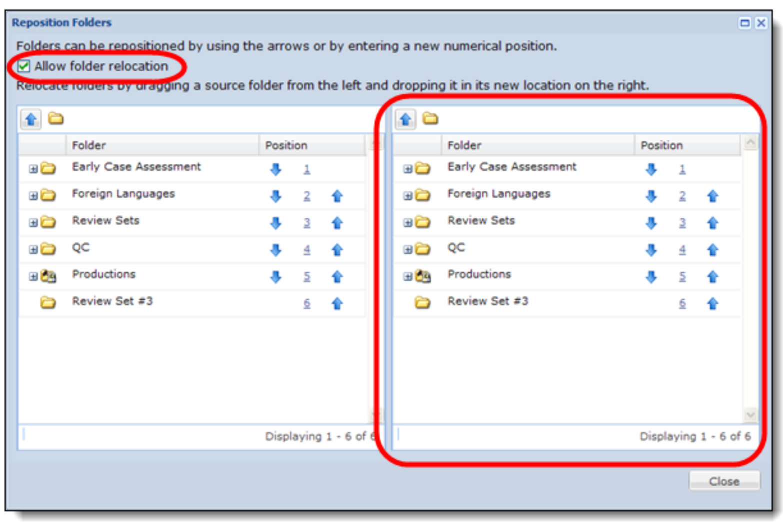
4. To change the position of the folder, click **Reposition**. 

   The Repositioning Folders window appears.



   Similar to the main folder management window, you can navigate to any subfolder and a breadcrumb navigation trail will show your current location. (Click the arrow icon anytime you want to return to the home screen in this window.)

5. (Optional) Select the **Allow Folder Relocation** option to allow relocating folders between levels. When selected, a second pane appears.



   This allows you to drag and drop source folders from the left pane to its new folder location on the right. In this example, you can now move "Review Set #3" from the main level (left), to the "Review Sets" folder on the right.

6. Reposition folders either by using clicking the arrows, or by entering a new numerical position. Click + next to any folder to reposition the its subfolders.

7. When finished, click **Close**.

Organizing Items in Folders

Using the **Actions > Folder** single screen dialog, you can easily manage items within your case. The Folder window enables you to

- Add items to a folder
- Copy items to folder
- Move items between folders
- Remove items from folders

To copy, move, or remove items in folders

1. From the **Documents** screen, select the items you want to organize by checking the item's checkbox.
2. Click **Actions** > **Folder**.

   The Folder window displays.
3. Choose whether you want to organize the selected items, all items or matching items within your search results.
4. Specify whether you want to include all Document families with or without discussion threads across the case that are related to the selected items.
5. (Optional) Determine whether you want to tag all items or a subset of them.

   By default, all items are included in the sample.
   - Specify the percentage of tagged items.
   - Specify the number of items
   - Click **Calculate** to generate a sample size representing your level of confidence within a specified margin of error.
   - Select **Random** if items and documents in a sample set should be chosen randomly.

   If this option is not selected, items and documents are tagged in the order that they are displayed in the Document view.
6. Provide an **Event Comment** in the text box. The text will appear in the event log for auditing purposes.
7. Specify whether you want to copy, move or remove the items.
8. Select the target folder (where you want to place or remove the selected documents).
9. Optionally, specify the recipient of an email summary notification.
10. Click **OK**.

Run a Production (on a Productions Folder)

If you want to run a production job, click the edit/review icon next to the Productions folder then from the Action menu select **Lock/Produce**. For more information, refer to the section *"Running a Production" in the Case Administration Guide*.

Review, Annotate and Redact

The information in this section applies if you have licensed the Review, Redaction, and Production module. However, for cases which your administrator has enabled the LIHO (a non-standard) billing option, these features will be unavailable unless the selected documents were specifically designated for review. Documents to be reviewed must be in the (red) Review folder to be available for review and redaction.

This section describes Reviewing and Redacting documents. Refer to the following topics:

The Review and Redaction module provides the following capabilities:

1. **Native Viewing**
   Provides the ability to view documents in their native format without requiring each application to be loaded on a reviewer's workstation. Both text search and hit highlighting are available within the Native Viewer, increasing reviewer productivity.

2. **Redaction**
   Enables reviewers to quickly and easily redact documents in multiple colors, apply reason codes, and verify redactions prior to production. Reviewers can redact specific text, pages, or areas within a document.

3. **Redaction Verification**
   Enables reviewers to rapidly navigate through each redaction within a document as part of the quality control process. Reviewers can leverage reason codes and color filters to quickly perform checks and verify the accuracy of all redactions.

4. **Auto-Redaction**
   Accelerates redaction by automatically finding and redacting keywords, phrases, and personal information, such as names, Social Security numbers, credit card numbers, and email addresses.

5. **Persistent Hit Highlighting**
   Highlights search terms in messages, attachments, and files within the Native Viewer, allowing reviewers to simultaneously view highlighted search terms from any number of previously performed searches (e.g., terms from previously executed privilege and responsive searches).

Note: The maximum number of names on which you can automatically redact is 32,000.

About the Review Mode Native Viewer

Native Viewing of Documents

The Native Viewer displays over 400 different file types (including Outlook, Notes, and Microsoft Office documents) that is equivalent to the view generated when printing that same document using the native application. The Native Viewer does not require any installation of native applications on the user's computer. Native viewing of a document enhances document review, especially for documents (such as Excel and PowerPoint) where graphs and charts are important to understand the meaning of the document.

Native Viewer: Term Highlighting

The Native Viewer supports hit highlighting of search terms, which are automatically highlighted within documents returned by a search query. Additional terms can also be highlighted using a new, persistent hit-highlighting feature available since version 5.0. Term highlighting greatly aids review by drawing attention to terms relevant to the issues within the case. Term highlighting can also significantly improve the speed and accuracy of redaction by drawing attention to parts of the document that might require redaction and reducing the chance that they are missed.

Native Viewer: Magnification Options

The Native Viewer supports a wide range of magnification options including: fit, fit width, zoom, zoom window, zoom in/out, and magnifier. These options make it easy to view the document in the most efficient way for review even in cases where a document may contain small text or images.

Native Viewer: Display Options

The system allows you to change the way an image is displayed, including rotating an image, changing the background color, or displaying in monochrome mode. The system also enables page-level navigation using a paging drop-down, paging arrows, and Page Up/Down keys.

Native Viewer: Print

It is possible to print any document in the Native Viewer, Redaction, or Production views. When printing, users have access to typical print options, such as print range and scale. In addition, users can print regions in addition to whole pages or documents, and can choose whether to include redaction reason codes on the printed document. Printing is useful when users want to print a hardcopy for review during times they might not have access to the application.

Native Viewer: Image Verification

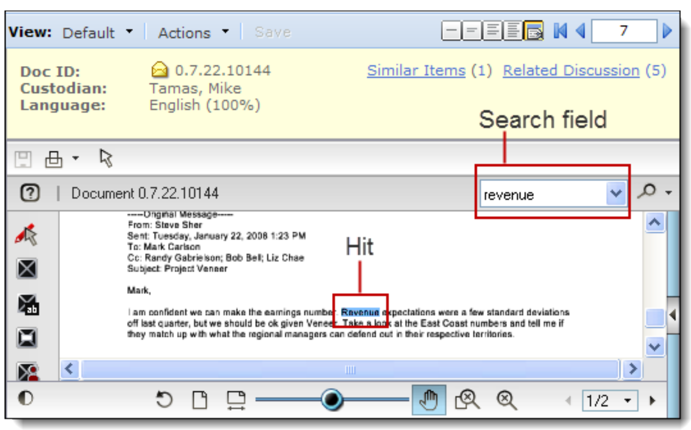
The Native Viewer Task Pane Image Verification feature enables rapid identification and navigation to images contained within a file. This can be used to identify images that look like they contain text which may not be hit highlighted or automatically redacted.

Native Viewer: Thumbnail Task Pane

Image thumbnails, available using the Native Viewer Task Pane, allow a user to view and navigate to each page within a document. Thumbnails of pages containing redactions and "mark-ups" are highlighted and separately navigable allowing for rapid navigation to, and quality control (QC) of, redactions.

Native Viewer: Document Search

The Review and Redaction views support term and phrase searches within an open document making it easy to find and navigate to key terms or sections of a document.



Accelerating Review with Caching

Caching enables a reviewer or case manager to convert a set of documents to their native format preemptively through (or via) a background process. The set of documents can be either a search result or the content of a folder. Use of this has a dramatic impact on the review process by eliminating the real-time conversion seen by the reviewer. Instead, the response (or display) to the reviewer is immediate.

In the review caching dialog, users set the maximum time that any given document should be tried is required. This enables a "multi-pass" approach, where a shorter timeout, such as three minutes, is used in the first run. In turn, this allows the majority of documents to complete successfully, with larger timeouts to be used in one or more subsequent jobs. As a result, documents that were successfully imaged in an earlier run are skipped very quickly in later runs; and a later job with a longer timeout will then shift to the more time-consuming large documents.

In addition to the "max time per item" control, three options are available for skipping documents that may be problematic. This allows time to be used to process the majority of items while segregating those that may consume inordinate resources. Items can be skipped based on the file size, estimated time, or known page count. These optional criteria can also be used to isolate documents which may be time- or resource-consuming to image in favor of completing a larger number sooner.

To help with managing the imaging workflow, an "analyze" (**Calculate Imaging Totals)** option reports the amount of work contained in an imaging job (review caching or production locking). The number of items (messages, attachments, and loose files) is counted, subtracting the number of items already imaged. (This is particularly useful to show the work remaining in a production job when review caching has already been run.) Additionally, the impact of applying the optional "skip" criteria can be evaluated before the job starts.

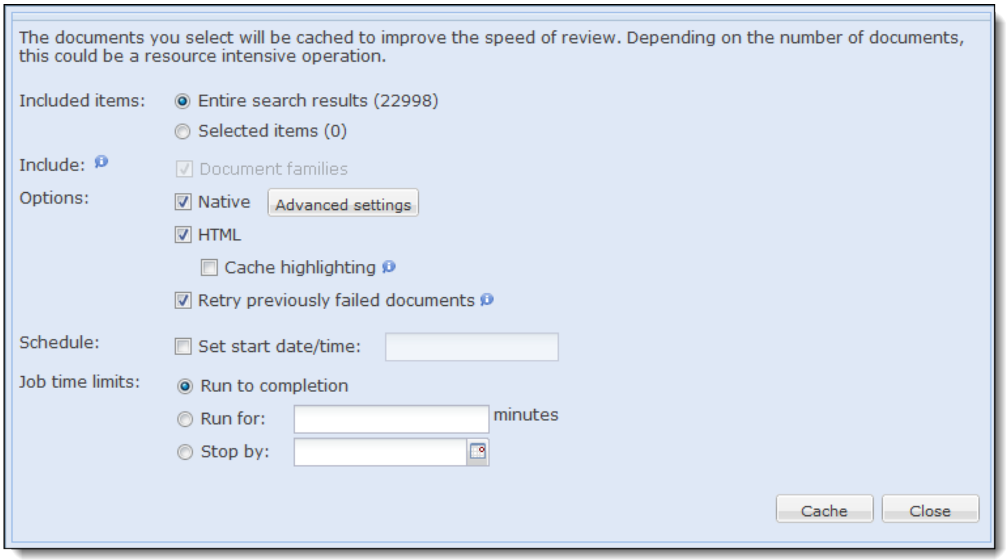
To cache a set of documents

Before you begin: You must belong to a user group with review preparation permissions.

1. Access your review set by running a search query or opening a review folder.
2. Select the items to cache, (or none if you want to cache your entire results).

3. From the List view of the Documents screen, click **Action** > **Cache**.

   The Cache screen displays.



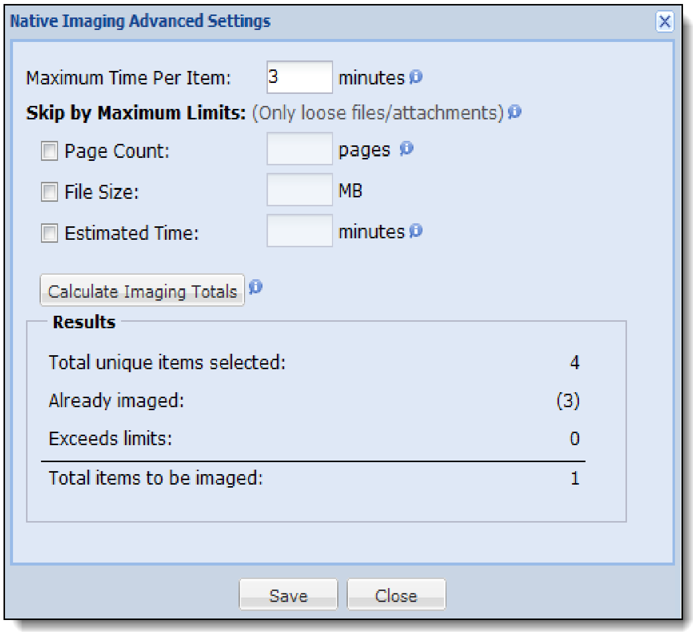
4. Specify the following information.

