Relativity one

Relativity Collect

May 7, 2021

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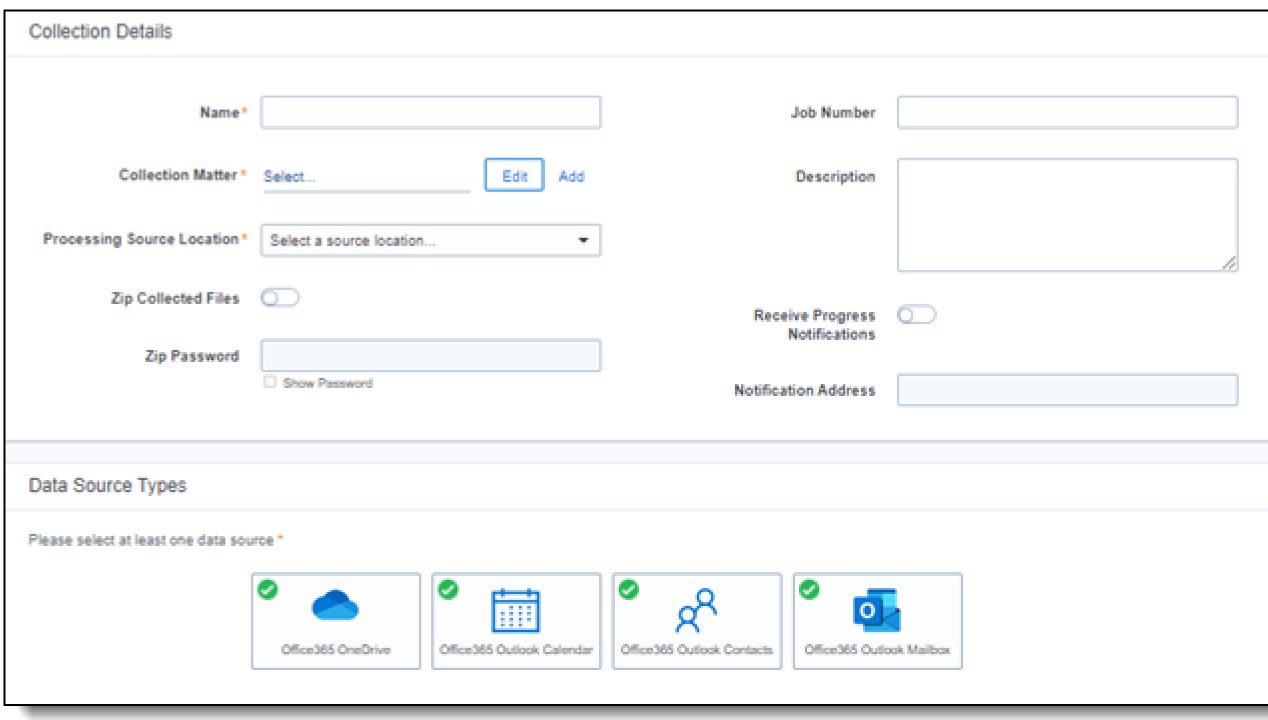
1 Collect

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

Note: This document covers the Collection source source.

- **Microsoft 365 OneDrive**- collect documents from within a custodian's OneDrive account.
- **Microsoft 365 Outlook Mailbox** - collect emails and attachments from within a custodian's Outlook mailbox.
- **Microsoft 365 Outlook Calendar** - collect appointments and meeting from within a custodian's Outlook calendar.
- **Microsoft 365 Outlook Contacts** - collect contact and contact information from within a custodian's Outlooks contacts list.
- **Slack** - collect short messages from within an organization or custodian's Slack Enterprise application. For more information on short messages, see the Relativity User site.
- **X1 Files** - collect documents from within the X1 file system. You can inspect file names and other metadata, as well as collect files for this data source.
- **X1 Emails** - collect emails and attachments from within a custodian's email that is a part of the X1 system. You can configure collection parameters and specify a date range for email messages that you want to discover.



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 Collection 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 Collection from the Application Library. See Installing Collect below.
2. Enable access for Office 365 tenants. See Accessing Microsoft 365 tenants on page 13.

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.

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.

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-requisities:

- 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 Collection 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.

Note: You configure security permissions on Collection just as you would for any other Relativity application. For more information, see Workspace security on the Relativity RelativityOne Documentation site.

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.

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.

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 Relativity Collect on the Select Library Application dialog. This dialog only displays applications added to the Application Library. If Relativity 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
■ **Collection** – View, Edit, Add ■ **Collection Detail Custodian** – View, Edit, Add ■ **Collection Detail Custodian Target** – View, Edit, Add ■ **Collection Detail Custodian Target Result** – View, Edit, Add ■ **Collection Detail Request** – View, Edit, Add ■ **Collection Detail Source Instance** – View, Edit, Add ■ **Collection Detail Source Type** – View, Edit, Add ■ **Collection Detail Summary** – View, Edit, Add ■ **Collection Matter** – View, Edit, Add ■ **Collection Source Instance** – View, Edit, Add ■ **Collection Source Instance Parameter** – View, Edit, Add ■ **Collection Source Type** – View, Edit, Add ■ **Collection Source Type Parameter Type** – View, Edit, Add ■ **Collection Source Type Criteria** – View, Edit, Add ■ **Custodian Target** – View, Edit, Add ■ **Entity** – View, Edit, Add ■ **Custom** – View, Edit, Add	■ **Entities** ■ **Collect** ○ Matters ○ Custodian Targets ○ Collections ○ Status Summary ○ Target Status ○ Collection Admin ○ Monitor	■ None

3 Matters

In Collect, a matter represents a legal action or case requiring you to collect electronic data from sources such as Collection source. 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.

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 32.

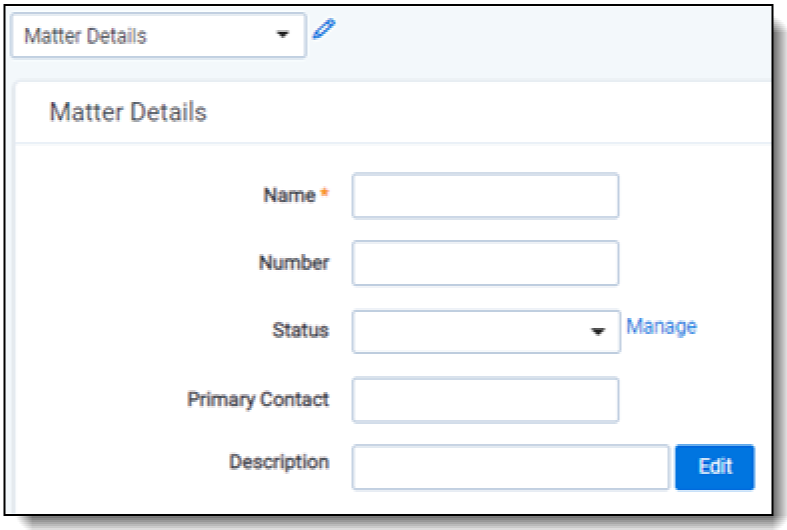
3.1.2 Matter Details layout fields

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**.

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

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



3.1.3 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 32.
  - **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 are associated with a collect job. You can create custodians and custodian targets on their respective tabs, or you can create them when adding a new collection.

The custodian target is the combination of data sources and custodians. The custodian target is an endpoint from which RelativityOne Collect can connect to. For example, a custodian's Microsoft Outlook account is a custodian target.For example, a custodian's X1 email endpoint is a custodian target.

