

# Relativity Collect - Refinitiv Eikon

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May 16, 2025

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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.

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**Note:** This document covers the Refinitiv Eikon source.

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- **Cellebrite**—collect data from Cellebrite. For more information, see [Cellebrite data source on page 15](#).
- **ChatGPT Enterprise**—collect data from ChatGPT Enterprise. For more information, see [ChatGPT Enterprise data source on page 21](#).
- **Refinitiv Eikon**—collect short messages from within your organizations Refinitiv Eikon chats. For more information, see [Refinitiv Eikon](#). 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](#).

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**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.

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#### 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.


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**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.

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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 the ellipses  button 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:

**Note:** As of February 2025, the new Feature Permissions redefines Relativity's security management by shifting the focus from Object Types and Tab Visibility to feature-based permissions. This new method is simply another option; any feature-specific permissions information already in this topic is still applicable. This new interface enables administrators to manage permissions at the feature level, offering a more intuitive experience. By viewing granular permissions associated with each feature, administrators can ensure comprehensive control, ultimately reducing complexity and minimizing errors. For details see [Instance-level permissions](#) and [Workspace-level permissions](#).

Object Security	Tab Visibility	Other Settings
Collect Objects: <ul style="list-style-type: none"> <li>▪ <b>Collection</b> — View, Edit, Add</li> <li>▪ <b>Collection Detail Custodian</b> — View, Edit, Add, Delete</li> <li>▪ <b>Collection Detail Custodian Target</b> — View, Edit, Add, Delete</li> <li>▪ <b>Collection Detail Custodian Target Result</b> — View, Edit, Add, Delete</li> <li>▪ <b>Collection Detail Noncustodial Source</b> — View, Edit, Add, Delete</li> <li>▪ <b>Collection Detail Noncustodial Target</b>— View, Edit, Add, Delete</li> <li>▪ <b>Collection Detail Request</b> — View, Edit, Add, Delete</li> <li>▪ <b>Collection Detail Source Instance</b> — View, Edit, Add, Delete</li> </ul>	<ul style="list-style-type: none"> <li>▪ Collections</li> <li>▪ Monitor</li> <li>▪ Custodian Targets</li> <li>▪ Status Summary</li> <li>▪ Custodial Target Status</li> <li>▪ Non-Custodial Target Status</li> <li>▪ Entities (only needed if user must see Entities)</li> <li>▪ Any processing tabs (only needed if user will access Processing)</li> </ul>	<ul style="list-style-type: none"> <li>▪ None</li> </ul>

Object Security	Tab Visibility	Other Settings
<ul style="list-style-type: none"> <li>▪ <b>Collection Detail Source Type</b> — View, Edit, Add, Delete</li> <li>▪ <b>Collection Detail Summary</b> — View, Edit, Add, Delete</li> <li>▪ <b>Collection Matter</b> — View, Edit, Add</li> <li>▪ <b>Collection Run</b> — View, Edit, Add</li> <li>▪ <b>Collection Source Instance</b> — View</li> <li>▪ <b>Collection Source Instance Parameter</b> — View</li> <li>▪ <b>Collection Source Target Parameter Instance</b> — View</li> <li>▪ <b>Collection Source Target Parameter Type</b> — View</li> <li>▪ <b>Collection Source Type</b> — View</li> <li>▪ <b>Collection Source Type Criteria</b> — View</li> <li>▪ <b>Collection Source Type Criteria Validator</b> — View</li> <li>▪ <b>Collection Source Type OAuth Definition</b> — View</li> <li>▪ <b>Custodian Target</b> — View, Edit, Add, Delete</li> <li>▪ <b>Custodian Target Generation Error</b> — View, Edit, Add, Delete</li> <li>▪ <b>Entity</b> — only View, unless user needs to manage Entities in which case include Edit, Add</li> <li>▪ <b>Noncustodial Data Source Instance</b> — View, Edit, Add, Delete</li> <li>▪ <b>Noncustodial Target Generation Error</b> — View, Edit, Add, Delete</li> </ul> <p>Objects required for integrated Processing functionality:</p> <ul style="list-style-type: none"> <li>▪ <b>Folder</b> — View, Edit, Add</li> <li>▪ <b>Processing Data Source</b> — View, Edit, Add</li> <li>▪ <b>Processing Error</b> — View, Edit, Add</li> <li>▪ <b>Processing Profile</b> — View, Edit, Add</li> <li>▪ <b>Processing Set</b> — View, Edit, Add</li> <li>▪ <b>Relativity Time Zone</b> — View, Edit, Add</li> </ul>		



## 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.

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**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.

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### 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 25](#).

### 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**.

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

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- **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.

The screenshot shows a web form titled "Matter Details". At the top left, there is a dropdown menu labeled "Matter Details" with a blue pencil icon. Below the title, the form contains the following fields:

- Name \***: A text input field with a red asterisk indicating it is required.
- Number**: A text input field.
- Status**: A dropdown menu with a blue "Manage" link to its right.
- Primary Contact**: A text input field.
- Description**: A text input field with a blue "Edit" button to its right.

### 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 25](#).
  - **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 already exist, be created, or be imported in Relativity. The custodian and their primary email address must also be associated to the data source. When the primary email address field for a custodian is present, Collect automatically generates the required targets for each data source while setting up a collection job.

### 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.

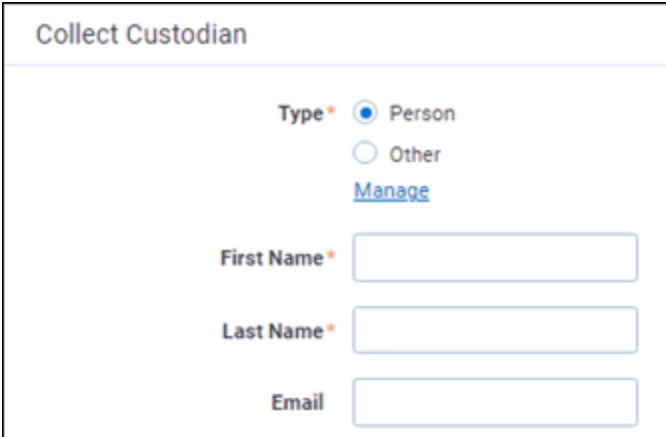
You can add custodians to Collect at different times throughout the collection process. There are different ways to populate the entity list including using Integration Points, Import/Export, or manually. For more information, see Integration Points and Import/Export. To manually create a new custodian, 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 below](#).
4. Click **Save**.

