

Relativity Collect - Refinitiv Eikon

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1 Collect

Collect is an easy-to-use application for collecting your custodian's data through different sources. Start by setting up Collect as an application within your data source. For information on registering an app, see the source's documentation on their website. Once registered, start adding custodians, data sources, and targets to Collect. Once connected, start the collect job and begin collecting data from custodians.

Note: This document covers the Refinitiv Eikon source.

- **Refinitiv Eikon**—collect short messages from within your organizations Refinitiv Eikon chats. For more information on short messages, see the Relativity User site.

2 Installing Collect

You can install Collect in a workspace by using the functionality available through the Application Deployment System (ADS). This system provides you with the option to install Collect by selecting it from the list of existing applications in the Application Library tab or by importing it from an external application file.

To install Collect, install Collect from the Application Library tab and, if required, enable access for the data source.

Confirm that you have the appropriate system admin permissions to install an application. For more information, see [Workspace security](#) on the RelativityOne documentation site.

2.1 System requirements for Collect

Collect uses the ADS framework, so you install it as an application within a Relativity instance. Consequently, Collect has the same system requirements as RelativityOne. For RelativityOne's system requirements, see [System Requirements](#) on the RelativityOne Documentation site.

2.2 Installing Collect

Collect is compatible with RelativityOne. See [Getting started in RelativityOne](#) on the Documentation site for requirements.

For a Collect-only installation, you do not need the following pre-requisites:

- Analytics server setup
- Database server for processing or native imaging
- Worker server for processing or native imaging
- Obtaining applications for native imaging and processing

Because Collect uses the ADS framework, you can install through the Relativity Application tab from the library. See [Installing Collect from the application library below](#).


Note: You configure security permissions on Collect just as you would for any other Relativity application. For more information, see [Workspace security](#) on the RelativityOne documentation site.

2.2.1 Installing Collect from the application library

If Collect is in the application library, you can install it to the current workspace. Confirm that you have the appropriate system admin permissions to install an application. For more information, see [Workspace security](#) on the RelativityOne Documentation site.

Note: Analytics, Case Dynamics, Collect, Legal Hold, and Processing all share the Entity object. You may be prompted to complete additional steps to unlock and resolve conflicts of the listed applications in order to complete installation. For information, see [Troubleshooting application installation errors](#) on the RelativityOne documentation site.

Use the following procedure to install Collect from the application library:

1. Navigate to the workspace where you want to install the application.
2. Navigate to the **Application Admin** tab.
3. Click **New Relativity Application** to display an application form.
4. Click the **Select from Application Library** radio button in the Application Type section.
5. Click  in the **Choose from Application Library** field.
6. Select Collect on the Select Library Application dialog. This dialog only displays applications added to the Application Library. If Collect is not included in the list, see the Installing applications topic.
7. Click **Ok** to display the application in the **Choose from Application Library** field. The application form also displays the following fields:
 - **Version**—displays the version of the application that you are installing.
 - **User-friendly URL**—displays a user-friendly version of the application's URL. This field may be blank.
 - **Application Artifacts**—displays object types and other application components.
 - **Map Fields**—there are no fields available in Collect for mapping.
8. Click **Import** to install Collect into the workspace.
9. Review the import status of the application. Verify that the install was successful or resolve errors.

2.3 Permissions to run Collect

The following security permissions are required to run and complete the collection process:

Object Security	Tab Visibility	Other Settings
<ul style="list-style-type: none"> ▪ Collection – View, Edit, Add ▪ Collection Detail Custodian – View, Edit, Add ▪ Collection Detail Custodian Target – View, Edit, Add ▪ Collection Detail Custodian Target Result – View, Edit, Add ▪ Collection Detail Request – View, Edit, Add ▪ Collection Detail Source Instance – View, Edit, Add ▪ Collection Detail Source Type – View, Edit, Add ▪ Collection Detail Summary – View, Edit, Add ▪ Collection Matter – View, Edit, Add ▪ Collection Source Instance – View, Edit, Add ▪ Collection Source Instance Parameter – View, Edit, Add 	<ul style="list-style-type: none"> ▪ Entities ▪ Collect <ul style="list-style-type: none"> ◦ Matters ◦ Custodian Targets ◦ Collections ◦ Status Summary ◦ Target Status ◦ Collection Admin ◦ Monitor 	<ul style="list-style-type: none"> ▪ None

Object Security	Tab Visibility	Other Settings
<ul style="list-style-type: none"> ▪ Collection Source Type – View, Edit, Add ▪ Collection Source Type Parameter Type – View, Edit, Add ▪ Collection Source Type Criteria – View, Edit, Add ▪ Custodian Target – View, Edit, Add ▪ Entity – View, Edit, Add ▪ Custom – View, Edit, Add 		

3 Matters

In Collect, a matter represents a legal action or case requiring you to collect electronic data from sources such as Refinitiv Eikon. Matters can be used to group multiple related collection jobs.

You manage matters that are associated with a collection. You can create each of these items on their respective tabs, or you can create them when you add a new collection.

Note: Matters created from Home aren't available for use in Collect nor listed on the Matters tab in this application. Additionally, the matters created on this tab are only available for use in Collect.

3.1 Creating a matter

Use the following procedure to create a matter that you can associate with a collection:

1. Navigate to the Matters tab. Collect displays a list of the active matters currently available to this application.
2. Click **New Collection Matter**.
3. Complete the fields in the Matter Details layout. See [Matter Details layout fields below](#).
4. Click **Save**. Collect displays the matter details. See [Viewing or editing matter details on the next page](#).

You can also create a matter when you add a new collection. Click the **Add** link next to the Matter field in the Collection layout. See [Creating a collection on page 16](#).