A custodian in the collection has to exist or you need to create the custodian. This custodian also needs to be related to the data source. The data source is the location of files you are looking to collect. In this document, the source is Collection source. When the custodian and the data source unites in Collect, Collect then connects to the specific custodian in the data source.

Note: The auto-generation of targets is based on the custodian's email address. If the email address in Relativity matches the data source, the custodian target can be auto-generated in the project wizard. Use the information below to manually generate custodian targets.

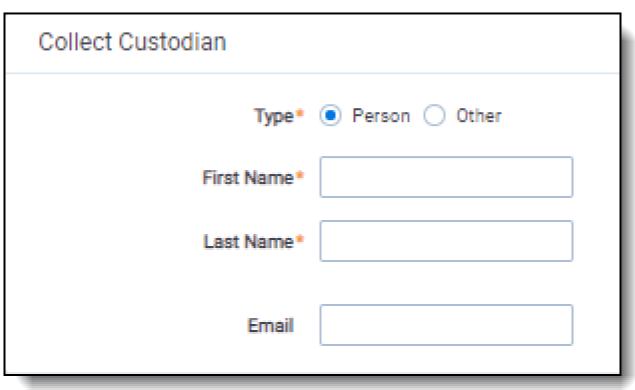
4.1 Custodians

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. To create a new custodian:

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

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



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.

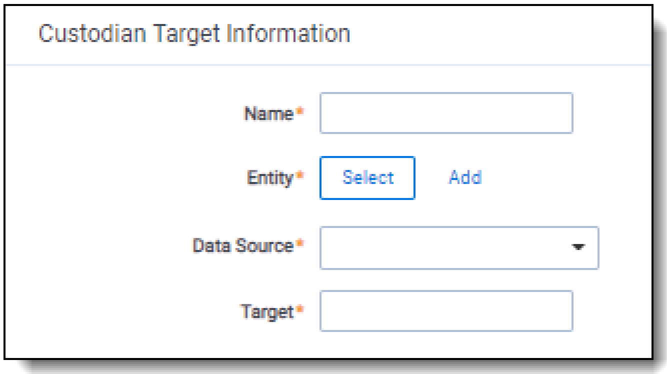
4.3 Custodian targets

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.

4.3.1 Creating a custodian target

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 22.
4. Enter the custodian's email address in the **Target** field.



4.3.2 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 39.

4.4 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.

4.4.1 Reviewing collection targets

The Target Status dashboard is available after generating targets. To learn how to generate targets for a collection, see Generate Targets on page 43. 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 45.
- **Error** - the collection did not run successfully and couldn't collect from the target.

5 Accessing Microsoft 365 tenants

Register the Relativity Collect application to access Microsoft 365. When registering the application, the Microsoft 365 administrator creates a Microsoft Application ID and secret. This ID and secret are used to configure data sources in Collect and provides access to the Office 365 tenants. You can register the application through Azure Portal or by registering the application permissions through the Microsoft App Registration Portal. After registering the application, request administrator consent. From there, it is possible to revoke application access.

5.1 Registering the application

Allow Relativity access by first registering the application in Microsoft 365. Register the application permissions through Azure Portal.

5.1.1 Running concurrent collection jobs

Collect supports one active collection job per registered Microsoft 365 Application ID. You can register the Relativity Collect application in Microsoft 365 more than one time and each registration is assigned a unique Application ID. If you are going to be running collections in more than one workspace, consider creating a separate Relativity Collect application registration in Microsoft 365 for each workspace in your Relativity instance.

Example 1
All data sources in Workspace A use Application ID 123456

All data sources in Workspace B use the same Application ID 123456

If a collection job is running in Workspace A, then no collection jobs can be started in Workspace B until the job in Workspace A finishes.

Example 2
All data sources in Workspace A use Application ID 123456

All data sources in Workspace B use Application ID 098765

Both workspaces can run a collection job at the same time since the Application IDs are different.

5.1.2 Registering the Collect application and setting permissions

Register your application permissions through Azure Portal to access tenants.

Start registering your app by following the steps below:

Note: This needs to be done on the client side by an Azure user with sufficient rights.

1. Open your Azure Portal.
2. Click **More Services**.
3. Search for and select **Azure Active Directory**.
4. In the left-navigation menu, click **App registrations**.
5. Click **New Registration**.
   This will open the Register an application page.

6. Enter an application name in the **Name** field.
7. Select **Accounts in this organizational directory only** as the supported account type.
8. Enter the redirect URL, http://localhost/, as the sign-on URL.
9. Click **Register**.

For more information on registering an application in Azure, see Microsoft's documentation.

From the app's page, add permissions to the web API. To add permissions, follow the steps below:

1. Click **API Permissions**.
2. Click **Add a permission**.
3. Click **Microsoft Graph**.
4. Select **Application Permissions**.
5. Select the following options from the Application Permissions section:
   - Calendars. - Read.
   - Contacts. - Read.
   - Files. - Read.All.
   - Mail. - Read.
   - Sites. - Read.All
   - User. - Read.All
6. Click **Add permissions**.
7. Click **Grant Permission**.

Finally, grant Admin consent for the API by following the steps below:

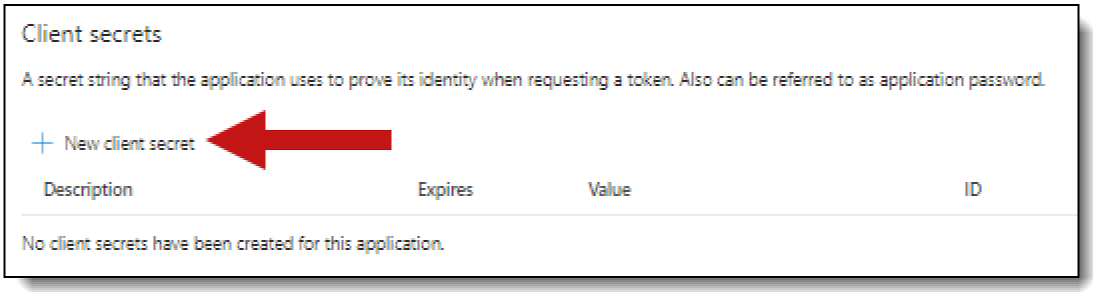
1. Click the **API Permissions** tab.
2. Click **Grant admin consent for [tenant]**.
3. In the pop-up window, click **Accept**.

Notes: If you do not have the ability to grant Admin consent for application permissions, you will need to find an Admin that can consent.

Once clicked, the window will show all permissions granted.

1. Verify all permissions have been granted.
2. Click **Accept** to grant the permissions.
3. In the left navigation menu, click **Certificates & secrets**.

4. Click **New client secret**.



5. Enter a description in the Description text box.
6. Set the expiration time frame to **Never**.
7. Click **Add**.
8. Click on the clipboard and copy secret to clipboard to paste in your text document.

> **Notes:** In this step you should copy the secret and save it as you will need it to set up your data sources in Collect. Microsoft will only show this secret this one time, there is no way to recover a secret if it is forgotten or lost.

Make a note of the application ID that Microsoft assigned to the app registration. This ID is also required for setup of data sources in Collect.

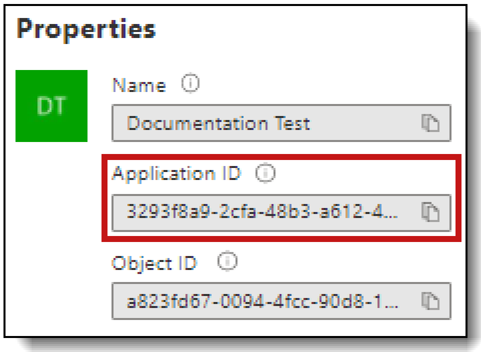
Provide your Relativity Admin the Application ID and the Client Secret for setup of Relativity Collect.