Document Caching Options

Field	Description
Included Items	Select one of the following options: • **Entire search results**—Caches all documents from your search results. • **Selected items**—Caches only the subset of documents you have selected from your search.
Include	Select the check box **Document families**. This includes all document families across the case that are related to the selected items. • A document family is the parent document and all attachments. • An item is any individual element such as an email message, attachment or embedding.
Options	Select one of the following formats to cache documents: • **Native** – **Advanced settings—** Allows you to analyze and control what Native Imaging documents to cache or skip over. These settings are especially useful when deciding how to handle very large documents and to ensure optimal use of caching to speed up production and review processing. A calculator function allows you to more accurately estimate the documents that are going to be imaged. – Be aware that Counts for **Total unique items** selected on the **Native Image Advanced Settings** menu can be greater than the total items selected for caching on the I**maging & Rendering > Managing Native Images** menu. This is because caching is performed at a document family level. **Note:** Items that are imported through load files or EDRM XML files are not subject to the user criteria and are not skipped. • **HTML** – **Cache highlighting—**Prepares highlighted HTML pages. The prepared pages can only be reused if the documents are reviewed with the same search terms and the same searches are applied for highlighting during review. • **Retry previously timed out documents—**Restart the caching job if a timeout occurs. Timeouts may occur during native review or a previous cache job. Once a document has timed out, it will not be attempted again unless this option is selected. **Note:** Using the Retry option could significantly slow down native review on the system. If a caching job is stopped before completion, all documents processed before the job stopped are available for use.
Schedule	• **Set start date/time—**Select the check box and click the drop-down button to select a date from the calendar
Job time limits	Select one of the following options for when to stop the cache job: • **Run to completion—**Do not stop caching until job is complete. • **Run for...minutes**—Enter the number of minutes in which to run the job before stopping. • **Stop by...**—Enter a date, or select a date/time from the calendar when the cache job will be stopped.

5. (Optional: Steps 5-7) To take advantage of caching options for Native Imaging documents, click **Advanced settings**.

   The Native Imaging Advanced Settings screen displays.



6. Specify the following information.

Native Imaging Advanced Settings

Field	Description
Maximum Time Per Item	While attempting to cache an item, if the system exceeds this amount of time the system stops caching this item and moves on to the next item. The default value is set to 3 minutes. **Note:** The default time cannot be set to less than 3 minutes.
Skip by Maximum Limits (Only loose files/ attachments)	Items that exceed these maximum limits will not be imaged. This only affects loose files and attachments. Email messages that exceed the maximum limits will be imaged normally. Specify values for any of the following items: • **Page Count—** By default, only PDF and PPT files have page counting features enabled. MS Excel and MS Word files can be enabled by calling support. Items that exceed the maximum number of pages will be skipped. • **File Size—**Items that exceed the estimated file size are skipped. • **Estimated Time—** Items which exceed the estimated time will be skipped immediately.

7. Click **Calculate Imaging Totals** to see what is going to be imaged based on your entries for the settings and criteria. Results include entire document families which may expand counts.

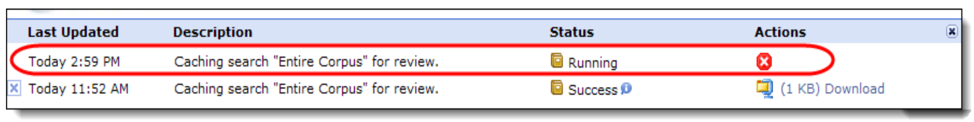
   The totals are displayed in the **Results** section.

   A new job will be created each time you Calculate Imaging Totals. View and compare results through the job status logs in the Jobs window.

8. Click **OK** to return to the Cache screen.

9. Click **Cache**.

   The progress of the job displays in the Jobs window.



   When the job completes, a log file is available for download. The log file contains a list of the files that failed to convert.

Reviewing Documents

Note: The information in this section applies if you have licensed the Review, Redaction, and Production module.

The Review Mode allows for faster review by optimizing screen real estate, enabling user customizations, and reducing number of clicks to tag a document. Activate Review Mode by clicking on the right-most icon in View options on the Documents screen or by clicking the review icon from the **Actions** column.

Using the Document Review Screen

The Document Review screen allows you to view the document contents, tag, and add review notes. See *"Filtering Search Results" on page 66* for more information on the redaction and production options that are available in Review mode.

To view the Document Review screen

1. Select a document and click the Review icon.

   The review mode view displays.

   Note: This view will be unavailable if your case administrator has selected a different billing model for this case, which requires all documents for review to be in the Review folder. A warning message appears in the document display area of the Review Mode screen indicating that the document cannot be reviewed because it is not in the Review folder.

   Tip: Use the breadcrumb links to easily navigate up and down your review path or to see where your current review page is in relation to your search results hierarchy. In Review mode, the breadcrumb navigation is located above the **View:** Text drop-down menu on the right-hand side.

2. Refer to the following table to perform tasks on this screen.

Document Review Screen - Icons and Functions

Icons or Function	Description
View: Text	Change the viewing mode and access redaction and production controls. Click the arrow and choose one of the following: • **Text**—View document in default text mode. • **Native/Image**—View the document in native format. • **Redaction/Annotation**—Display redaction controls using the selected redaction set (usually Default). See *"Filtering Search Results" on page 66*. • **Production**—See *"Filtering Search Results" on page 66*.

Document Review Screen - Icons and Functions (Continued)

Icons or Function	Description
Actions	Copy or move to a folder, remove from a folder, or print the document. Click the **Action** menu and choose one of the following: • **Copy to Folder**—Select the destination folder, and click **Copy**. • **Move to Folder**—Select the source and destination folders, and click **Move**. From the Move to Folder window, you can choose include subfolders by selecting the **Include Subfolders** check box at the below the box of folders you are moving the document from.(This action can also be done from the **Action** menu outside of Review mode.) • **Remove from Folder**—Select the folder, and click **Remove**. Select the **include subfolders** option to remove documents from the folder (and all subfolders).
Overlay image...	Overlay native images accessible in review mode with one or more images from an external tool. See *"Pre-Process Your Source Data" in the Case Administration Guide*
Export...	Export search results. Refer to the *"Export and Production Guide"*.
Print...	Print selections. See *"Printing Documents and Logs" on page 204*.
Auto-save	Automatically saves your redactions when you advance to the next document. See *"Redacting Items" on page 184*.
Delete redactions/annotations	Deletes redactions and annotations. See *"Deleting Redactions" on page 192*.
Redact whole document	See *"Redact Whole Document" on page 190*.
Related Discussion (15)	Opens the **Related Discussion** screen, **Thread** tab. See *"Using the Discussions Screen" on page 137*.
Page: 2	Pages through the retrieved documents. Enter a page number and press **Enter** to go to that page or use the arrows to go to the next or previous page. Use the **Show** drop-down list to change the number of documents that are displayed on each page.
Tagging Pane	Allows you to perform tagging actions. See *"Bulk Tagging Reviewable Items" on page 148*. Click the configure visible tag sets icon. See *"To configure visible tag sets" on page 175*. If the tag tree icon is displayed to the right of the tag, then bulk document family propagation tagging is enabled.

Document Review Screen - Icons and Functions (Continued)

Icons or Function	Description
Related Items Pane	Lists items associated with the document. Click the arrow and select an item type (attachments, discussions, similar items, or tag history). If there are no related items, the menu shows **None**. For **Attachments**, perform any of the following actions: • Click an attachment link to display the item. • Click the Download icon to download the item to your local system. • Click the **Find Similar** icon to locate similar items. • Click the magnifier icon and choose **Analyze within search** to view information for the current search or **Analyze across cases** to view information across all documents in the case. • Click the review related items warning icon to read and assess warning messages. For **Discussions**, perform any of the following actions: • **Tag**—Choose **Actions > Tag** to open the pop-up tagging window. See *"Bulk Tagging Reviewable Items" on page 148*. • **Export**—Choose **Actions > Export** to open the pop-up export window. Refer to the *"Export and Production Guide"* for more information. • **Print**—Choose **Actions > Print** to open the pop-up print window. See *"Printing Documents and Logs" on page 204*. • **Folders**—This will appear if the document belongs to any folders. The **View Similar** icon displays the documents found to be similar according to the threshold in the Find Similar setting. The Custom Attributes icon appears if the documents in your search results contain custom fields (created during load file import). See also *"Viewing Related Items within Review Mode" on page 177*. Click any of the Subject/Filename headers to view that item. Click the icon to the right of any subject/filename header to find similar items. **Note:** The product does not currently support searching similar documents to derived discussion messages. Thus, the Similar Items link in Review mode is not displayed. If you choose **Tag History**, the panel displays a read-only list of tagging actions. Click any of the column headers to sort or select different columns to display.
Open Close	Click the **Open** icon to open the current panel in a new window. To reverse the operation, click the **Close** icon.
Showing: Document List > Check this out [	Breadcrumb navigation indicator above the filter area shows the pages through which you have navigated to get to the current page. When you switch to Review Mode this is located above the **View:** Text drop-down menu.

Linear Review Tools in Review Mode

Tagging Pane

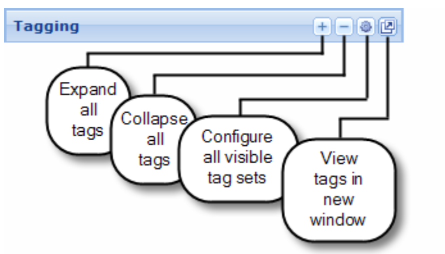
The tagging pane enables you to manage document families (such as an email with all its related attachments) and individual items (such as attachments, embeddings, loose files, and emails) using various tagging tools. Manage items and document families by assigning tags to folders and flagging them with predefined tags in the tag categories that matter to you.

For example, you can organize related documents into folders for further analysis by a team of reviewers, who can then retrieve the documents assigned to them, tag the documents, and enter notes.

Note: Items that are redacted are automatically tagged with the Redacted tag under the RedactionTagSet tag set.

Tagging Pane Views

Use the tagging pane options to change views depending on your preference.



Note: Use the "Configure all visible tag sets" option to view only the documents with the tags you select from all your tag sets.

Tagging Pane Navigation

- **Prev** | **Next**. The Prev and Next buttons allow you to move back or forward through reviewable items, one at a time. (Be sure to save any tagging changes before navigating away from the current view.) To tag as you view documents and items, use the Tagging Options.

Tagging Options

- **Tag and Save**. The Tag button applies the selected tag(s) to the reviewable item.
- **Save and Next**. The Tag and Next button applies the selected tag(s) to the reviewable item and immediately moves to the next item.

To configure visible tag sets
Control your review experience by configuring the Tagging pane to display only the tag sets you need and to advance through the search results as you prefer.

1. From the Tagging pane, click the **Configure visible tag sets** icon.

   The Options window appears.

2. Select the tag sets you want to display in the Tagging pane.

3. Specify how you want to advance through the reviewable items.
   - **Auto Advance**. Selecting a tag automatically applies the tag and immediately moves you to the next item without the need to click **Save and Next**.
   - **Skip attachments and Embeddings.** This option preserves legacy functionality when the product advances to the next document family rather than the next reviewable item.
   - **Skip non-matching items.** Displays only reviewable items with search result hits.
4. Click **OK**.

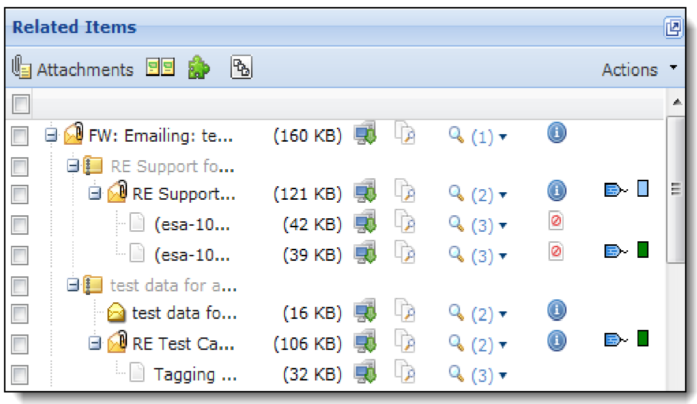
Keyboard Shortcuts

- Previous Document: **ALT+P**
- Next Document: **ALT+N**
- Tag: **ALT+T**
- Tag and Next: **ALT+G**

For a complete list of all shortcuts, refer to the *Keyboard Shortcuts Reference Card*.

