

# Relativity Collect - Box

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December 7, 2022

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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 Box source.

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- **Box**—collect data from Box cloud storage sources.

## 2 Installing Collect

You can easily 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, perform the following procedures:

1. Install Collect from the Application Library. See [Installing Collect below](#).

### 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.

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**Note:** 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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### 2.2 Installing Collect

Collect is compatible with RelativityOne. See Getting started in RelativityOne on the Documentation site for requirements. Note that 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 to a workspace 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 Relativity RelativityOne Documentation site.

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#### 2.2.1 Installing Collect from the Application Library to a workspace


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 Relativity Beta 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  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"> <li>▪ <b>Collection</b> – View, Edit, Add</li> <li>▪ <b>Collection Detail Custodian</b> – View, Edit, Add</li> <li>▪ <b>Collection Detail Custodian Target</b> – View, Edit, Add</li> <li>▪ <b>Collection Detail Custodian Target Result</b> – View, Edit, Add</li> <li>▪ <b>Collection Detail Request</b> – View, Edit, Add</li> <li>▪ <b>Collection Detail Source Instance</b> – View, Edit, Add</li> <li>▪ <b>Collection Detail Source Type</b> – View, Edit, Add</li> <li>▪ <b>Collection Detail Summary</b> – View, Edit, Add</li> <li>▪ <b>Collection Matter</b> – View, Edit, Add</li> <li>▪ <b>Collection Source Instance</b> – View, Edit, Add</li> <li>▪ <b>Collection Source Instance Parameter</b> – View, Edit, Add</li> <li>▪ <b>Collection Source Type</b> – View, Edit, Add</li> <li>▪ <b>Collection Source Type Parameter Type</b> – View, Edit, Add</li> <li>▪ <b>Collection Source Type Criteria</b> – View, Edit, Add</li> <li>▪ <b>Custodian Target</b> – View, Edit, Add</li> <li>▪ <b>Entity</b> – View, Edit, Add</li> <li>▪ <b>Custom</b> – View, Edit, Add</li> </ul>	<ul style="list-style-type: none"> <li>▪ <b>Entities</b></li> <li>▪ <b>Collect</b> <ul style="list-style-type: none"> <li>○ Matters</li> <li>○ Custodian Targets</li> <li>○ Collections</li> <li>○ Status Summary</li> <li>○ Target Status</li> <li>○ Collection Admin</li> <li>○ Monitor</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ None</li> </ul>

## 3 Matters

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

### 3.1 Matters

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.

---

#### 3.1.1 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 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 on the collection layout. See [Creating a collection on page 19](#).

#### 3.1.2 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.



Matter Details

Matter Details

Name \*

Number

Status  Manage

Primary Contact

Description  Edit

### 3.1.3 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 19](#).
  - **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 RelativityOne 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 Box.

### 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.

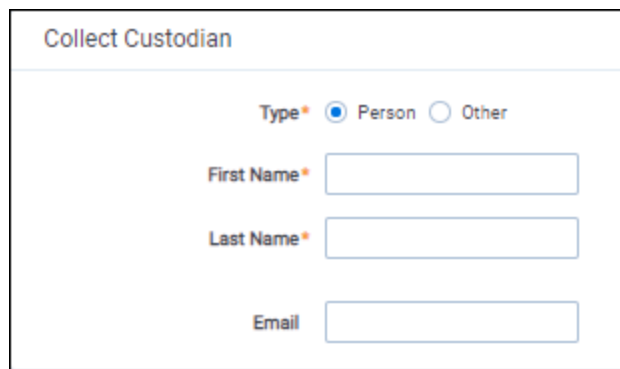
You can add custodians to Collect at different times throughout the collection process. There are different ways to populate the entity list including using Integration Points, the RDC, or manually. For more information, see Integration Points and RDC. To manually create a new custodian, follow the steps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

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The screenshot shows a web form titled "Collect Custodian". At the top, there is a "Type\*" field with two radio button options: "Person" (which is selected) and "Other". Below this are three text input fields: "First Name\*", "Last Name\*", and "Email". Each field has a red asterisk indicating it is required. The form is enclosed in a light blue border.

### 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.
  - **Entity**—select this if the custodian of the data you wish to process isn't 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 doesn't 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 doesn't 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 and properties on page 18](#).
4. Enter the custodian's email address in the **Target** field.

### 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 23](#).

If an invalid custodian target is created manually, the auto-generation of custodian targets doesn't 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.

