

e-Discovery.

User guide.

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1 Introduction

E-discovery (electronic discovery) is the legal procedure for locating, collecting, and delivering Electronically Stored Information (ESI) as evidence to be used in court cases or investigations. Information governance programs frequently incorporate e-discovery since it is an obligatory legal and regulatory requirement.

E-discovery is frequently ignored by organizations and only becomes meaningful after a case is launched. Moreover, the e-discovery process is often unfamiliar ground for many organizations with investigations into data privacy concerns and digital infiltration proving to be a challenge, even with experienced internal staff.

Organizations that store large amounts of data need to know exactly what data they have, and where it is located. Large databases might take months to search, and investigators need to have access to the right information quickly.

2 How Lepide Helps with e-Discovery

The Lepide Web Console provides an out-of-the-box e-Discovery tool that will scan your repositories to locate files containing Personally Identifiable Information (PII).

Our Solution allows you to combine multiple values as well as search an expansive range of file types ensuring you get the most accurate results possible, thereby avoiding time-consuming false positives.

3 Starting e-Discovery

- Hover over the **Identify** icon on the menu to the left side of the screen

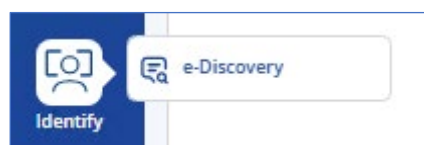


Figure 1: e-Discovery Menu Option

- Select **e-Discovery**

The e-Discovery screen will be displayed:

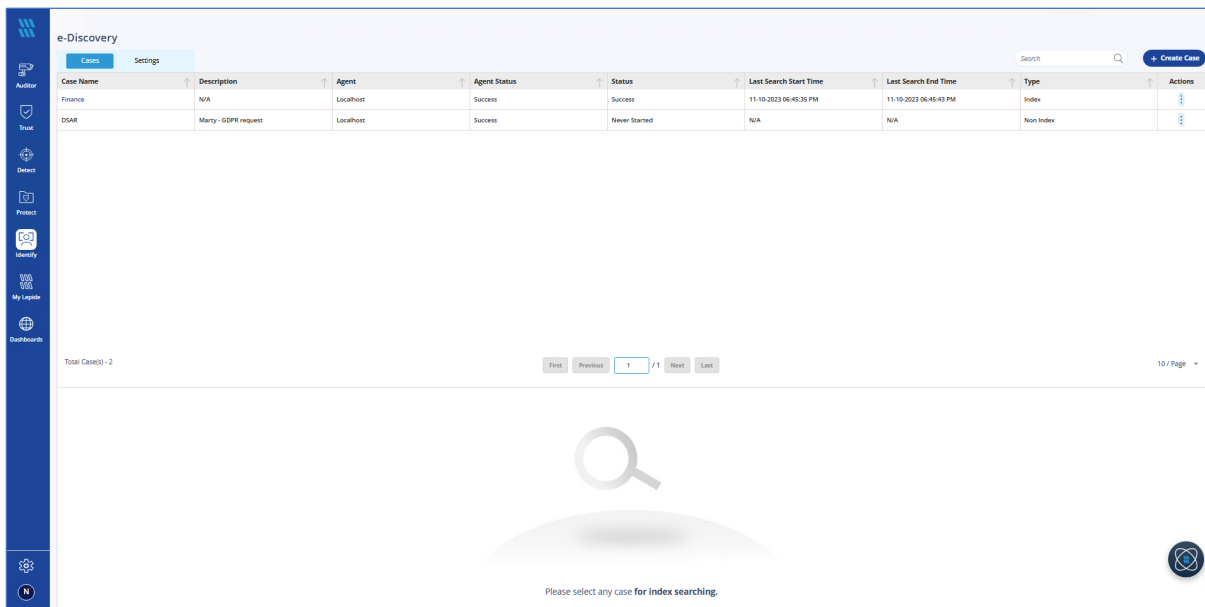



Figure 2: e-Discovery Screen

4 Setting Up a Case

The first step in the e-Discovery process is to set up a Case to specify the details of the data you want to find. A case can be Non Indexed or Indexed depending on your requirements and the instructions for setting these up are given in Sections 4.2 and 4.3 of this guide.

You can use Local Host or an Agent when setting up an e-Discovery Case. The following steps explain how to install an Agent:

4.1 Install Agent

- Click the **Settings** tab (top of the screen next to the **Cases** tab)
- This will display the **Settings** window with **Categories** listed on the left hand side
- Ensure that the Agents category is displayed by clicking the **Agents** icon: 
- All installed agents are listed here

- Agent settings can be edited by clicking the  icon

- To add a new Agent, click the **Install Agent** button



This displays the Install Agent dialog box:

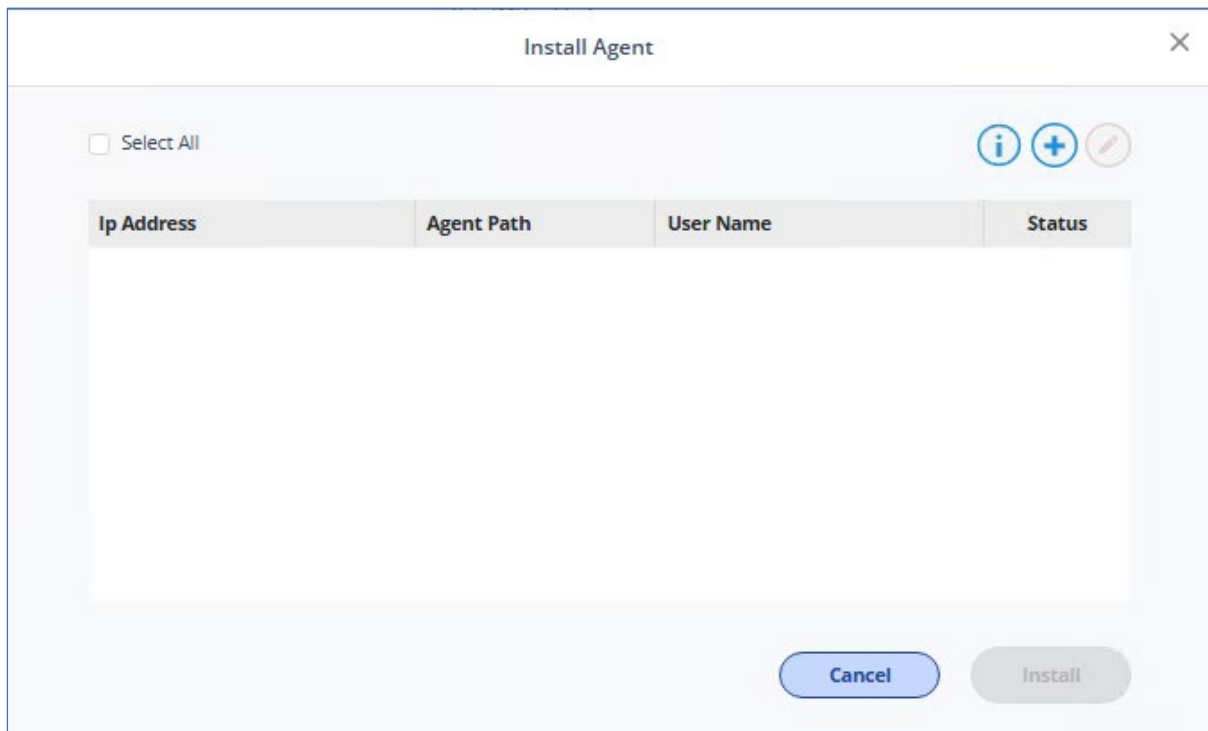



Figure 3: Install Agent

To add a new agent:

- Click the  icon

This displays the Add Server dialog box:

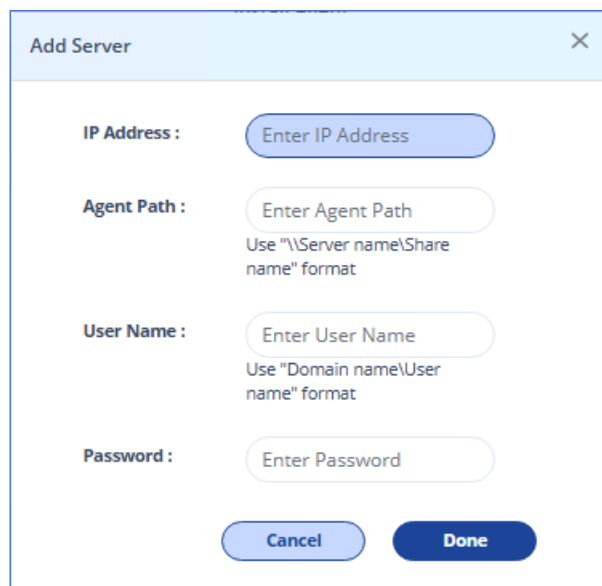


Figure 4: Add Server

- Add the following information:
 - **IP Address:** Add the IP Address
 - **Agent Path:** Use `\\Server` name\Share name format
 - **User Name:** Use domain name\User name format
 - **Password:** Enter Active Directory password
- Click **Done** when finished
- Once all the Agents have been added, check the box(es) to select Agents individually or choose **Select All** to select all Agents
- Click the **Install** button to install the Agents.

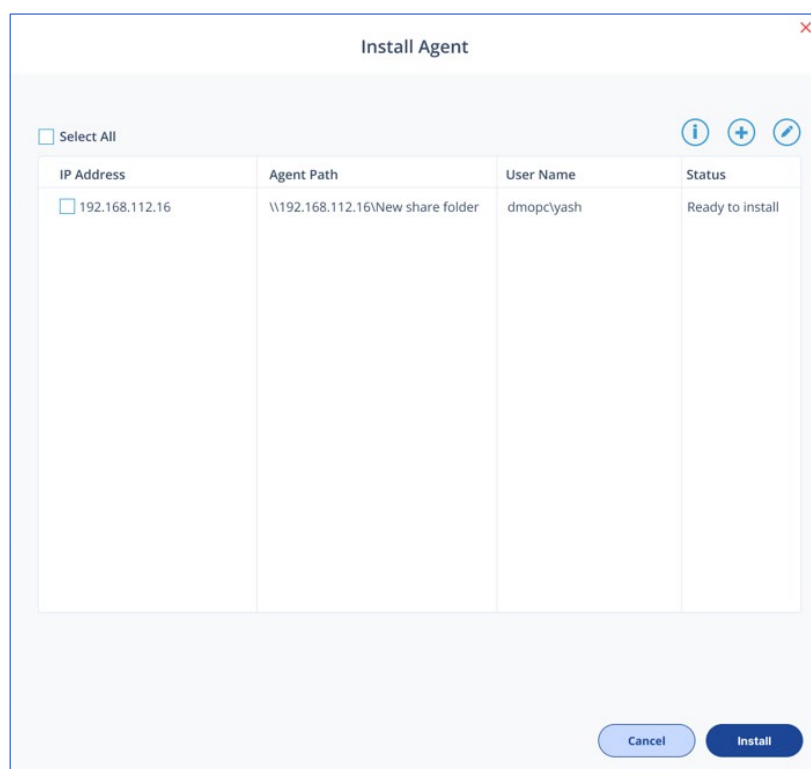

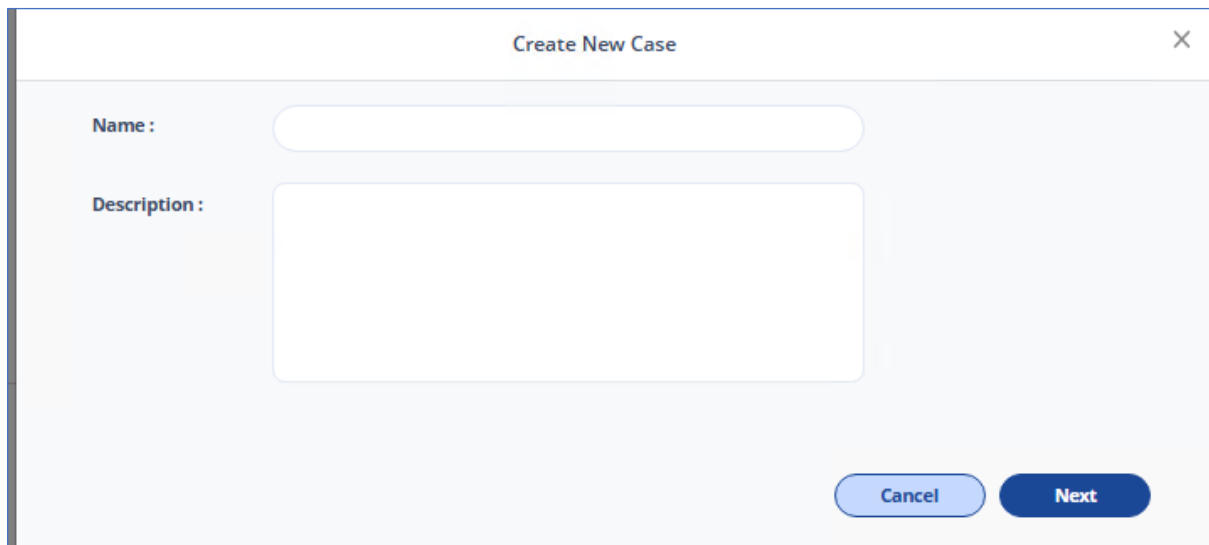


Figure 5: Install Agent with Server Added

4.2 Creating a New Case – Non Indexed

To create a non indexed Case:

- On the top left of the screen are two tabs: **Cases** and **Settings**
- Ensure that the **Cases** tab is selected
- Click the  button (top right of the screen)
- The **Create New Case** dialog box is displayed:



The screenshot shows a dialog box titled "Create New Case" with a close button (X) in the top right corner. The dialog contains two input fields: "Name" and "Description". The "Name" field is a single-line text box, and the "Description" field is a larger multi-line text box. At the bottom right, there are two buttons: "Cancel" and "Next".