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**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**.

---



Collect Custodian

Type \*  Person  
 Other  
[Manage](#)

First Name \*

Last Name \*

Email

### 4.2 Fields

The Collection Custodian layout provides the following fields:

- **Custodian Type** (Required)—select one of the following:
  - **Person**—select this option to enter first and last name of the individual acting as custodian of the data you wish to process.
  - **Other**—select this option if the custodian of the data to process is not an individual but is, for example, just a company name. You can also select this option to enter an individual's full name without having

that name include a comma once you export the data associated with it. Selecting this option changes the Custodian layout to remove the required First Name and Last Name fields and instead presents a required Full Name field.

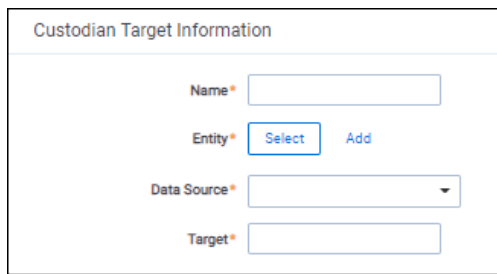
- **First Name** (Required)—the first name of the custodian. This field is only available if you've set the Custodian Type to Person.
- **Last Name** (Required)—the last name of the custodian. This field is only available if you've set the Custodian Type to Person.
- **Full Name**—the full name of the custodian of the data you wish to process. This field is only available if you've set the Custodian Type to Other. When you enter the full name, it does not contain a comma when you export the data associated with it.
- **Email** (Required)—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 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 14](#).
4. Enter the custodian's email address in the **Target** field.



The screenshot shows a form titled "Custodian Target Information" with the following fields and controls:

- Name\***: A text input field.
- Entity\***: A control with a "Select" button and an "Add" button.
- Data Source\***: A dropdown menu.
- Target\***: A text input 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 27](#).

If an invalid custodian target is created manually, the auto-generation of custodian targets does not remove the invalid custodian target. Remove it manually. Any errored targets display in the Collection Summary step or on the Status Summary tab.

To delete a custodian target from the Custodians Targets tab, click the data source's checkbox and use the Delete mass operation.

## 4.4 Removing custodian targets

To remove any custodian target, first remove the custodian 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 results 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 11](#).

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:

1. Navigate to **Collection Admin** within Collect Admin of Set Up
2. Click the **New Collection Source Instance** button.
3. Do the following:
  - **Name**—enter in a unique name for the data source.
  - **Type**—select the type of data source. For more information, see [Data source types below](#).

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**Note:** Collect automatically collects any data that is preserved due to an in-place hold or litigation hold. Data on a hold is stored in a preservation library and separate folders. For more information, see [Microsoft Retention Policies](#).

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- **Settings**—enter the data source-specific settings. For more information on specific fields and settings, locate your data source topic from [Data source types below](#).
4. Click **Save**.

### 5.2 Data source types

You can select any of the following data source types for step 3 of [Creating a collect data source above](#):

- **Cellebrite**—collect data from Cellebrite. For more information, see [Cellebrite data source on the next page](#).
- **ChatGPT**—select to collect data from ChatGPT. For more information on specific fields and settings, see [ChatGPT Enterprise data source on page 21](#).
- **Refinitiv Eikon**—select to collect data from Refinitiv Eikon chats. For more information on specific fields and settings, see [Refinitiv Eikon data source on page 23](#).

## 6 Cellebrite data source

This topic provides details on how you can remotely capture mobile device messages and attachments from Android or iOS devices using the Cellebrite data source within Collect.

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**Note:** This documentation contains references to third-party software, or technologies. While efforts are made to keep third-party references updated, the images, documentation, or guidance in this topic may not accurately represent the current behavior or user interfaces of the third-party software. For more considerations regarding third-party software, such as copyright and ownership, see [Terms of Use](#).

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**Note:** The steps below apply whether you are using Cellebrite Endpoint Inspector or Endpoint Mobile Now. Going forward in this topic, we will simply refer to them as Cellebrite.

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### 6.1 Considerations

Review the list of considerations before starting your collection:

- This functionality is available to RelativityOne US and UK-based commercial clients. It is not yet available to US Government clients or those outside the US and UK.
- Cellebrite data source requires separate licensing, configuration, and training through Cellebrite. For more information, log in to your account at [MyCellebrite.com](https://mycellebrite.com) to download the installation files and manuals based on which product you are using:

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**Note:** To ensure a successful data collection, be sure that you and the custodian familiarize yourselves with Cellebrite's documentation, recommendations, and tips for mobile collections before you begin collecting. Also be sure to review the What's New in Version <#.#> chapter of the Cellebrite Endpoint Inspector or Endpoint Mobile Now user guides.

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- Cellebrite Endpoint Inspector User Guide
- Cellebrite Endpoint Inspector SaaS Communication and Security Guide
- Cellebrite Endpoint Mobile Now User Guide
- The output generated from mobile device collections consists of all short message-type data in Relativity Short Message Format (RSMF) files.
  - The corresponding Cellebrite Universal Forensic Electronic Device (UFD) file is also uploaded to your StagingArea.
  - An example of a UFD file is a forensic image.
- UFD files cannot be processed. However, they are made available if you need the UFD downloaded for examination outside of RelativityOne.