Viewing Related Items within Review Mode

Attachments, Discussions, Topics, Similar Docs, Folders, and Tag History are all accessible from Related Items enabling you to view, find similar, tag, and bulk tag without changing modes.



Related Items & Find Similar Keyboard Shortcuts

- To view the document in the review pane: in Review Mode, from the Related Items view, you can **CTRL+click** on any item.
- To show the differences between the review document and a document from the Find Similar list: in Review Mode, from the Find Similar view, you can **CTRL+SHIFT+click** on any item.

When viewing similar items within Review mode, clicking the **Similar Items** links displays the Find Similar histogram. From Review mode only, this histogram provides the option to apply your desired similarity threshold settings for viewing the list of similar items in the Related Items box.

If your results set contains custom attributes, the **Custom Attributes** icon appears, making any fields your case administrator designated as Custom Attributes (from load file imported data) searchable.

Click the icon to view attributes and their associated values. Click the arrow on each column name to sort or rearrange the column order.

Item Note

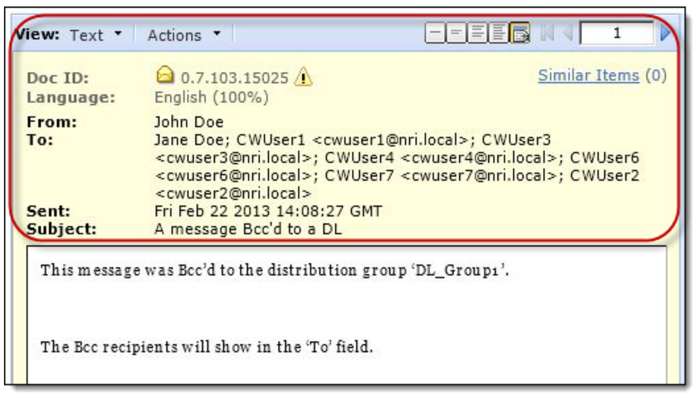
If your administrator has allowed item note editing and viewing privileges, the Item Note box appears in the Tagging pane above the tag categories. Click the up-arrow icon above the Note text box to hide this pane. Users with role assignments of **System Manager**, **Group Admin**, **Case Admin**, **Case Manager**, **Case User**, and **eDiscovery Admin** have the privilege by default.

Note: Item notes can be used to explain tagging decisions or highlight other helpful case review annotations.

Reviewing Journal Envelope Information

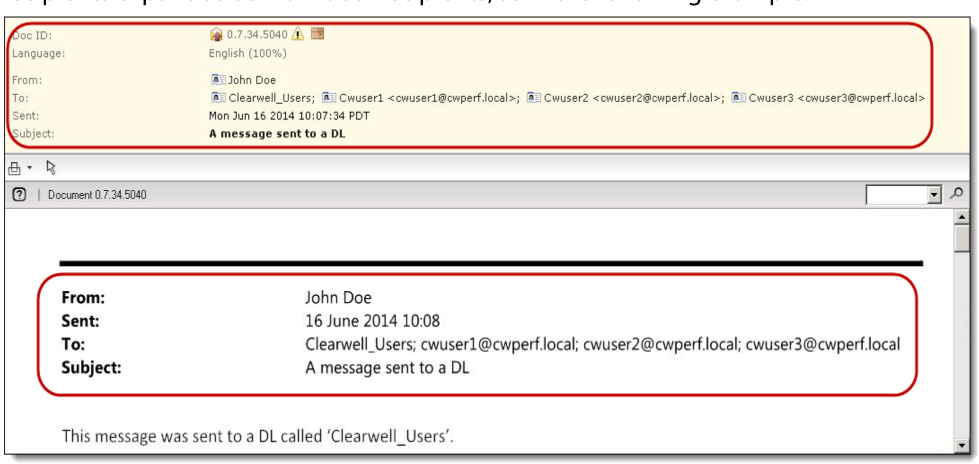
In the Analysis & Review module, click the **Detail** link in any Journal message to display expanded Journal information. The expanded Journal information is shown as part of the "To", "Cc", "Bcc" before the sent line. It also includes the "To", "Cc", and "Bcc" recipients in the child message. The system displays the Distribution List information present in the journaled message and the member who belongs to the Distribution List.

Note: If you are using Exchange 2003, in which all recipients are aggregated in the "Recipients" field, the "Recipients" list is added to the "To" field.



Native view

Clicking the **Review** link in any Journal message shows the item in either text or Native view. (In Review mode as with Search Results, an icon next to the DocID displays the message type as "Journal Message" when hovering over it.) The messages displayed show all Distribution List recipients expanded as individual recipients, as in the following example.



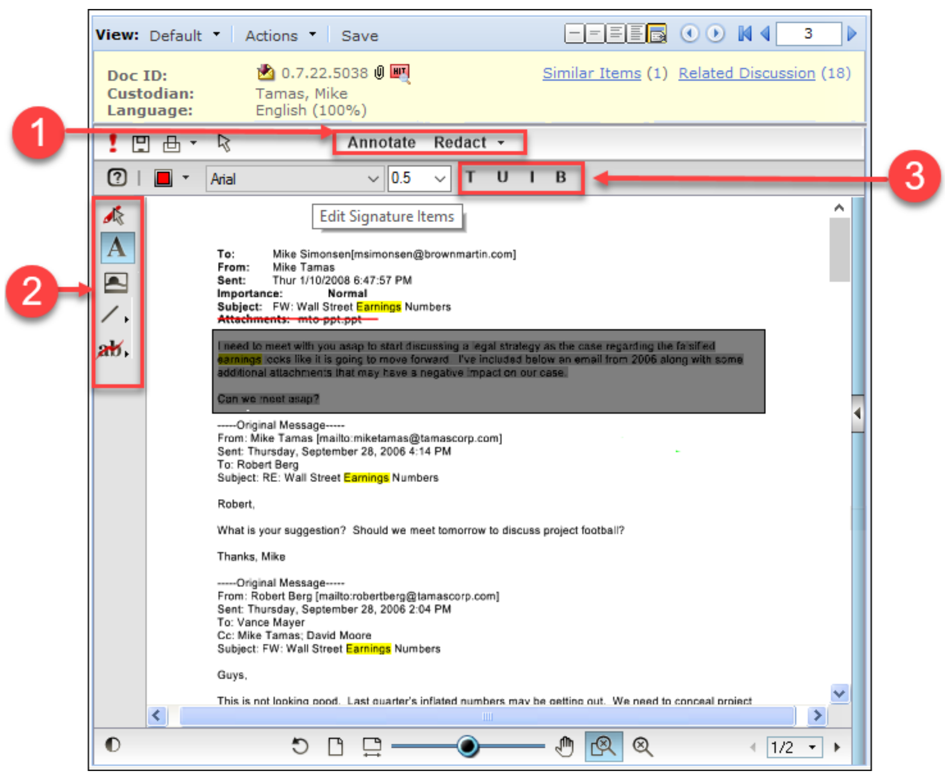
In native view, attachments are linked to the original message (not the parent message with the attachment). The regular "To", "Cc" fields are merged with the corresponding Journal fields. All fields can be redacted in the **Review > Redaction mode**.

When reviewing journal messages using this feature, the native view of a message may differ from the text view. Native view does not show the Bcc field, so Bcc recipients will not normally be shown. The exception to this is when you are processing journal messages with Basic journal reports. In this case the Bcc recipients will be shown because they will have been merged into the To field as explained above. If you chose to disable journal envelope processing, then Bcc recipient information will never be shown in native view.

Annotating Items

You can add annotations to documents to further explain, analyze or illustrate a certain point, or encourage collaboration and communication among a reviewing team. The various editing tools are useful for calling reviewers attention to certain parts of the document. For example, you may want to give a reason for a particular markup to help speed the review or comply with organizational guidelines and regulatory mandates. Or perhaps you need to mark a document for later action such as “Requires Redaction”.

Note: To annotate, you should have access to review mode and privileges to redact/annotate documents.



1. **Annotate/Redact Toggle**. Within an item you can switch between operations. The **Redact** mode is the default.
2. **Annotation Tools**. Select the annotation tool and apply it to the item.
3. **Formatting Options**. If you select the text annotation, line or strikethrough edit tool the tool selection expands to reveal more colors and formatting options.

Annotate an Item

The annotation feature allows you to select and comment on an item.

Annotations are visible on produced documents. This means that messages, PDFs or MS Office files can be annotated with any of the edit tools.

Additionally, all documents that contain annotations are tagged with the **Redacted** default tag to permit searches on the redaction set. There is no separate tag for annotated documents.

Once annotated, the item can be reviewed by another reviewer who can also add annotations. You may want to consider using different colors and other formatting styles to differentiate reviewers.

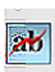
Guidelines

- After production export, annotated documents are only visible in the Production View within the Native Viewer.
- Be aware that clearing all redactions on a document will also remove all annotations on that document.

To annotate an item

1. Select **Enter Review mode** from the Search menu. Choose **Redaction/Annotation** from the **View:** and select the redaction set that you want to annotate.
2. Click on **Annotate** from the top middle to toggle from the default **Redact** mode display.
3. Select any of the annotation tools from the left pane to annotate the item.
4. Save your annotations.

Annotation Editing Tools

	Select and modify an area for annotation.
	Text annotation. You can add multi-line text.
	Add an image. You can add graphical stamps to documents.
	Straight line and Arrow Pointer.
	Strikeout, Strikethrough, Highlight and Underline.

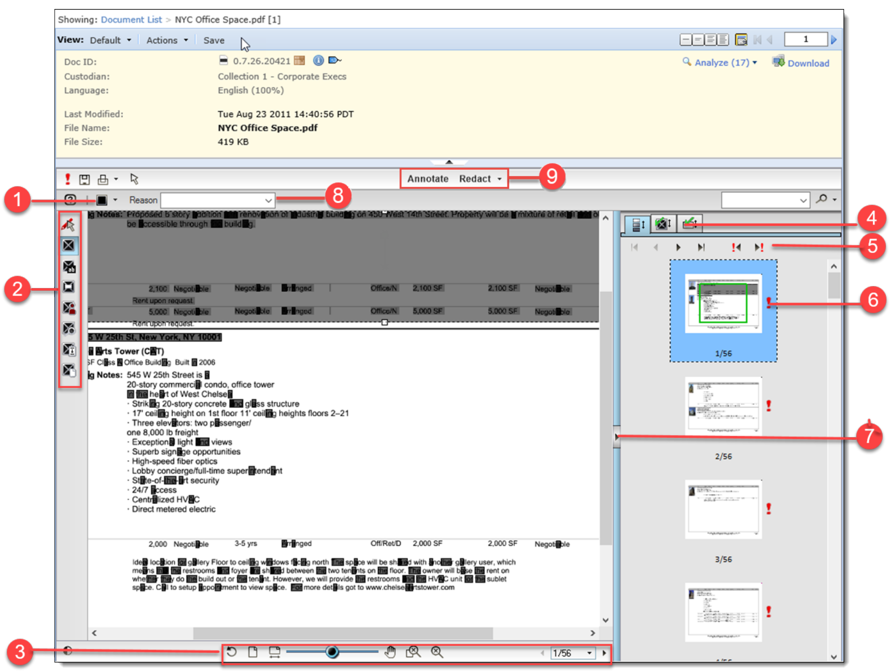
Redacting Items

By definition, redaction means the removal of certain types of information from items or documents. Redaction is useful for protecting information, especially when there is data containing sensitive information that must not be shared (non-discoverable, proprietary) or must be deleted to comply with regulatory mandates.

The information in this section applies if you have licensed the Review, Redaction, and Production module.

Understanding the Redaction Interface

Redaction Mode provides the tools to redact case items, verify your redactions, and customize how items are displayed. The following diagram illustrates key functionality within Redaction Mode.



1. **Edit Color.** Select the color to use for redaction.
2. **Redaction Tools.** Select the redaction tool type and apply it to the item.
3. **Viewer Display and Magnification Options.** Select display options such as background color, monochrome, rotate, etc.
4. **Document Viewing Tabs.** Click to view thumbnails redaction verification options.
5. **Navigation Arrows.** Click to jump to the next redacted page.
6. **Redaction Indicator.** Exclamation mark indicates this page was redacted.