5.2 Finding Azure credentials

If an application is already created and you need to find the application information to complete the Source Connection step, follow the steps below:

In the Azure Portal,

1. Click Azure Active Directory.
2. In the left-navigation menu, click **Enterprise applications**.
3. In the list of applications, locate your application by filtering or sorting.
4. Click your application.
   This will open the application page.
5. In the left-navigation menu, click **Properties**.
6. Copy the Application ID.



5.3 Limiting Application Registration access to accounts

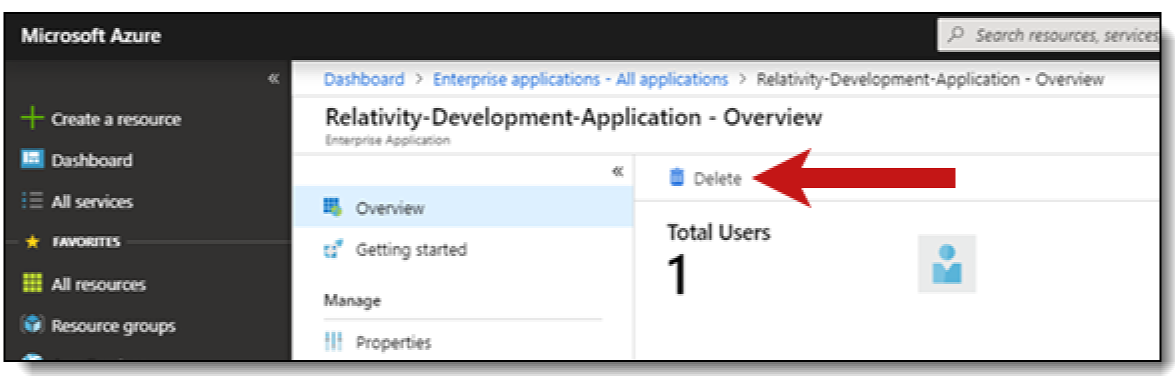
Limit the access of Relativity Collect to specific Microsoft user accounts and mailboxes by using the New-ApplicationAccessPolicy Powershell cmdlet. For more information, see Microsoft documentation.

5.4 Revoking Application Access

The application can be revoked from https://portal.azure.com or by using a PowerShell script. For more information, see Microsoft's documentation.

To revoke access from https://portal.azure.com,

1. Navigate to **Enterprise Application**.
2. Click **All applications**.
3. Locate your application.
4. Press the application link.
5. Press the **Delete**.



Relativity Collect no longer has access.

5.4.1 Revoking access via Powershell

Revoking access via Powershell can be done using the Remove-MsolServicePrincipal script. See below for an example of retrieving and deleting an application registration using Powershell.

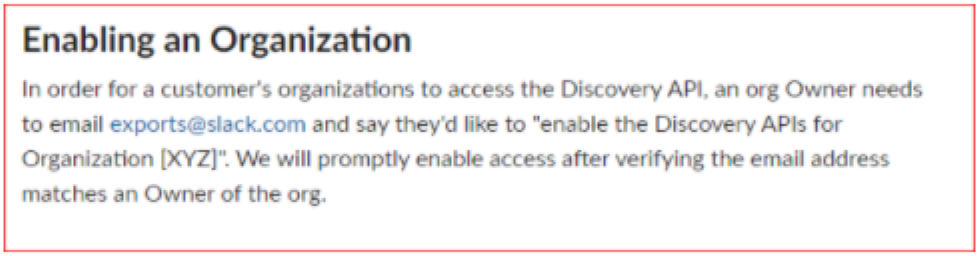
```
Get-MsolServicePrincipal -AppPrincipalId 19ab8a2e-ccce-4fa8-a9ee-eb16e220d602

 ExtensionData : System.Runtime.Serialization.ExtensionDataObject
AccountEnabled : True
 Addresses : {}
AppPrincipalId : 19ab8a2e-ccce-4fa8-a9ee-eb16e220d602
 DisplayName : Relativity-Development-Application
ObjectId : 51798fb3-e72c-4373-8c63-6e7d0dd63ad7
ServicePrincipalNames : {19ab8a2e-ccce-4fa8-a9ee-eb16e220d602}
 TrustedForDelegation : False

Remove-MsolServicePrincipal -AppPrincipalId 19ab8a2e-ccce-4fa8-a9ee-eb16e220d602
```

6 Setting up a Slack data source

There are specific steps to connect Slack to Relativity Collect when creating the data source. To set up the Slack data source, you will need to enable API access with Slack and then complete the data source settings in Relativity Collect.

6.1 Enabling an organization for API access

Your Slack organization must be on the Enterprise plan to gain access. Before Slack can be set up as a Collect data source, the Slack organization owner needs to email exports@slack.com to gain API access, see the details below.



Enabling an Organization

In order for a customer's organizations to access the Discovery API, an org Owner needs to email exports@slack.com and say they'd like to "enable the Discovery APIs for Organization [XYZ]". We will promptly enable access after verifying the email address matches an Owner of the org.

Once Slack as confirmed your Discovery APIs are enabled for your organization, proceed to set up your Slack data source in Relativity Collect.

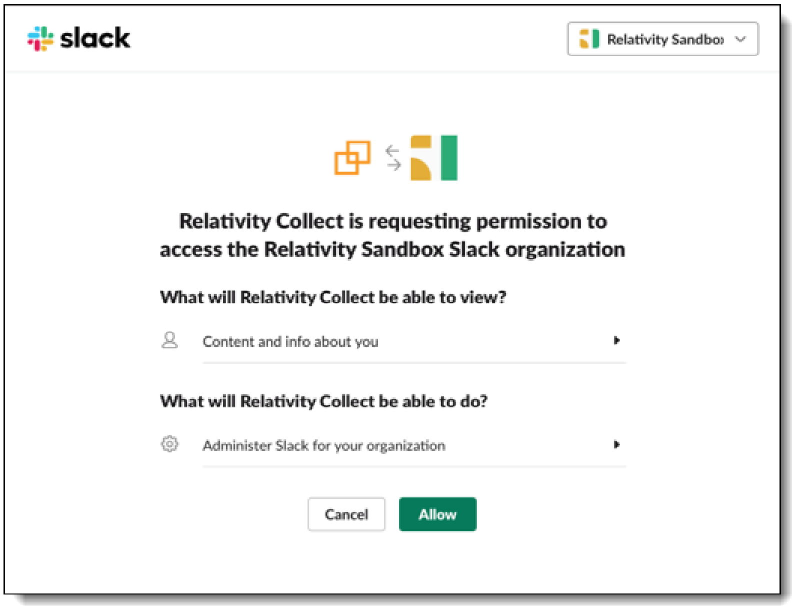
6.2 Setting up a Slack data source

After confirming that your Discover APIs are enabled, complete the set up process in Relativity Collect. To add the Slack data source, follow the steps below:

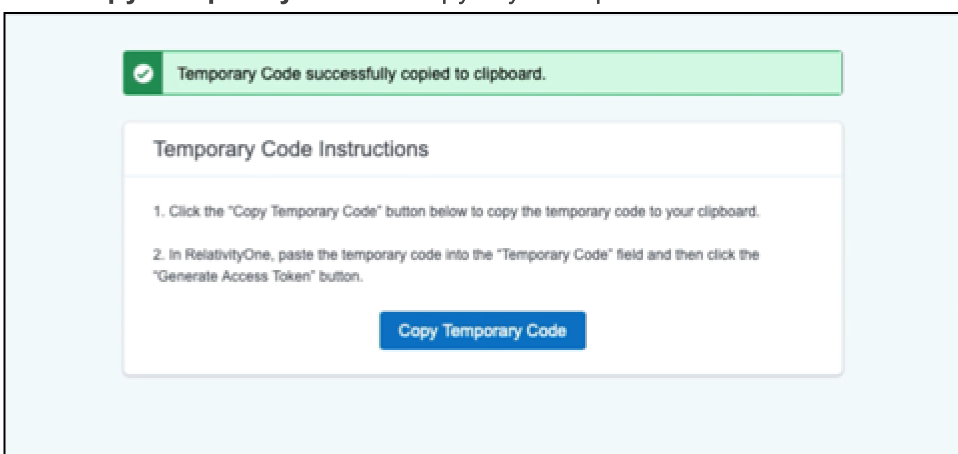
1. Within the Collect application, navigate to the **Collection Admin** tab.
2. Click the **New Collection Source Instance** button.
3. Enter in a unique name for the data source.
4. Select the **Slack** data source.
5. Click **Install Application**.
   After clicking the **Install Application**, a window from Slack window appears. If you're already logged in, you will see a window to authorize the Relativity Collect application. If you're not logged in, you should log in as the organization owner. Make sure you enter the organization URL when signing in. If you don't know your organization URL you can find it in the Overview section of **About This Workspace** in Slack.

   > **Notes:** Make sure you're choosing the right organization if you're logged into multiple. You can see the selected organization in the top right of the window.

6. In the window, click **Allow** button. .



7. After clicking **Allow** you will navigate in the same window to a page where you will copy a temporary token.
8. Click **Copy Temporary Code** to copy to your clipboard.



Once copied, you can close that window and return back to RelativityOne.

9. In Collect, paste the code in the **Temporary Code** field.
10. Click **Generate Access Token**.

The access token will be generated and populated in the Access Token field below.

Notes: Paste this token in the Access Token field in any other additional workspaces you want to setup.

11. Click **Save**.

7 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.

7.1 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.

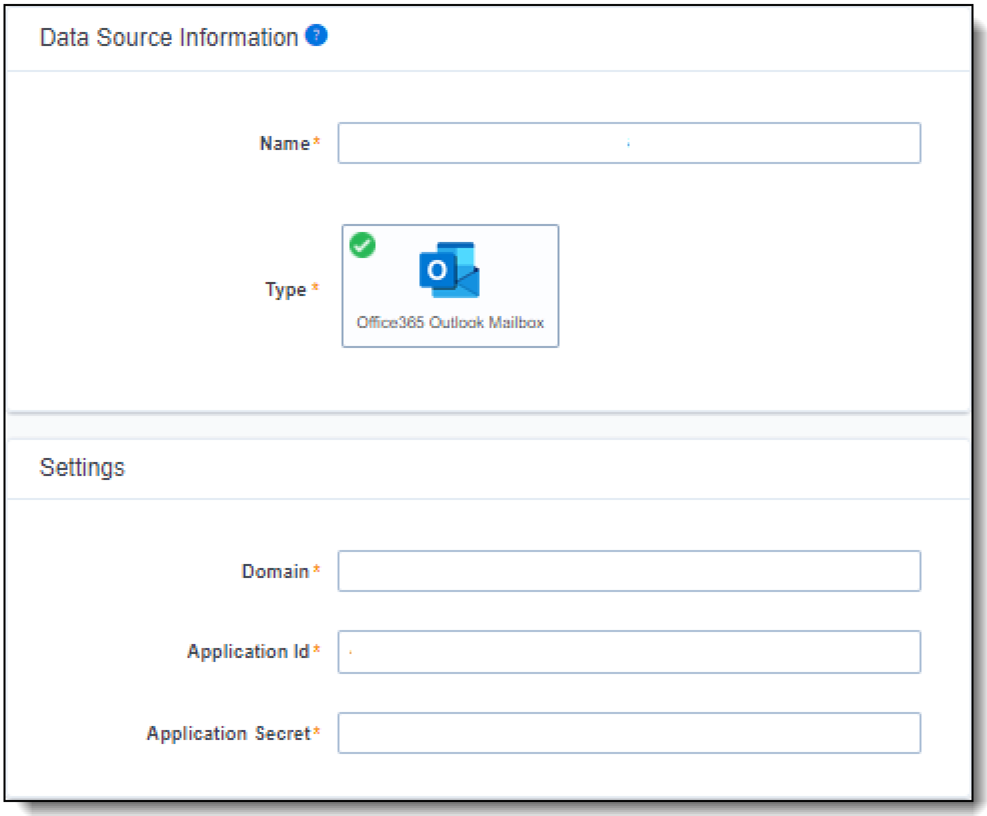
When creating data sources, you can select different types of data sources for obtaining files. These types include Microsoft 365 (Outlook and OneDrive), Slack, and X1. In this document, you will create a collect data source for Collection source.

It is possible to collect data placed on a preservation hold through Relativity Legal Hold. For more information on preserving Microsoft 365 data using Legal Hold, see the Legal Hold guide.

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:
   - **Microsoft 365 OneDrive** - select to collect data from OneDrive accounts. For more information, see Microsoft 365 OneDrive on page 22.
   - **Microsoft 365 Outlook Calendar** - select to collect meetings and appointments from a custodian's Outlook calendar. For more information, see Microsoft 365 Outlook Calendar on page 23.
   - **Microsoft 365 Outlook Contacts** - select to collect explicit contacts from a custodian's Outlook contact list. An explicit contact is one that the custodian manually added to their contact list. For more information, see Microsoft 365 Outlook Contacts on page 23.
   - **Microsoft 365 Outlook Mailbox** - select to collect data from Microsoft's email application. For more information, see Microsoft 365 Outlook mailbox on page 24.
   - **Slack** - select to collect data from an organization or custodian's Slack profile. For more information, see Slack on page 26. To get the steps to gather the temporary code and access token, see Setting up a Slack data source on page 18.
   - **X1 Emails** - select to collect data from a custodian's emails stored in an X1 endpoint. For more information, see X1 Emails on page 27.
   - **X1 Files** - select to collect data from a custodian's files stored in an X1 endpoint. For more information, see X1 Files on page 30.



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.

4. Enter the following information in Settings:

   Microsoft Settings

   - **Domain** - enter the Domain name of the Microsoft 365 tenant the collection is intended for.
   - **Application Id** - enter the Application ID created during registering the Collect application in Microsoft 365.
   - **Application secret** - enter the Application Secret created during registering the Collect application in Microsoft 365. For more information, see Accessing Microsoft 365 tenants on page 13.Google Workspace

   Slack Settings
   Setting up Slack includes steps outside of Relativity Collect. To get the steps to gather the temporary code and access token, see Setting up a Slack data source on page 18.

   - **Temporary Code** - enter the code provided by Slack after installing application. The Generate Slack Access token section provides steps to retrieve the Temporary Code and Access Token.
   - **Access Token** - enter the application token retrieved after authorizing Relativity as an application in Slack. For more information, see Slack documentation.