### 6.2 Prerequisites

Basic configuration for your instance of Cellebrite and RelativityOne must be completed as follows:

- In Cellebrite:
  - Set up your instance.
  - If using Endpoint Inspector, create the required user account with the Examiner role.

- Ensure the required ports are open.
- For use with RelativityOne, you do not need to set up a storage repository.
- In RelativityOne: The Collect application must be installed into the Relativity workspace that is used to perform Cellebrite collections. For more information on installing Collect in a workspace, see [Installing Collect](#).

## 6.3 Task checklist

The table below outlines the tasks in the order they need to be performed and within which application to perform them.

Order	Application Used	Task Type	Task
1	RelativityOne	Configuration	<a href="#">Create the OAuth2 Client below</a>
2	RelativityOne	Configuration	<a href="#">Set permissions in RelativityOne on the next page</a>
3	Cellebrite	Configuration	<a href="#">Connect Cellebrite to RelativityOne on the next page</a>
4	Cellebrite	Configuration	<a href="#">Generate API key for Cellebrite data source on the next page</a>
5	RelativityOne	Configuration	<a href="#">Create the data source in RelativityOne on page 18</a>
6	RelativityOne	Configuration	<a href="#">Create entities in RelativityOne on page 19</a>
8	RelativityOne	Collecting	<a href="#">Create a Collect job in RelativityOne on page 19</a>

### 6.3.1 Support resources

If you have questions or issues while going through these procedures, please contact the following resources depending on the application:

- **Cellebrite (Endpoint Inspector or Endpoint Mobile Now)**—contact [Cellebrite Customer Support](#) or log in to your [MyCellebrite](#) account to view Cellebrite's documentation.
- **RelativityOne Collect**—contact [Relativity Customer Support](#) or refer to [Relativity Documentation](#) or [Community Site](#) for more information.

## 6.4 Create the OAuth2 Client

To facilitate data transfers and communication of collection status updates from Cellebrite to RelativityOne, an OAuth2 client must be configured in RelativityOne. Use the following steps to create a new OAuth2 Client. For more detailed instructions, see documentation on creating and editing an OAuth2 client.

In RelativityOne:

1. Navigate to the **OAuth2 Client** tab within Authentication.
2. Click the **New OAuth2 Client** button.
3. Do the following:
  - **Name**—enter a unique name for the OAuth2 client.
  - **Enabled**—ensure the **Enabled** toggle is on.
  - **Flow Grant Type**—select **Client Credentials** from the list.



- **Context User**—select a user account from the list. The Context User will also generate the [Cellebrite API key](#) that is used to configure the Collect data source.
  - **Access Token Lifetime** (in minutes)—enter **60**.
4. Click **Save**.
  5. Make note of the **Client ID** and **Client Secret** values that were generated. These values are needed when connecting [Cellebrite to RelativityOne](#).

## 6.5 Set permissions in RelativityOne

Ensure the following account permissions are properly set up. For additional information, see [Adding user to groups and Setting workspace permissions](#).

- **For Context Users**—The Context User selected in the previous section must be added to a group in RelativityOne that is assigned to the workspace in which Cellebrite collections are run. The group within the workspace must have **Allow Export** and **Allow Import** permissions selected (enabled) under Admin Operations on the Other Settings tab. See [Manage Workspace Permissions](#) for more information.
- **For Relativity Service Account**—assign the Relativity Service Account (**Service Account, Relativity**) user to a group (other than the System Admin group) that has been assigned to the workspace in which Cellebrite collections are run.

## 6.6 Connect Cellebrite to RelativityOne

Next, you must connect Cellebrite to RelativityOne using the Client ID and Client Secret obtained in [Create the OAuth2 Client on the previous page](#).

In Cellebrite:

1. Navigate to **Settings**.
2. Scroll to the **RelativityOne** section and do the following:
  - **Client ID** and **Client Secret**—enter the ID and secret generated previously when creating the OAuth2 client in RelativityOne.
  - **Domain**—enter the RelativityOne domain. For example, esus019064-t066.r1.kcura.com. This is not the full URL address, so you do not include "https://" or the ending slash.
3. Click **Save**.

## 6.7 Generate API key for Cellebrite data source

After connecting Cellebrite to RelativityOne, you must generate and save the API key. This API key is entered in RelativityOne when [creating a new data source](#) outlined in the next section.

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**Note:** The user generating the API key must be the Context User set up in [Create the OAuth2 Client on the previous page](#).

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In Cellebrite:

4. Navigate to **User Settings** if using Endpoint Inspector or to **Settings** if using Endpoint Mobile Now.
5. Click **Generate Key**.

6. Copy the **API Key** and save it securely.

---

**Caution:** You will not be able to see this API key again in Endpoint Inspector or Endpoint Mobile Now so be sure to copy and save it.

---

This API key is required when you [create a new data source](#) next in RelativityOne. You must also provide the following information:

- The exact username that was used to generate the API key if you used Endpoint Inspector.
- The exact email address that was used to generate the API key if you used Endpoint Mobile Now.
- The URL for your instance of Endpoint Inspector or Endpoint Mobile Now. For example: <https://example.ei-cellebrite.cloud/>

## 6.8 Create the data source in RelativityOne

Next, create a new Collect data source instance in your RelativityOne workspace.

---

**Note:** You must have previously installed the Collect application into your workspace. For more information on installing Collect, see [Installing Collect](#).

---

In RelativityOne:

7. Navigate to **Collection Admin** within Collect Admin in Set Up.
8. Click **New Collection Source Instance**.
9. Do the following:
  - **Name**—enter a unique name for the data source.
  - **Type**—select the **Cellebrite** data source.
  - **Settings**—enter the required information in the Settings fields. For more information, see [Settings fields below](#).
10. Click **Save**. The data source displays on the Collection Admin page.

### 6.8.1 Settings fields

To connect Relativity to the Cellebrite data source, you need to gather and enter the information for the following fields. This information was generated in the [Generate API key for Cellebrite data source on the previous page](#) section.

