Veritas eDiscovery Platform

Administrator's QuickStart Guide

10.3

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Veritas eDiscovery Platform™: Administrator's QuickStart Guide

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Contents

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Administrator's QuickStart Guide

This document provides administrators with a step-by-step guide for basic set up of your appliance, including critical security settings, and case configuration to create a secure environment for users of the Veritas eDiscovery Platform.

This section contains the following sections:

About This Guide

This QuickStart Guide is intended to help system administrators and users with the System Manager role set up the appliance, and prepare it for users with the Group Administrator or Case Administrator role to quickly get up and running. This manual is a companion to the System Administration guide and the Case Administration guide.

Note: You must have appropriate permissions to log into the eDiscovery system as a System Manager in order to carry out the tasks described herein.

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
September 2024	• Updated version for release 10.3.
August 2022	• Updated version for release 10.2 • Updated redaction set information. See *"Step 4: Create Case Template" on page 20*.
March 2022	• Updated version for release 10.1.2 • Updated the content about Analysis & Review tab as per change in UI.
December 2021	• Updated version for release 10.1 • Office 97-2002 PST support is deprecated from release 10.1, therefore removed related content from the guide.

Revision Date	New Information
March 2021	• Added information related to PrizmDoc services • Added information related to SAML-based authentication • Minor edits
March 2020	• Minor edits
October 2018	• Minor edits
March 2018	• Added information related to IPv6 support
December 2017	• Minor edits • Reference to Legal Hold User guide for Integrated Windows Authentication Sign-On for Legal Hold • Restructured "Assign User Accounts to Groups or Authorize for Cases"
June 2017	• Minor edits • Update community link • Add Cache enabled box • Refer to Legal Hold Guide for LH Authentication settings
July 2016	• Added information on User Roles and Access Groups • Branding and minor edits
August 2015	• Minor edits • Remove Rights Management Guide
March 2015	• Image accessibility • Branding and minor edits
October 2014	• Branding edits • Updated graphics • Updated information on viewing processing exceptions and managing review tags
June 2013	• Updated graphics
Jan 2013	• Windows Server 2003 no longer supported
Sep 2012	• Added section describing new authentication configuration options, documented new accessibility option for *Step 10: Managing Review Tags and Folders*, plus minor graphics updates.
March 2012	• Branding and formatting updates. (Content merged from another file source.) • Updated IGC account reference information. (Refer to *Veritas IGC Administration Reference* in the CW\v711\Utilities\IGCAdmin folder on your appliance).

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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

Documentation Feedback

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

https://vox.veritas.com/

Getting Started

This section describes the initial steps you need to take to get your appliance ready for users and provides an overview of the Veritas eDiscovery Platform user interface.

Prerequisites

If you are doing a new installation, proceed to *"Logging in to Veritas eDiscovery Platform" on page 9*.

If you are upgrading an existing installation, read *"About Access Groups and Roles" on page 14*, then go to *"Preparing Your Case for Processing" on page 15*.

Logging in to Veritas eDiscovery Platform

Your Veritas eDiscovery Platform interface is entirely web-based. Follow the steps below to access your Veritas eDiscovery Platform user interface.

Note: You can access Veritas eDiscovery Platform using Chrome and Microsoft Edge (chromium) from any Windows-based computer, and Safari from Apple Macintosh computers.

For more information on the supported versions of browsers, see the Veritas eDiscovery Platform™ Browser Compatibility Charts.

To access Veritas eDiscovery Platform

1. Open your preferred browser.

   Note: For more information on the supported browsers, see the Browser Compatibility Charts.

2. Type your Veritas eDiscovery Platform address in the URL field and then click **Enter**.

3. After the Veritas login screen appears, type the Veritas-provided default username and password and click **Log In**. This account has the "System Manager" (i.e., system administrator) role.

   Note: Be sure to change the default account password. The password is the same on every appliance. Leaving the default password opens your system up to vulnerabilities.

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.

Veritas strongly recommends changing the default "superuser" account password immediately after first logging in. See *"Change the default password." on page 10*.

First Things First!

Before you begin creating new cases or setting up user accounts, there are five quick tasks you should perform to customize the user interface for your team.

1. Change the default password.

   A. From **System** view, click **Users**, and from the list of users in the **Users** tab, select **superuser**.

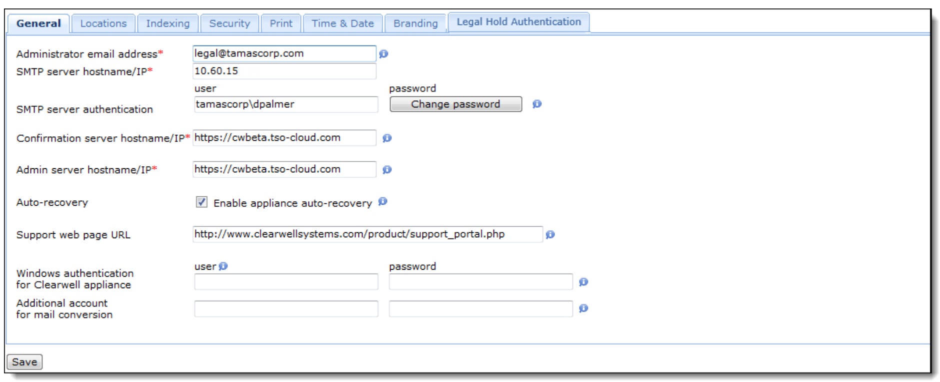
   The Edit User screen displays.

   B. Click **Reset Password…** and supply a new password.

2. Create a personal system management account.

   A second system management account can ensure that you are not locked out of the system if you forget the password for one of the accounts.

3. From the **System > Settings** screen, click the **General** tab, and enter required information:



Note: Starting with 9.0.1, eDiscovery Platform supports IP addresses in IPv4 and IPv6 formats. If IPv6 format is used, then it must be enclosed in square brackets as shown in this example: [fd74:128f:f0b1:901f:1111:2222:3333:4444].