3.2 Matter Details layout fields

The Matter Details layout contains the following fields:

- **Name**—the name of the matter.
- **Number**—the number you assign to the matter for reporting purposes.
- **Status**—the status you assign to the matter for reporting purposes. Select an existing status from the drop-down menu or click **Add** to define a new one. Existing statuses include **Active** and **Closed**.

Note: Assigning a status of Closed to a matter hides it from the Active Collect view on the Collect tab.

- **Primary Contact**—the name of an individual who handles communications related to the matter.
- **Description**—the description of the matter used for reporting purposes. Click **Edit** to display an HTML text editor where you can enter the description.

3.3 Viewing or editing matter details

Display the matter details by clicking the name of a matter on the Matters tab. Collect also displays these details immediately after you add a new matter. You can use the buttons at the top of the page to edit, delete, or perform other tasks with the matter.

The details page includes the following sections:

- **Matters Details**—lists the name, number, status, primary contact and description of the matter.
- **Collect**—lists all collections associated with the matter. You can also perform the following tasks in this section:
 - **Associate the matter with a new collection**—to create a new collection, click **New**. See [Creating a collection on page 16](#).
 - **Remove a collection from Relativity**—click **Delete** to display a pop-up window. To view child objects and associated objects, click **Dependencies**.
 - **Modify collection details**—click the **Edit** link for a collection. To modify the matter, click the **Edit** button at the top of the page.
 - **Display the collection details**—click the name of the collection.

4 Custodian targets

In Collect, you manage custodians that have an associated data source. The custodian target is the combination of a custodian and data source. It is an endpoint from which Collect can connect to and collect from.

To collect from custodians, entities either have to exist, be created, or be imported in Relativity. The custodian and their primary email address also needs to be associated to the data source. When the primary email address field for a custodian is present, Collect will auto-generate the required targets for each data source while setting up a collection job.

In this document, the source is Refinitiv Eikon.

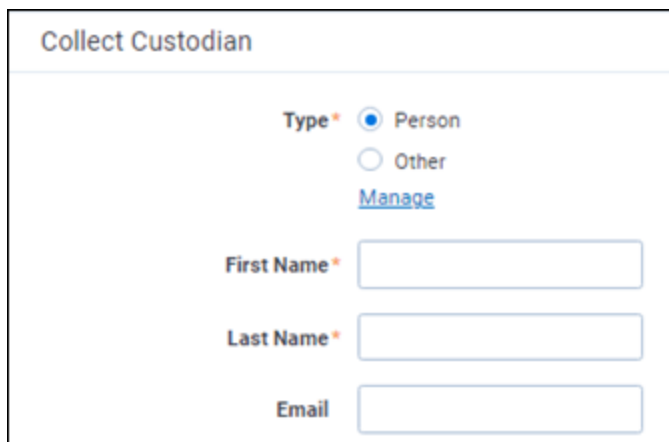
4.1 Custodians

If a custodian does not exist, you can manually create an entity from the Entities tab. Once you create an entity in the Collect Custodian view and add it to a collect project, it becomes a custodian.

You can add custodians to Collect at different times throughout the collection process. There are different ways to populate the entity list including using Integration Points, Import/Export, or manually. For more information, see Integration Points and Import/Export. To manually create a new custodian, follow the steps below:

1. Navigate to the **Entities** tab.
2. Click **New Entity** on the Custodians tab.
3. Select the **Collection History** layout from the drop-down menu and complete the fields. See [Fields on the next page](#).
4. Click **Save**.

Note: When creating a custodian from Legal Hold, the **Custodians - Legal Hold View** is selected by default. If Collection or Processing is also installed in the same workspace, you can view the **Custodians - Processing View** or **Custodians - Collection View** accordingly.



Collect Custodian

Type * ☒ Person ☐ Other

[Manage](#)

First Name *

Last Name *

Email

4.2 Fields

The Collection Custodian layout provides the following fields:

- **Custodian Type**—select one of the following:
 - **Person**—select this to enter first and last name of the individual acting as custodian of the data you wish to process.
 - **Other**—select this if the custodian of the data you wish to process is not an individual but is, for example, just a company name. You can also select this if you wish to enter an individual's full name without having that name include a comma once you export the data associated with it. Selecting this changes the Custodian layout to remove the required First Name and Last Name fields and instead presents a required Full Name field.
- **First Name**—the first name of the custodian. This field is only available if you've set the Custodian Type above to Person.
- **Last Name**—the last name of the custodian. This field is only available if you've set the Custodian Type above to Person.
- **Full Name**—the full name of the custodian of the data you wish to process. This field is only available if you've set the Custodian Type above to Entity. When you enter the full name of an entity, that name does not contain a comma when you export the data associated with it.
- **Email**—the email the custodian uses in the target. This email address must match the email address within the connected data source.

4.3 Creating a custodian target

You can collect electronic data from custodians who are individuals or entities involved in a legal action or case. You can collect electronic data for custodians from their computers, external hard drives, network drives, and other sources. You may perform multiple collections from a single custodian. On the Custodians tab, you can create and edit custodians as well as view their details, associate them with collections, and perform other tasks.

Use the following procedure to create a custodian target that you can associate with a collection:

1. Enter the **Name** of the custodian target.
2. Click **Select** to select available custodians. If the custodian does not exist, click **Add** and complete additional steps.
3. Click the **Data Source** drop-down menu to select a data source. For more information Collection data sources, see [Data source types on page 13](#).
4. Enter the custodian's email address in the **Target** field.

To avoid duplicate custodians, a custodian with multiple emails, you will need to link a second custodian target to the same entity. To make a second custodian target for the same entity, you will need to create another target.

In the target, select the same entity. Then, select the other data source and enter the target value. This way you can have multiple targets, different from the primary email address, for a single entity record.