- **API Key**—the API key previously generated in Cellebrite.
- **API Username**—the Cellebrite user account used to generate the associated API Key.
  - If Endpoint Inspector was used to create the API key, then enter the user's username (for example, jane-smith).
  - If Endpoint Mobile Now was used to create the API key, then enter the user's email address (for example, jane.smith@relativity.com).
- **API URL**—the Cellebrite server URL for the associated API Key.

## 6.9 Create entities in RelativityOne

Within your RelativityOne workspace, populate the Entities list with those individuals from which you wish to collect data. For more information on populating Relativity with entities, see [Entity object documentation](#).

---

**Note:** Ensure that the Email address field for the Entity (such as, custodian) contains the primary email address to which you want Cellebrite collection requests emailed. The Secondary Email address information for the entity is not used.

---

## 6.10 Create a Collect job in RelativityOne

You can begin creating and running collections in RelativityOne. For more information, see [Collections](#).

Be aware of the following when performing Cellebrite collections:

- You cannot combine other data source types with the Cellebrite data source.
- You can collect from multiple custodians in the same job when using the Cellebrite data source.

## 6.11 Mobile data collection results

The export package created by Cellebrite for ingestion by RelativityOne includes these files:

- Original collection file in UFED zip format
- Messages and attachments in an RSMF collection
- UFED reader file (UFD)
- Device Report
- Collection Report
- Results.csv file

The nature of data collections from Android and iOS devices differs due to the inherent differences between platforms. These are the most noteworthy differences:

- iOS message collections target messages from native apps and the most popular third-party apps that iTunes can back up. Attached media and document files are included.
- Android message collections target SMS, MMS, and RCS text messages from native apps. Attached media and document files are included.

## 6.12 Troubleshooting

This table includes troubleshooting for Cellebrite data source.

Area	Issue	Resolution
Data Source setup	User is unable to save a Cellebrite data source configuration in Collect or validation fails on an existing source.	<ul style="list-style-type: none"><li>▪ Verify the user has entered the correct value for the API key.</li><li>▪ Verify the API Username is the Cellebrite account used to generate the <a href="#">API key in Cellebrite</a>.<ul style="list-style-type: none"><li>◦ For Endpoint Inspector, this is the user account name.</li><li>◦ For Endpoint Mobile Now, this is the email address of the user.</li></ul></li></ul>

Area	Issue	Resolution
		<ul style="list-style-type: none"> <li>▪ Verify the Context User who configured the <a href="#">OAuth2 client</a> in RelativityOne is also the same user who generated the <a href="#">API key in Cellebrite</a>.</li> <li>▪ If the problem still exists after verifying the information in the previous bullets, then generate a new API key in Cellebrite.</li> </ul>
Job start	The Collect job fails when the user clicks the Start button.	<ul style="list-style-type: none"> <li>▪ Verify in Cellebrite Settings that the OAuth2 client setup for RelativityOne has the correct values for the Client ID and Secret. They must match the values in RelativityOne for the OAuth2 client configured.</li> <li>▪ Verify in Cellebrite Settings that the Domain for the OAuth client setup for RelativityOne points to the correct RelativityOne instance. The Domain should NOT contain “https://” or end with a trailing slash. For example, the domain should look like this <i>esus019064-t066.r1.kcura.com</i> and not this <i>https://esus019064-t066.r1.kcura.com/</i>.</li> <li>▪ In very rare cases, C4 may be down, in which case Collect jobs will not start regardless of the collection data source. This issue usually resolves itself after a short waiting period. C4 is the shared compute platform on which jobs are run.</li> </ul>
Custodian Email Notification	The Collect job started successfully, but the custodian never received the collection request email.	<ul style="list-style-type: none"> <li>▪ Verify that the custodian's email address is the same as the one entered in the Email address field of their corresponding entity record. The Secondary Email address information for the entity is not used.</li> <li>▪ Verify that the email is not in the Spam or Junk folder.</li> <li>▪ Verify that the custodian’s organization has not intercepted or quarantined the email via an email security policy or software, such as Proofpoint.</li> <li>▪ If the problem still exists after verifying the information in the previous bullets, then please contact <a href="#">Cellebrite Customer Support</a> to verify that there are no issues sending email messages from Cellebrite.</li> </ul>
File Transfers	The file transfers into RelativityOne are failing.	<ul style="list-style-type: none"> <li>▪ Verify that the Context User account used to configure the OAuth2 client is in a group assigned to the workspace, and the group has been given the “Allow Import” and “Allow Export” permissions in RelativityOne. See <a href="#">Set permissions in RelativityOne on page 17</a>.</li> <li>▪ Verify that the Relativity Service Account user is assigned to one of the groups assigned to the workspace. See <a href="#">Set permissions in RelativityOne on page 17</a>.</li> </ul>
Target Failure	The target collection fails after successful start.	If a job successfully started (e.g., was received by Cellebrite), but failed prior to the collection being uploaded to RelativityOne, then the problem resides within Cellebrite. Please contact <a href="#">Cellebrite Customer Support</a> for assistance.

# 7 ChatGPT Enterprise data source

This topic provides details on how to capture OpenAI's ChatGPT Enterprise with Collect.

## 7.1 Considerations

Note the following considerations about this data source:

- This connector only works with the Enterprise subscription of ChatGPT Enterprise.
- OpenAI retains deleted data for no more than 30 days, unless legally required otherwise.
- OpenAI retains deleted and ephemeral data, including temporary chats, for no more than 30 days. Unless legally required otherwise.
  - Temporary, or ephemeral, chats are conversations where OpenAI's Memory feature is disabled and the user's chat history does not retain the session.
    - These chats are accessible through the OpenAI Compliance API.
    - The ephemeral data must fall within the 30-day retention window.
  - These chats do not appear in the end user's ChatGPT history, they are captured and returned via the Compliance API, and are included in Collect if the date filters are appropriately configured.
- OpenAI's ChatGPT Enterprise only supports *greater than or equals* for date criteria. You will get all prompts and responses from the date specified to today.
- If your organization has multiple ChatGPT Enterprise workspaces, you must configure a separate data source for each ChatGPT Enterprise workspace in the Collect application. We recommend that you clearly name each data source to identify the ChatGPT Enterprise workspace the data source is connecting.
- Relativity automatically converts collected conversation prompts and responses to Relativity's short message format (RSMF).