- ***Administrator email address*** (Required). Updates the Feedback link. Provide the email address of the person handling support questions.
- ***SMTP server hostname/IP*** (Required). Provide the address of the designated server for SMTP communications.
- ***SMTP server authentication***. Enter credentials if you are configuring the system for use with Legal Holds. (For use with a licensed Legal Hold module.)
- ***Secure SMTP*** option. Select to require the SMTP server to use TLS/SSL for secure connections.
- ***Confirmation server hostname/IP***. (Required for licensed Legal Hold module users using a designated for Legal Hold notifications. For more information, refer to the *Legal Hold Setup Guide*.)

- ***Admin server hostname/IP***. Provide the hostname or IP address for the admin server used in Legal Hold surveys. For example: **servername.domain.com** or **192.111.99.88**
- ***Auto-Recovery*** option. Select to enable auto-recovery on the appliance. If enabled, the appliances will attempt to recover automatically in the event of a failure, up to a maximum number of retries (at which point the appliance will be disabled). If auto-recovery is not enabled, failed appliances will remain off-line until manually re-enabled by an administrator.
- ***Support web page URL***. (Recommended). Update the Support link with the URL for your company's internal technical support group web site. (The Support link is located at the bottom of any screen in the user interface.)
- ***Windows authentication for the appliance***. If using Windows authentication, enter a user name and password. (See *"Step 2: Configure System for a Network Share" on page 17*, step 8.) The user can be formatted according to one of the following examples:

  Domain\Username

  Username (for local workgroup users)

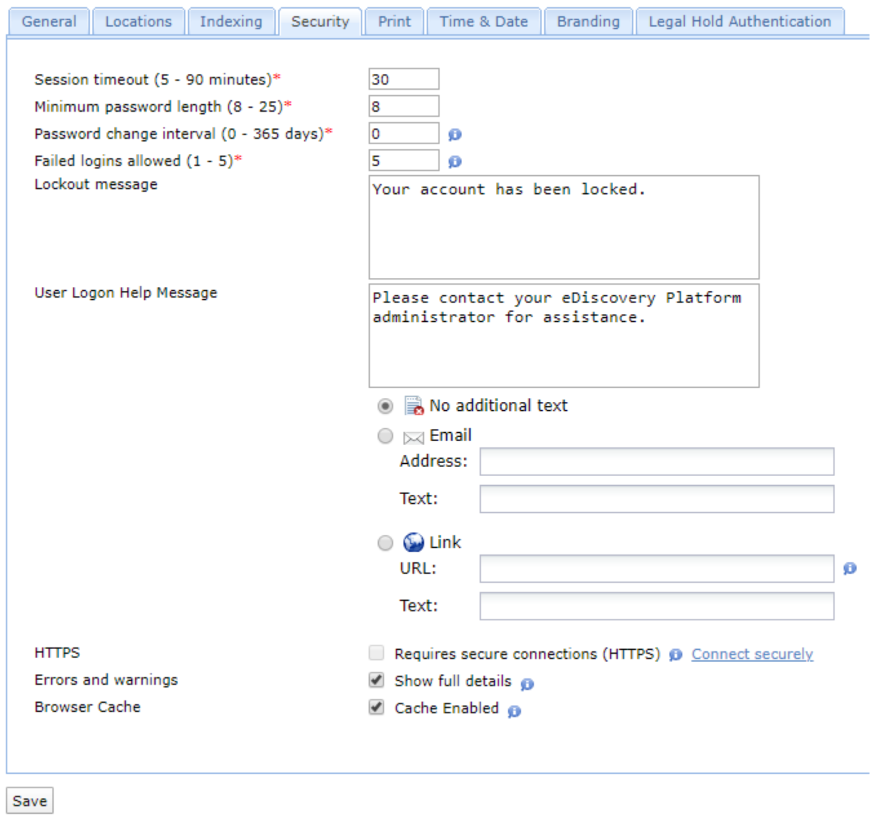
  .\Username (for local workgroup users)

  This will be the authenticated user for file browsing or accessing network resources from the appliance. Generally, this user/password should match those specified on your eDiscovery crawler and retriever services.

  Note: For information about other authentication methods now available, see *"Authentication Options" on page 14*.
- ***Additional account for mail conversion*** (Optional). Provide an optional account to handle mail conversion by entering the user name and password.

  Note: The Veritas eDiscovery Platform will use the extra account to multi-thread supported mail file format conversion. Specify a Windows account that is not used by any eDiscovery Windows services and PrizmDoc services.

4. From the **System** > **Settings** screen, click the **Security** tab, and then update the Veritas eDiscovery Platform's security settings.



A. Customize the User Logon Help Message to instruct users to contact your eDiscovery administrator.

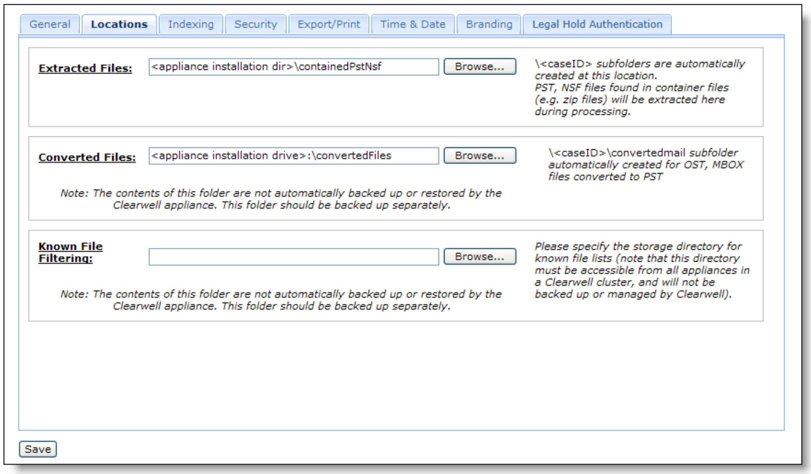
   This message displays when users click the Need Help? link found on the Login screen.

B. To require that users change their password when they first log on, select the user password policy option.

C. The Cache Enabled check box is checked by default: it allows the system to expedite page loading. If your security practices require clearing the page cache, clear the check box.