## 4.5 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.

### 4.5.1 Reviewing collection targets

The Target Status dashboard is available after generating targets. To learn how to generate targets for a collection, see [Collect tab 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 page 29](#).
- **Error**—the collection did not run successfully and couldn't collect from the target.

## 5 Box application setup

Before using the Box data source in Collect, you must create and authorize Collect as an application in Box.

### 5.1 Creating an application with Box

Create and download a config.json file (<https://developer.box.com/guides/authentication/jwt/jwt-setup/>)

The config.json file will contain the values required to configure a data source connection in Relativity Collect.

1. Log into Box and navigate to the Developer Console.
2. Click **Create New App**.
3. Click **Custom App**
4. Select **Server Authentication (with JWT)**.
5. Enter an App Name.
6. Click **Create App**.
7. In App Access level, select **App Access + Enterprise Access**.
8. In Content Actions, select **Read all files and Folders Stored in Box**.
9. In Advanced Features, select **Make API calls using as-user header**.
10. Add and Manage Public Keys clicking **Generate a Public/Private Keypair**. Authentication is required for this step.

A .json file will be downloaded to your machine. Save the file in a secure location. This file contains the values required to configure a data source connection in Collect. This file can also be downloaded from the App Settings section.

```
Box config json example.json
1 {
2   "boxAppSettings": {
3     "clientID": "xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx",
4     "clientSecret": "xxxxxxxxxxxxxxxxxxxxxxxxxy",
5     "appAuth": {
6       "publicKeyID": "xxxxxxx",
7       "privateKey": "-----BEGIN ENCRYPTED PRIVATE
KEY-----\nMIIFDjBABgkqhkiG9w0BBQ0wMzAbBgkqhkiG9w0BBQwDgQICF5
d3Rd88TPi31Ll1YC9TYRDNDLLDcgu\ntJjy7b+wTx0H0fa+AwHWjXzxBSH+CFR
7Rpuknwvpzf5CScFqNDNJJe2Nr3KOqy4pDWlBXVHIcQ8Ogj8\nZqoqiNO5j/3
9q\n6EGteswfxMj4KsH5v3FLZRK+28Ra31PX55yMKoxcm1LKBBYHq9QPuHH2G
1ipt66hIqSXFy6VHl/3bqg\nqinSqzp7AcDmskoetog22fLNMZzzmHDMY7bXB
Dq2KIGZFGZMIMYNhc+XqJw3uWE1SUBDySgdhyrrBxv\njWF0w1fLGtaWtyCmN
x23vBuJ59h1lSY8SMZgsne/Sm2aCPAgB/xVs2v0w0nt2PveA15szsm5t74QpP
4G3q6PDrKtsdP4Q5\nrGSE5UK/+x+nITb7Qeit+N6IddCCftGxrMdNwZkxq++
fsHQqSH/FcGWLKUDheyv8QrcTIhYubnl2Kz\n+i89T9SQiKYTQh5f1C9KVV/
S178x+1byl2qy6P/98IqyN67/uHafedCkYUKjMErIjNiK9RUqgfkdmG\nn77g
JLoJyJuMkY\n2no=\n-----END ENCRYPTED PRIVATE KEY-----\n",
      "passphrase": "c38f767d204f235d320c901a393ba38d"
    }
  },
  "enterpriseID": "123456789"
}
```

## 5.2 Authorizing an application

Ensure your Box application is approved for usage within your enterprise. Follow the steps provided by Box to submit for approval. For more information, see the Box documentation. Finally, the authentication application must be authorized by a Box admin before use. For more information, see the Box documentation.

## 6 Creating a collection data source

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.

### 6.1 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. These types include Microsoft 365 (Outlook and OneDrive), Slack, and X1. In this document, you will create a collect data source for Box.

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:
  - **Box**—select to collect data from Box cloud storage. For more information, see [Box on page 23](#).



### Data Source Information ?

Name\*

Type\* 

  
 Box

### Settings

Client ID\*

Client Secret\*

Public Key ID\*

Private Key\*

Passphrase\*

Enterprise ID\*

4. Enter the following information in Settings:

Box settings

- **Client ID**—enter the Client ID of the requesting application. This can be found with authorization\_code, client\_credentials, or urn:ietf:params:oauth:grant-type:jwt-bearer as the grant\_type.
- **Client Secret**—enter the client secret of the requesting application to gain an access token.
- **Public Key ID**—enter the Public Key ID of the requesting application that is found in your app configuration settings JSON file.
- **Private Key**—enter the encrypted private key that is found in your app configuration settings JSON file.
- **Passphrase**—enter the pass phrase that is found in your app configuration settings JSON file.