Figure 6: Create a New Case

- Type in the **Name** of the case and add a **Description**
- Click **Next**

The Select Objects dialog box is displayed:

Location Names	Action
----------------	--------

Figure 7: Select Objects

- Select the **Component** from the drop down list
- Select **Non Index** for the **Search Type**. To use the Index Search Type, please refer to section 4.3 of this guide
- Add the **User Name** in **Domain name\User name** format
- Type the **Password** (this is the Active Directory login password)
- Click the **Add File Server** button to add a File Server. The file server will be listed at the bottom of the dialog box.
- Click the **Add UNC Path** to specify a UNC path in this format: **\\Server name\Share name**. This will be listed at the bottom of the dialog box.

Select Objects [X]

Component : Windows File Server [v]

Search Type : Non Index [v]

User Name : Neal.Gamby@lpde4.local
Use "Domain name\User name" format

Password :

[Add File Server] [Add UNC Path]

Folder Path	Server	Action
All Shares	DCD01	[Delete Icon]

[Cancel] [Back] [Next]

Figure 8: Select Objects for Non Index

- Click **Next**

The File Type dialog box is displayed:

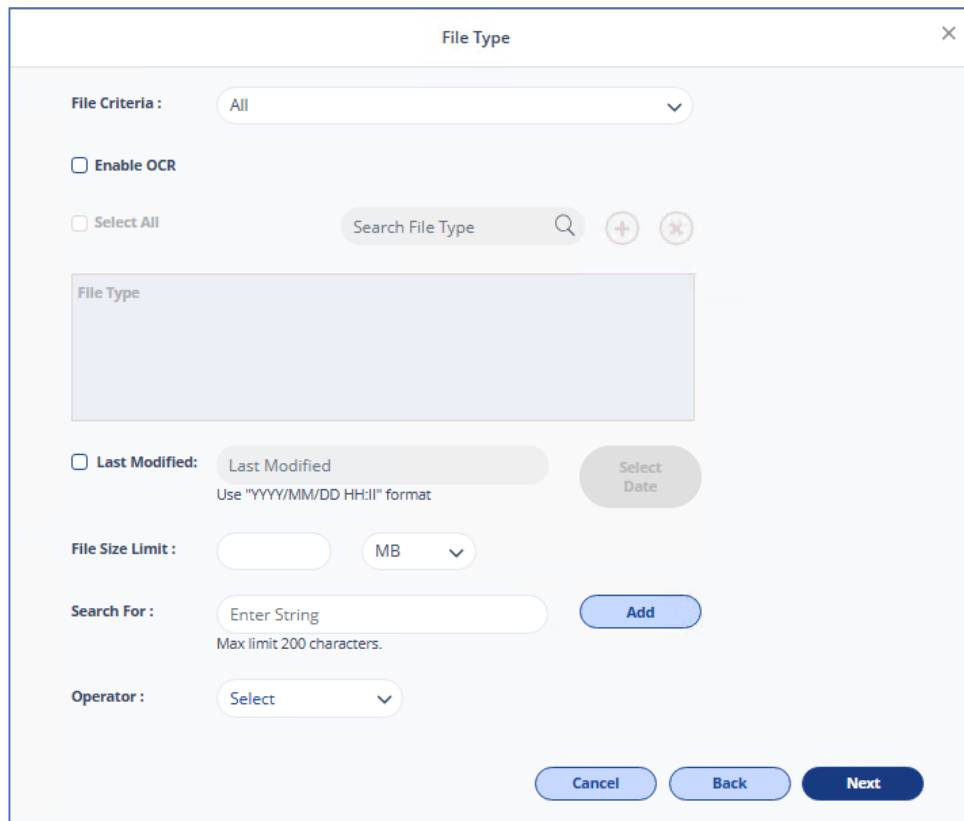


Figure 9: File Type

This allows you to specify all the details for the files you want to find. The more specific you can be here, the better the search results will be.

Choose the following:

- **File Criteria:** All, Include or Exclude

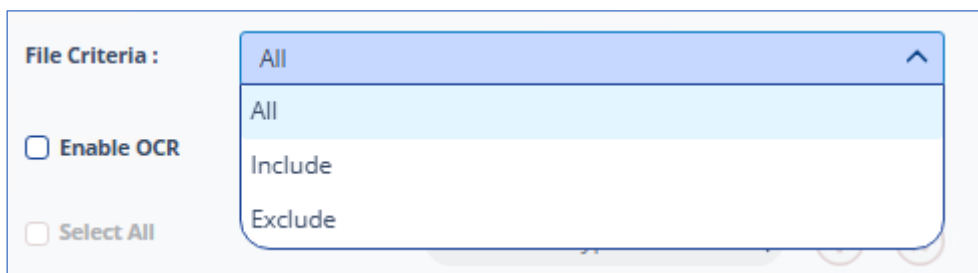


Figure 10: File Criteria

- If you choose **Include** or **Exclude**, the following file type options will be displayed:

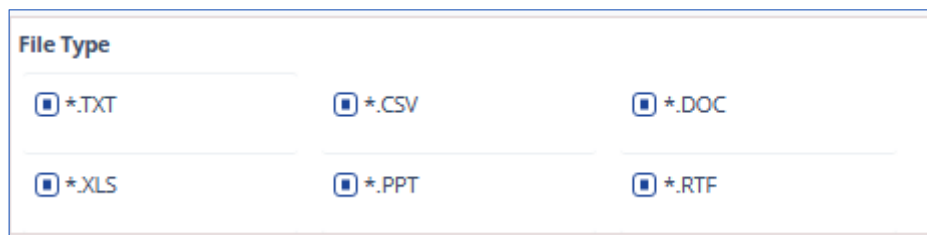


Figure 11: Select from File Types

This is a long list of file types. Scroll down to see the complete list.

Check or uncheck the file type boxes to choose which ones you want to Include or Exclude

- **Enable OCR:** Check enable OCR (Optical Character Recognition) if you want image files containing text to be scanned
- **Select All:** Check this box to select all file types
- **Search File Type:** Type a file type here to search for and it will list all file types containing that value.
For example, if you type .doc into the search box, it will show *.doc, *.docx and *.docm and so on.

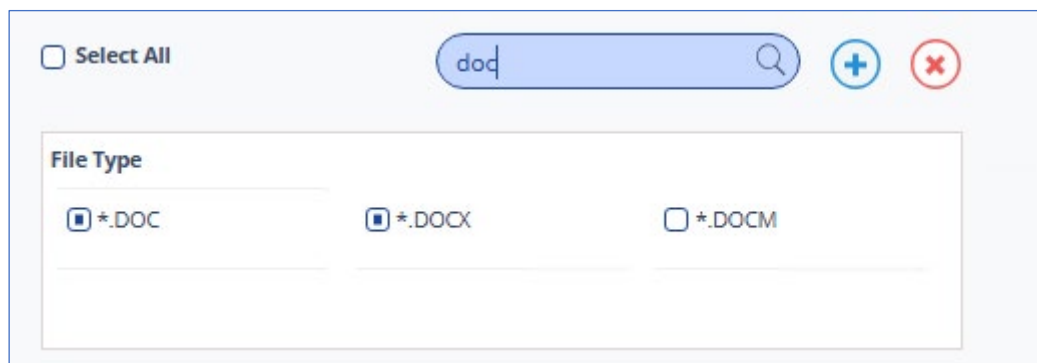


Figure 12: Search File Type

- Click the  icon to add a file type

Figure 13: Add File Type


- Type the file type name and click **Add**
- If you want to remove this file type, select the file type to be removed and click the  icon
- Check **Last Modified** to specify a date when the file(s) was last modified