5. Click **Save**.

6. Set your file locations in the **Locations** tab:



A. Select where you want the system to place extracted and converted files.

B. Specify where your Known File Lists (such as a NIST list) are located.

Note: When setting locations, specify a File Share or disk drive location that (1) is consistently accessible to the appliances in the cluster and (2) has sufficient disk space to handle your expected volume of converted mail items. Specify the location by using a UNC path, `\\servername\directory`

7. If you are working with Legal Hold Authentication, see the settings information in the *Veritas Legal Hold User Guide*, "Creating Legal Holds and Notices: Legal Hold Authentication" section.

8. When finished, click **Save**.

Authentication Options

The eDiscovery Platform supports two types of authentication: local authentication and enterprise authentication. With regular local authentication, users are authenticated against a user name and password stored in the eDiscovery Platform database. With enterprise authentication, users are authenticated against an enterprise authentication solution using their log on name.

The following enterprise-authentication mechanisms are currently available:

- **LDAP authentication**. Available as a stand-alone configuration, or can be used in support of either IWA or header-authentication to provide searchable access to your company's directory for user selection. This must be configured and enabled for IWA.
- **Integrated Authentication**. This uses *Integrated Windows Authentication* or IWA, and requires LDAP configuration.
- **Header-based Authentication**. Allows the system to integrate into an environment which may already include SSO through a header-authentication solution.
- **SAML 2.0 based authentication**. Starting with release 10.0, eDiscovery Platform supports a new way for enterprise Single Sign-On (SSO) authentication with SAML 2.0 compliant Identity Providers (IdPs).

Note: When you enable either of these methods of authentication, the default log on screen becomes the new secure authentication log on which users will see, without the username and password fields.

For full details on how to configure Veritas eDiscovery Platform for one of these authentication methods, refer to the "Managing Security of eDiscovery Platform" section in the *System Administration Guide*.

About Access Groups and Roles

Starting with Veritas eDiscovery Platform release 8.2, the optional Access Groups feature provides a significant level of access control. Case access can be granted individually, or by Access Groups, across the entire workflow.

For more information on Access Groups and Roles, refer to the:

- *System Administration Guide: Managing the Security of the eDiscovery Platform: Access Groups*
- *System Administration Guide: Managing User Accounts: Administering User Accounts*
- *Case Administration Guide: About Access Groups and Roles*

Preparing Your Case for Processing

This section provides a basic overview for preparing and processing your case in the following steps.

- *"Step 1: Prepare Case Files" on page 16*

  Prepare case files by organizing the collection into a logical folder hierarchy.

- *"Step 2: Configure System for a Network Share" on page 17*

  Configure Veritas eDiscovery Platform to work with a network share (if necessary).

- *"Step 3: Evaluate your PST and NSF files" on page 19*

  Troubleshoot your PST and NSF files before processing to decrease processing exceptions.

- *"Step 5: Create a New Case" on page 21*

  Enter case information and configure processing settings.

- *"Step 6: Add Source to your Case" on page 23*

  Add a case folder source, load file source, or collection set to your case.

- *"Step 7: Pre-Process Your Source Data" on page 25*

  With sources added, prepare for processing by pre-processing your source data. (Refer to the Pre-Processing section in the *System Administration Guide*.)

- *"Step 8: Process Your Source Data" on page 25*

  Run a processing job on the source data in your case.

- *"Step 9: Monitor Processing Status" on page 27*

  Check processing status for a real-time view into the processing progress.

- *"Step 10: View Processing Exceptions" on page 28*

  View and evaluate exceptions and messages that occurred during processing.

- *"Step 11: Manage Review Tags and Folders" on page 28*

  Set up and manage tags and folders in preparation for review.

  – *"Sub-Step A: Define a Tag Hierarchy" on page 28*

  – *"Sub-Step B: Set Up Folders to Contain Review Sets" on page 29*

- *"Step 12: (Optional) Create Automation Rules" on page 30*

  Create automation rules to schedule repeated actions on documents for review.

- *"Step 13: Assign User Accounts to Groups or Authorize for Cases" on page 30*

  Add and assign user accounts for each reviewer.

Step 1: Prepare Case Files

Case File Location

Veritas eDiscovery Platform can process case files from the following locations:

- Network Share - See *“Step 2: Configure System for a Network Share” on page 17* for additional detail
- External USB/hard drive, external storage array

Note: Do *not* use the appliance C: or D: drives as regular storage for case files.

Important: Case files cannot be moved once they have been processed by Veritas eDiscovery Platform. The system maintains a location reference pointer to each file that is processed. If the file is moved after processing, The system's pointer to the file will be broken, and Veritas eDiscovery Platform will not be able to retrieve the file for viewing, export, etc.

Case File Organization

A typical best practice is to organize case files by custodian folders. If you will be processing documents in a single batch, you can place the individual custodian folders directly underneath a top-level case folder (as shown in Figure 1). If you plan on processing multiple batches, create an intermediate folder between the case and custodians based on the collection date (as shown in Figure 2).

Figure 1

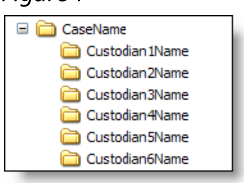
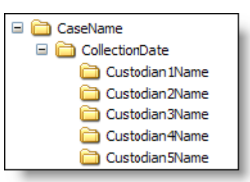


Figure 2



Tips:

- If you are having the system automatically assign custodian names based on the case folder structure, be sure to create subfolders one level deep if doing a single batch or two levels deep if doing multiple batches.
- Several end-user features which display custodian lists sort the lists alphabetically by the first letter of the custodian name. As a result, it is recommended to use the format, LastName FirstName, for custodian names to make it simple to identify each custodian alphabetically.

Step 2: Configure System for a Network Share

If necessary, you may want to configure your appliance to work with a network share.

To process case files from a network share

1. Create four local or domain accounts.

   The Administrator account (used for the third-party native rendering services) can be local.