4.3.1 Generating targets in the wizard

Custodian Targets can also be automatically generated in Step 4 of the Collect wizard. Click **Generate Targets** to check if targets exist for the custodians you've selected for collection. If the targets do not exist, Collect creates them based on the email address in the Entity details in each custodian. For more information, see [Collection Summary on page 19](#).

If an invalid custodian target is created manually, the auto-generation of custodian targets does not remove the invalid custodian target. The invalid custodian target needs to be removed manually. Find out if there are any errored targets in the Collection Summary step or on the Status Summary tab. To delete a custodian target from the Custodians Targets tab, click the data sources checkbox and use the Delete mass operation.

4.4 Removing custodian targets

To remove any custodian target, the custodian first needs to be removed from the collection, or collections. You can use the Mass delete operation to delete collect custodians, also known as entities. For more information, see the Admin Guide.

Trying to delete a custodian target before removing a custodian will result in an error.

5 Data sources

A data source allows you to define where and how you pull data from a communication channel. A data source stores the configuration necessary to retrieve data from a communication channel, process that data, and ingest it into Collect.

Set up workspace data sources before beginning collections. Data sources are stores of information from which you collect data. These data sources have parameters that you can set during the creation of a collection job.

5.1 Creating a collect data source

The Collection Admin tab is where you create, edit, and remove data sources from your workspace. Setup only needs to be done once for each data source. You must create your data sources prior to setting up your custodian targets. For more information, see [Custodian targets on page 10](#).

When creating data sources, you can select different types of data sources for obtaining files.

Use the following procedure to create a new Collect source instance:

On the Collect Admin page,

1. Click the **New Collection Source Instance** button.
2. Enter in a unique name for the data source.
3. Select the type of data source.
4. Enter the data source-specific settings. For more information, locate your data source topic.
5. Click **Save**.

5.2 Data source types

You can select any of the following data sources for step 3 of the creating a new collection source instance process:

- **Refinitiv Eikon**—select to collect data from Refinitiv Eikon chats. For more information, see [Refinitiv Eikon data source on the next page](#).

6 Refinitiv Eikon data source

This topic provides details on how to capture Refinitiv Eikon with Collect.

6.1 Creating the data source

In RelativityOne, use the following procedure to connect the Refinitiv Eikon data source to Collect:

On the Collect Admin page,

1. Click the **New Collection Source Instance** button.
2. Enter in a unique name for the data source.
3. Select the **iManage** data source.
4. Enter the required information in the Settings fields. For more information, see [Settings fields below](#).
5. Click **Save**.

Once you set up the data source, you'll see the data source information on the Collect Admin page.

6.2 Settings fields

Find the information for these fields in the .json file:

- **Host**—enter the address of the Refinitiv Eikon host. For example, `sftp.refinitiveikon.com`.
- **Port**—enter the SFTP port.
- **Path**—enter the folder address of the stored files.
- **Username**—enter the username to your organization's Refinitiv Eikon site.
- **Password**—enter the password to your organization's Refinitiv Eikon site.

6.3 Configuring the data source

Configure the data sources chosen in the Collection Details step. If you select multiple data sources in the first step, you'll configure all sources in the step. Switch between each source by clicking the name of the data source in the left navigation menu. Clicking **Next** and **Previous** also moves you through the data sources. Select individual data sources by clicking on the checkbox and then using the right arrows to select them. After selecting the data sources to configure, fill out the criteria. Each data source has different criteria to enter.

Add search criteria to collect specific data. To configure the data sources, complete the following fields:

- **Select and unselected tabs**—choose the data sources to collect from by moving unselected data sources to the selected list.
- **Field**—choose the field to filter on within the data source.

Notes: This field is only required when you select a calendar source.

- **Operator**—choose an operator such as equals, contains, greater than, or less than.
- **Value**—enter a value to find in the selected field.

The following table lists the filter criteria supported for Refinitiv Eikon collections. Setting criteria for Refinitiv Eikon is not required.

Relativity collects Refinitiv Eikon chat data Relativity's short message format (RSMF).

Criteria Operators		Description	Example
Start Date	Greater Than or Equals	When you use the Start Date property in a query, the search returns chats that exist the day of and after the entered date.	When you search a Start Date of 1/1/2001 and an End Date of 1/1/2020, Relativity collects all calendar items on and between the two dates.
End Date	Less Than or Equals	When you use the End Date property in a query, the search returns all chats the day of and before the entered date.	When you search a Start Date of 1/1/2001 and an End Date of 1/1/2020, Relativity collects all calendar items on and between the two dates.

7 Collection

Before you begin collecting, you must create a collection job and associate it with a specific matter, custodians, and one or more data sources. Add the custodians, data sources, and other information using the Collect wizard. Once completed, start the collection using the Collect console. Finally, download a results report that details the items collected and a summary report of the entire collection job. For more information, see [Reports on page 25](#).

7.1 Creating a collection

Before you begin creating a collection, make sure to create a matter. For more information, see [Matters on page 8](#).

Use the following procedure to create a collection:

1. On the Collect tab, click the **Collections** sub-tab. Collect displays a list of the collections currently added to this application.
2. Click **New Collection**.
3. Complete the steps in the Collect wizard. See [Using the Collect wizard below](#)
4. On the Collection Details page, click **Run Collection** in the console. See [Collect console on page 23](#).

7.2 Using the Collect wizard

The Collect wizard takes you through each step to create a collection. After completing the collection setup, run a collection from the Collection console.

Collection wizard security permissions

- **Custodian**—View

When a step is complete, click **Next** or the hyperlink under the next step shown. Click the **Previous** button to move to the previous step. Information is auto-saved when moving between steps. If any required information is wrong or missing, an error message displays and you cannot move to the next step.

7.2.1 Collection Details

Complete the Collection Details step by entering information in the following fields:

- **Name**—the name of the collection.