X1 Settings

- **X1 Enterprise Manager Endpoint URL** - enter the endpoint URL for the X1 Manager Service. An example of a URL is https://mapleproject.x1dev.com:8443/. For more information, see X1 documentation.
- **X1 Enterprise Manager Endpoint Port** - enter the port number used for Manager Service traffic.
- **X1 Downloader API Endpoint URL** - enter the endpoint URL for the X1 Downloader Service. An example of a URL is https://mapleproject.x1dev.com:8443/.
- **X1 Download API Endpoint Port** - enter the port number used for Downloader Service traffic.
- **Client ID** - enter the X1 Client ID found on the API Clients page in X1. For more information, see X1 documentation.
- **Client Secret** - enter the X1 secret OAuth token copied from the X1 user interface. For more information, see X1 documentation.
- **Project ID** - enter the Project ID found in the X1 user interface to automate X1E with a third party client via the API. For more information, see X1 documentation.
- **Project Path** - enter the Global Project Collection path found in the X1 user interface. For more information, see X1 documentation.
- **Target External ID** - enter the specific identifier of the email locations. Note that only the specified location will be searched.
- **Certificate Thumbprint** - enter the secured thumbprint that validates a self-signed SSL certificate. Locate the thumbprint in X1. For more information on locating the Certificate Thumbprint, see X1 documentation.

5. Click **Save**.

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

7.1.1 Data source types and properties

This section covers the different data sources that can be used in Collect. It also includes what can be searched within each data source. For more information on each data source types criteria, see Criteria on page 36.

7.1.1.1 Microsoft 365 OneDrive

The following table lists the filter criteria support for OneDrive collections.

Note: Relativity needs to be registered in Microsoft 365 before using this data source. For information on registering Relativity in Microsoft 365, see Accessing Microsoft 365 tenants on page 13.

Filter criteria

Property	Description	Example
File Extension	When you use the File Extension property in a query, the search returns all files that contain the entered file extension.	If you search “Contains docx,” your results include all Microsoft Word files saved with that extension.
Creation Date	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	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.
File Path	When you use the File Path property in a query, the search returns all messages equals/does not equal or contain the folder path entered.	If you search “Contains C:/documents/Relativity,” your results include all files within the listed folder and any folder beyond the file path entered.
File Name	When you use the File Name property in a query, the search returns all files that equals/does not equal or contain the value entered.	If you search “Equals Important_Document,” your results include all files with that text in the filename.
Keyword Search	When you use the Keyword Search property in a query, the search returns all files containing the searched text. For more information, see Criteria on page 36.	If you search “Relativity,” your results include all files that contain the searched text in the file.

7.1.1.2 Microsoft 365 Outlook Contacts

These properties are available for users to configure contacts (also called personal contacts) located in the personal address book of a user's mailbox. Relativity collects all contacts and no filter criteria is necessary.

Microsoft collects cached contacts, which are not contacts the user implicitly creates in Outlook. These contacts aren't collected by Relativity.

Note: Relativity needs to be registered in Microsoft 365 before using this data source. For information on registering Relativity in Microsoft 365, see Accessing Microsoft 365 tenants on page 13.

7.1.1.3 Microsoft 365 Outlook Calendar

The following table lists the filter criteria supported for calendar collections. Entering the start date and end data criteria is required for calendar collections.

Note: Relativity needs to be registered in Microsoft 365 before using this data source. For information on registering Relativity in Microsoft 365, see Accessing Microsoft 365 tenants on page 13.

Filter criteria

Property	Description	Example
Start Date	When you use the Start Date property in a query, the search returns calendar items 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, all calendar items on and between the two dates are returned.
End Date	When you use the End Date property in a query, the search returns all calendar items 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, all calendar items on and between the two dates are returned.

Note: The maximum supported date range is five years. Cannot progress to the next step if date range is longer than five years.

7.1.1.4 Microsoft 365 Outlook mailbox

Relativity collects all items in visible folders within Outlook's inbox and custom folders. Hidden folders cannot be collected.

Relativity Collect differs from collections run in Microsoft's Security and Compliance Center. One difference is that Relativity only collects visible folders within Outlook's inbox folder and custom folders. Visible folders don't include conversation history, notes, or tasks. Archived mailboxes are also not able to be collected, but an archived mailbox can be restored and then collected.

Another difference is the separation of calendar items and outlook contacts. Microsoft combines those two items with the Outlook mailbox. Relativity separates them into different data sources. For more information, see Microsoft 365 Outlook Contacts on the previous page and Microsoft 365 Outlook Calendar on the previous page.

The following table lists the filter criteria supported for mailbox collections.

Note: Relativity needs to be registered in Microsoft 365 before using this data source. For information on registering Relativity in Microsoft 365, see Accessing Microsoft 365 tenants on page 13.

Filter criteria

Property	Description	Example
Email To	When you use the Email To property in a query, the search returns all messages that contain the text in the Email To field.	If you search “@example.com,” your results include all messages sent to people with the @example.com in their email address.
Email From	When you use the Email From property in a query, the search returns all messages that contain the text in the Email From field.	If you search “@example.com,” your results include all messages sent by people with the @example.com in their email address.

Property	Description	Example
Email CC	When you use the Email From property in a query, the search returns all messages that contain the text in the Email CC field.	If you search “@example.com,” your results include all carbon copied messages received by people with the @example.com in their email address.
Email BCC	When you use the Email From property in a query, the search returns all messages that contain the text in the Email BCC field.	If you search “@example.com,” your results include all blind carbon copied messages received by people with the @example.com in their email address.
Email Sent Date	When you use the Email Sent 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 emails sent after January 1, 2001.
Email Received Date	When you use the Email Received Date property in a query, the search returns all messages that equal/doesn’t equal, greater/less than the date entered.	If you search “Less Than 1/1/2020,” your results include all emails received before January 1, 2020.
Keyword Search - Email Body	When you use the Keyword Search – Email Body property in a query, the search returns all messages email message contains the text you’re searching for. For more information, see Criteria on page 36.	If you search “Dear John,” your results include all messages that contain the text in email body. Note that this is not the same as searching for “Dear” OR “John”. In order to do that, you need to separate keyword by OR
Keyword Search - Email Metadata	When you use the Keyword Search – Metadata property in a query, the search returns all messages which the Email To, Email From, Email CC, or Email BCC fields contain the text you’re searching for.	If you search kritter@example.com, your results include all messages that have the text in the Email To, Email From, Email CC, or Email BCC fields.
Has Attachments	When you use the Has Attachments property, the search returns emails with or without attachments based on the True or False setting.	If you mark “True,” your results include all messages that include an attachment.
Parent Folder Path	When you use the Parent Folder Path property in a query, the	If you search "RelativityOne," your results include all emails in the folder and all emails within the child

Property	Description	Example
	search returns all messages in the folder that equal, doesn't equal, or contains the name entered. This includes all child folders within the parent folders.	folders listed under the "RelativityOne" parent folder.
Subject	When you use the Subject property, the search returns all messages that contains the search word or phrase in the email's title.	If you use the Subject property in a query, the search returns all messages that the subject line contains the text you're searching for. In other words, the query doesn't return only those messages that have an exact match. For example, if you search for subject “Quarterly Financials,” your results include messages with the subject “Quarterly Financials 2018.”

7.1.1.5 Slack

The following table lists the filter criteria supported for Slack collections. Entering the start date and end data criteria is required for Slack collections. Slack puts a limit on how far back a collection can be run. This time period is based on your organization's Slack enterprise retention policy. For more information, see Slack documentation.

Slack has a 200MB processing limit.

Archived Slack channels can be collected. Deleted Slack channels cannot be collected.