7. **Expansion toggle.** Click to hide or display the thumbnail pane.
8. **Reason.** Select a preset, or enter a free text reason.
9. **Annotate/Redact Toggle.** Switch between Annotate and Redact tools.

Redact an Item

The redaction feature allows you to select specific portions of an item to be concealed when the item is produced. You can use redaction to protect sources or limit information on a need-to-know basis.

Note: The first time you go into the Viewer, Redaction, or Production views in your browser, you will be prompted to install an ActiveX control. This control is used to render rich document content directly in your browser window.

To redact an item in Redaction Mode

1. Log into the appliance and navigate to the case containing items you want to redact.
2. Run a search or select your review folder.
3. On the search results screen, click the **Review Mode** icon.
4. Choose **Redaction** from the **View** menu and select the redaction set.

   The Review mode screen reopens to show the redaction controls by default. Clicking **Annotate** switches to the Annotation tools.)
5. Use the *"Redaction Tools" on page 186* to redact the item.
6. Save your redactions when you move to the next item.

Redaction Tools

	"Select Redaction" on page 187
	"Redact Area and Redact Text" on page 187
	"Click the icon and then hold down your mouse and drag to select an area to redact. Type a reason in the pop-up window, if prompted to do so, and click OK. The reason is displayed in the redacted area.Allow Area" on page 187
	"Redact Privacy Information" on page 188
	"Find and Redact" on page 189
	"Find and Redact From/To" on page 189
	"Redact Pages" on page 190

Select Redaction

Select and modify area for redaction. This includes changing the selected shape or area, modifying redaction reasons, or deleting the redaction altogether.

To edit a redaction

Select the Select Redaction tool, then press the SHIFT key and click the redaction area to edit. The redaction is selected and the redaction reason displays in the document header.

To remove redactions

Select the Select Redaction tool and press the SHIFT key to remove a redaction created by another user.

Redact Area and Redact Text

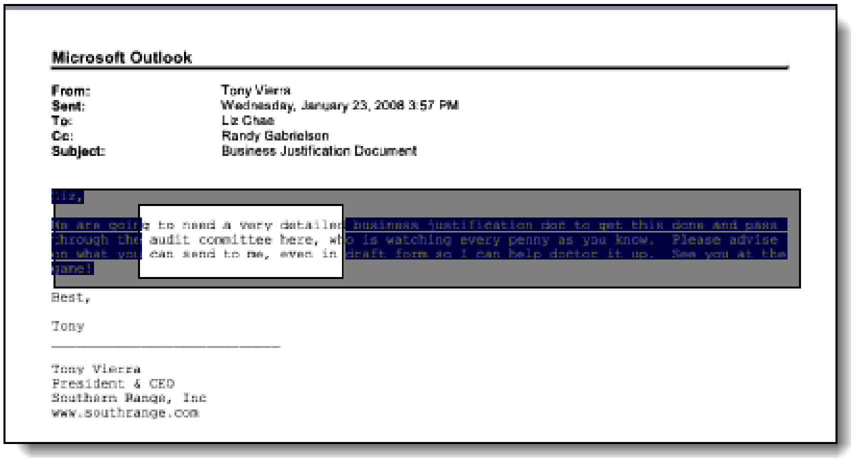
Redact area enables you to create a redaction on any part of the viewable document. You can draw redaction boxes over any part of a document. With Redact text, select text for redaction.

Once redacted, the document can then be printed or produced with these redacted areas burned into the printed or produced image thereby permanently hiding privileged or confidential information.

To redact an area

Click the icon and then hold down your mouse and drag to select an area to redact. Type a reason in the pop-up window, if prompted to do so, and click **OK**. The reason is displayed in the redacted area.Allow Area

Allow area allows a portion of a redacted area to be revealed (i.e. un-redacted). This provides efficiency when all but a small area of the document needs to be redacted.



To allow an area within a redacted area

Click the icon and then hold down your mouse and drag to select an area within a redaction area to keep visible.

Redact Privacy Information

The Redact Privacy Information tool can be used to quickly find and automatically redact sensitive information commonly found in documents and forms including Social Security numbers, phone numbers, email addresses, dates of birth, and names. This can significantly improve the speed of redaction.

To redact privacy information

Click to open a pop-up window that allows you to modify privacy settings for redaction. The settings that you configure in the pop-up window apply until you modify these settings. Configure the following settings and click **Redact** to apply the settings or click **Cancel** to close the window without applying the settings.

- **Color**—Choose background color for the redacted content.
- **Reason**—Depending on how the eDiscovery administrator set up the redaction set, you can either choose a preset reason code for the redaction, or enter a custom reason of your own choice. It is also possible to change or edit a reason code or reason after saving, to override a specific instance of redacted privacy information.
- **SSN (Social Security Number)**—Select to automatically redact any social security numbers found in the documents. There is also an option to reveal the last four digits of redacted SSNs.

- **Phone numbers**—Select to automatically redact any phone numbers found in the documents. To exclude specific phone numbers from redaction, click **Use Exceptions** and specify the following:
  - Enter a phone number and click **Add**. Add additional phone numbers as needed.
  - Click **Edit** to modify a phone number.
  - Click **Open** to add a CSV file that contains phone numbers.
  - Click **Save** to save the phone number list.
  - Click **Delete** to remove a phone number.
  - Click **Clear All** to remove all phone numbers from the list.
  - Click **OK** to save the phone numbers and close the window.
  - Click **Cancel** to close the window without saving.
- **Email**—Select to automatically redact any email addresses. There is also a **Use Exceptions** option.
- **Date of Birth**—Select to automatically redact any birth dates found in the documents.
- **Name**—Select and type a single specific name, or use a list of names with options.

Find and Redact

This tool lets you find and mark for redaction multiple instances of a common word or phrase within the Redaction view of an open document. Reason codes and colors can also be applied. Find and Redact can help reduce the time required to redact a document by automatically redacting key phrases or confidential information.

To find and redact specific text

Click to open a pop-up window that allows you to find and automatically redact specified text. Enter the text, and click **Find whole word only** if you want to limit the search to whole words. Choose a redaction color and reason, and click **Redact**.

Find and Redact From/To

Find and Redact From/To finds and redacts sections of a document between two defined phrases including the application of specified reason codes and colors. This allows for fast redaction of blocks of text.

To find and redact from text string to a different text string

Click to open a pop-up window that allows you to find and automatically redact content that begins with a specified text string and ends with another text string. Enter the from and to text, and click **Include end text in redaction** if you want to include the ending text (the beginning text is automatically included). Choose a redaction color and reason, and click **Redact**.

Redact Pages

Redact Page allows you to quickly redact one or more full pages of email or file items with one command. Redaction reason codes and colors can also be applied as part of this command. An alternative is to use the **Redact whole e-mail** option from the **Actions** menu, explained in the table: "Document Review Screen - Icons and Functions" in this section. The latter produces only one completely redacted page as output, regardless of the total number of pages the document originally had.

To redact an entire page

Click to open a pop-up window that allows you to find and automatically redact specified pages. You can choose to redact all pages, the current page, or a page range. Choose a redaction color and reason, and click **Redact**.

In production, all pages print with black redaction fields.

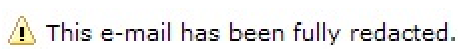
Note: To redact an entire document, select Redact Whole E-mail from the Actions menu. The production, the document is replaced with a single slipsheet.

Redact Whole Document

Use this feature to redact an entire email, loose file, or attachment without having to individually black out all of its pages using the redaction tool. This is most commonly used to easily exclude one more attachments that may be privileged from a responsive email. Note that this is an item-level feature, and if you redact a whole email, the system will redact the email only and not any of its attachments.

To redact a whole email

1. In Redaction mode, click the **Actions** menu.
2. Select **Redact whole email**.
3. Confirm that you want to redact the whole email.

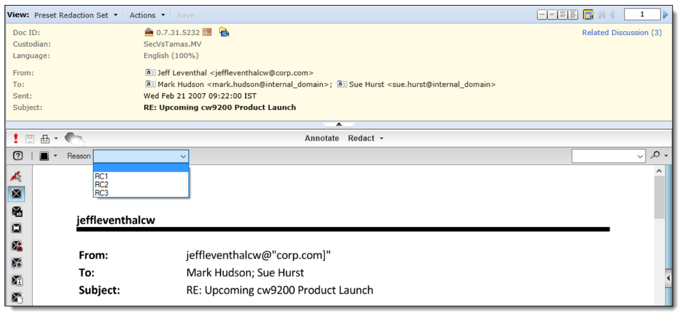


When the document is produced, instead of producing a number of fully blacked-out pages, the system will simply include a slipsheet that indicates that the entire item has been redacted.

Redact Using Preset Reason Codes

Preset reason codes enable you to consistently choose reason codes across the redaction set. This functionality is first enabled and applied by your administrator.

To apply a preset reason code to redaction



1. Select a document and click the **Review** icon.

   You are now in review mode.

2. Select **Redact Area** or **Redact Text** from the redaction tool set.
3. Mark the items you want to redact using the redaction tool set.
4. Click the **Reason** menu to choose from among the preset reason codes drop-down pane.
5. When you have finished marking items you want to redact, click **Save Markup**.

Managing Redactions

You can manage redactions the following ways.

- *"Saving Redactions" in the next section*
- *"Editing Previously Redacted Documents" on page 192*
- *"Deleting Redactions" on page 192*
- *"Viewing Redaction History Information" on page 192*
- *"Verifying Redactions" on page 193*
- *"Verifying Image Text" on page 193*
- *"Using Redaction Colors" on page 193*

Saving Redactions

You can save redacted documents three ways:

- **Automatically**
  The Auto-save feature saves your redactions when you advance to the next document. Auto-save is enabled by default.
- **When prompted**
  If Auto-save is disabled, you are prompted to save your changes when you advance to the next document. Clicking **OK** saves your changes.
- **Manually**
  You can click the **Save** icon anytime to save your redactions.

Editing Previously Redacted Documents

If necessary, you can edit another reviewers' redactions on a document. Within the Redaction tools in Review Mode, click on the Select Redaction tool ( ) icon on the left toolbar, then press the SHIFT key and click the redaction you want to edit. The redaction is selected and the redaction reason displays in the document header.

Deleting Redactions

You can delete redactions one at a time by selecting them with the **Select Redaction** tool and pressing the Delete key, or you can delete all the redactions in a document from the **Actions** menu by clicking **Delete Redactions...**

Viewing Redaction History Information

Hovering over a redaction provides information on the user who last created or edited the redaction, the time at which the edit was made and reason code for that redaction. This information makes it easier to perform quality control on redactions.

Verifying Redactions

Redaction Verification, available via the Viewer Task Pane, allows you to rapidly navigate through each redaction within a document as part of a QC process. Leveraging reason codes and color filters, redaction verification also allows you to check that all redactions have had the appropriate reason or color assigned.

Verifying Image Text

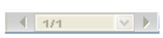
Image verification hides all text within a document in order to make it possible to visually review all non-searchable or non-text highlighted images (such as image text). This feature makes it easier to find images within documents that could contain text that won't be found by keyword searches or can't be automatically redacted.

Using Redaction Colors

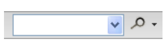
You can select the color of your redactions. Using different colors can be valuable for easily distinguishing redactions from a particular reviewer, a reason code or other key criteria.

Redaction Display Options

Viewer Display Options

Display Controls		
	Rotate 90	Rotate the document 90 degrees clockwise.
	Display Monochrome/ Display Color	Click to change the background color to black, white, gray, or default. Click to display the item in monochrome or color.
	Paging Controls	Click the arrows to page through the document.

Viewer Magnification Options

Markup, Print, and Page Controls		
	Markup Save	Click to save markups.
	Print	Click to print the document with the specified redactions.
	Select	Click and then use your mouse to select text.
	Fit All	Click to display the whole page.
	Fit Width	Click to display size the page to display the full width.
	Pan/Zoom	Click to clear the zoom and magnifier settings.
	Zoom Window	Click and then use your mouse to select an area. A zoomed version of the area is displayed. To return to the original size, using the page percent controls.
	Zoom In/Out	Click and then move your mouse back and forth to change the zoom level.
	Magnifier	Click and then click an area of the document to zoom in or that section.
	Find	Find specified text in the document.