- **Enterprise ID**—enter the Enterprise ID that is found in your app configuration settings JSON file.

5. Click **Save**.

### 6.1.1 Data source types and properties

Each data source that can be used in Collect has different search criteria when creating a collection job. For more information on each data source types criteria, see [Criteria on page 22](#).

## 7 Collect tab

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 28](#).

### 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 [Collection Summary on page 23](#).

#### 7.1.1 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

A Collect user needs the following permissions to use the Collect Wizard.

- **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 missing or incorrect, an error message displays and are prevented from moving to the next step.

##### 7.1.1.1 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. Special characters, such as periods, commas, and em dashes, cannot be used and 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. See [Processing](#) and [Collect Store on page 30](#).

---

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

---

- **ZIP Collected Files**—toggle on to compress all collected data into ZIP64 formatted containers. Selecting Yes adds additional steps to the collect process. For more information, see [Storing collected data on page 25](#).
- **Zip Password**—enter a password that is required by anyone attempting to decompress the ZIP64 container files.

---

**Note:** If Processing is 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. All data in the in a completed collection or completed with errors collection will be processed after collection is complete.
- **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 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.
- **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 and properties on page 18](#).

### 7.1.1.2 Custodians



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

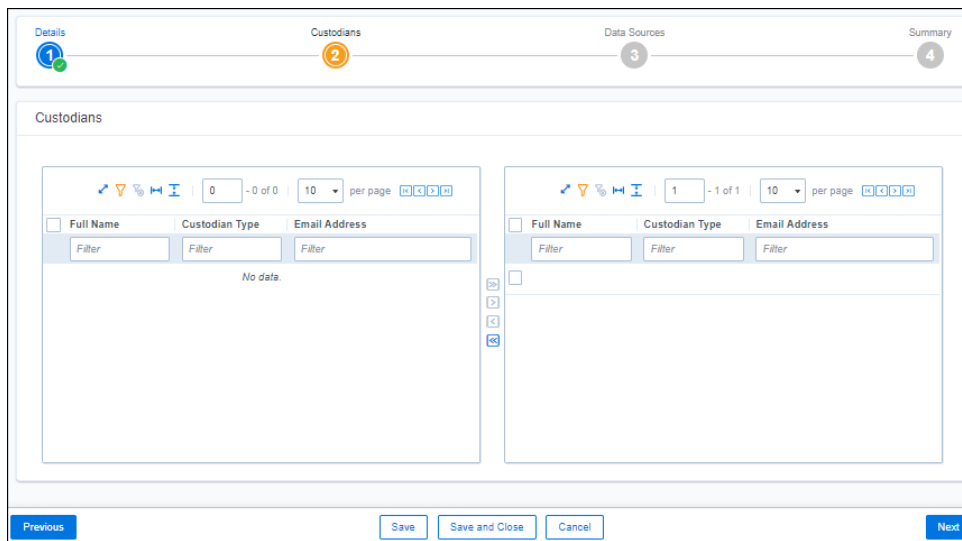
1. From the Unselected custodians table, use the column filters to locate custodians.
2. Click a check box next to a custodian.

---

**Notes:** If you select multiple Slack custodians in the same collection, the channels they share will only collect once.

---

3. Click  to add select custodians. Click  to add all custodians.
4. Click **Next**.




---

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

---

### 7.1.1.3 Configure 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.

#### 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 a calendar source is selected.

---

- **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**. 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.

#### Criteria

Filter a data source's data that you want to collect by adding criteria. This section covers the different criteria for each data source. It also includes what can be searched within each data source. The criteria options change based on the selected data source.

## Box

The following table lists the filter criteria support for Box collections. Entering the start date and end date criteria isn't required.

Criteria	Operators	Description	Example
Created Date	Greater Than or Equals, Less Than or Equals	When you use the Creation Date property in a query, the search returns all messages that equal/- doesn't equal, greater/less than the date entered.	If you search "Greater Than 1/1/2001," your results include all messages created after January 1, 2001.
Modification Date	Greater Than or Equals, Less Than or Equals	When you use the Modification Date property in a query, the search returns all updated files that equal/- doesn't equal, greater/less than the date entered.	If you search "Less Than 1/1/2020," your results include all files modified before January 1, 2020.