Note: Relativity needs to be registered in Slack before using this data source. For information on registering Relativity in Slack, see Slack documentation.

Filter criteria

Property	Description	Example
Channel Name (Only one instance of collection criteria may be applied to this field.)	When you use the Channel Name property, the search returns all message within the channels that contain the search word or phrase in the channel's name.	If you use the Channel Name property in a query, the search returns all messages that the channel name contains the text you're searching for. In other words, the query doesn't return only those messages from channels that have an exact match. For example, if you search for subject "finance_team," your results include messages from channels like finance_team_ project."
Slice Interval in Hours	When you use The Slice Interval in Hours property, the search returns all messages in a specific time range or defaults the slice interval to 24 hours.	If you search with a slice interval set to one hour and a conversation spans five hours, you will end up with five RSMFs after processing.
Start Date	When you use the Start Date property in a query, the search returns messages 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, all messages on and between the two dates are returned.
End Date	When you use the End Date property in a query, the search returns all messages 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, all messages on and between the two dates are returned.

7.1.1.6 X1 Emails

The following table lists the filter criteria supported for X1 Emails collections.

Note: Relativity needs to be registered in X1 before using this data source. For information on registering Relativity in X1, see X1 documentation.

Filter criteria

Property	Description	Example
Attachment Name	When you use the Attachment Name, the search returns all attachments that contain the text in the name of the attachment file.	If you search for "quarterly financial records," your search results will include the searched phrase from all attachments in X1 email data sources.
BCC	When you use the Email From property in a query, the search returns all messages that contain the text in the Email BCC field.	If you search “@example.-com,” your results include all blind carbon copied messages received by people with the @example.com in their email address.
CC	When you use the Email From property in a query, the search returns all messages that contain the text in the Email CC field.	If you search “@example.-com,” your results include all carbon copied mes-sages received by people with the @example.com in their email address.
Email Body	When you use the Email Body property in a query, the search returns all messages email message contains the text you’re searching for. For more information, see Cri-teria on page 36.	If you search “Dear John,” your results include all messages that contain the text in email body. Note that this is not the same as searching for “Dear” OR “John”. In order to do that, you need to separate keyword by OR
Folder Path	When you use the File Path property in a query, the search returns all messages equals/does not equal or contain the folder path entered.	If you search “Contains C:/-documents/Relativity,” your results include all files within the listed folder and any folder beyond the file path entered.
Free Form Search	Searches across all data sources simultaneously with general searching options. For more information on X1 searching, see Basic Search Commands and Advanced Search Command.	If you search for "quarterly financial records," your search results will include the searched phrase from all X1 email data sources.

Property	Description	Example
From	When you use the Email From property in a query, the search returns all messages that contain the text in the Email From field.	If you search “@example.-com,” your results include all messages sent by people with the @example.com in their email address.
Has Attach-ments	When you use the Has Attachments property, the search returns emails with or without attachments based on the Value setting.	If you mark toggle the Value setting On, your res-ults include all messages that include an attach-ment.
Indexing Status	When you use the Indexing Status property in the query, the search returns all files that contains, equals, or does not equal one of the listed indexing statuses. The list of statuses are Starting, Indexing, Finished, Paused, Queued, Error, Cancelled. For more information on Index-ing Statuses, see X1 documentation.	If you search Does Not Equal "Error," your search results will include all files without the Error index status.
Received Date	When you use the Email Received Date property in a query, the search returns all messages that equal/doesn’t equal, greater/less than the date entered.	If you search “Less Than 1/1/2020,” your results include all emails received before January 1, 2020.
Sent Date	When you use the Email Sent 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 res-ults include all emails sent after January 1, 2001.
Subject	When you use the Subject property, the search returns all messages that contains the search word or phrase in the email's title.	If you use the Subject prop-erty in a query, the search returns all messages which the subject line con-tains the text you’re searching for. In other words, the query doesn’t return only those mes-sages that have an exact match. For example, if you search for subject “Quarterly Financials,” your results include mes-sages with the subject “Quarterly Financials 2018”

Property	Description	Example
To	When you use the Email To property in a query, the search returns all messages that contain the text in the Email To field.	If you search “@example.-com,” your results include all messages sent to people with the @example.com in their email address.

7.1.1.7 X1 Files

The following table lists the filter criteria supported for X1 Files collections.

Note: Relativity needs to be registered in X1 before using this data source. For information on registering Relativity in X1, see X1 documentation.

Filter criteria

Property	Description	Example
Date Created	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 res-ults include all messages created after January 1, 2001.
Date Modified	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.
Document Type	When you use the Document Type property in a query, the search returns all documents that contain, equal, or does not equal what is entered.	If you search "spread-sheet, your results include Excel files.
Extension	When you use the File Extension property in a query, the search returns all files that contain the entered file exten-sion.	If you search “Contains docx,” your results include all Microsoft Word files saved with that extension.
Free Form Search	Searches across all data sources simultaneously with general searching options. For more information on X1 searching, see Basic Search Commands and Advanced Search Command.	If you search for "quarterly financial records," your search results will include the searched phrase from all X1 file data sources.
Indexing Status	When you use the Indexing Status property in the query, the search returns all files that contains, equals, or does not equal one of the listed indexing statuses. The list of statuses are Starting, Indexing, Finished, Paused, Queued, Error, Cancelled. For more information on Index-ing Statuses, see X1 documentation.	If you search Does Not Equal "Error," your search results will include all files without the Error index status.

Property	Description	Example
Name	When you use the File Name property in a query, the search returns all files that equals/does not equal or contain the value entered.	If you search “Equals Important_Document,” your results include all files with that text in the filename.
Path	When you use the File Path property in a query, the search returns all messages equals/does not equal or contain the folder path entered.	If you search “Contains C:/documents/Relativity,” your results include all files within the listed folder and any folder beyond the file path entered.

8 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 43.

8.1 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 39.

For information on running concurrent Microsoft 365 collection jobs, see Accessing Microsoft 365 tenants on page 13.

8.1.1 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.