Tracking Redaction Changes

Any time you redact an item or delete an item's redaction, the action and its reason code are tracked in the Tag Event History using a standardized description in the Notes & Comments field.

This standardized event description enables you to quickly search all case items for specific changes. You can search on whether a redaction was added or deleted. You can also specify the reason code provided by the reviewer.

Track redacted items using: Tag Event History

To track redactions with Tag Event History

1. From the Advanced Search screen, set the search Style to **Tag Event History**.
2. In the **Find comments containing any of the words** field, type one of the following search strings.

   A. **`“redactions added”`**

   B. **`“redactions deleted”`**

   `C.` **`“reason_code“`**

   Note: Use quotation marks to ensure relevant results.
3. Click **Run Search**.

   A comprehensive list of items with redaction tags displays.

Bulk Redaction

As the amount of data in review cycles increase and time constraints close in, it can be a challenge to act on redaction requests in a timely manner.

For example, there may be times when you must apply redactions to a large set of items, either across a case and dataset or you need to quickly apply redactions to a single, extremely large document. In both these instances, the bulk redaction feature can greatly increase efficiency, accuracy and eliminate inconsistencies in repetitive redaction tasks.

Bulk redaction provides the ability to redact multiple documents in a Redaction Set without having to individually open and review each and every document in the Native Viewer. You can easily specify the redaction text along with the reason code that needs to be applied on the redacted text to all selected documents. Bulk redaction works on redaction sets with preset reason codes and with free-text reason codes.

Similarly, the delete bulk redaction option makes it easy to delete all redactions and annotations for a set of documents in a redaction set.

Note: Any user that has been given the "**Allow Redacting**" privilege can perform bulk redactions, delete bulk redaction operations and submit jobs.

This section contains:

Considerations and Best Practices

- A good rule of thumb is to cache documents before starting a bulk redaction job. If this step was inadvertently omitted, the bulk redaction job will automatically cache the documents for faster processing.
- Bulk Redaction will not operate on the following:
  - Documents OCRed and then searched through Veritas eDiscovery Platform.
  - Documents that are hits in an eDiscovery search because search keyword is present in document name and not in the document content.
- Multiple redactions jobs on the same keyword with different reason codes will result in overlapping redactions on the same text. Only the reason code applied in the first redaction job will be used and visible in the final redaction view. This behavior is contrary to the expectation that the last applied reason code should be visible on the redacted text.
- Applied the wrong reason code? If you have inadvertently applied a reason code for a text and submitted a bulk redaction job, you can use the **Delete Redaction** job to delete all redactions on the submitted files and resubmit the bulk redaction job with correct reason code.
- As with any review workflow, Veritas recommends using a QC process on a sample of the redacted documents to ensure the desired outcome has been achieved.

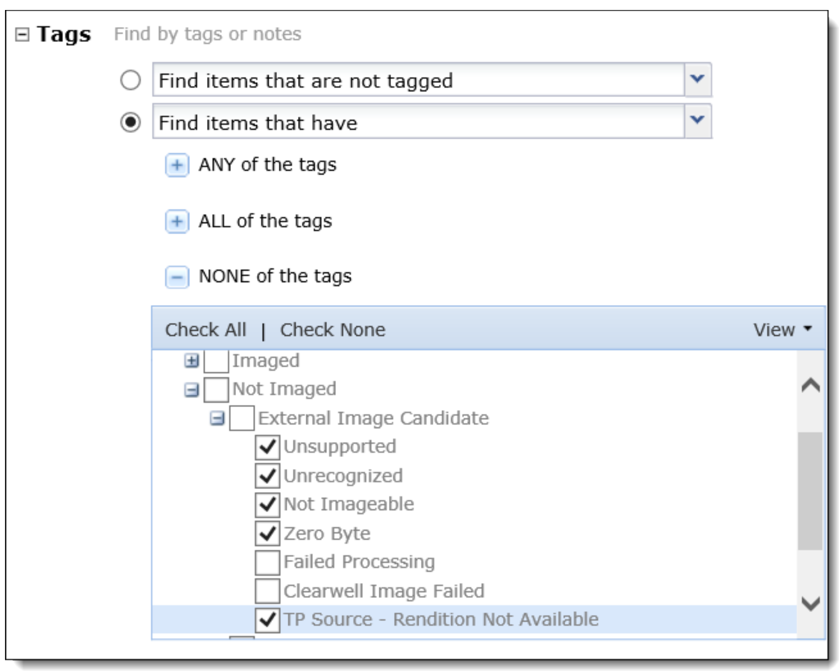
- Only *new* redactions can be applied through a bulk redaction job. If you want to delete or modify existing redactions in an already redacted document, you must use the Native Viewer.
- Bulk redaction job can only be used to apply redactions. You cannot apply annotations with this method. Annotations are applied through the Native Viewer.
- **Bulk Redaction Job Prerequisite**: Before submitting a bulk redaction job, follow these instructions to filter out unnecessary items from the entire corpus and then folder the remaining search results to a specific folder. You can continue to cull down the data on this folder before submitting the bulk redaction job.

To prepare corpus for bulk redaction

A. From **Advanced Search**, expand the **Tags** pane.

B. From the entire corpus of the case, filter out the following five items (listed under the category **External Image Candidate**):

Unsupported
Unrecognized
Not Imageable
Zero Byte
TP Source - Rendition Not Available



C. Folder the search results to a specific folder

D. Further cull down the data in the folder based on your own criteria.

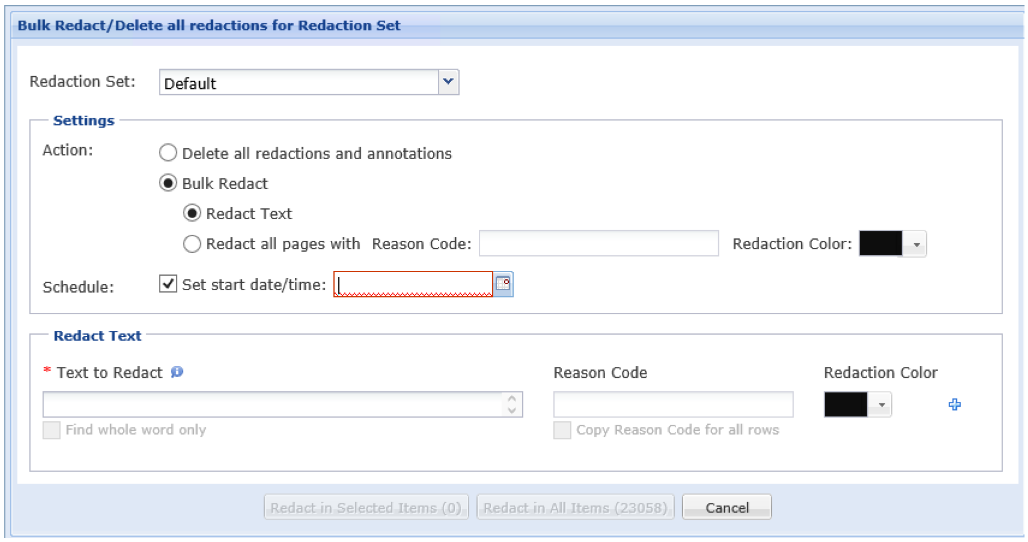
E. Submit the bulk redaction job

Basic Bulk Redaction Workflow

Bulk redaction on the eDiscovery platform is simple to apply and can easily augment most review workflows.

Step	Action	More Information
Before You Begin...	**PREPARE CORPUS DATA** Follow these steps to reduce and exclude unnecessary items from bulk redaction data.	**See** *"To prepare corpus for bulk redaction" on page 197*.
Step 1	**IDENTIFY, SEARCH & CULL** A typical first operation is to reduce the items to be redacted using search, filter and folder techniques. This may take several iterations to distinguish and cull out your bulk redaction data.	**IMPORTANT:** While bulk redaction can work on an entire corpus, it is not a recommended practice as it greatly increases the job processing time and may affect system performance.
Step 2	**MARK ITEMS** With the **Redaction Set** selected, enter the custom keywords or phrases. that meet your redaction criteria. Or Redact entire pages.	**Note:** You cannot bulk redact **Discussion** Tab search results.
Step 3	**CATEGORIZE & TRACK** Enter a reason code to identify redactions.	
Step 4	**APPLY REDACTION & START JOB** Choose to either redact selected or all items.	
Step 5	**MONITOR JOB** A background bulk redaction job starts. Progress can be viewed in the job status pane and in the job log.	Bulk Redaction job entries are also recorded in the platform's activity reports. See *"Viewing User Activity Reports" in the System Administration Guide*.
After You Have Completed Bulk Redaction...	**VERIFY BULK REDACTION RESULTS** Once the bulk redactions have been applied, you can verify the bulk redactions by reviewing them in the Native Viewer.	

To bulk redact items



1. From the **Analysis and Review** module, click **Actions** > **Redact**

   The **Bulk Redact/Delete all redactions for Redaction Set** menu displays

2. Select a **Redaction Set** from the drop-down menu.

3. In the **Settings** section: Under **Action,** select operation.
   In this example, **Bulk Redact** and **Redact Text** are selected which enables the **Redact Text** entry box.
   Starting with release 9.0.2, you can schedule a bulk redaction task to run on a specific date and time or simply start the bulk redaction task by running it on demand.

   A. In the **Redact Text** section: Type the text you want to redact. You must specify text to redact in at least one row.

      It is strongly recommended that you keep the option **Find whole word only** unchecked if the text is beginning and/or ending with special character such as period (.), comma (,), exclamation mark (!). For other considerations, see *"Bulk Redaction Settings" on page 200*

   B. Select the **Redaction Color**. Black is the default.

   C. Click the plus sign (**+**) at the end of the row to add a new line of text to redact with a reason code and redaction color.

      In this example, we are looking for the unique term "SR02-12" with "Corporate Confidential" as the **Reason Code** and black as the **Redaction Color**.

4. Select either **Redact in Selected Items** or **Redact in All Items**.

5. You can monitor the status of redaction jobs through the Jobs window.

To bulk delete redactions

Note: This action deletes all redactions and annotations and cannot be undone.

1. From the **Analysis and Review** module, click **Actions > Redact**

   The **Bulk Redact/Delete all redactions for Redaction Set** menu displays

2. Select a **Redaction Set** from the drop-down menu.

3. In the **Settings** section, under **Action,** select **Delete all redactions and annotations.** Starting with release 9.0.2, you can schedule a delete bulk redaction task to run on a specific date and time or simply start the delete bulk redaction task by running it on demand

4. Select either **Redact in Selected Items** or **Redact in All Items**.

5. Monitor the status of redaction jobs through the Jobs window.

Bulk Redaction Settings

Field	Description
Redaction Set	Select a redaction set.
Settings **Action:**	
Delete all redactions and annotations	This action will delete all redactions and annotations and cannot be undone.
Bulk Redact	
Redact Text	Enter text (words or phrases) that fits your redaction criteria.
Redact all pages with Reason Code: <reason> Redaction Color: <color>	Select all documents and provide a global reason code and redaction color. Use this option to apply full-page redactions over all pages. Equating a particular color with a reason codes can be helpful. For example, using blue for **CONFIDENTIAL**, black for **PRIVILEGED** and so on.
Schedule	
Set start date/time	Starting with release 9.0.2, you can schedule the bulk redaction task and the delete bulk redaction task to run on a specific date and time.

Bulk Redaction Settings

Field	Description
Redact Text	
Text to Redact	Enter your own text for redaction. You can enter multiple texts by selecting a new row with the plus button. Up to 20 individual lines can be added. Each line can have a unique or share the same redaction reason code. The text to redact is treated as case-insensitive. Only check the **Find whole word only** check box if, for example, you want to redact only whole word occurrences of a particular word (for example, *forfeit*). Leave **Find whole word only** unchecked: • If you want to redact a word (for example *forfeit)* irrespective of whether it is appearing as a whole word or as part of a bigger word like *forfeiture*. • If you want to redact multiple occurrences of a paragraph in a set of files. • If the text is beginning and/or ending with special character such as period (.), comma (,), exclamation mark (!), question mark (?). • For non-English text.
Reason Code	Enter your own reason code. Check the **Copy Reason Code for all rows** to propagate the reason code to all rows.
Redaction Color	Select redaction color. The default redaction color is black.

Monitoring Bulk Redaction Jobs

After you have prepared, culled and applied bulk redactions, you are ready to submit the bulk redaction job.

Only one bulk redaction job can run at a time within a case. Other bulk redaction jobs that are submitted for the same case will be queued and processed one-at-a-time.