### 7.1.1.4 Collection Summary

Complete the creation of the collection by reviewing all steps, custodians, data sources, and targets, before finalizing. If custodian targets weren't 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.

Generate the targets to retrieve all known Collect targets based on the custodians and data sources selected.

Click the **Generate Targets** button to ensure you are using the latest target set. Clicking Generate Targets will check to see if targets exist for the custodians you've selected for collection. If the targets weren't created manually, Collect will automatically create them based on the email address contained in the Entity record for each custodian. The targets will automatically generate when reaching the Summary Step of the Collect Wizard, but the console button prevents returning to the Collect Wizard.

The screenshot shows the 'Summary' step of the Collect Wizard. At the top, a progress bar indicates four steps: Details (1), Custodians (2), Data Sources (3), and Summary (4). Below the progress bar, a summary table shows the following counts:

Custodians	Data Sources Without Filter...	Data Sources With Filtering...	Targets Associated	Targets not Associated
3	0 / 1	1 / 1	3	0

Below the summary table, there is a 'Targets' section with a table listing custodians and their associated target counts:

Custodian	M365 Teams
Evans, Andy	1
Martin, Greg	1
Aziz, Alexander	0

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 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 auto-generated the custodian target. If there is a red highlight, Collect could not auto-generated 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 run the collection from the [Collection Summary on the previous page](#).

## 7.2 Viewing or editing 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 [Using the Collect wizard on page 19](#).

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

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- **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 (New, Not Started, Started, Completed, Error, 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 is required by anyone attempting 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 29](#).
    - **Error**—the collection failed. For more information, see [Collect reports on page 29](#).
  - **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 of the associated metadata for each collected item as well. If no results, the file is empty. For more information, see [Collect tab on page 19](#).
  - **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 [Collect tab on page 19](#).

### 7.2.1 Storing collected data

Selecting Yes on the Collect Files in ZIP field, your collected data will be containerized and put 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.

These compressed folders can be secured with a password. You can enter a password that you or another user needs to enter to open the compressed folder. These passwords are stored in the password bank and can be retrieved there at a later time.

To export your collected data, use the RelativityOne Staging Explorer.

## 7.2.2 Viewing collected data

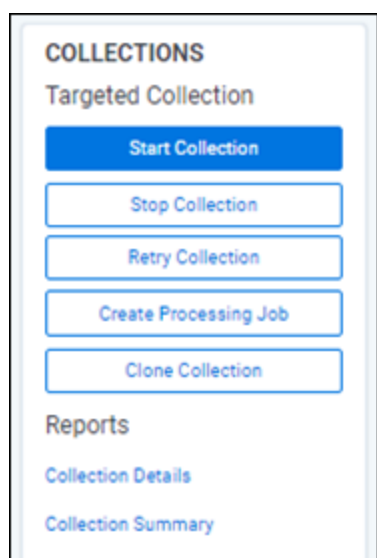
When Relativity collects the data, Relativity accepts the path names and file names that the source provides. On occasion, the collection source modifies the path name or file name.

### 7.2.2.1 Group and individual collections

To view grouped collections data (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.

## 7.3 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.



### 7.3.1 Start Collection

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

### 7.3.2 Stop Collection

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

### 7.3.3 Retry Collection

The Retry Collection button is only available when a collect job doesn't complete because of errors. Click **Retry Connection** to start another collect job that only retries the targets that have failed. Targets that completed successfully won't be retried.

### 7.3.4 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 or toggle on to clone the selected processing profile and use the clone profile in conjunction with the processing set that is created.

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 the collection is submitted, 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.

### 7.3.5 Clone Collection

Click the Clone Collection button to duplicate the open collect job. Any collect job that has a status other than New can be cloned.

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 can be found in the Collections list under the same name with "Cloned - YYYY-MM-DD HH.MM.SS" attached 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 0. The cloned collect job will also generate the new targets.

### 7.3.6 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 [Collect reports on the next page](#).

## 8 Collect 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.

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### 8.1 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.

#### 8.1.1 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 below the summary report table.

#### 8.1.2 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 Azure AD file share. It is included in the collection output.

#### 8.1.3 Results report

#### 8.1.4 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.

##### 8.1.4.1 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.

## 9 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 19](#).

### 9.1 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 19](#).

### 9.2 Exporting collected data

When it's 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 doesn't change when it is exported.

## 10 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 haven't 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.

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