## 7.2 Prerequisites

Complete the following before setting up a ChatGPT data source in Relativity:

- You must contact OpenAI to get an API Key before configuring your ChatGPT Enterprise data source in Collect.
  - You can use the same API Key for configuring multiple ChatGPT Enterprise data source connections.
  - For more information, please see [OpenAI documentation](#) on their Compliance APIs for Enterprise customers.
- Confirm that the Compliance API is enabled in your organization's OpenAI account to support retrieval of both persistent and temporary conversations.

Once you complete the prerequisites, you can begin creating the data source.

## 7.3 Creating the data source

Use the following procedure to connect the ChatGPT Enterprise workspace data source to Collect.

In RelativityOne:

1. Navigate to **Collection Admin** within Collect Admin of Set Up
2. Click the **New Collection Source Instance** button.
  - **Name**—Enter in a unique name for the data source.
  - **Type**—Select the **ChatGPT Enterprise** data source.
  - **Settings**—enter the required information in the Settings fields. For more information, see [Settings fields below](#).
3. Click **Save**. The data source displays on the Collection Admin page.

## 7.4 Settings fields

To connect Relativity to a ChatGPT Enterprise workspace, you need to gather and enter the information for the following fields.

- **API Key**—enter the API Key that OpenAI provided to your organization. You can use the same API Key when configuring multiple ChatGPT Enterprise data sources from which you wish to collect.

---

**Note:** You must contact OpenAI to get the API Key.

---

- **Workspace ID**—enter the ChatGPT Enterprise WorkspaceID to which you want to connect.

## 7.5 Configuring the data source

Each data source used in Collect has different search criteria on the Collection Details step when creating a collection job. The criteria needs to be configured next.

Relativity collects ChatGPT Enterprise chat data in Relativity's short message format (RSMF).

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.
- **Operator**—choose an operator. For example, equals or greater than.
- **Value**—enter a value to find in the selected field.

The following table lists the filter criteria supported for ChatGPT Enterprise collections.

Criteria	Operators	Description	Example
Start Date	Greater Than or Equals	When you use the Start Date property in a query, the search returns prompts and responses that exist the day of and after the entered date.	When you search a Start Date of 1/1/2024, Relativity collects all prompts and responses from that date to today.

---

**Note:** Temporary, or ephemeral, chats will also be returned if they occurred within the 30-day retention window and meet your search criteria.

---

## 8 Refinitiv Eikon data source

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

### 8.1 Consideration

Note the following consideration about this data source:

- Refinitiv Eikon data is collected into grouped collections, resulting in a different data count compared to standard collections.
  - These grouped collections comprise a set of RSMFs (Relativity Short Message Format) containing all the chats for the assigned custodians. Due to this grouping, it is expected that custodian targets will have identical counts.
  - Essentially, when collecting data from multiple custodian targets, the item counts and sizes for each will match. This uniformity arises because the item count reflects the number of RSMF files generated for the job, while the size reflects the total size of the created RSMF file set.

### 8.2 Creating the data source

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

1. Navigate to **Collection Admin** within Collect Admin of Set Up.
2. Click the **New Collection Source Instance** button.
3. Do the following:
  - Enter in a unique name for the data source.
  - Select the **Refinitiv Eikon** data source.
  - Enter the required information in the Settings fields. For more information, see [Settings fields below](#).
4. Click **Save**. The data source displays on the Collection Admin page.

### 8.3 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.

### 8.4 Configuring the data source

Each data source used in Collect has different search criteria on the Collection Details step when creating a collection job. The criteria needs to be configured next.

1. Configure search criteria to collect specific data.

- **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.  
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.

2. Click **Add Criteria**. Each criteria is separated by an AND operator.

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.



# 9 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 34](#).

## 9.1 Creating a collection

Before you begin creating a collection, make sure to create a matter. For more information, see [Matters on page 9](#).

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 31](#).

## 9.2 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.

### 9.2.1 Collection Details

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

- **Name**—the name of the collection. 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 9](#).
- **Job Number**—lists a number assigned to the job for reporting purposes.
- **Processing Source Location**—the file repository for collected data to be stored for future processing of documents or for storing collected data. 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. 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 Staging Explorer.
- **Zip Password**—enter a password that is required by anyone attempting to decompress the ZIP64 container files. 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. Click the Show Password box to display the actual password in the field to ensure the characters are correct.

---

**Note:** Zip is supported by Microsoft 365, Slack, and X1. Google is exported as pre-zipped.

---

- **Enable Auto-Processing**—toggle on to enable auto-processing. If enabled, select the workspace, profile, and document prefix. Relativity processes all data in a completed collection, or completed with errors collection, after a collection finishes.
  - **Workspace**—select a workspace within your instance to use when creating a processing job.
  - **Processing Profile**—select a processing profile available in the drop-down menu. The available profiles are from the selected workspace.
  - **Document prefix** —select the document prefix option of *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.
- **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 14](#).

## 9.2.2 Data source

Configure the data source(s) chosen in the Collection Details step. Each data source has different criteria to enter. See the list of data source types under [Data sources on page 14](#) for information on each one.

You can select multiple data sources in the first step if you want to configure all or multiple sources in the step. Switch between each source to configure its criteria by using any of these methods:

- Click the name of the data source in the left navigation menu.
- Click **Next** and **Previous** to move you through the data sources.
- Select individual data sources by clicking on the checkbox and then using the right arrows to select them.

### 9.2.2.1 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. 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.