Note: Enter a name using alphanumeric characters only. You cannot use special characters, such as periods, commas, and em dashes. Special characters will cause an error.

- **Collection Matter**—the name of the matter associated with this collection. Click **Edit** to select an existing matter or click **Add** to define a new one. See [Creating a matter on page 8](#).
- **Processing Source Location**—the file repository for collected data to be stored for future processing of documents or for storing collected data.

Note: All data sources that produce RSMF have a limit of 200 MB. For more information, see Processing documentation.

- **ZIP Collected Files**—toggle on to compress all collected data into ZIP64 formatted containers. For more information, see [Collect Store on page 30](#). Relativity can compress Microsoft 365, Slack, and X1 data into zip folders.
 - Selecting **Yes** on the Collect Files in ZIP field adds your collected data into containers and puts it into a password protected compressed folder. The compressed folders separated by the custodian target collected. Each custodian target collect has its own folder. These folders will split when reaching a set size. The compressed folders are then stored in the processing staging area by default.
 - You can secure these compressed folders with a password. You can enter a password that you, or another user, needs to enter to open the compressed folder. Relativity stores these passwords in the password bank. You can retrieve them there at a later time.
 - To export your collected data, use the RelativityOne Staging Explorer.
- **Zip Password**—enter a password that is required by anyone attempting to decompress the ZIP64 container files.

Note: If you have Processing installed in the workspace, Collect will automatically populate the Processing Password Bank with the password so it is available at the time the collection is processed.

- **Enable Auto-Processing**—toggle on to enable auto-processing. If enabled, select the workspace and profile. Relativity processes all data in a completed collection, or completed with errors collection, after a collection finishes.
- **Select Workspace**—select a workspace within your instance to select a Processing profile to use when creating a processing job.
- **Select a Processing Profile**—select a processing profile available in the drop-down menu. The available profiles are from the selected workspace.
- **Select a document prefix option**—select *Use Entity Document Number Prefix* or *Use Processing Profile Document Number Prefix* to apply to each file in the processing set once it's published to a workspace.
- **Job Number**—enter a number that you want assigned to the job for reporting purposes.
- **Description**—enter a description of the collection used for reporting purposes.
- **Receive Progress Notifications**—toggle on to send or receive collection job status emails. The statuses include:
 - **Completed**—includes completed or completed with errors job status.
 - **Failed**—includes job status and reason for failure.
- **Notification Address**—enter the email address of person that wants to receive collection job statuses.

- **Data Source Type**—select one or more data sources to use in the collection. For more information, see [Data source types on page 13](#).

7.2.2 Data source

Configure the data sources chosen in the Collection Details step. If you select multiple data sources in the first step, you will configure all sources in the step. Switch between each source by clicking the name of the data source in the left navigation menu. Clicking **Next** and **Previous** also moves you through the data sources. Select individual data sources by clicking on the checkbox and then using the right arrows to select them. After selecting the data sources to configure, fill out the criteria. Each data source has different criteria to enter.

7.2.2.1 Data source criteria

Add criteria to collect specific data. To configure the data sources, complete the following fields:

- **Select and unselected tabs**—choose the data sources to collect from by moving unselected data sources to the selected list.
- **Field**—choose the field to filter on within the data source.

Notes: This field is only required when you select a calendar source.



- **Operator**—choose an operator such as equals, contains, greater than, or less than.
- **Value**—enter a value to find in the selected field.

After selecting field options, you must click **Add Criteria**. You can add multiple criteria to search data sources. Things to know about criteria:

- Each criteria is then separated by an AND operator.
- Leave the data source criteria empty to collect all data from the sources.

7.2.3 Custodians

Complete the Custodians step by assigning custodians to the project. Follow the steps below to assign a custodian:

1. From the Unselected custodians table, use the column filters to locate custodians.
2. Click a checkbox next to a custodian. Collect supports up to 30 custodians per collection project. If you need more than 30 custodians, you need to create another collection project.
3. Click  to add select custodians. Click  to add all custodians.
4. Click **Next**.

Note: There is a limit of 10,000 listed custodians with targets in the custodian picker.

7.2.4 Non-custodial

Select non-custodial data sources to complete this step. Non-custodial data means you will select the sites that you want to collect. Selecting custodians is not required.

With non-custodial data, you can collect from parent-level sites only. All sub-sites under a parent site are automatically collected.

To select non-custodial data:

1. Click one or more data sources in the **Select Sources** column.
2. With one of the data sources highlighted, click the check boxes next to the sites you want to collect.
3. Click **Next**.

7.2.5 Collection Summary

Complete the creation of the collection by reviewing all steps, custodians, data sources, and targets, before finalizing. If custodian targets were not created before started the project, click **Generate Targets**. Clicking Generate Targets will check to see if targets exist for the custodians you have selected for collection. If the targets do not exist, Collect will automatically create them based on the email address contained in the Entity record for each custodian.

7.2.5.1 Targets

In the Targets section, you will see a number next a custodian's name. The number listed is the number of custodian targets found in the associated data source. A zero, 0, means Collect did not find any custodian targets with that email address in that data source. A one means Collect found a single custodian target associated with the email address within the data source. Any number greater than one means that Collect found multiple custodian targets with that email address within the data source.

If there is no color highlighting the number, it means Collect already found and generated the custodian target. If there is a green highlight, Collect autogenerated the custodian target. If there is a red highlight,

Collect could not autogenerate this custodian target. If red, you can still manually generate the custodian target. For more information, see [Creating a custodian target on page 11](#).

Complete the collection setup by clicking **View Collection Details**. Once you finish creating the collection, it redirects you to the Collection Details page. From the Collection Details page, you can preview and run the collection from the [Collection Summary on the previous page](#).