As with other eDiscovery platform jobs, the jobs viewing pane allows you to view the status and details of a bulk redaction job. Both the status and updates to the job are logged. The status log also contains detailed information including any error s that were encountered.

When the bulk redaction job completes, you can download the bulk redaction report. This report tracks what happened during the processing of the job (statistics and errors). Look for the following items which can aid in identifying the cause of redaction job failures:

- Total number of emails and loose files, attachments, and embeddings submitted
- The number of items that are not redacted
- The count of items with errors.
- Searchable Doc IDs of "**not redacted**" items

- Searchable Doc IDs of the items with errors, the error category and error details

Note: Bulk redaction job entries are also recorded in the activity reports. For more information, see *"Viewing User Activity Reports" in the System Administration Guide*.

Resulting Bulk Redaction Log File Locations

- **Remote job logs on Case Home:** <CW_INSTALL_DIR>\data\esadb\case-logs\<CASE_NAME>\<CASE_NAME>-remotejob@<PORT>.log.
- **Other log files**:
  - **Utility Nodes**: <CW_INSTALL_DIR>\logs\server<YYYY-MM-DD>.log
  - **Case Home**: <CW_INSTALL_DIR>\logs\component-logs\IGC

Retrying Bulk Redaction Jobs

In some cases, bulk redaction jobs with errors can be resolved by resubmitting the job. To help identify items that can be resubmitted, for bulk redaction, search and list the items using the Doc IDs.

Here are the types of errors that indicate the job can be retried:

- **CONCURRENT_MODIFICATION_ERROR**: The document being bulk redacted has also been concurrently redacted using Native Viewer.
- **STELLENT_CONVERSION_ERROR**
- **RETRIEVAL_ERROR**
- **DOC_CONVERSION_ERROR**

Printing

This section describes how to use the printing function.

Export and Production Tasks

If you have been granted administrator-level rights to export and/or produce search results, and generate Privilege/Redaction logs, refer to the *"Export and Production Guide"*.

Note: To open and print files, the Adobe Acrobat Reader must be installed on your system.

Printing Documents and Logs

On any Search Results screen that displays a list of documents, you can print the documents in your search results to Portable Document Format (PDF) files and download the files to your computer. You can also print document logs.

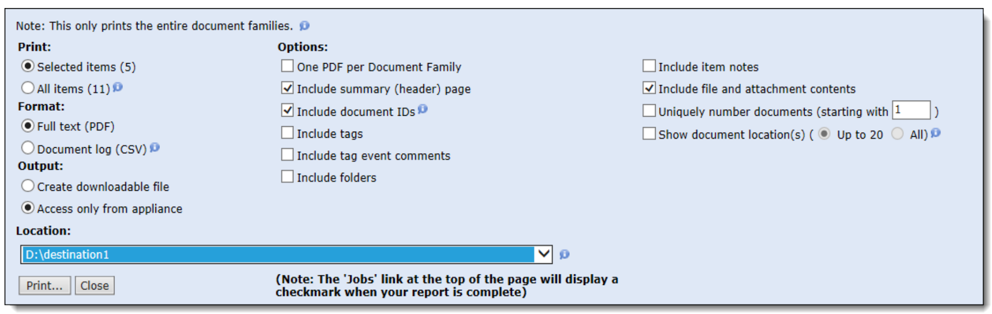
To print documents

1. Submit a search to find the documents you want to print (see *"Performing Searches" on page 21*).

2. Check the box next to the appropriate document or click the check box in the column heading to select all documents on the screen.

3. Above the Sender column, click **Action** then select **Print**.

   The printing options are displayed.



4. Specify the following information.

Print Information

Field	Description
Print	Select one of the following options: • **Selected items**—Prints the selected items on the current screen. • **All items**—Prints all the documents in your search results.
Format	Choose one of the following options: • **Full text (PDF)**—Export the files in PDF format. The PDF document contains the full content of email messages and loose files (HTML version). When you request the PDF of a discussion thread, two PDF files are generated: – **Summary of the discussion** – **Individual messages in the discussion** • **Document log (CSV)**—Export the document log only, in CSV format. **Note:** The document log includes only the metadata for a file.

Print Information (Continued)

<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Output</td><td>
Select one of the following options:

Create downloadable file—Creates a zip file that you can download by clicking Jobs on the top of the screen.
Access from appliance only—Creates a file. The locations drop-down menu displays the available physical export locations. Select the location and the file will be saved to the target export location. Export locations are determined by access group membership and the type of configured locations associated with an access group.

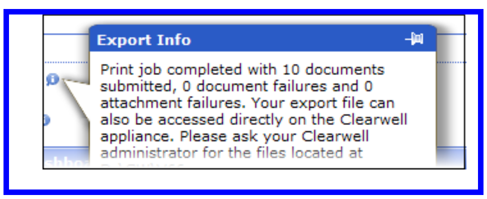
Here are the factors that determine target export locations:
If you are not a member of an access group configured for locations:

The export file is written to the case home directory.
If the external location is set using the property browser, then select the target location from the drop-down location menu. See “Export to an External Drive” in the Export and Production Guide.

If you are a member of an Access Group configured for locations:

Use the locations from the drop-down menu to select the target export file. The available locations are based on the access level settings allowed by your access group. To add or modify the list of export locations go to All Cases->Locations. To change the association of access groups to location, go to System > Users > Access Groups.

Note: Move your cursor over the information symbol to view the information needed to identify the file. Your administrator can use the job ID to download the files from the directory <esa_root>\data\filemanager\<username>\jobRun-<jobid>.



</td></tr>
</table>

Print Information (Continued)

Field	Description
Options	If you selected Full Text (PDF), choose one or more of the following options: • **Include summary (header) page**—Includes all the message header information. **Checked by default.** • **Include document IDs**—Prints the document ID before each document. Later, you can easily locate a specific document by using the document ID in Advanced Search. **Checked by default**. • **Include tags**—Prints the most recent tag settings for each folder that each document belongs to. Tags are printed before each document, starting with the most recent tag. • **Include tag event comments**—Prints the most recent event comments for each folder that each document belongs to. Comments are printed after tags on each document, starting with the most recent general comment (if any) entered without any associated tags. • **Include folders**—Prints the list of folders in which the selected documents are contained. • **Include item notes**—Prints item notes entered for the selected set of items • **Include file and attachment comments**—Prints the content of loose files and email attachments. **Checked by default.** • **Include document IDs**—Prints the document ID at the beginning of each item. Using the document ID can help later when performing advanced searches. • **Uniquely number documents (starting with)**—Prints Document ID: <n> before each document, starting with the number you specify (default is 1). • **Show document locations**—Includes document locations, either up to 20 or all. Document locations include all places where a given message, mailbox, loose files, or archive was found.

5. Click **Print**. To download the PDF file:

   A. Click **Jobs** at the top of the screen to view the status of the task. A check mark is displayed next to the **Jobs** link to indicate the processing status and when the file is ready. If an error occurs during printing, a warning indicator is shown next to the **Jobs** link.

   B. When the task is complete, click **Download** in the Jobs window to open or save the PDF, CSV, or ZIP file. If a print job fails, you can select **Retry** in the Jobs window.

Note: To delete a completed task, click the trash icon for the task. To cancel a running task, click **Stop** in the **Actions** column. To close the Jobs window, click **Jobs**.

Using the Review Dashboard

The Review Dashboard provides a convenient, at-a-glance summary of case status. Reviewers (with appropriate permissions) and Case Administrators can get live status of document folder and tag status and assignments. (Case Administrators can view the overall progress of a case and reviewer progress.)

Refer to the following topics:

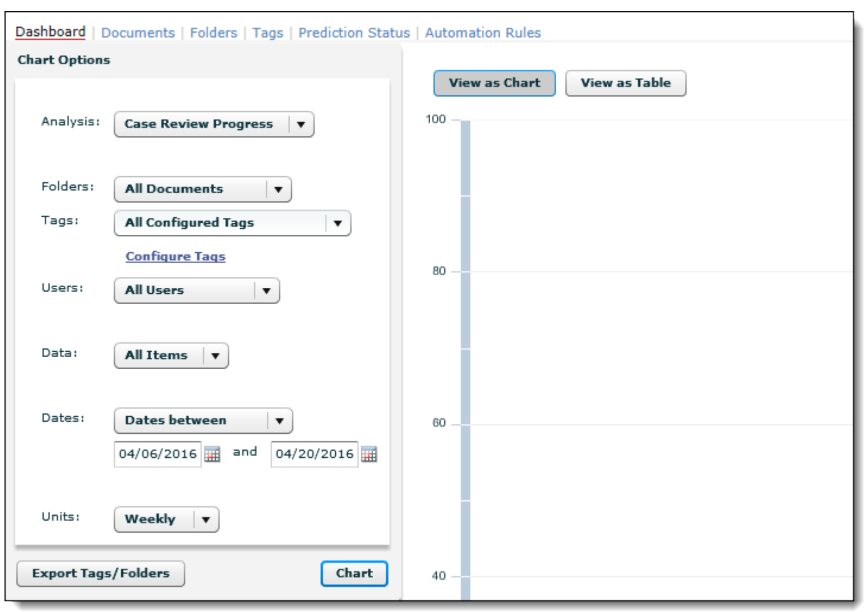
- *"Accessing the Review Dashboard" in the next section*
  - *"View Folder Status" on page 210*
  - *"View Tag Status" on page 211*
  - *"View Case Review Progress" on page 212*
  - *"Export Dashboard Reports" on page 212*

Accessing the Review Dashboard

All information displayed on the dashboard is case-specific. Select the case from the drop-down on the navigation bar to view statistics for that case.

To access the Dashboard

1. From the **Analysis & Review** menu on the top navigation bar, click the **Dashboard** tab.



Note: The Review Dashboard opens showing the Chart Options menu on the left and the generated Chart (or Table) view on the right.

2. Select the report you want to view.

   By default, the information displays in chart form.

3. To display dashboard information in table form, click the **Table** tab.

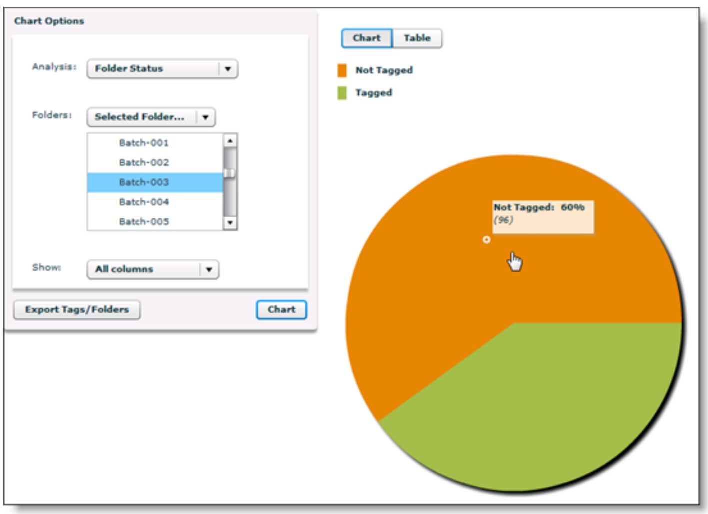
   Note: You can export reports in the **Table** tab.

4. To search for the documents represented by a pie segment, a bar chart segment, or a number listed in the **Table** tab, click on the segment area or number.

View Folder Status

To view the number of tagged or untagged documents within a folder, use the folder status report.

You can also use the Folder Status Report as a way to resume your review of a specific review set folder. To do this, run the report and click the Not Tagged chart segment to search for the remaining untagged documents.



Before you begin: You must have the permission "Allow analysis tags dashboard access".

To view Folder Status Reports

1. From **Analysis & Review**, in the **Dashboard** Chart Options box, click Analysis: **Folder Status**.

2. From the Folders menu, select all documents, all folders, or a specific folder.

   The "All documents" option displays a pie chart. Charts displaying multiple folders, display bar charts.

3. Select whether you want unused columns to display in the chart.

4. Click **Chart**.

   A chart showing the numbers of documents that are assigned to folders, not assigned to folders, tagged, and not tagged.