### 9.2.3 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 (entities) assigned in a collection job. If you need more than 30 custodians, you need to create another collection job. This limit only applies to the number of custodians. There is no limit to the number of targets to be collected. For example, you can select 30 custodians and three data sources for a total of 90 targets for the collection job.
3. Click the right arrow  icon to add select custodians. Click double right arrow  icon to add all custodians.
4. Click **Next**.

---

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

---

### 9.2.4 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 you 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.

#### 9.2.4.1 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.

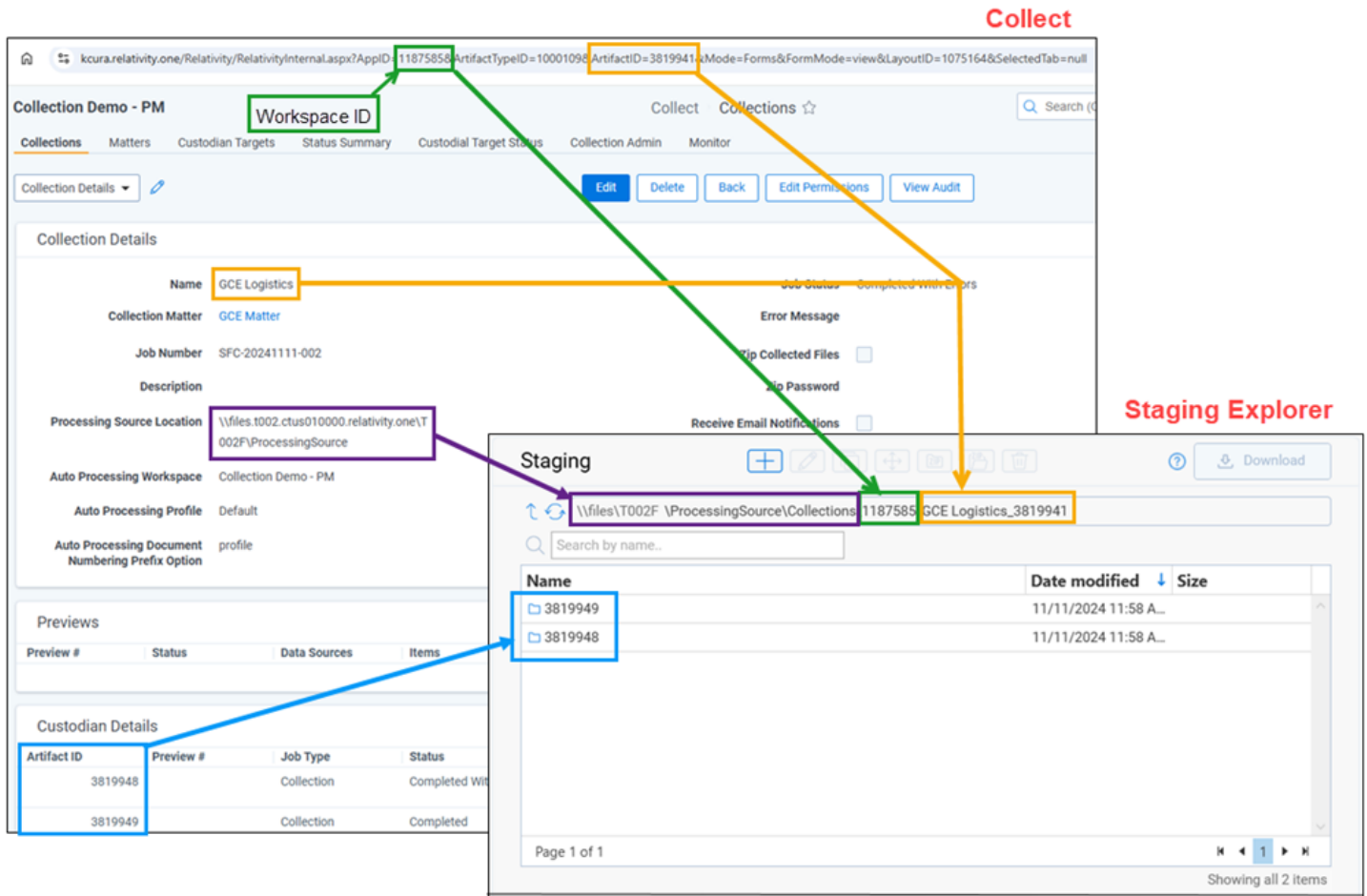
If there is no color highlighting the number, it means Collect already found and generated the custodian target. If there is a green highlight, Collect autogenerated the custodian target. If there is a red highlight, Collect could not autogenerated this custodian target. If red, you can still manually generate the custodian target. For more information, see [Creating a custodian target on page 12](#).

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 above](#).

## 9.3 Identifying Collection data in Staging Explorer

This section helps to identify the components of the folder information within the Staging pane of the Staging Explorer as it relates to the Collections setup fields.

Use the sample screen below as a general guide for each data source type.



Here is a breakdown of the folder components within the Staging pane of the Staging Explorer:

\\files\<T#####>\ProcessingSource\Collections\<WorkspaceID>\<CollectionName>\_  
<CollectionArtifactID>\<DataSourceArtifactID>

- The Processing Source Location from the Collections page becomes the file location for the data in Staging Explorer. It contains a sub-folder for Collections to house the Collection data. Using the above example, it would be:

\\files\T002F\ProcessingSource\Collections

- The Workspace ID folder in the Staging pane corresponds to the Workspace ID number listed after the “AppID=” in the URL. For example, 1187585 would be the Workspace ID from this URL: kcura-relativity.one/Relativity/RelativityInternal.aspx?AppID=1187585...