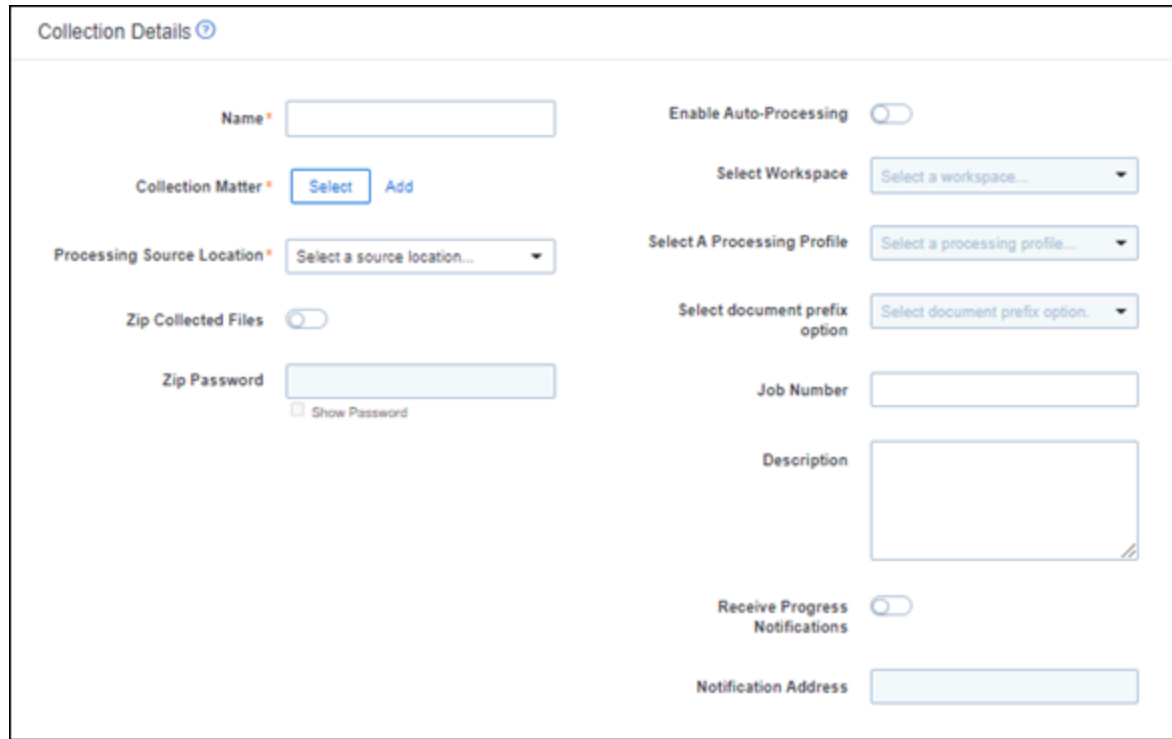
7.2.5.2 Non-custodian targets

In the Non-Custodian Targets section, you will see the target, target identifier, and the status.

- **Target**—the name you gave when creating the data source.
- **Target Identifier**—the URL of the SharePoint site.
- **Status**—a message telling you if the target is valid or invalid. If invalid, navigate to the data source details page and click the **Refresh Sites** button.

8 Viewing or editing collection data

Before and after creating a collection, you can view the Collection details page. On this page, you can view and edit collection details. You can also use the Collect console to start and stop collections, and view reports.



The screenshot shows the 'Collection Details' page with the following fields and controls:

- Name ***: Text input field.
- Collection Matter ***: Includes 'Select' and 'Add' buttons.
- Processing Source Location ***: Dropdown menu with 'Select a source location...'.
- Zip Collected Files**: Toggle switch.
- Zip Password**: Text input field with a 'Show Password' checkbox.
- Enable Auto-Processing**: Toggle switch.
- Select Workspace**: Dropdown menu with 'Select a workspace...'.
- Select A Processing Profile**: Dropdown menu with 'Select a processing profile...'.
- Select document prefix option**: Dropdown menu with 'Select document prefix option...'.
- Job Number**: Text input field.
- Description**: Text area.
- Receive Progress Notifications**: Toggle switch.
- Notification Address**: Text input field.

8.1 Collection details

You can display the collection details by clicking the name of a collection on the Collections tab. Collection also displays these details immediately after you add a new collection. On the Collection Details page, the buttons at the top of the page to edit, delete, or perform other collection tasks. Editing a collection takes you to the first step in the wizard. For more information, see [Viewing or editing collection data above](#).

Note: Once a collection has started, the collection cannot be edited and is locked in read-only mode.

- **Collection Details**—lists the information that you entered or selected when you created the collection:
 - **Name**—lists the name given to the collection.
 - **Collection Matter**—lists the matter used in the collection.
 - **Job Number**—lists a number assigned to the job for reporting purposes.
 - **Description**—lists a description of the collection used for reporting purposes.
 - **Processing Source Location**—lists the file repository that collected data is stored for future processing of documents or for storing collected data.