5. To view the displayed information in table form, select the **Table** view.

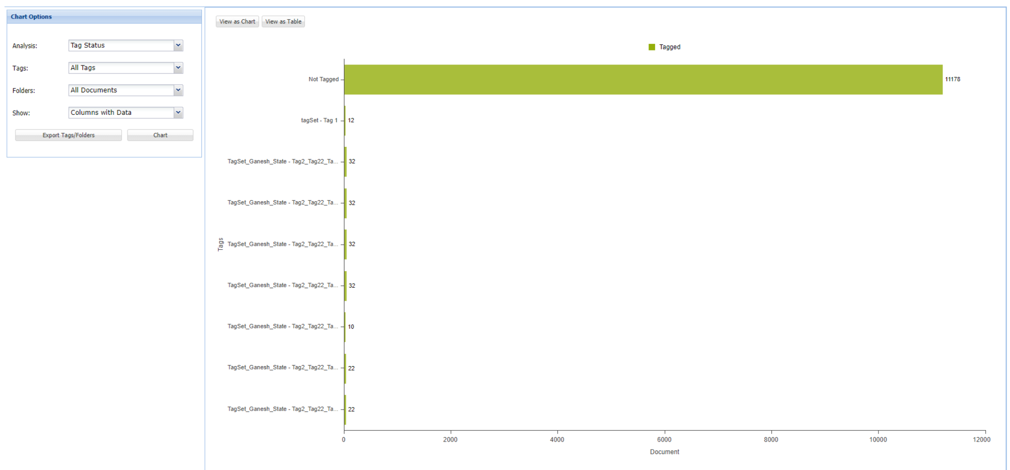
6. To export this report, or data from all reports, see *"Export Dashboard Reports" on page 212*.

View Tag Status

Before you begin: You must have the permission, "Allow analysis tags dashboard access", to view Folder Status reports.

To view the status of one or more tags

1. From **Analysis & Review**, in the **Dashboard** Chart Options box, click Analysis: **Tag Status**.
2. From the Folders menu, select all documents, all folders, or a specific folder.



3. From the Tags menu, select all tags or a specific tag set.
4. Select whether you want unused columns to display in the chart.
5. Click **Chart**.

   A bar chart displays the number of documents marked with each tag.
6. To view the displayed information in table form, select the **Table** view.
7. To export this report, or data from all reports, see *"Export Dashboard Reports" on page 212*.

View Case Review Progress

Before you begin: You must have the permission, "Allow analysis tags dashboard access", to view Case Review Progress reports.

To view case review progress

1. From the **Analysis & Review** tab, in the **Dashboard** Chart Options box, click Analysis: **Case Review Progress**.
2. From the Folders menu, select all documents, all folders, or a specific folder.
3. From the Tags menu, select all tags or a specific tag set.
4. You may want to schedule case report statistics and include tagging activity, click the link **Configure Tags** to open the **Case Reports** menu under **Case Home** tab.
5. From the Users menu, select all users, selected users.
6. From the Dates menu, select dates between, dates on or before, or dates on or after. To select the dates, click the drop-down button to select a date from the calendar.
7. From the Units menu, select daily, weekly or monthly.
8. Click **Chart**.

   A bar chart displays the number of documents marked with each tag.
9. To view the displayed information in table form, select the **Table** view.
10. To export this report, or data from all reports, see *"Export Dashboard Reports" on page 212*

Export Dashboard Reports

To export dashboard reports to a CSV or Excel (XLSX) file

1. Display the report you want to export.
2. Export the report.
   - To export a single report,
     A. Open the Export drop-down menu by clicking the down arrow.
     B. Select whether you want a CSV file or an XLS file.
     C. **Open** or **Save** the file.

   Note: To export the data from all of the reports into a single CSV file, click **Export Tags/Folders**. Then **Open** or **Save** the file.

Appendix A: Legacy and Current Tagging Behavior & Search Results

The following table is a side-by-side comparison of tagging options, system tagging behavior, and how these affect search result sets across the release range of pre-7.1.2, 7.1.2, and 7.1.3.

Breakdown of Tag Searches Across Releases

Pre-7.1.2 Tag Search Option	**7.1.2 Tag Search Option**	**From 7.1.3 On Search Option**	**Comparison [Same = ✓] [Changed = Δ] [Not Applicable = N/A]**	**Search Behavior**
	Find Items that are not tagged	Find Items that are not tagged	✓	• 7.1.2 searches will map directly to an equivalent 7.1.3 search with matching counts
Find documents that are not tagged.	Find Messages and Loose files that are not tagged	Find documents where any of the items are not tagged	✓Pre-7.1.2 to 7.1.3 Δ 7.1.2 to 7.1.3	• Pre-7.1.2 searches on upgrade will map directly into an equivalent 7.1.3 search with matching counts. • 7.1.2 search results can differ from 7.1.3 search results. This is because 7.1.2. differentiates between attachments, loose files, and embeddings and 7.1.3 treats these categories as items. Use the information provided in the table to formulate your search query to align with the search results you require. • A 7.1.3 search shows the hit indicator on the entire document family as long as the message and loose file does not have a tag OR any of the attachments do not have a tag. A 7.1.3 search can potentially bring back more documents and items compared to the 7.1.2 search.

Breakdown of Tag Searches Across Releases

Pre-7.1.2 Tag Search Option	7.1.2 Tag Search Option	From 7.1.3 On Search Option	Comparison [Same = ✓] [Changed = Δ] [Not Applicable = N/A]	Search Behavior
Find documents with the following tags (Any, All, None)	Find Messages and Loose files with the following tags (Any, All, None)	Find documents that have (Any, All, None)	✓Pre-7.1.2 to 7.1.3 Δ 7.1.2 to 7.1.3	• Pre-7.1.2 searches will map to equivalent 7.1.3 searches preserving match counts. • 7.1.2 search results can differ from 7.1.3 search results. This is because 7.1.2. differentiates between attachments, loose files, and embeddings and 7.1.3 treats these categories as items. Use the information provided in the table to formulate your search query to align with the search results you require. • 7.1.2 searches could potentially be different from the 7.1.3 searches. Though propagation would make the searches mostly consistent. The exception to this behavior is if the user has tagged the message with an item tag and the tag is not propagated. • 7.1.3 will show the hit indicator on the entire document family as long as the message and loose file has a tag or any of the items has the tag.

Breakdown of Tag Searches Across Releases

Pre-7.1.2 Tag Search Option	**7.1.2 Tag Search Option**	**From 7.1.3 On Search Option**	**Comparison [Same = ✓] [Changed = Δ] [Not Applicable = N/A]**	**Search Behavior**
	Find Email Messages with the following tags (Any, All, None) AND attachments	Find items that have (Any, All, None)	Δ 7.1.2 to 7.1.3	• 7.1.2 search results can differ from 7.1.3 search results. This is because 7.1.2. differentiates between attachments, loose files, and embeddings and 7.1.3 treats these categories as items. Use the information provided in the table to formulate your search query to align with the search results you require. • 7.1.2 will bring back any emails that match the tags and include any attachments that match the tags. • 7.1.3 will bring back any item that matches the tags. 7.1.3 can bring back different results since the item is an attachment, email, embedding, or loose file vs 7.1.2 that only checks against email and attachments.

Breakdown of Tag Searches Across Releases

Pre-7.1.2 Tag Search Option	**7.1.2 Tag Search Option**	**From 7.1.3 On Search Option**	**Comparison [Same = ✓] [Changed = Δ] [Not Applicable = N/A]**	**Search Behavior**
	Find Attachments with the following tags (Any, All, None)	Find items that have the following tags (Any, All, None)	Δ 7.1.2 to 7.1.3	• 7.1.2 search results can differ from 7.1.3 search results. This is because 7.1.2. differentiates between attachments, loose files, and embeddings and 7.1.3 treats these categories as items. Use the information provided in the table to formulate your search query to align with the search results you require. • 7.1.3 search will potentially bring back more results since the definition of an "item" includes an "Attachment" (a type of item).
	Find Loose Files with the following tags AND embeddings	Find items that have the following tags (Any, All, None)	Δ 7.1.2 to 7.1.3	• 7.1.2 search results can differ from 7.1.3 search results. This is because 7.1.2. differentiates between attachments, loose files, and embeddings and 7.1.3 treats these categories as items. Use the information provided in the table to formulate your search query to align with the search results you require. • 7.1.2 will return any loose files that match the tags and any embeddings that match the tags • 7.1.3 search will potentially bring back more results since the definition of an "item" includes an "Attachment" (a type of item).

Breakdown of Tag Searches Across Releases

<table>
<tr><th>Pre-7.1.2 Tag Search Option</th><th>7.1.2 Tag Search Option</th><th>From 7.1.3 On Search Option</th><th>Comparison [Same = ✓] [Changed = Δ] [Not Applicable = N/A]</th><th>Search Behavior</th></tr>
<tr><td></td><td>Find embeddings with the following tags (Any, All, None)</td><td>Find items that have the following tags (Any, All, None)</td><td>Δ 7.1.2 to 7.1.3</td><td>• 7.1.2 search results can differ from 7.1.3 search results. This is because 7.1.2. differentiates between attachments, loose files, and embeddings and 7.1.3 treats these categories as items. Use the information provided in the table to formulate your search query to align with the search results you require.
• 7.1.3 search will potentially bring back more results since the definition of an “item” includes an “Attachment” (a type of item).</td></tr>
<tr><td>Find Documents with no current item note</td><td>Find Items with no current item note</td><td>Find items with no current item note</td><td>✓Pre-7.1.2 to 7.1.3

Δ 7.1.2 to 7.1.3</td><td>• Pre-7.1.2 searches return all documents where the document does not have an note on any of the items in the document family. In 7.1.3, searches will return items with no item note which may bring back a document where one or more of its items has an item note.
Note: The behavior is slightly different since the introduction of an item note in 7.1.2.
• 7.1.2 searches will map directly to an equivalent 7.1.3 search and match counts.</td></tr>
</table>

Breakdown of Tag Searches Across Releases

Pre-7.1.2 Tag Search Option	7.1.2 Tag Search Option	From 7.1.3 On Search Option	Comparison [Same = ✓] [Changed = Δ] [Not Applicable = N/A]	Search Behavior
	Find Messages and Loose Files / Email Messages / Attachments / Loose Files / Embeddings with no current item note	Find items with no current item note	Δ 7.1.2 to 7.1.3	• 7.1.2 search results can differ from 7.1.3 search results. This is because 7.1.2. differentiates between attachments, loose files, and embeddings and 7.1.3 treats these categories as items. Use the information provided in the table to formulate your search query to align with the search results you require.
Find Documents with document notes containing	Find Items with current item note	Find item notes containing	✓	• 7.1.2 searches will map directly to an equivalent 7.1.3 search with matching counts.
	Find Messages and Loose Files / Email Messages / Attachments / Loose Files / Embeddings with current item note	Find item notes containing	Δ 7.1.2 to 7.1.3	• 7.1.2 search results can differ from 7.1.3 search results. This is because 7.1.2. differentiates between attachments, loose files, and embeddings and 7.1.3 treats these categories as items. Use the information provided in the table to formulate your search query to align with the search results you require.

Breakdown of Tag Searches Across Releases

Pre-7.1.2 Tag Search Option	**7.1.2 Tag Search Option**	**From 7.1.3 On Search Option**	**Comparison [Same = ✓] [Changed = Δ] [Not Applicable = N/A]**	**Search Behavior**
New 7.1.3 Searches				
		Find documents where ANY of its items have (ANY, ALL, NONE) of the tags	N/A	• This search will return the documents where any one of the items in the document family matches ANY, ALL, or NONE of the tag criteria

Breakdown of Tag Searches Across Releases

Pre-7.1.2 Tag Search Option	**7.1.2 Tag Search Option**	**From 7.1.3 On Search Option**	**Comparison [Same = ✓] [Changed = Δ] [Not Applicable = N/A]**	**Search Behavior**
		Find documents where ALL of its items have (ANY, ALL, NONE) of the tags	N/A	• This search will return the documents where all of the items in the document family matches any, all, or none of the tags.
		Find documents where NONE of its items have (ANY, ALL, NONE) of the tags	N/A	• This search will return the documents where ALL of the items in the document family do not have (match) any, all, or none of the tags. **Note:** The search criteria "Find documents where NONE of its items have NONE of the tags" may seem confusing. It may be helpful to think of it as the same as an ALL / ANY search. (The NONE/NONE negates the search to be the same as find me documents where all of the items match Any of the tags) For example, suppose you want to find documents where NONE of its items have NONE of the tags: Responsive, Privileged (implicit OR). This search will return a match on an email that has: Email – Responsive Tag Attachment – Privileged Tag

Appendix B: Legacy Topics Support

This appendix section describes topic functions for cases created in a version prior to version 7.0. Topics are only supported for pre-7.0 cases that were upgraded to a 7.0 or later release.

Note: While topics are supported, this only applies to existing topics in pre-7.0 cases and new topics will not be generated for these cases. This means that existing topics are not expanded when new source data is indexed.