   Example: Administrator, CWAppAdmin, CWPSTRetriever, CWPSTConversion

2. Ensure all accounts have read/write permissions to the network share where the case files reside. Verify the read/write permissions apply to all subfolders that require processing.

3. Add the new eDiscovery domain accounts to the Local Administrators. Verify that no existing domain-level policies will remove, disable, or restrict access for the accounts added to the Local Administrators.

4. Configure eDiscovery services to “Log On As” the new domain accounts with read/write permissions.

5. Configure the following Windows services (with the exception of *EsaPrizmDocServer, EsaPrizmApplicationServices,* and optional *EsaClassifierService*).

   – EsaApplicationService
   – EsaEvCrawlerService
   – EsaEvRetrieverService
   – EsaExchangeCrawlerService
   – EsaNsfCrawlerService
   – EsaNsfRetrieverService
   – EsaNxGridAgent*
   – EsaNxGridBase*
   – EsaNxGridGateway*
   – EsaPstCrawlerService
   – EsaPstRetrieverService
   – EsaRissCrawlerService
   – EsaRissRetrieverService

   *Optional, for users with the Audio Search Feature.

   Important: *EsaPstCrawlerService* and the *EsaPSTRetrieverService* must log on as different accounts to avoid any potential MAPI profile conflicts.

   Important: Enter the account in the **Domain\Account** format. (Do not use the Account@Domain.com format.)

By default, *EsaPrizmDocServer* and *EsaPrizmApplicationServices* are set up to run as the local administrator. If, post-installation, you want to start these services under a different account, refer to the *Veritas PrizmDoc Administration Notes* document.

For all services, Windows service Log On As accounts can be changed by right-clicking on the service, selecting **Properties**, and then configuring the **Log On** tab.

6. If necessary, initialize the Lotus Notes client. If Lotus Notes NSF processing is required, you must login to the Veritas eDiscovery Platform's Windows interface with the account that is used for the *EsaNsfCrawlerService* and *EsaNSFRetrieverService* services and initialize the Lotus Notes client. Contact Technical Support for additional details.
7. From the user interface, go to the **System > Settings** screen, and click the **General** tab.
8. If you had not done so already, set the Windows authentication user name and password.

Important: Use the account used for *EsaApplicationService* to configure the username and password. Then verify the account used for mail conversion is a member of the local administrator AND does not overlap with any of the accounts used for the eDiscovery service accounts.

Step 3: Evaluate your PST and NSF files

During discovery, the system identifies PST and NSF files by evaluating the content of each file along with the file extension. Veritas eDiscovery Platform automatically checks the integrity of PST and NSF files when discovering files within a source to identify potential processing issues. Veritas eDiscovery Platform will automatically disable any PST or NSF file identified with a potential problem. The file(s) can then be repaired and re-enabled. For more information about processing issues, see *"Processing Exceptions" in the Case Administration Guide*.

To minimize the chance of errors, you can perform an initial assessment of your files to identify potential problems. An advanced file search for PST and NSF files within the case file collection can be used to identify files with potential issues.

For PST files, you can run the search and sort the results by file size to identify PSTs that are of a potentially problematic size and then by file attributes to identify read-only PST files.

Note: If the collection contains several large MBOX files, processing time is impacted as the system converts these files to PST format.

Notes for Both PST or NSF processing

- ***PST and NSF files with sent date as future dates***. PST and NSF files that fall outside the Veritas eDiscovery Platform date range [12/31/1969 to 12/31/2038] are reassigned to the earliest or latest date of the range. For example, messages after the 2038 date will be set to December 31, 2038.

  Note: This is only the case for PST and NSF files. Loose files sub sources will show the “index date/time”.

Causes for PST processing errors

- ***Unusual File Sizes***.
  - Less than 256 KB in size are often empty or may not be valid PST files.
- ***Read-only file***s. PST files cannot be read-only. Veritas eDiscovery Platform requires write access to the PST files to create a write-lock on the file for MAPI access.
- ***Open or in-use files***. PST files cannot be open or in use by Outlook, ScanPST, or any other process while the system is attempting to scan or process them. You should not have Outlook, ScanPST, or any other MAPI tools open on the appliance while processing files or while end-users are accessing the case.

  Note: Do not share source files between multiple cases.

Causes for NSF processing errors

- ***Files not shared***. Ensure NSF files are sharable.
- ***Access limited or password protected***. Remove any Access Control Lists (ACL) and password protection.

  Note: If you need to remove Access Control Lists from several Notes files, contact Technical Support to discuss options for automating this change.