- **Auto Processing Workspace**—lists if you toggled the field on or off.
- **Auto Processing Profile**—lists the processing profile if you toggled the Auto Processing Profile field on.
- **Auto Processing Document Numbering Prefix Option**—lists the prefix option if you selected one.
- **Job Status**—the status of the collection. Statuses are New, Not Started, Started, Completed, Error, and Completed with Errors.
- **Error Message**—lists a message if collection job did not complete due to errors.
- **Zip Collected Files**—lists if you selected to zip collected files.
- **Zip Password**—lists the password that everyone needs to decompress the ZIP64 container files.
- **Receive Email Notifications**—lists if you toggled on to send or receive collection job status emails.
- **Notification Address**—lists the email address of the person that will receive collection job statuses.
- **Collection Console**—displays buttons that you can use to perform the following tasks. See [Collect console on the next page](#).
- **Data Sources**—lists all the collection activities associated with this collection.
 - **Custodian**—the custodian associated with the collection.
 - **Source Instance**—the name of the data source associated with the collection.
 - **Data Type Name**—the name of the target associated with the collection.
 - **Status**—displays one of the following statuses:
 - **Not Started**—the collection has not been started.
 - **Started**—the collection is in progress.
 - **Completed**—the collection is done.
 - **Completed with Errors**—the collection of the target completed and one or more targets had errors. For more information, see the [Errors report on page 26](#).
 - **Failed**—the collection failed. For more information, see [Reports on page 25](#).
 - **Error**—lists the error message if the status is Failed.
 - **Collected Items**—the number of files collected from the target without error. If nothing is collected, a 0 is listed.
 - **Collected Item Total**—the number of files that there are to collect without errors. If nothing is collected, a 0 is listed.
 - **Target**—the custodian target associated with the data source.
 - **Result Link**—a Comma Separated Values file download listing all individual items collected from the target. It contains all the associated metadata for each collected item as well. If no

results, the file is empty. For more information, see [Viewing or editing collection data on page 21](#).

- **Error Link**—a Comma Separated Values file download listing any individual items that couldn't be collected because of errors during the collection. The report provides as much metadata as it can along with as much error information as we can get from the source to help identify what caused the error. If no errors, the file is empty. For more information on errors, see [Viewing or editing collection data on page 21](#).
- **Previews**—the status and estimated number of items and size of collection. This is available after starting a preview. For more information, see [Viewing or editing collection data on page 21](#).
- **Custodian Details**—the status of the custodian and the source instance. This card also includes the filter criteria, items, size, and errors.

8.2 Viewing collected data

When Relativity collects the data, Relativity accepts the path names and file names that the source provides. On occasion, the collection source modifies the path name or file name.

There is a difference between viewing grouped and individual collections data. To view grouped collections data, for sources like Bloomberg Chat, Google Chat, Slack, Teams, click the **Get Results** link to view your collection data. Although the Data Sources table will show N/A in the Collected Items and Collected Item Total columns, the collected data is still available in the download. These columns show N/A because more than one set of custodian data is included in the collection.

8.3 Collect console

After completing a setup, run the collection with the collection console. Verify connection, start or stop a collection, and view a collection report from the Collection console on the Collection Details page.

8.3.1 Collection

Once you decide to move forward with your collection, you will use this section of the console to start, stop, and adjust your collection job.

8.3.1.1 Start Collection

Click the **Start Collection** button to begin the collect project.

8.3.1.2 Stop Collection

Click **Stop Collection** to end the collection project that is currently running. Once you click this button, a warning pop-up message appears to confirm that you want to stop. Once you stop a collection, the collection cannot be restarted.

8.3.1.3 Retry Collection

The Retry Collection button is only available when a collect job does not complete because of errors. Click **Retry Collection** to start another collect job that only retries the targets that have failed. You cannot retry targets that completed successfully.

8.3.1.4 Create Processing Job

Click **Create Processing Job** to create a processing set from the collected documents from the data sources. Locate these documents in the Processing Source Location set in Collection Details.

When you click the Create Processing Job button, a pop-up window displays with two fields:

- **Select a workspace**—select a workspace within your instance to select a Processing profile to use when creating a processing job.
- **Select a Processing Profile**—select a processing profile available in the drop-down menu. The available profiles are from the selected workspace.
- **Select a Document Numbering Prefix Option**—select *Use Processing Profile Document Number Prefix* or *Use Processing Profile Document Number Prefix* to apply to each file in the processing set once it is published to a workspace.
- **Clone Profile**—toggle off to use the selected processing profile. Toggle on to clone the selected processing profile and use the clone profile in conjunction with the created processing set.

Submit Collection to Processing?

A new processing job will be created within the workspace's Processing application. If you clone the selected profile, a new profile will be created and assigned to the job. Otherwise the selected profile will be used.

Select a Workspace: Documentation

Select a Processing Profile: Default

Select a Document Numbering Prefix Option: Use Processing Profile Document Number Prefix

Clone Profile: ☐

Submit Collection Cancel

After selecting a processing profile and deciding on cloning the profile, click the **Submit Collection** button. Once you submit the collection, Relativity creates a processing set with the same name as the collection job. The processing set includes all data that was collected in the collection job.

8.3.1.5 Clone Collection

Click **Clone Collection** to duplicate the open collect job. You can clone any collect job that has a status other than New.

After clicking the Clone Collection button, a pop-up modal displays the progress and completion of the clone.

Once the job is cloned, it is placed in the Not Started status and you can find it in the Collections list under the same name with "Cloned - YYYY-MM-DD HH.MM.SS" amended to the end. All collection totals for the cloned job associated targets are reset to zero. The Collection Detail Custodian Target fields are reset to zero. The cloned collect job also generates the new targets.

8.3.1.6 Reports

Collect includes comprehensive reporting capabilities that you can use to view information about your collections. You can generate these reports in the collection console within a collection project. Click on the name of a report to download. When generating a report, Relativity downloads different files through your browser. For more information on specific reports, see [Reports on the next page](#).

9 Reports

Collect offers comprehensive reporting capabilities that you can use to view information about collections. You can set options to generate these reports based on matter and collection as well as other combinations.

Note: If you've developed and used a new data source plugin using the Collection API, the Targeted Collection Activity Report reports on the new data source or sources accordingly.

9.1 Running reports

You can generate these reports in the collection console within a collection project. Click on the name of a report to download. Locate the Collection Summary and Collection Details report in the collection console. Locate the Results and Error report in the Data Sources table on the Collection Details page.