Figure 14: Last Modified Date

- **File Size Limit:** This can be KB or MB. The suggested limit is 20MB
- **Search For:** Here you can type strings of characters that you want to search for. Click **Add** to add each string.
In the example below where we are searching for Marty Byrde we could add search strings for his name, address, DOB and so on
- **Choose the Operator.** In this case it is **OR** to search for any of the strings

Each string will be displayed at the bottom of the dialog box along with the operator specified:

Figure 15: Add Character Strings

- Click **Next**

The Search Server dialog box will be displayed:

Figure 16: Search Server

Here you can specify when the Search should start:

- **Search Now** – search immediately
- **Do not Search** – the Case is set up, but the search can be initiated at a later date
- **Search Later** - specify a date and time for the search to start
- Choose **Local Host** or **Agent Server**
- If you choose **Agent Server**, you will need to click the **Validate Agent** button

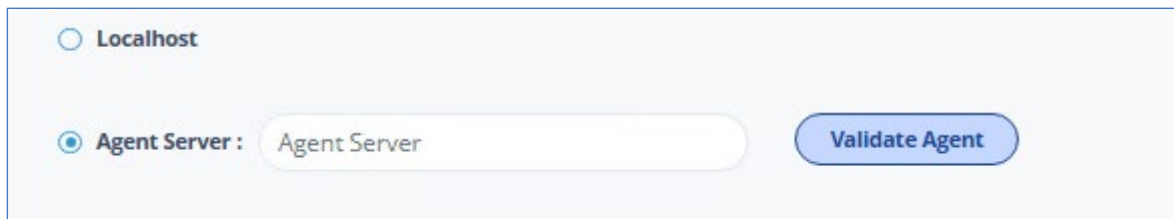


Figure 17: Validate Agent


- **No of Threads:** For quick results keep the minimum thread count value as 20
 - Click **Done** when finished
 - A message will appear: **Case Created Successfully**
1. The Case will be listed in the e-Discovery screen:

Case Name	Description	Agent	Agent Status	Status	Last Search Start Time	Last Search End Time	Type	Actions
Finance	N/A	Localhost	Success	Success	11-10-2023 06:45:35 PM	11-10-2023 06:45:43 PM	Index	⋮
DSAR	Marty - GDPR request	Localhost	Success	Never Started	N/A	N/A	Non Index	⋮

Figure 18: e-Discovery Screen

4.3 Running a Report

Once a Case has been set up, and a scan has been run, you can run a report to see the data returned based on the criteria specified in the Case.

- From the e-Discovery screen, click the  icon next to the case on which you want to run the report

This will show the following menu:

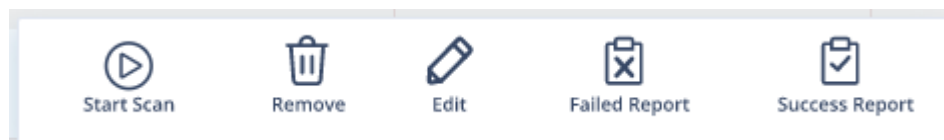


Figure 19: Case Action Menu - Non index

- Choose **Success Report**

The Report is displayed:

The screenshot shows a web interface for a Data Subject Access Request (DSAR). At the top left, there is a 'Back' link and the text 'DSAR Operator : DR Content : custom, Marty Byrde, 21 Lake Lanier, Bailey Drive, D.O.B, Ethnicity'. An 'Export' button is located at the top right. Below this is a table with two columns: 'File Server' and 'File Path'. The table contains 16 rows of data, each representing a file found on a specific server.

File Server	File Path
DCD01	\\DCD01\DDC Agent\Lepide DDC Agent\Microsoft.Data.Edm.xml
DCD01	\\DCD01\Company Share\Financial Services\Accounts\Employee list.docx
DCD01	\\DCD01\Company Share\Financial Services\Accounts>List 568.txt
DCD01	\\DCD01\Company Share\Financial Services\Finance>List 568.txt
DCD01	\\DCD01\Company Share\Financial Services\Finance\Employee list.docx
DCD01	\\DCD01\Users\neal.gamble\AppData\Local\dd_vcredist\72AC.txt
DCD01	\\DCD01\Users\neal.gamble\AppData\Local\dd_vcredist\72A2.txt
DCD01	\\DCD01\Users\neal.gamble\AppData\Local\dd_vcredist\M572A2.txt
DCD01	\\DCD01\Users\neal.gamble\AppData\Local\dd_vcredist\M572AC.txt
DCD01	\\DCD01\Users\administrator\AppData\Local\Packages\Microsoft.Windows.Cortana_cw5n1h2bzyewy\LocalState\DeviceSearchCache\Settings\Cache.txt
DCD01	\\DCD01\Users\administrator\AppData\Local\Packages\Microsoft.Windows.Cortana_cw5n1h2bzyewy\LocalState\ConstraintIndex\input_09d63a40-53d7-4a76-a958-d6a58a7d84ab\settingsglobals.txt
DCD01	\\DCD01\Users\administrator\AppData\Local\Packages\Microsoft.Windows.Cortana_cw5n1h2bzyewy\LocalState\ConstraintIndex\input_09d63a40-53d7-4a76-a958-d6a58a7d84ab\settings synonyms.txt
DCD01	\\DCD01\Users\administrator\AppData\Local\Packages\Microsoft.Windows.Cortana_cw5n1h2bzyewy\LocalState\ConstraintIndex\input_09d63a40-53d7-4a76-a958-d6a58a7d84ab\appsglobals.txt
DCD01	\\DCD01\Users\administrator\AppData\Local\Packages\Microsoft.Windows.Cortana_cw5n1h2bzyewy\LocalState\ConstraintIndex\Settings_{3baac887-6301-4c3c-a9e0-43f18cb3ac8a}\0.0.filtertrie.intermediate.txt
DCD01	\\DCD01\Users\administrator\AppData\Local\Packages\Microsoft.Windows.Cortana_cw5n1h2bzyewy\LocalState\ConstraintIndex\Settings_{4d0162e6-ad4e-4018-a9e1-6dc7d6939eaaj}\0.0.filtertrie.intermediate.txt

Figure 20: Success Report

- The Case Name, Operator and search strings are shown at the top of the screen
- File Server and File Paths are listed for all the files that have been found to contain the search criteria we specified in the Case
- The report can be Exported to CSV or PDF by clicking the Export button

Here is an example of a report exported to PDF format:

Server Name	File Path
DCD01	\\DCD01\DDC Agent\Lepide DDC Agent\Microsoft.Data.Edm.xml
DCD01	\\DCD01\Company Share\Financial Services\Accounts\Employee list.docx
DCD01	\\DCD01\Company Share\Financial Services\Accounts>List 568.txt
DCD01	\\DCD01\Company Share\Financial Services\Finance>List 568.txt
DCD01	\\DCD01\Company Share\Financial Services\Finance\Employee list.docx
DCD01	\\DCD01\Users\neal.gamby\AppData\Local\dd_vcredist\UI72AC.txt
DCD01	\\DCD01\Users\neal.gamby\AppData\Local\dd_vcredist\UI72A2.txt
DCD01	\\DCD01\Users\neal.gamby\AppData\Local\dd_vcredist\MSI72A2.txt
DCD01	\\DCD01\Users\neal.gamby\AppData\Local\dd_vcredist\MSI72AC.txt

Figure 21: Report Exported to PDF Format

4.3.1 Other Non Index Case Action Menu Options

The other menu options are as follows:

- **Start Scan:** Starts the scan running
- **Remove:** Delete the Case

If you choose **Remove**, you will have to confirm the action:

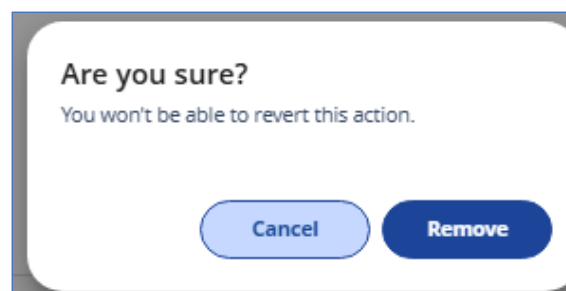


Figure 22: Confirm Removing the Case

- **Edit:** Edit the scan settings
- **Failed Report:** List all Failed Reports for this Case



4.4 Creating a New Case – Indexed

When you create a new case which is Indexed you will need to select a **Location**. A Location contains server and file type information and once a location has been created, you can use it for multiple cases.

The steps for setting up a new Location are given below. If you already have the Location set up, then you can move to Section 4.4.2 of this guide.

4.4.1 Create a New Location

The steps to create a Location, to use with an indexed case, are as follows:

- From the e-discovery window, choose the **Settings** tab
- This will display the **Settings** window with **Categories** listed on the left-hand side
- Select the Indexed Locations Category by clicking the icon: 
- All Location Names are listed on this screen
- To add a new Location, click the  button

This displays the Create New Location dialog box:

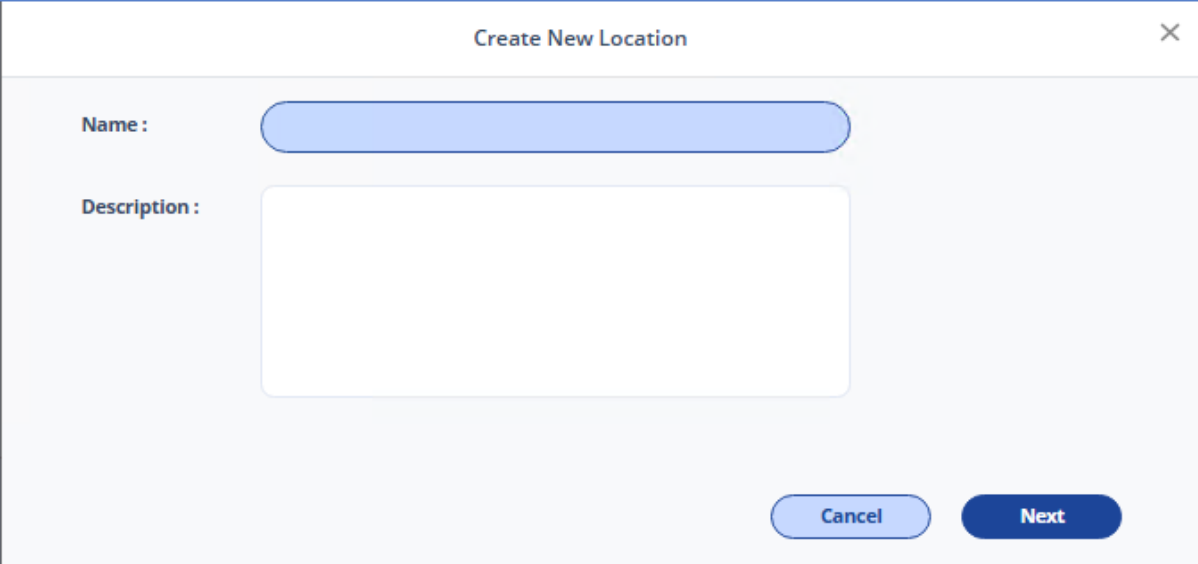


Figure 23: Create New Location

- Type in the **Name** of the location and add a **Description**
- Click **Next**

The Select Objects dialog box is displayed:

Select Objects

Component : Windows File Server

Search Type : Index

User Name : Neal.Gamby@lpde4.local
Use "Domain name\User name" format

Password :

Add File Server Add UNC Path

Folder Path	Server	Action
-------------	--------	--------

Cancel Back Next

Figure 24: Select Objects

- Select the **Component**
- **Index** will be selected for the **Search Type**
- Add the **User Name** in **Domain name\User name** format
- Type the **Password** (this is the Active Directory login password)
- To add an entire file server to be indexed, click the **Add File Server** button. Once added, the file server will then be listed at the bottom of the dialog box.
- To add a specific location to be indexed, click the **Add UNC Path** in this format: **\\Server name\Share name**. Once added, this will then be listed at the bottom of the dialog box:

Select Objects [X]

Component : Windows File Server [v]

Search Type : Index [v]

User Name : LPDE4\neal.gamby
Use "Domain name\User name" format

Password :

Add File Server **Add UNC Path**

Folder Path	Server	Action
\\DCD01\Company Share\Financial Services\Finance	DCD01	[Delete Icon]

Cancel **Back** **Next**

Figure 25: Select Objects with UNC Path Specified

- Click **Next**

The File Type dialog box is displayed:

Figure 26: File Type

This allows you to specify all the details for the files you want to find. The more specific you can be here, the better the search results will be.

Choose the following:

- **File Criteria:** All, Include or Exclude

Figure 27: File Criteria

- If you choose **Include** or **Exclude**, the following file type options will be displayed:

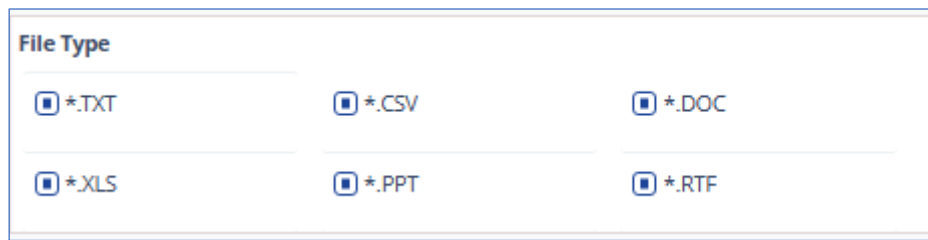


Figure 28: Select from File Types

This is a long list of file types. Scroll down to see the complete list.

Check or uncheck the file type boxes to choose which ones you want to Include or Exclude

- Enable OCR:** Check enable OCR (Optical Character Recognition) if you want image files containing text to be scanned
- Select All:** Check this box to select all file types
- Search File Type:** Type a file type here to search for and it will list all file types containing that value.
 For example, if you type .doc into the search box, it will show *.doc, *.docx and *.docm and so on.