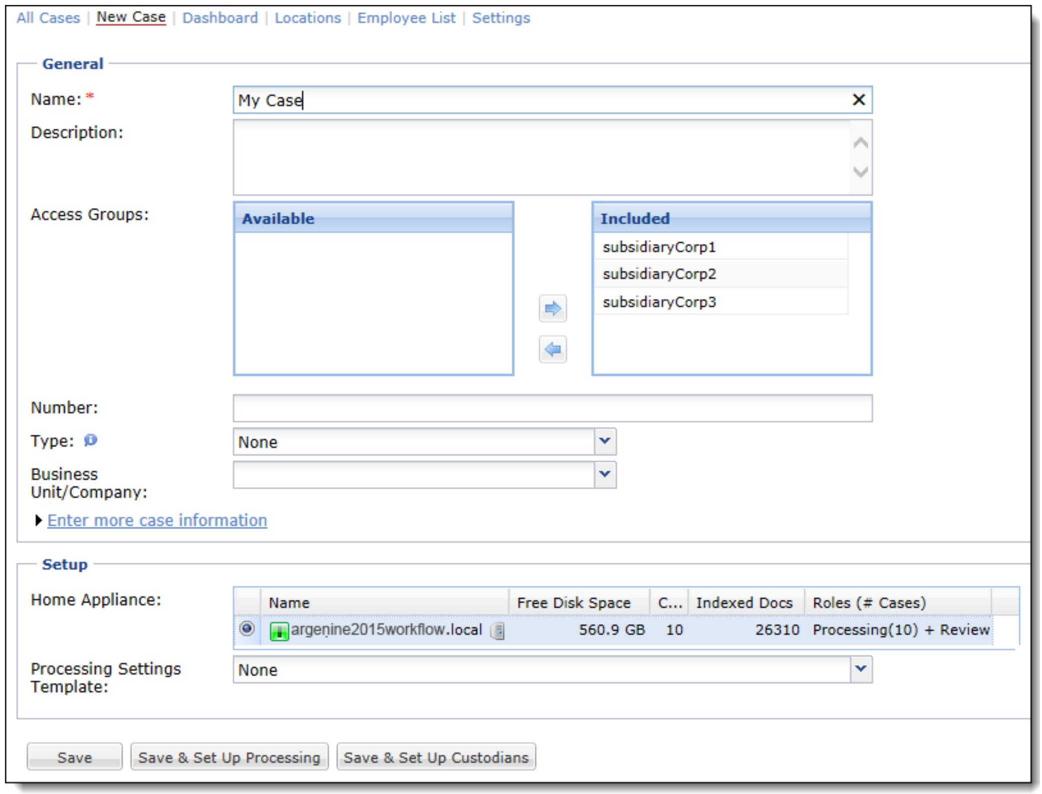
- ***Wrong NSF file version***. Veritas eDiscovery Platform supports NSF files for version 6.0 or higher that have an ODS “On-Disk Structure” format of version 4.3 or lower.
- ***Encrypted messages***. NSF files should not have their messages encrypted.
- ***Open or in-use files***. NSF files cannot be open or in use by the Lotus Notes client or any other process. You should not have the Lotus Notes client open on the appliance when processing NSF files or while end-users are accessing the case.
- ***Truncated messages***. NSF files with truncated messages are automatically disabled by the system during the file integrity check. The administrator can choose to enable these files for processing, but he or she should set the case configuration option correctly to either drop truncated messages, or process them, which makes them available to reviewers with a warning indicator.

Step 4: Create Case Template

1. From **All Processing**, navigate to the **Case Template** tab and click **Add**.
2. Select the processing settings.
3. Click **Redaction Set** to optionally add a redaction set to the case template.
4. Click **Save**.
5. Click Folders next to Configure Template and create Folders (including Production Folders).
6. Click Tags next to Folders and create Tag Sets and individual tags within.

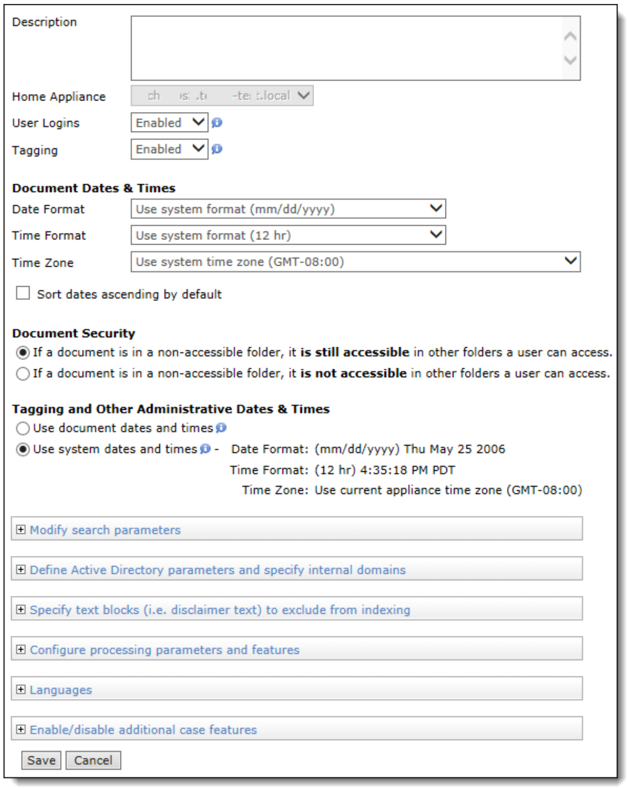
Step 5: Create a New Case

1. From the **All Cases** view, click **New Case**. (Alternatively, click the drop-down menu on the navigation bar and select **Create a new case**.) The New Case information screen displays.



2. Provide case information and optionally, select the Case Template that you previously set up. Click **Save and Set Up Processing**.

The **Processing** > **Settings** screen displays.



3. Configure the case processing details on the **Processing > Settings** screen and click **Save**.

Notes

- The most common case setup options are pre-selected as defaults. Before changing any setting from its default, it is recommended that you read more about the setting in the Case Administration Guide.
- It is strongly recommended that you limit case names to 10-15 characters.
- Do not include special characters such as the pound symbol (#) or double dashes (- -), and do not end with a period (.), or space.
- Certain case setup options such as Internal Domains and Text Blocks must be specified prior to processing. Ensure you have selected the desired options for the case prior to processing files.
- You can enable or disable Pre-processing, and Review & Redaction features when you create a case from Enable/Disable Licensed Features.

Step 6: Add Source to your Case

You can add different source types your new case, such as a Case Folder Source, Load File Source or Collection Set. A Case Folder Source adds files to the case for processing. A Case Folder Source may contain any mixture of email files (such as PST, NSF, MSG, EML) and/or loose files (such as DOC, PPT, XLS, PDF).

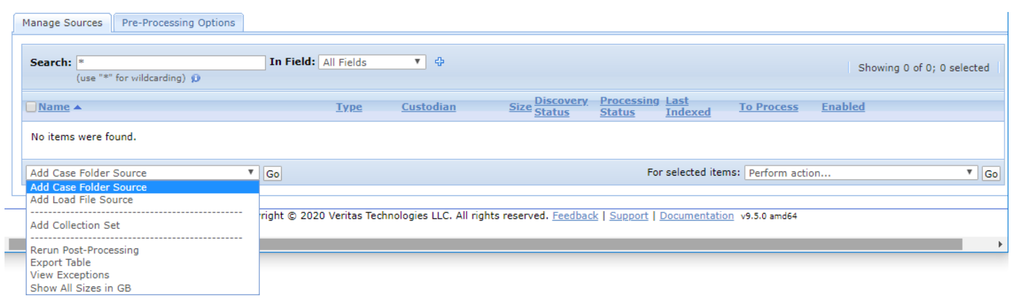
From the Processing module, you can add and manage Case Folder Sources from the Sources and Pre-Processing screen.