\\files\T002F\ProcessingSource\Collections\1187585

- The Name of the Collection from the Collections page and the Collection Artifact ID become the folder name within the Workspace ID folder. Using the above example, it would be:

\\files\T002F\ProcessingSource\Collections\1187585\GCE Logistics\_3819941

- The Artifact ID of the data source used becomes the sub-folder. Using the above example, they would be:

```
\\files\T002F\ProcessingSource\Collections\1187585\GCE Logistics_3819941\3819948
```

```
\\files\T002F\ProcessingSource\Collections\1187585\GCE Logistics_3819941\3819949
```

In the case of grouped collections, such as Teams and Slack, there will be a folder within the collection folder corresponding to the data source type. Using Teams as an example, the file structure would be:

```
\\files\T002F\ProcessingSource\Collections\1187585\GCE Logistics_3819941\Teams
```

# 10 Viewing or editing Collection data

You can view and edit collection details. You can also use the Collect console to start and stop collections and view reports.

## 10.1 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, use the buttons at the top of the page to edit, delete, go back, edit permissions, or perform other collection tasks. Editing a collection takes you to the first step in the wizard. For more information, see [Using the Collect wizard on page 25](#).

---

**Note:** Once a collection has started, the collection details are read-only and cannot be changed.

---

- **Collection Details**—displays the information that you entered or selected when you created the collection:
  - **Name**—lists the name given to the collection.
  - **Collection Matter**—the matter used in the collection.
  - **Job Number**—the number assigned to the job for reporting purposes.
  - **Description**—the description of the collection used for reporting purposes.
  - **Processing Source Location**—the file repository that collected data is stored for future processing of documents or for storing collected data.
  - **Auto Processing Workspace**—the processing workspace if you toggled the field on.
  - **Auto Processing Profile**—the processing profile if you toggled the field on.
  - **Auto Processing Document Numbering Prefix Option**—the prefix option if you selected one.
  - **Job Status**—status of the collection. Statuses are New, Not Started, Started, Completed, Error, and Completed with Errors.
  - **Error Message**—the message if collection job did not complete due to errors.
  - **Zip Collected Files**—if you selected to zip collected files this box is checked.
  - **Zip Password**—the password that everyone needs to use to decompress the ZIP64 container files.
  - **Receive Email Notifications**—if you toggled on to send or receive collection job status emails this checkbox is checked.
  - **Notification Address**—the email address of the person that will receive collection job statuses.
- **Collection Console**—displays buttons that you can use to perform the tasks listed. 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 34](#).
  - **Failed**—the collection failed. For more information, see [Reports on page 34](#).
- **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 the previous page](#).
  - **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 the [Errors report on page 34](#).
- **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 the previous page](#).
  - **Custodian Details**—the status of the custodian and the source instance. This card also includes the filter criteria, items, size, and errors.

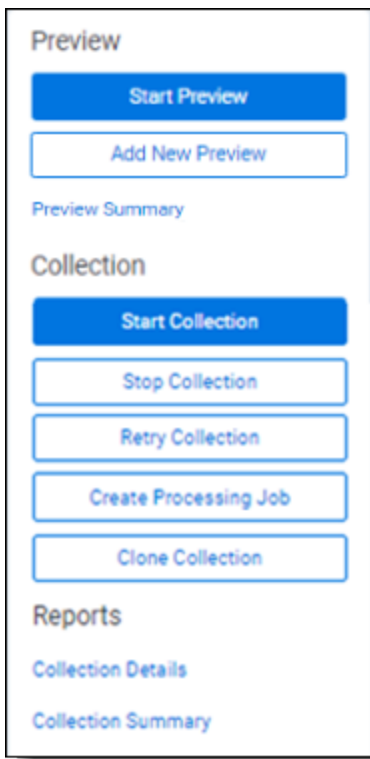
## 10.2 Viewing collected data

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, and 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.

## 10.3 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.



## 10.3.1 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.

### 10.3.1.1 Start Collection

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

### 10.3.1.2 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.

### 10.3.1.3 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.

### 10.3.1.4 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.

#### 10.3.1.5 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.

#### 10.3.1.6 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](#).

# 11 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.

## 11.1 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.

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**Note:** All report timestamps are in UTC.

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### 11.1.1 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 date that is greater than or equal 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.

### 11.1.2 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.

### 11.1.3 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.

### 11.1.4 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.

#### 11.1.4.1 Errors.csv

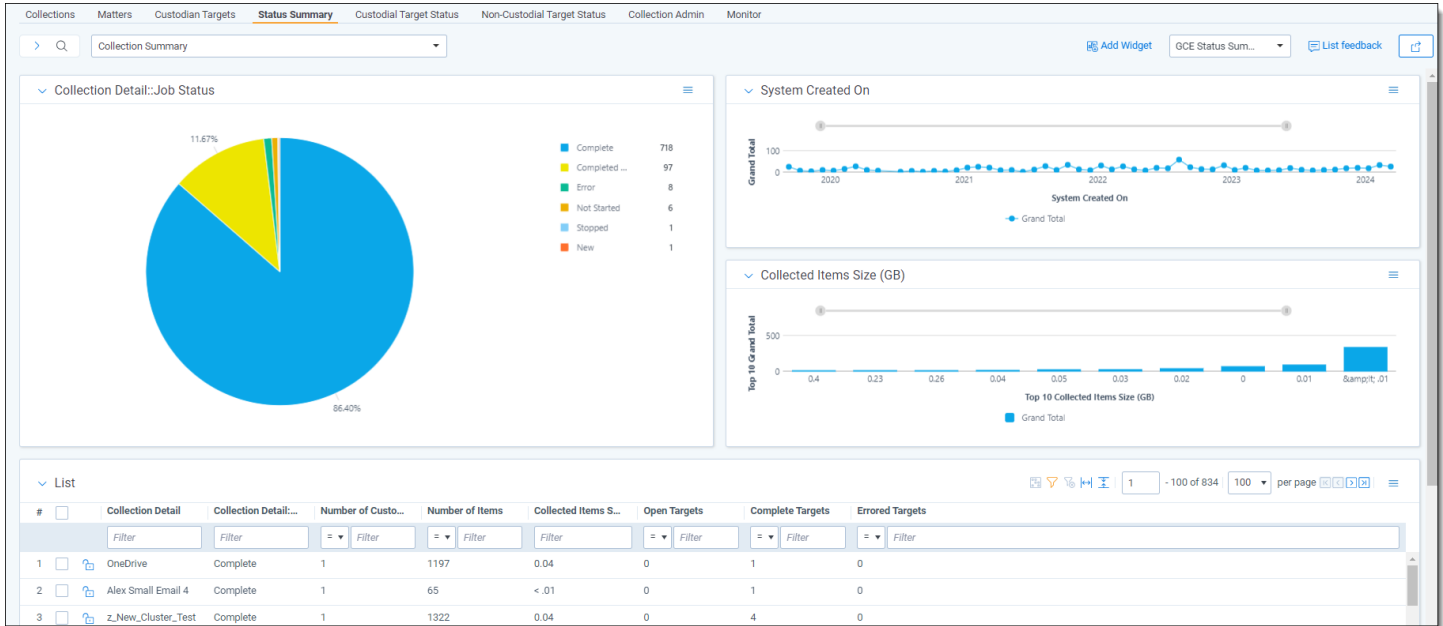
The report file lists one error per line. Each item is listed with an error ID alongside the message of the error that caused the item failure. Per-item errors only occur in the download phase of the collection; if an error occurs before (for example, if data is unavailable during our check) or after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