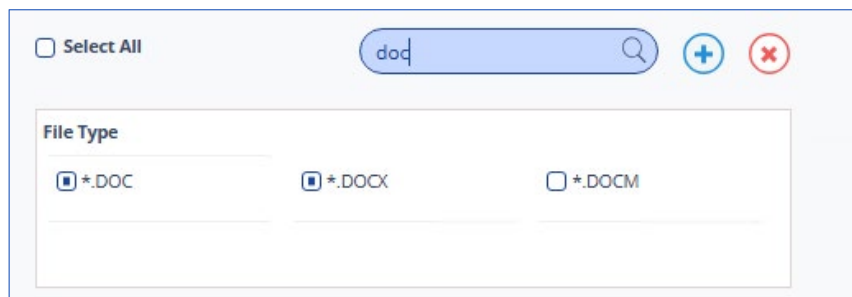


Figure 29: Search File Type

- Click the  icon to add a file type

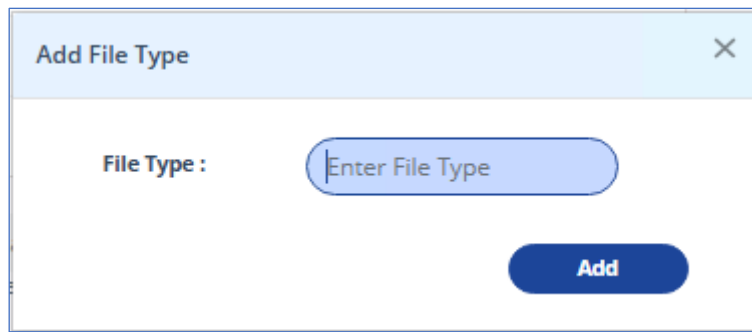



Figure 30: Add File Type

- Type the file type name and click **Add**
- If you want to remove this file type, select the file type to be removed and click the  icon
- Check **Last Modified** to specify a date when the file(s) was last modified

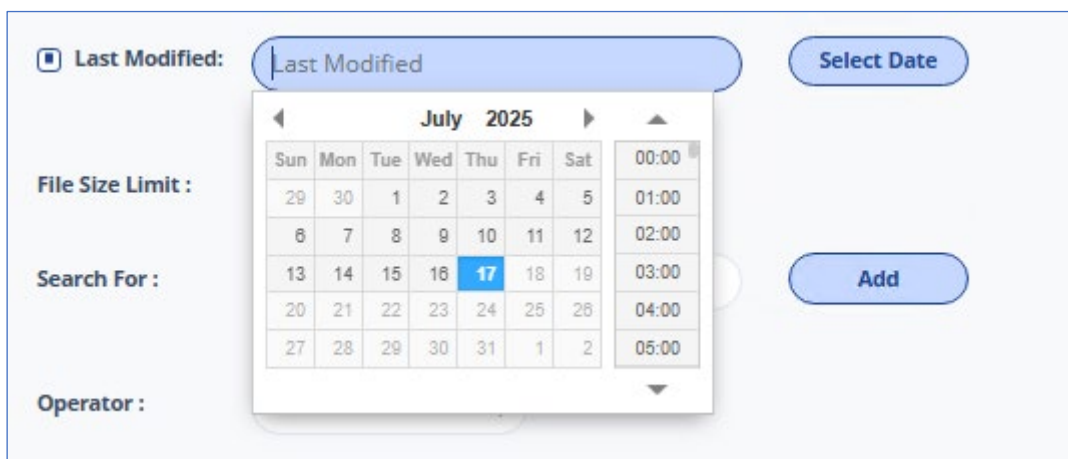


Figure 31: Last Modified Date

- **File Size Limit:** This can be KB or MB. The suggested limit is 20MB
- **Search For:** Here you can type strings of characters that you want to search for. Click **Add** to add each string.
In the example below where we are searching for Marty Byrde we could add search strings for his name, address, DOB and so on
- **Choose the Operator.** In this case it is **OR** to search for any of the strings

Each string will be displayed at the bottom of the dialog box along with the operator specified:

Figure 32: Add Character Strings

- Click **Next**

The Search Server dialog box will be displayed:

Figure 33: Index Server

Here you can specify when the Search should start:

- **Index Now** – search immediately
- **Do not Index** – the Case is set up, but the search can be initiated at a later date
- **Index Later** - specify a date and time for the search to start
- Choose **Local Host** or **Agent Server**
- If you choose Agent Server, you will need to click the **Validate Agent** button

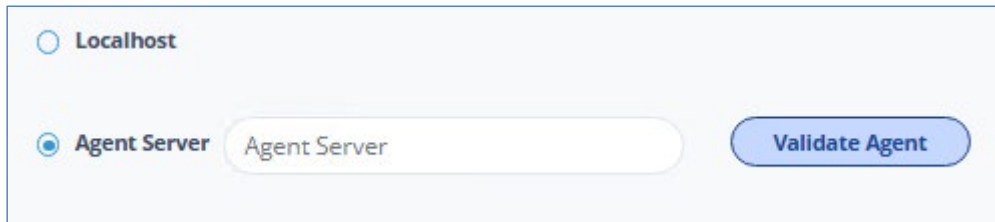
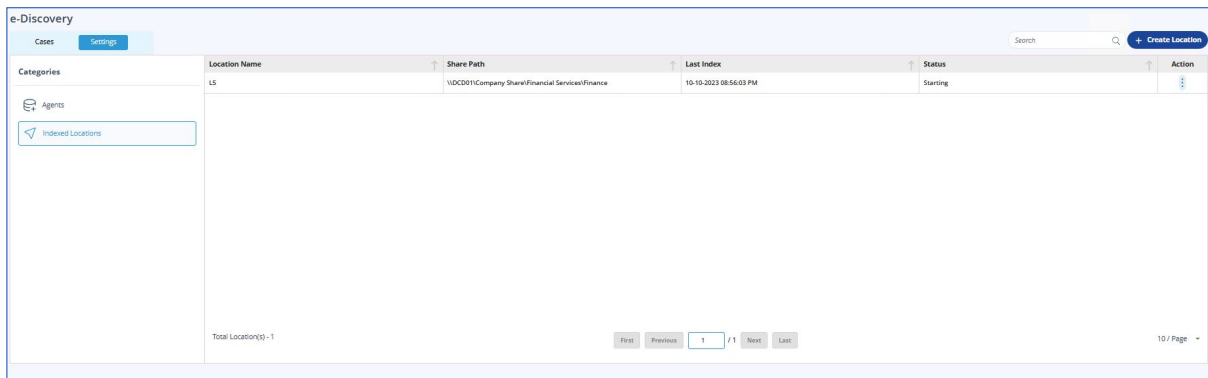


Figure 34: Validate Agent

- **No of Threads:** For quick results keep the minimum thread count value as 20
- Click **Done** when finished
- A message will appear: **Location Created Successfully**

The Location will be listed in the e-Discovery screen:



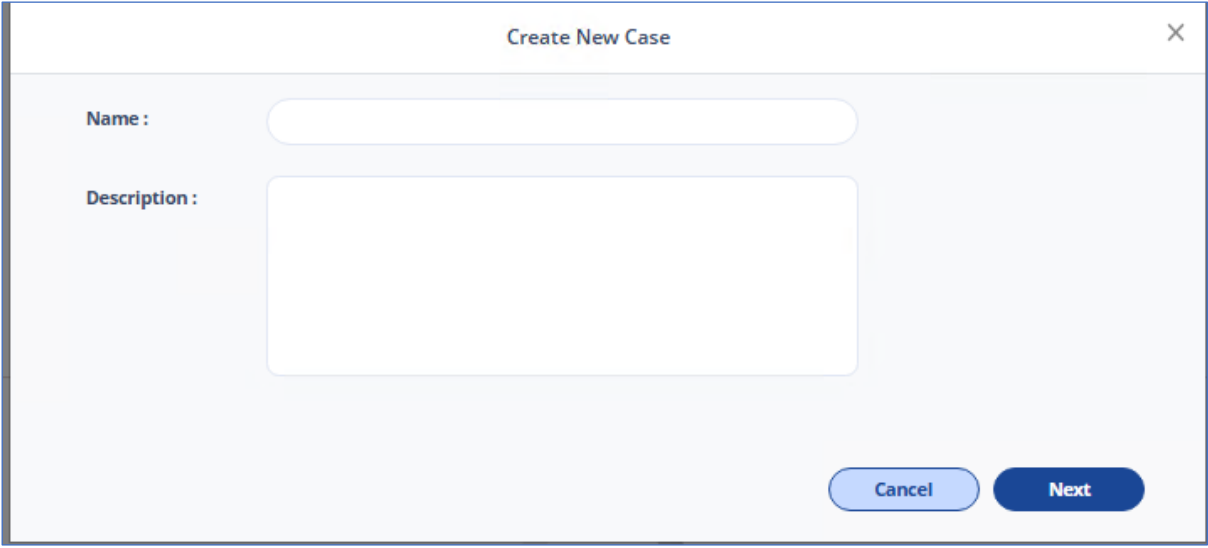
Location Name	Share Path	Last Index	Status	Action
LS	\\DC0011\Company Share\Financial Services\Finance	10/10/2022 08:56:03 PM	Starting	

Figure 36: e-Discovery Screen with Location Listed

4.4.2 Create Case

Once you have set up a Location, you can create an indexed Case. The steps for doing this are as follows:

- On the left of the e-Discovery screen are two tabs: **Cases** and **Settings**
- Ensure that the **Cases** tab is selected
- Click the **+ Create Case** button (top right of the screen)
- The **Create New Case** dialog box is displayed:

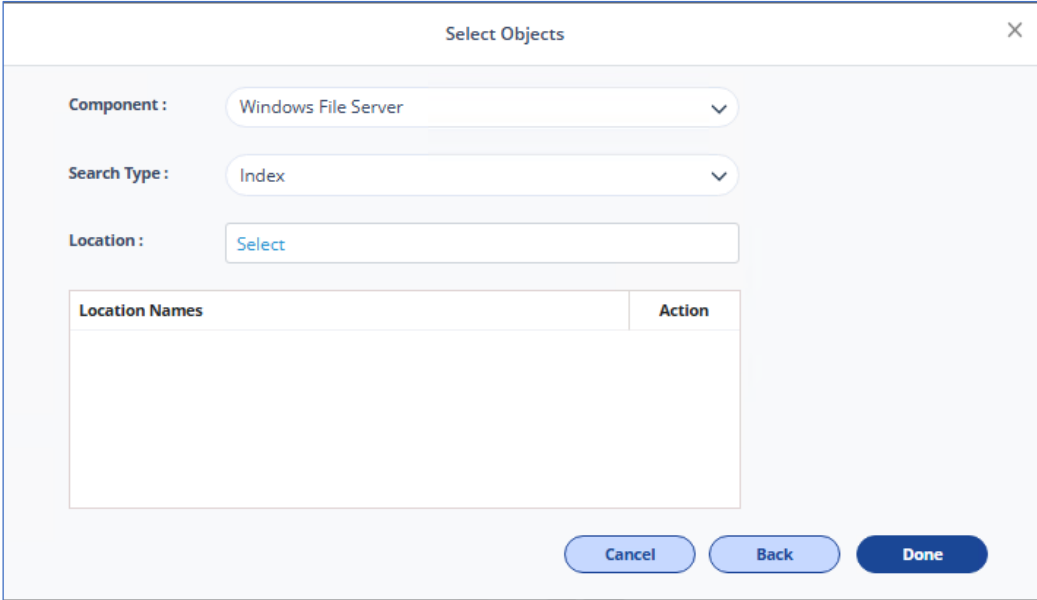


The screenshot shows a dialog box titled "Create New Case". It has a close button (X) in the top right corner. The main area contains two input fields: "Name:" followed by a text input box, and "Description:" followed by a larger text area. At the bottom right, there are two buttons: "Cancel" and "Next".

Figure 37: Create a New Case

- Type in the **Name** of the case and add a **Description**
- Click **Next**

The Select Objects dialog box is displayed:



The screenshot shows a dialog box titled "Select Objects". It has a close button (X) in the top right corner. Below the title bar, there are three dropdown menus: "Component:" (set to "Windows File Server"), "Search Type:" (set to "Index"), and "Location:" (set to "Select"). Below these is a table with two columns: "Location Names" and "Action". At the bottom right, there are three buttons: "Cancel", "Back", and "Done".

Figure 38: Select Objects

- Select the **Component**
- Select **Index** for the **Search Type**. To use the **Non Index** Search Type, please refer to Section 4.1

- Select the **Location**. For information on how to create a **Location**, please refer to Section 4.4
- The Location Name will be displayed at the bottom of the dialog box:

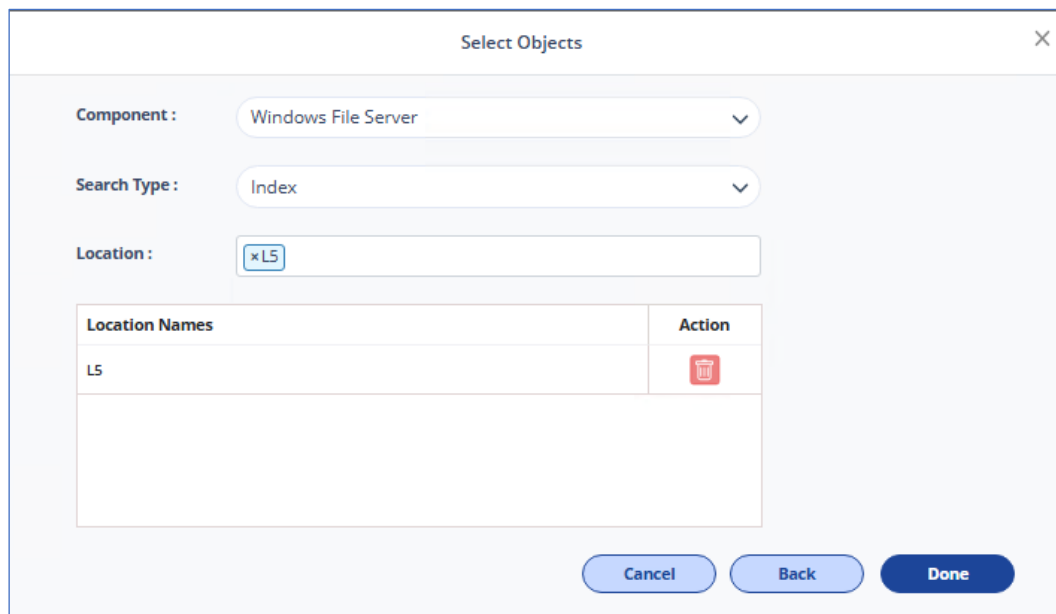


Figure 39: Select Objects with Location Names Displayed

- Click **Done**

The Case name will be displayed. Indexed cases are shown in blue while non-indexed cases are shown in black.