For more information about adding a collection set, refer to the Identification and Collection Guide. For information about adding a load file, refer to the Load File Import Guide.

To add a new Case Folder Source

1. From the **Processing** module, click **Sources & Pre-Processing**.

2. Under the **Manage Sources** tab, click the menu and select (in this example) **Add Case Folder Source** from the drop-down menu, and click **Go**.



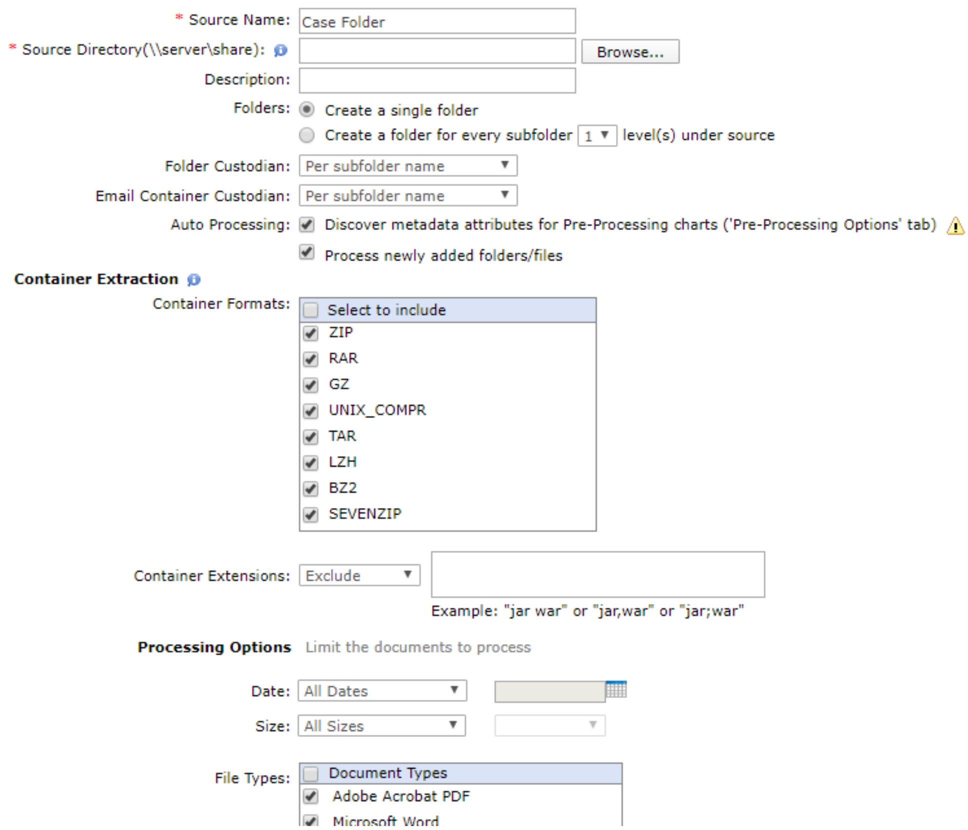
3. Specify the source name and the source directory.

   Depending on your selection, the appropriate screen or window appears. (For example, if you selected “Add Load File Source”, the Import Production screen appears. If adding a Collection Set, the Collection Sets window opens.) Select or find the source you want to add and click **Select**.

   The eDiscovery processes all email and loose files within the Source Directory and any of its sub-directories. As a result, it is typically recommended to select the root (Case_Name) folder as the Source Directory.

   Important: For network-based Source Directories, it is mandatory to enter the directory using a UNC path, **\\servername\folder**, instead of a mapped drive. Mapped drives might not persist after the Windows administrator logs out from the appliance even though the system still requires access to the source directory.

   The following is an example for adding a Case Folder source:



Note: The warning ⚠ icon indicates a helpful hint. The Discover metadata attributes option is useful for being able to cull down your data based on file type, sent dates, and modified dates in the “Processing Options” chart. Discovery and processing will identify sent dates in email files (such as PST, MSG, EML) and modified dates for loose files.

4. Assign custodians based on your folder hierarchy.

   Veritas eDiscovery Platform can automatically create and assign custodians based on subfolder names up to 3 subfolder levels deep from the root (Case_Name) folder.

   To automatically create and assign custodians, select the **Create a folder for every subfolder n level(s) under source** option where ***n*** is the number of sub-levels beneath the source where the custodian-named folders reside.

5. Specify which container formats and container extensions to include.

6. Limit the documents to process by configuring the Processing Options.

   The system provides processing options to filter documents by Date, Size and Document Types for processing. File extensions can be specified for inclusion/exclusion.

   Known files lists and files from the NSRL database list (also known as the NIST list) can also be excluded from processing. (For further details, refer to the *System Administration Guide*).

Note: Leave the Process Newly Added Folders/Files option selected. This setting also applies to any future folder/files that are added to the Case Folder Source and are then discovered using the *Start processing with discovery* option.

7. Click **Save**.

8. When the source displays in the Manage Sources screen, verify that the source and its subfolders are set up correctly.

   If the subfolders are set to the wrong level or you decide you want to change the name of your source, delete the source and add it again.

   Note: After a source is processed, you can no longer delete it.

Step 7: Pre-Process Your Source Data

For information on pre-processing, refer to the Pre-Processing section in the *System Administration Guide*.