8.1.1.1 Collection Details

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

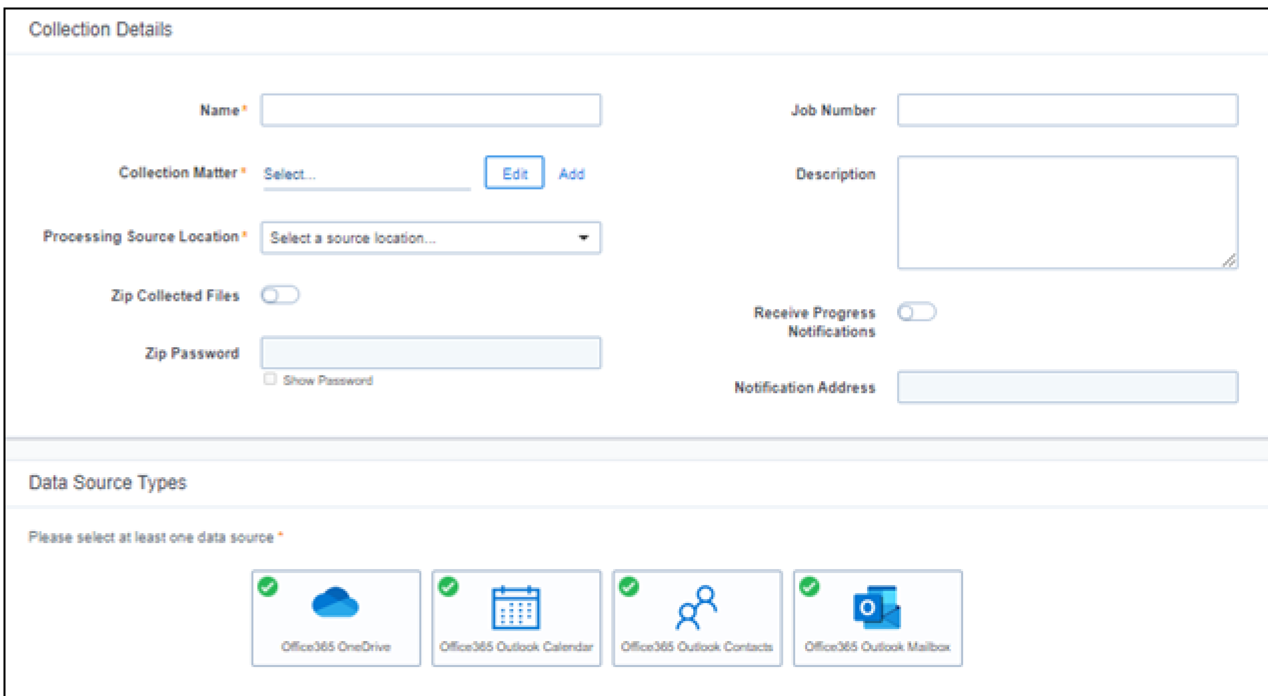
- **Name** - the name of the collection.
- **Collection Matter** - the name of the matter associated with this collection. Click **Edit** to select an existing matter or click **Add** to define a new one. See Creating a matter on page 8.
- **Processing Source Location** - the file repository for collected data to be stored for future processing of documents or for storing collected data. See Processing and Collect Store on page 47.

- **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 41.
- **Zip Password** - enter a password that is required by anyone attempting to decompress the ZIP64 container files.

> **Note:** If Relativity 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.

- **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 22.

(Click to expand)



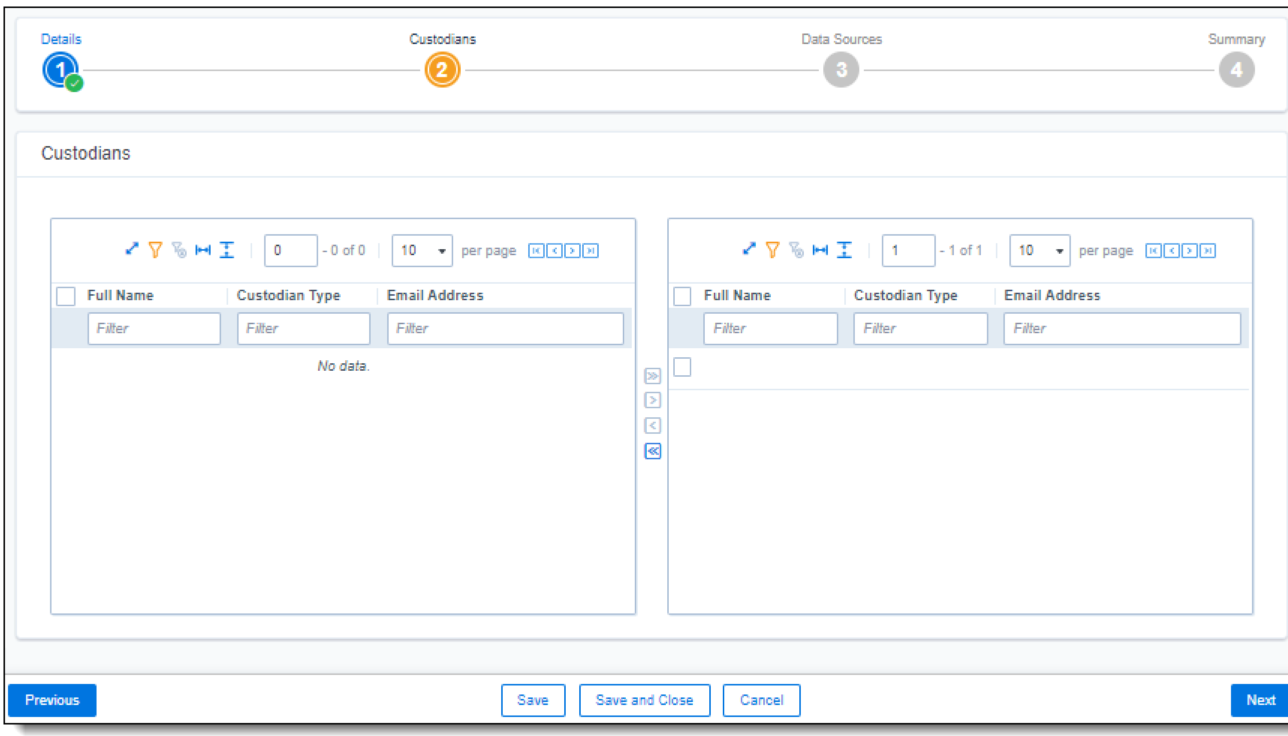
8.1.1.2 Custodians

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.

8.1.1.3 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.