Case Name	Description	Agent	Agent Status	Status	Last Search Start Time	Last Search End Time	Type	Actions
Finance	N/A	Localhost	Success	Success	11-10-2023 06:45:35 PM	11-10-2023 06:45:43 PM	Index	
OSAR	Marcy - GDPR request	Localhost	Success	Never Started	N/A	N/A	Non Index	

Total Cases: 2

Page: 1 / 1

Figure 40: e-Discovery Screen

4.4.3 Specify the Search Criteria for an Indexed Case

Once an Indexed Case has been set up, you can specify the search criteria.

- Click on the Case Name (shown in blue for an Indexed Case)

- Type the search string and click **Add**

Figure 41: Search String

2. The string will be displayed at the bottom of the dialog box
 - From the **Operators** drop down list, select **AND/OR** as required
 - Click **Search**
 - The results will be displayed at the bottom of the screen:

Figure 42: Search Results

- From here you can click the  icon to preview the file:

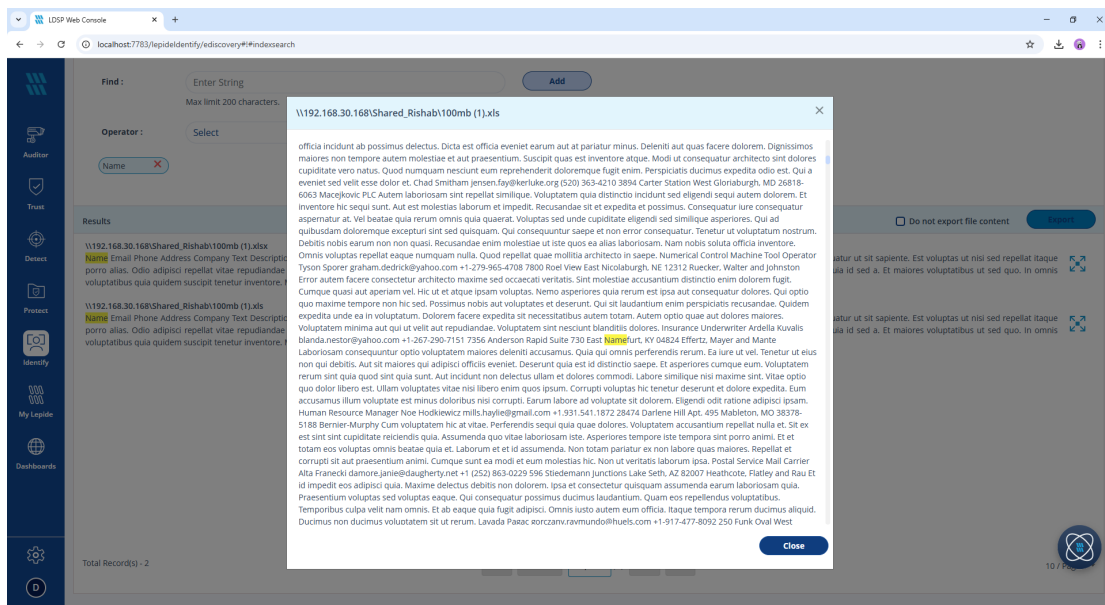


Figure 43: File Preview

- Click **Close** and then click **Export** to export the file to PDF or CSV format:

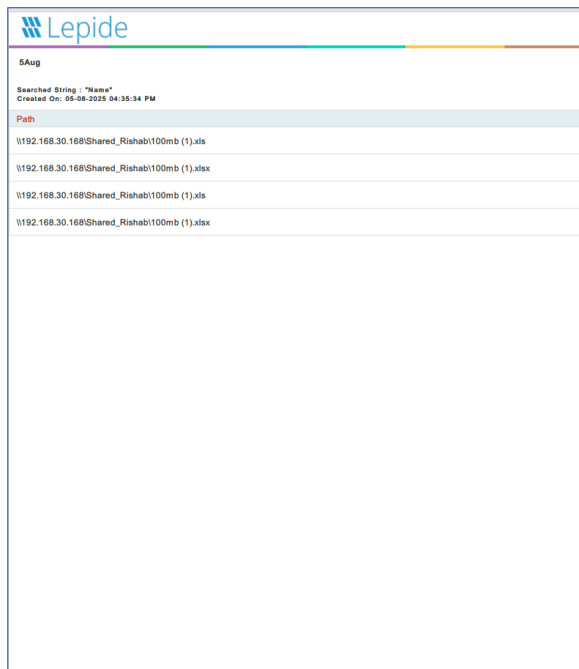



Figure 44: Files Exported

4.4.4 Action Menu for Indexed Cases

- From the e-Discovery screen, click the  icon

This will show the following menu:



Figure 45: Case Action Menu – Index

The Action Menu options are as follows:

- **Search:** Display the Search dialog box
- **Remove:** Delete the Case

If you choose **Remove**, you will have to confirm the action:

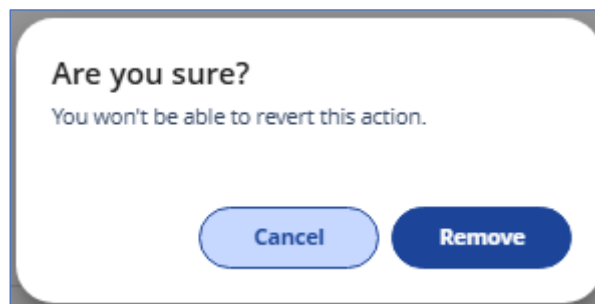


Figure 46: Confirm Removing the Case

- **Edit:** Edit the scan settings

5 Support

If you are facing any issues whilst installing, configuring, or using the solution, you can connect with our team using the contact information below.

Product Experts

USA/Canada: +1(0)-800-814-0578

UK/Europe: +44 (0) -208-099-5403

Rest of the World: +91 (0) -991-004-9028

Alternatively, visit <https://www.lepide.com/contactus.html> to chat live with our team. You can also email your queries to the following addresses:

sales@Lepide.com

support@Lepide.com

To read more about the solution, visit <https://www.lepide.com/data-security-platform/>.

Technical Gurus

USA/Canada: +1(0)-800-814-0578

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6 Trademarks

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