Step 8: Process Your Source Data

1. From the **Processing** module, click **Sources & Pre-Processing**, and select the sources you want to process.

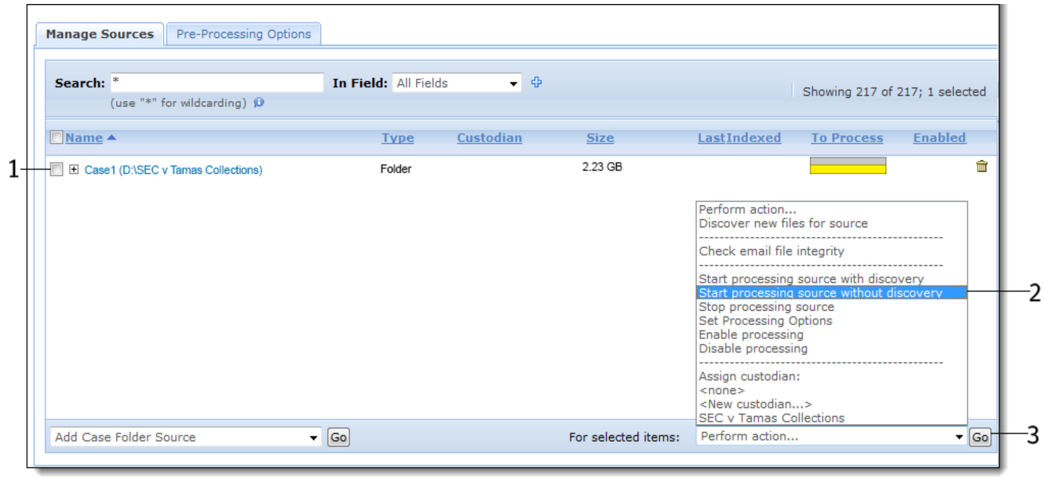
2. From the **For selected items** list, select one of the following options:

   Tip: You do not need to wait for case folder discovery to complete before you start processing. If you plan to process the entire collection without viewing processing options, you can select Start processing source without discovery immediately. The processing job will start and then wait for the case folder discovery to complete before it processes data.

   A. If no new files have been added to the source since it was first added, select **Start processing source without discovery**.

   B. If additional files have been added, select **Start processing source with discovery** to discover the newly-added files.

3. Click **Go** to start the selected task.



Additional Screen Elements

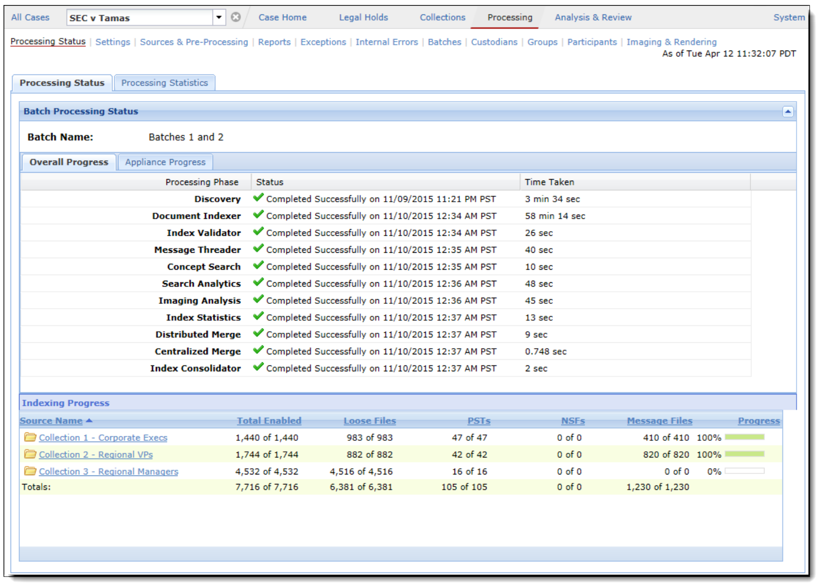
- ***Pre-Processing Options*** tab. Provides analytics and filtering options prior to processing. Refer to the section *"Pre-Processing Navigation" in the Case Administration Guide* for more details.

Note: The option to import the native images of documents present in the system can be found in **Case Home > Imaging and Rendering**. Refer to the section *"Image Remediation" in the Case Administration Guide* for more details.

Step 9: Monitor Processing Status

Processing Metrics

From the Processing module, the **Processing Status** screen provides a real-time view into the processing progress. This screen displays real-time metrics such as the size and number of messages/files and de-duplication rates.



Notes

- Processing includes Pre-processing, Document Indexer plus Post-Processing Threading, Topics (Optional), and Analytics.
- Once all stages of processing have completed, each stage will display status of **Completed**.
- An additional level of detail can be found through a processing log available in the **Jobs** window.

Table 5-1 Additional Processing Statistics

For information about:	Go to...
Duplicate files, discovery errors, what was discovered and what has been processed	**Processing > Reports**
Errors and warnings triggered by processing a source	**Processing > Exceptions**

Step 10: View Processing Exceptions

After processing completes, verify that all of your files processed successfully.

- Email message, email attachment, and loose file error/warning reports are available from the Exceptions screen under the Processing module.
- PST and NSF email files with file level processing failures are reported in the Status column under the Processing module's **Sources & Pre-Processing** screen.

  If errors are discovered for a PST/NSF file during the pre-processing email file integrity scan, the file will automatically be disabled for processing and will have a status of Scan Failed.

To search for failed PST and NSF files

Note: It is recommended to always perform this search after processing has completed.

1. From the **Processing** > **Sources & Pre-processing** screen, click the **Manage Sources** tab.
2. In the Search field, type ***failed***.
3. From the **In Field** drop-down menu, select **Processing Status**.

   Only the failed files display.
4. Hover over the failed file's info-bubble to display more information about the failure.

Step 11: Manage Review Tags and Folders

Sub-Step A: Define a Tag Hierarchy

Tags allow end-users to classify documents.