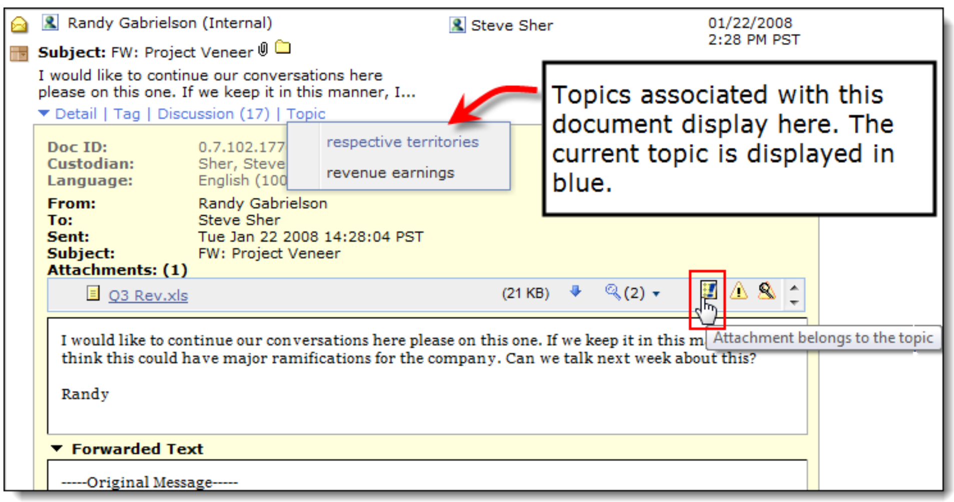
Viewing Topics within the Document Screen

You can view topics from the Document screen.

- To view topics associated with a document, click the **Topic** link beneath the document snippet.

  If no topics are associated with the message, the Topic link does not display.

If the message attachment is associated with the topic, an icon (showing a document with an exclamation point) displays in the message's Attachment Summary.



Using the Topics Screen

Each message is associated with one or more topics based on a statistical and linguistic analysis. The Topics screen lists the topics included in the retrieved messages, sorted in descending order by relevance score. The number of individuals, discussions, and messages associated with each topic is also shown for the search results.

For each topic, you can view the relevant terms, contributors (those who sent the most messages), discussions, documents, and files in the retrieved search results. You can also view the same topic information across all messages.

How Topics are Assigned

Only one topic can be associated per item. An item can be a message, document, file, or attachment.

Although each item could contain multiple topics, only the most relevant topic is assigned to the item. Topic relevance is determined by the keywords contained within the item.

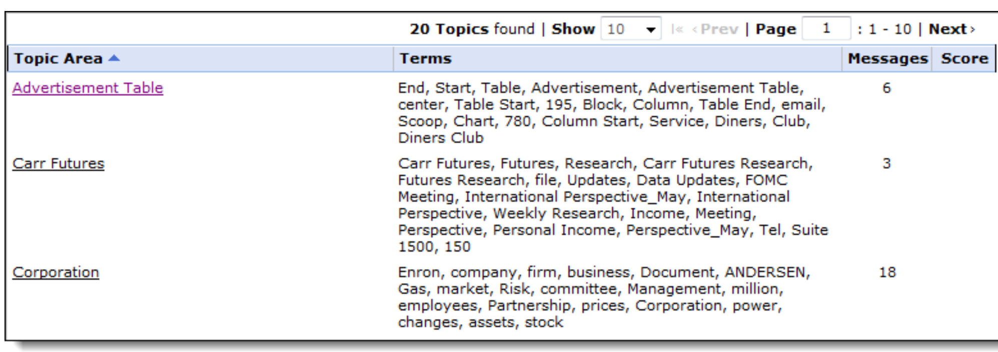
Note: Messages can display multiple topics. These topics are associated with attachments or files contained within the message.

To view all topics related to a search

1. From the **Analysis & Review** module, view your result set.

   You can either run a new search or select and load a review folder.

2. Click **Topics**.
   A summary of all topics related to the result set display.



20 Topics found | Show 10 | |« ‹Prev | Page 1 : 1 - 10 | Next ›

Topic Area ▲	Terms	Messages	Score
Advertisement Table	End, Start, Table, Advertisement, Advertisement Table, center, Table Start, 195, Block, Column, Table End, email, Scoop, Chart, 780, Column Start, Service, Diners, Club, Diners Club	6	
Carr Futures	Carr Futures, Futures, Research, Carr Futures Research, Futures Research, file, Updates, Data Updates, FOMC Meeting, International Perspective_May, International Perspective, Weekly Research, Income, Meeting, Perspective, Personal Income, Perspective_May, Tel, Suite 1500, 150	3	
Corporation	Enron, company, firm, business, Document, ANDERSEN, Gas, market, Risk, committee, Management, million, employees, Partnership, prices, Corporation, power, changes, assets, stock	18	

3. For instructions on how to use the navigation and display tools, refer to the following table.

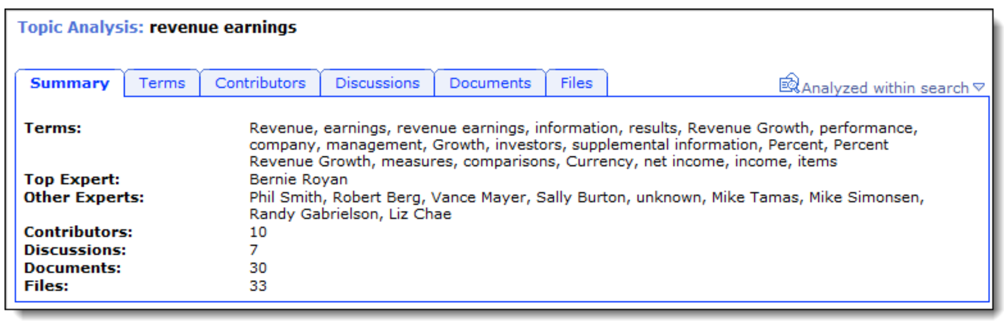
Topics screen - Icons and Functions

Icons or Function	Description
	Determines how many records are displayed on a page.
	Pages through the retrieved documents. Enter a page number and press **Enter** to go to that page or use the arrows to go to the next or previous page. Use the **Show** drop-down list to change the number of documents that are displayed on each page.
Underlined title links	Click to open the Topic Analysis screens, as described in *"To view the details of a topic" on page 223*.

To view the details of a topic

1. From the topic list, click the topic name to open the **Topic Analysis Summary** tab.

   The Summary tab displays with an overview of the topic.



2. For additional information about the topic, click one of tabs.

   Note: In the upper-right corner, you can choose to view topics across all documents in the case or within the current search.

Topic Analysis Tabs

Tab	Description
Summary	Provides a summary of the topic, including the experts on the topic, the number of contributors, discussions, documents, and files related to the topic.
Terms	Lists all terms associated with the topic.
Contributors	Lists the experts for the topic (based on message volume), sorted by relevance score. Click a name to view the messages sent by the expert.

Topic Analysis Tabs (Continued)

Tab	Description
Discussions	Lists the discussions that include messages in the retrieved search results that have one or more terms associated with the topic, sorted by relevance score.
Documents	Lists all the messages in the retrieved search results that have one or more terms associated with the topic, sorted by relevance score. From this screen you can view a message and its attachments, as well as tag, export, print, and cache selected messages (see *"Using the Documents Screen" on page 55*).
Files	Lists the files for all the retrieved messages that have one or more terms associated with the topic, sorted by relevance score. To open a file, click the file name, or click **View HTML** (available for most file formats). To save the file, right click and select **Save Target As.** In HTML format, search terms are highlighted.

Appendix C: Product Documentation

The table below lists the administrator and end-user documentation that is available for the Veritas eDiscovery Platform product.

Veritas eDiscovery Platform Documentation

Document	Comments
Installation and Configuration	
Installation Guide	Describes prerequisites, and how to perform a full install of the Veritas eDiscovery Platform application
Upgrade Overview Guide	Provides critical upgrade information, by version, useful prior to upgrading an appliance to the current product release
Upgrade Guide	Describes prerequisites and upgrade information for the current customers with a previous version of the software application
Componentized Virtualization Guide	Describes deployment of Veritas eDiscovery Platform utilizing multiple low-capacity virtual machines. Includes prerequisites and directions for configuration and installation.
Utility Node Guide	For customers using utility nodes, describes how to install and configure appliances as utility nodes for use with an existing software setup
Native Viewer Installation Guide	Describes how to install and configure the Brava Client for native document rendering and redaction for use during analysis and review
Distributed Architecture Deployment Guide	Provides installation and configuration information for the Review and Processing Scalability feature in a distributed architecture deployment
Getting Started	
Navigation Reference Card	Provides a mapping of review changes from 8.x compared to 7.x and the user interface changes from 7.x compared to 6.x
Administrator's QuickStart Guide	Describes basic appliance and case configuration
Reviewer's QuickStart Guide	A reviewer's reference to using the Analysis & Review module
Tagging Reference Card	Describes how tag sets and filter type impact filter counts
User and Administration	
Legal Hold User Guide	Describes how to set up and configure appliance for Legal Holds, and use the Legal Hold module as an administrator
Identification and Collection Guide	Describes how to prepare and collect data for processing, using the Identification and Collection module
Case Administration Guide	Describes case setup, processing, and management, plus pre-processing navigation, tips, and recommendations. Includes processing exceptions reference and associated reports, plus file handling information for multiple languages, and supported file types and file type mapping
System Administration Guide	Includes system backup, restore, and support features, configuration, and anti-virus scanning guidelines for use with Veritas eDiscovery Platform

Veritas eDiscovery Platform Documentation

Document	Comments
Load File Import Guide	Describes how to import load file sources into Veritas eDiscovery Platform
User Guide	Describes how to perform searches, analysis, and review, including detailed information and syntax examples for performing advanced searches
Export and Production Guide	Describes how to use and produce exports, productions, and logs (privilege and redaction logs)
Transparent Predictive Coding User Guide	Describes how to use the Transparent Predictive Coding feature to train the system to predict results from control data and tag settings
Audio Search Guide	Describes how to use the Audio Search feature to process, analyze, search and export search media content
Reference and Support	
Audio Processing	A quick reference card for processing multimedia sources
Audio Search	A quick reference card for performing multimedia search tasks
Legal Hold	A quick reference card of how to create and manage holds and notifications
Collection	A quick reference card of how to collect data
OnSite Collection	A quick reference for performing OnSite collection tasks
Review and Redaction	Reviewer's reference card of all redaction functions
Keyboard Shortcuts	A quick reference card listing all supported shortcuts
Production	Administrator's reference card for production exports
User Rights Management	A quick reference card for managing user accounts
Online Help	
Includes all the above documentation (excluding Installation and Configuration) to enable search across all topics. To access this information from within the user interface, click **Help**.	
Release	
Release Notes	Provides latest updated information specific to the current product release

Glossary Terms

content volume

Determined by the number of documents and the number of bytes (characters) in those documents.

contributors

A person who sent relevant emails during a discussion.

conversation

The messages sent between a pair of individuals during a discussion.

dashboard

At-a-glance summary of document and tag status and assignments.

discussion thread

A sequence of emails (original email, replies, and forwarded emails) on a particular subject.

document

A loose file (the document parent) with its embeddings or an email message (the document parent) with its attachments is a document. Also called a "document family"

expert

A person who sent relevant emails on a particular topic.

filter

Allows users to narrow the search results by selecting specific attributes of the sender.

folder

A method of organizing documents that are relevant to a specific investigation or task. Used to aid collaboration among multiple reviewers.

individuals

Users who have sent or received emails that include a specific topic or search term.

item

An individual file. For example, a loose file (the document parent) with two embeddings is three items. An email message with four attachments is five items.

originator

A person who sent the original email of a discussion.

participant

A person who sent or received emails that include a specific topic.

relevance score

A value (0 to 1) calculated for each document to indicate its relevance to the search criteria.

role

Specifies a set of access permissions that can be assigned to user accounts.

stemmed search

A search that automatically finds documents that contain common variations of a word that is entered as part of a query.

tag categories

Customized identifiers with predefined values that can be used to indicate the review status (or other information) of a document associated with a folder.

tag values

The set of values available for a tag category. For example, the “Assigned To” tag category might have a list of user names. For a given folder, each document can have only one current tag value for each tag category.

terms

The words and phrases associated with a topic.

topic

A subject area identified by a set of associated terms. A document includes a topic if it contains any of the terms associated with the topic. Topics are identified automatically, but an administrator can edit any topic and define new topics.