# 12 Status Summary

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

## 12.1 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.



## 12.2 Reviewing job statuses

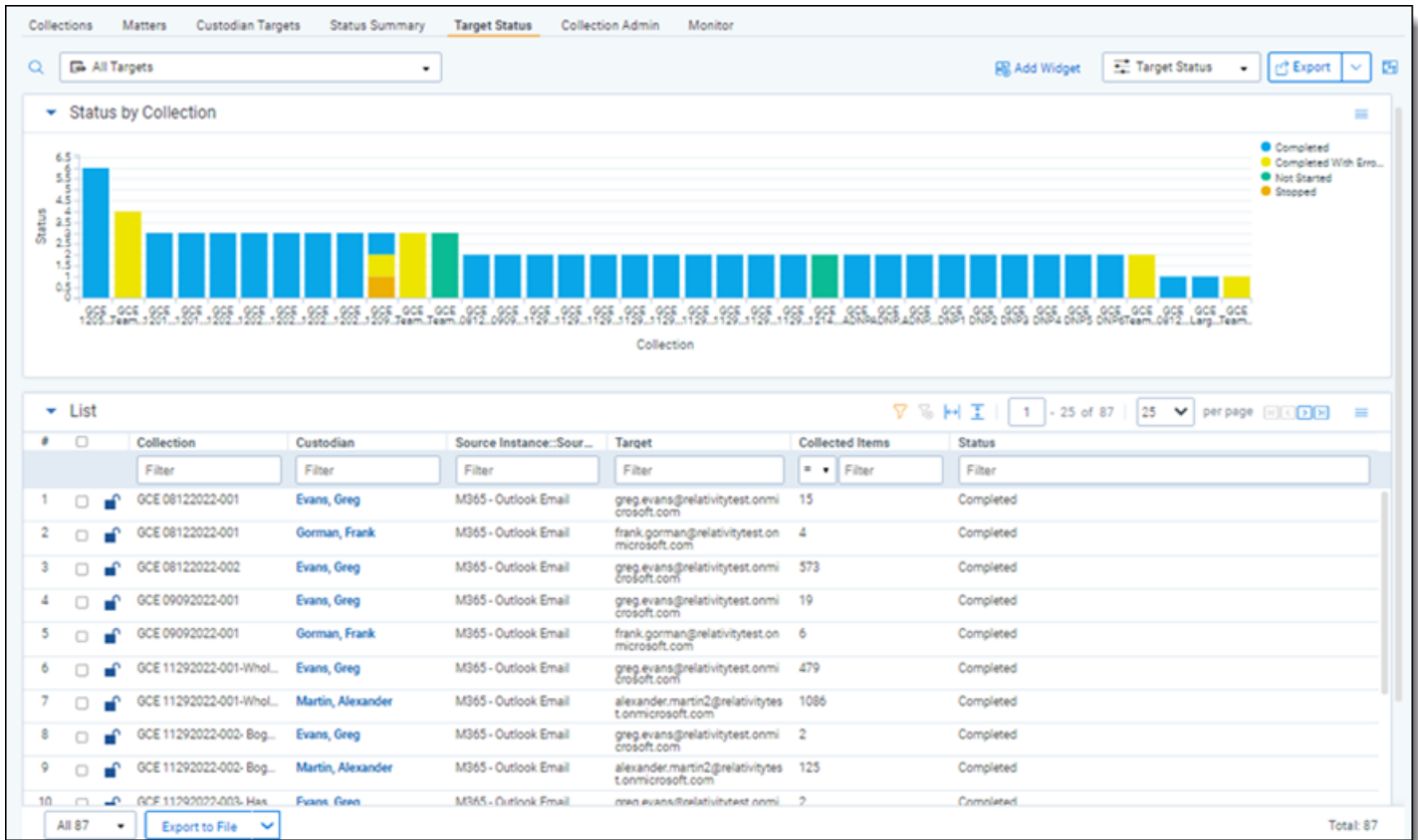
The job status dashboard is available after generating targets. To learn how to generate targets for a collection, see [Collection Summary on page 27](#). Once you generate targets, the dashboard organizes by collection jobs.

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 page 34](#).
- **Error**—the collection did not run successfully and couldn't collect from the target.

# 13 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.



## 14 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.

- **Queued**—this column lists the created collect jobs that have not started.
- **Running**—this column lists collect jobs in progress and with their current progress displayed in a status bar.
- **Completed**—this column lists collect jobs completed successfully, completed with errors, the amount of data collected, and the elapsed time.

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