When generating a report, Relativity downloads different files through your browser.

9.1.1 Collection Summary report

The Collection Summary report includes the target, target status, number of items collected, and the collection size. The report is grouped by custodians. Grouping by custodians makes it easy to sort the targets for each custodian with subtotals for each custodian. Grand totals are at the end of the report. The report downloads as a PDF file.

This report also includes filters that were used at any point in the collection. For example, if a modification data that is great or equals to 1/1/2010 is added at the criteria level, then that filter is listed in the summary report table. If no filter criteria was specified for the job, the report lists a "No Filter Criteria Applied" message.

Group-type data sources are also included in the list of data sources. This section is at the beginning of the report. For example, if you collect from Outlook calendars, Outlook mailboxes, and Slack, all collection summaries are included in the report.

The short message grouped collections lists the custodians involved in the collect, along with the data sources. The top of the report includes the custodian list. This section's title is "Short Message Grouped Collections." The report table includes the data source, target status, the number of items collected, and the collection size in gigabytes.

9.1.2 Collection Details report

The Collection Details report includes two files: the first file includes the successfully collected results of all items and their metadata. The second file includes the errored collection data. The error file includes as many of the items and as much of the items' metadata as it can. The report downloads as a CSV file.

This report, both files, is also stored in the assigned Entra ID file share. It is included in the collection output.

9.1.3 Results report

The Results report link for each target downloads as a CSV or XML file that contains a list of all individual items collected. These items include emails, files, or other data. It contains all of the associated metadata for each item. If no items were collected the file is empty.

The Results report is a CSV file download of the results collected from Bloomberg, Box, iManage, Microsoft, Refinitiv Ikon, Slack, or X1 targets.

9.1.4 Errors report

A Comma Separated Values file download of the errors that occurred during the collection from the target. If no errors occurred, the file is empty.

If the application is reporting errors with requests, creating objects, or parsing, check for correct permissions, check for healthy connections, and check if the fileshare is working. If the setup is correct, start diagnosing errors.

9.1.4.1 Errors.csv

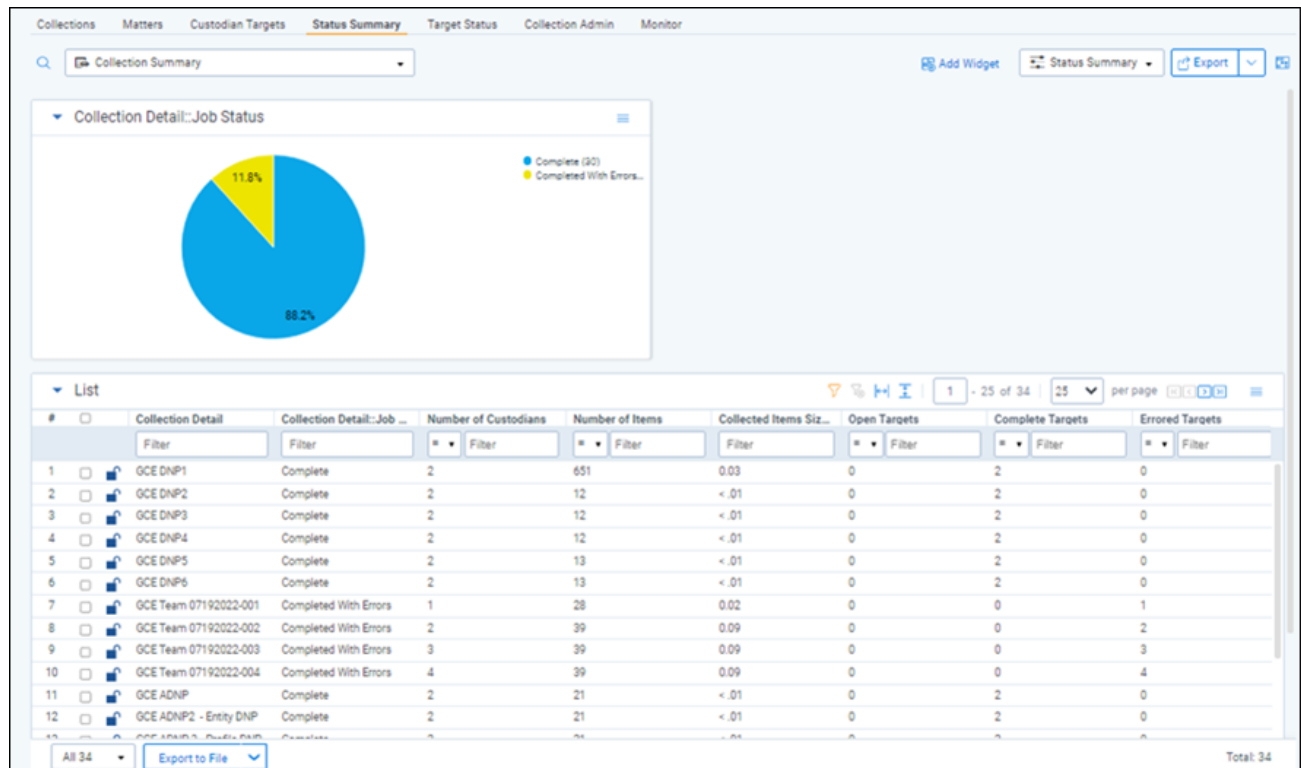
The report file lists one error per line. Each item is listed with an error ID alongside the message of the error that caused the item failure. Per-item errors only occur in the download phase of the collection; if an error occurs before (for example, if data is unavailable during our check) or after (for example, the worker cannot write the results.csv file to the fileshare) then there will be no record in the errors.csv report.

10 Status Summary

In Collect, you manage multiple collect jobs and you need to track all of them.