1. On the left navigation bar of **Analysis & Review** page, click **Tags** and then click **Create Tag Set**.

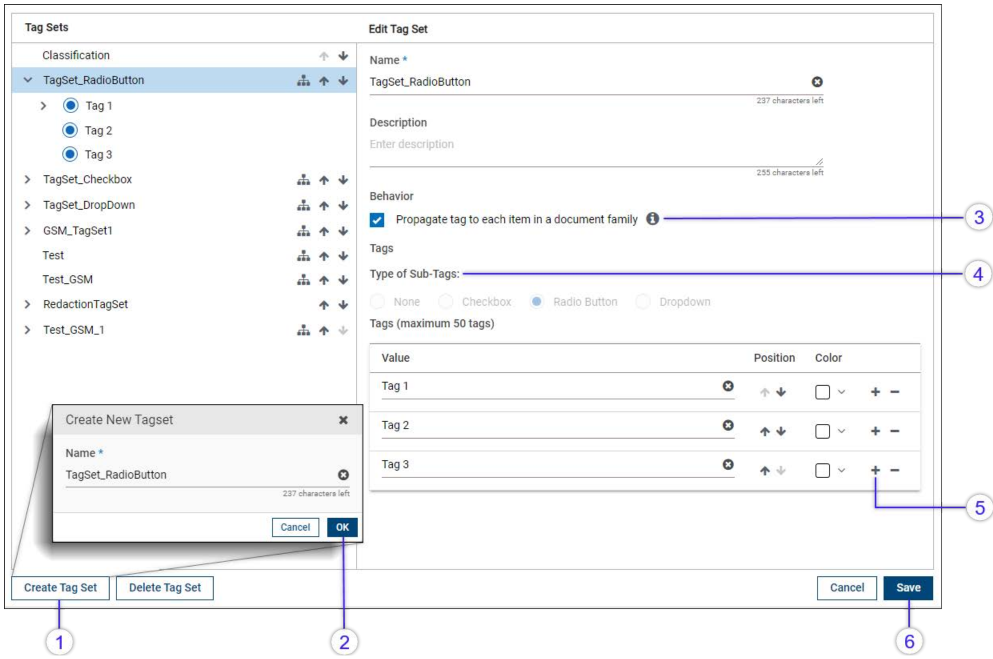
   The Create New Tagset dialog box appears.
2. Type the tagset name and click **OK**.

   The tagset name displays in the Tag Sets pane.
3. Tag behavior: the **Propagate tag to each item in a document family** check box is selected by default. Tags will be applied to each item in a family. For example, an email and its attachment will both receive the same tag when either is tagged. If this is not desired, clear this check box.
4. In the **Edit Tag Set** pane, select the sub-tag types from the drop-down menu.

   The Tags table displays.
5. Click **Add** + icon or use the keyboard shortcut of Alt + A, and provide a name for the tag.

   Repeat this process for each new tag you want to add.

6. Click **Save** to save the tag set.



Notes

- Tag Categories can be added in a check box, drop-down, or radio button style.
  - A check box has two values; tagged or not tagged. There is no limit to the number of check boxes that can be selected.
  - A drop-down menu has an unlimited number of mutually-exclusive values which are configured by the case administrator.
  - A radio button has two values; tagged or not tagged. The end-user can only select one of the radio buttons that are at the same level at a time.
- Up to 100 tag sets may be added.
- Re-order tags by moving them up and down to reflect the order that will be displayed to the end user.
- Tags can be nested. They can be configured as required, optional, or recommended.

Sub-Step B: Set Up Folders to Contain Review Sets

Folders provide the ability to organize documents within a case and are mainly used as review sets. An end-user's case visibility can then be restricted by Folder.

1. On the left navigation bar of **Analysis & Review** page, click **Folders**.
2. Click **New Folder**.

   The Create New Folder dialog box appears.

3. Type the name of the new folder and click **OK**.
4. To create a sub-folder, select a main folder, then click **New Folder > As Sub-Folder of Selected Folder**.
5. Type the name of the new sub-folder and click **OK**.
6. To view the contents of your Review folder set, click the top level folder. Breadcrumb navigation reveals your folder hierarchy.

Notes

- There are no limits to the number of folders that can be defined.
- Re-order the position of the folders by using the **Reposition Folders** button. Move a folder up or down, drag a folder to a position in the folder structure.
- Folders can be nested for easy organization.

Step 12: (Optional) Create Automation Rules

You can create automation rules to streamline the review process. Automation rules help to schedule repeated actions on documents in order to expedite their workflow through review. For details on automation rules, refer to the Case Administration Guide.

Step 13: Assign User Accounts to Groups or Authorize for Cases

For detailed information on user creation and management, authorizing users for cases or using group access management, and managing user rights and roles, refer to *"Defining User Accounts" in the System Administration Guide*.

Depending on how users are to be managed, users can be authorized for individual cases, or assigned to groups. See *"Access Groups and User Creation" in the System Administration Guide*. Also see *"Administering User Accounts" in the System Administration Guide*.

Note: When users are created, they are assigned to all Access Groups by default. If for security reasons users must be restricted from seeing other cases or parts of the data set, changing a user to Case Authorized operation or adding them to an appropriate group needs to happen as soon as possible. If this is the case, determine how the users will be managed before creating them in the system.

- For general information about managing case workflows using Groups and Roles, see *"About Access Groups and Roles" in the Case Administration Guide*.
- For detailed information on access permissions currently affecting access to Legal Holds, Sources, Locations, and Collection Sets, refer to *"About Legal Hold User Privileges" in the Legal Hold User Guide*.

- A user with the **Allow user management** and **Allow group management** rights has the option to restrict users' access to legal holds, sources, locations, and collection sets by assigning users to access groups. Consult the*"Managing Access Groups Permissions" in the Identification and Collection Guide*.

Next Steps…

Refer to the *System Administration Guide* for administrators maintaining the appliance and managing user accounts, and to the *Case Administration Guide* for administrators managing cases, for performing pre-processing through post-processing tasks, and preparing case data for search, review, and analysis.

Appendix A: 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.
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.
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 10.x compared to 9.x, 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.
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.

Veritas eDiscovery Platform Documentation

Document	Comments
Imaging Tool Upgrade Guide	Release 10.0 replaced the IGC Native Viewer with PrizmDoc Viewer. This guide provides details about the Imaging Tool Upgrade feature and how to perform Imaging Tool Upgrade for cases that were backed-up pre-10.0 and are restored in the current version of eDiscovery Platform, workflows affected when the cases are upgraded or not upgraded, and frequently asked questions (FAQs).
Export and Production Guide	Describes how to use and produce exports, productions, and logs (privilege and redaction logs).
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 notifica-tions.
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.