10.1 Job status

The job status dashboard to see the statuses of collection jobs. You can drill into each job from this dashboard. Able to look into the targets by custodian, data sources, or status to find out more about your collections. Focus on the collected components with this dashboard.



10.2 Reviewing job statuses

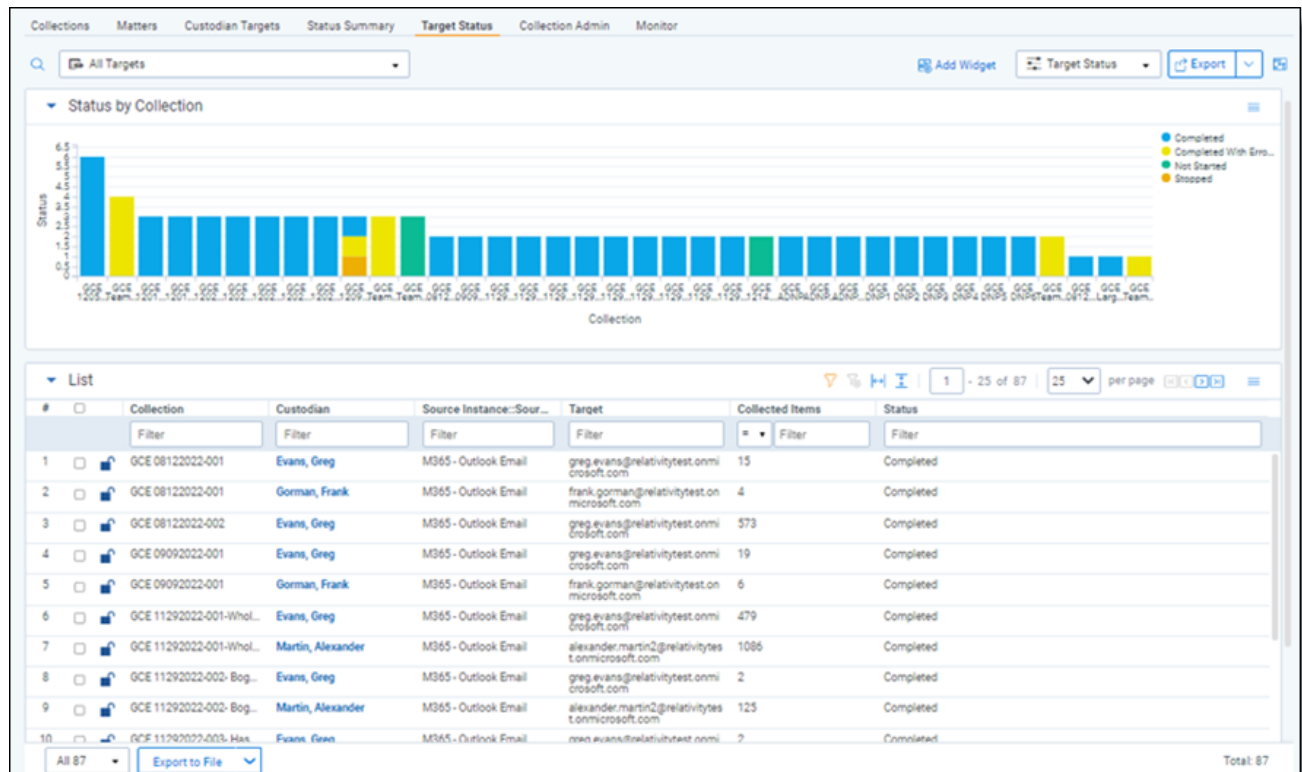
The job status dashboard is available after generating targets. To learn how to generate targets for a collection, see [Collection Summary on page 19](#). Once you generate targets, the dashboard organizes by collection jobs.

Status:

- **Not started**—the collection is set up, but hasn't been started.
- **Started**—the collection started and has not completed.
- **Completed**—the collection of the target completed without any errors.
- **Completed with Errors**—the collection of the target completed and had individual items that couldn't be collected. For more information, see the [Errors report on the previous page](#).
- **Error**—the collection did not run successfully and couldn't collect from the target.

11 Target Status

The Target Status tab is a dashboard to see the statuses of collections. You can drill into each target from this dashboard. Able to look into the targets by custodian, data sources, or status to find out more about your collections. Focus on the collected components with this dashboard.



12 Monitor

Monitor pending, running, and completed collect jobs in the Monitor tab. The Monitor page only tracks collect jobs from the last 24-hour time range.

The queued column lists the created collect jobs that have not started. The running column lists collect jobs in progress and with their current progress displayed in a status bar. The completed column lists collect jobs completed successfully, completed with errors, the amount of data collected, and the elapsed time.

13 Collect Store

Large volumes of raw collected evidence can be stored in the RelativityOne Store instead of being processed right away. Migrating collected data to storage before processing or review reduces consumption of physical space and reduces RelativityOne resources during an upgrade. From RelativityOne Store, you can process or start reviewing the data at a more suitable time. For more information, see [Store](#) on the RelativityOne documentation site.

When wanting to store collected data, select the Store option as the processing source location as the collection output in the Collect Details step of the Collect wizard. For more information, see [Using the Collect wizard on page 16](#).

13.1 Moving collected data into storage

When creating a collection job, you have to select a Processing Source Location. The Store option is available in the Processing Source Location drop-down menu within the first step of the Collect Wizard. For more information on the Processing Source Location, see [Using the Collect wizard on page 16](#).

13.2 Exporting collected data

When it is necessary to export the data, the user needs to use the RelativityOne Staging Explorer to export the collected data located in Store. For more information, see [RelativityOne Staging Explorer](#) on the RelativityOne documentation site.

Before using the RelativityOne Staging Explorer, the data can be containerized in a compressed folder if option is selected so the metadata of the collection does not change when it is exported.

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