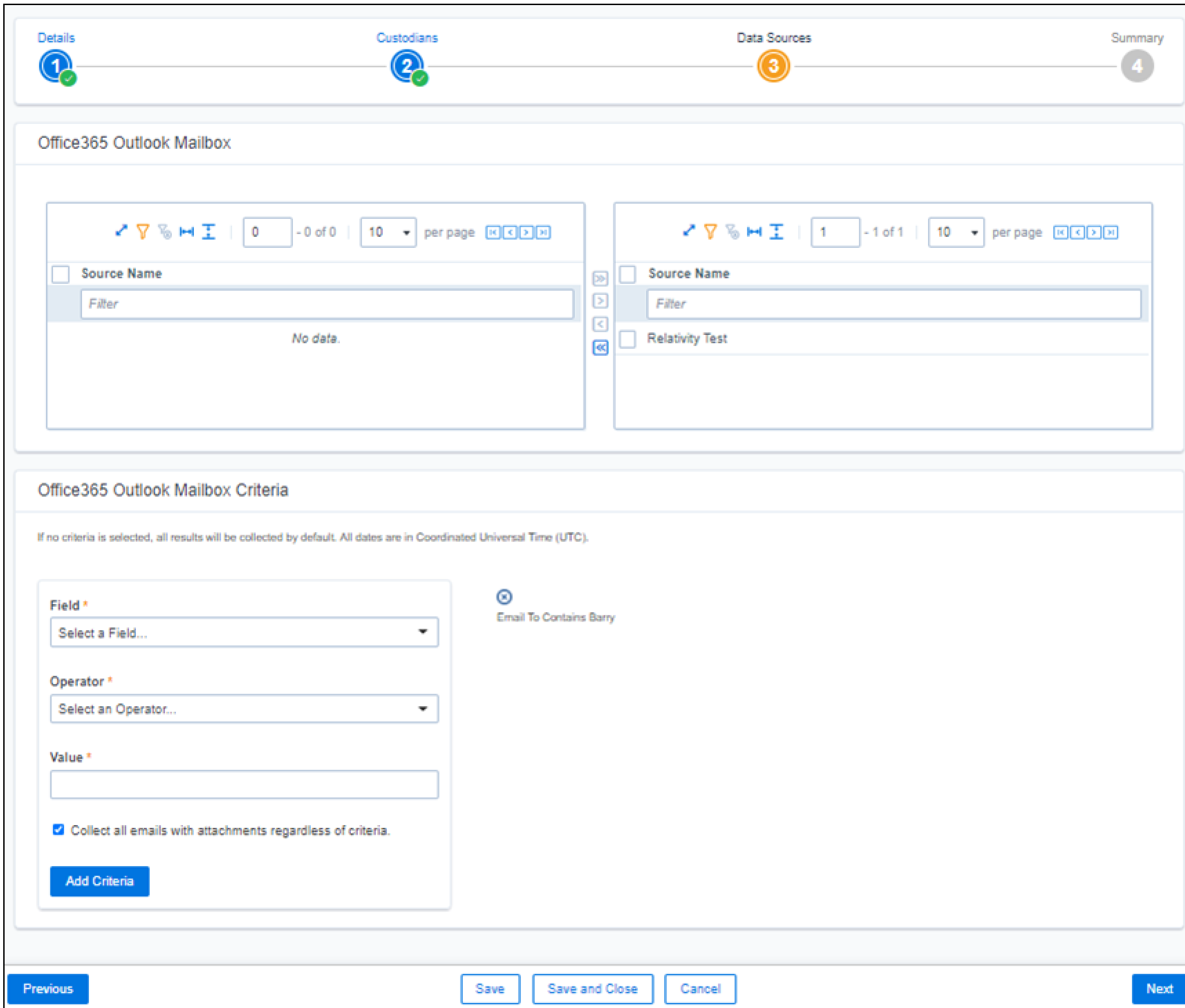
Data source criteria

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 the data you want to collect by adding criteria. The criteria options change based on the selected data source.

Microsoft 365 Outlook contact operators

All Outlook contacts are returned. There is no search criteria for Outlook contacts.

Microsoft 365 Outlook calendar operators

Start and end dates are required when using an Microsoft 365 Outlook Calendar data source. The maximum supported date range is five years. For example, it can be 1/1/2001 to 12/31/2006 but not 1/1/2000 to 12/31/2007.

Criteria	Operators
Start Date	Equals
End Date	Equals

Microsoft 365 OneDrive operators

When using search criteria to filter for Microsoft 365 OneDrive, different operators can return different results. Knowing the search operators is crucial.

The keyword search criteria uses the Search In operator. When using the Search In operator:

- Search for a phrase by entering the phrase without any OR operators into the Value text box.
  Example: acme corp contract
- Search for individual keywords by entering the keywords and separating them with an OR in the Value text box.
  Example: cat OR dog OR mouse

  Notes: Enter the OR operator with all capital letters. Keywords and phrases should be added in lower case only.

- Keywords hit on matches and if a word is prefixed with a keyword.
  Example: "Work" will return "workday" and "workplace"

Criteria	Operators
File Extension	Equal, Does Not Equal, Contains
File Path	Equal, Does Not Equal, Contains
File Name	Equal, Does Not Equal, Contains
Creation Date	Equals, Does Not Equal, Greater Than, Greater Than or Equals, Less Than, Less Than or Equals
Modification Date	Equals, Does Not Equal, Greater Than, Greater Than or Equals, Less Than, Less Than or Equals
Keyword Search	Search In

Note: For email, the date a message was received by a recipient or sent by the sender. For documents, the date a document was last modified.

Microsoft 365 Outlook Mailbox operators

When using search criteria to filter for Outlook Mailbox, different operators can return different results. For example, the search criteria uses Search In; it doesn't use Contains. When using the Search In operator:

- Search for a phrase by entering the phrase without any OR operators into the Value text box.
  Example: acme corp contract
- Search for individual keywords by entering the keywords and separating them with an OR in the Value text box.
  Example: cat OR dog OR mouse

  Notes: Enter the OR operator with all capital letters. Keywords and phrases should be added in lower case only.

- Keywords hit on matches and if a word is prefixed with a keyword.
  Example: "Work" will return "workday" and "workplace"

When using the Parent Folder Name criteria, listing a parent folder includes the child folders in the returned results.

Criteria	Operators
Email To	Contains
Email From	Equals, Contains
Email CC	Contains
Email BCC	Contains
Email Sent Date	Equals, Does Not Equal, Greater Than, Greater Than or Equals, Less Than, Less Than or Equals
Email Received Date	Equals, Does Not Equal, Greater Than, Greater Than or Equals, Less Than, Less Than or Equals
Keyword Search	Search In
Has Attachments	Equals, Does Not Equal
Parent Folder Name	Equals, Does Not Equal, Contains
Subject	Contains

For more information, see Microsoft Security and Compliance Center documentation.

Collecting preserved files

When running a collection with Microsoft data sources, all available files including preserved files are collected. No extra steps need to be taken to collect preserved files as they are automatically included in the collection.For more information on preserving data, see the Legal Hold guide.

When a Microsoft places a data source on a preservation hold, Microsoft creates a preservation hold library, a Recoverable Items folder. The addition of the Recoverable Items folder to Microsoft Exchange is another folder that can be collected. Collect can collect this folder because the Removable Items folder is an additional folder within a Microsoft data source.

When emails and files are on a preservation hold in Microsoft 365, Microsoft preserves original copies of any deleted or modified items. Preserved emails are found in the Recoverable Items folder and preserved files are found in the Preservation Library. Collect automatically collects from these file locations.

Relativity collects all versions of the document available in the preservation library. Collecting all versions of a document means that Relativity collects multiple versions of the same file with the corresponding SHA-256 hashes for each version of the data. If there were changes in the file version, the hash should be unique. For more information on hash identifiers, see Collect tab on page 32.

Slack operators

Start and end dates are required when using the Slack data source. The limit on how far back a collect can retrieve is based on your Slack Enterprise's Retention Policy.

Criteria Field	Operators
Channel Name	Equals
End Date	Less Than Or Equals
Slice Interval in Hours	Equals
Start Date	Greater Than Or Equals

If a Slack channel with same name exists across multiple Slack workspaces within a collection, Relativity Collect will collect all content in both channels in both workspaces.

The Slice Interval in Hours criteria defaults the slice interval to 24 hours. This means Relativity Collect will create one file for the conversations within that 24-hour interval. If the conversation goes beyond 24 hours, a second Relativity Short Message File (RSMF) will be created. Another example is if you have a slice interval set to one hour and a conversation spans five hours, you will end up with five RSMFs after processing.

When collecting data, deleted messages are included. Deleted messages are displayed in Relativity on the day they were deleted instead of the day they were sent. Also, when a deleted message includes an attachment, only the message is collected. Files sent as attachments without a message and then deleted, the metadata is available for 24 hours, but the file isn't collected. When messages in threads are deleted and then collected, the messages are displayed outside of the thread in the RSMF.

Conversations in public or private channels are collected for each day in the date range regardless if the custodian participated in that channel on a given day.

X1 Email operators

Setting criteria for X1 emails is not required.

Criteria Field	Operators
Attachment Name	Contains, Does Not Equal, Equals
BCC	Contains, Does Not Equal, Equals
CC	Contains, Does Not Equal, Equals
Email Body	Contains

Criteria Field	Operators
Folder Path	Contains, Does Not Equal, Equals
Free Form Search	Equals
From	Contains, Does Not Equal, Equals
Has Attachments	Equals
Indexing Status	Contains, Does Not Equal, Equals
Received Date	Equals, Greater Than, Greater Than or Equals, Less Than, Less Than or Equals
Sent Date	Equals, Greater Than, Greater Than or Equals, Less Than, Less Than or Equals
Subject	Contains, Does Not Equal, Equals
To	Contains, Does Not Equal, Equals

X1 File operators

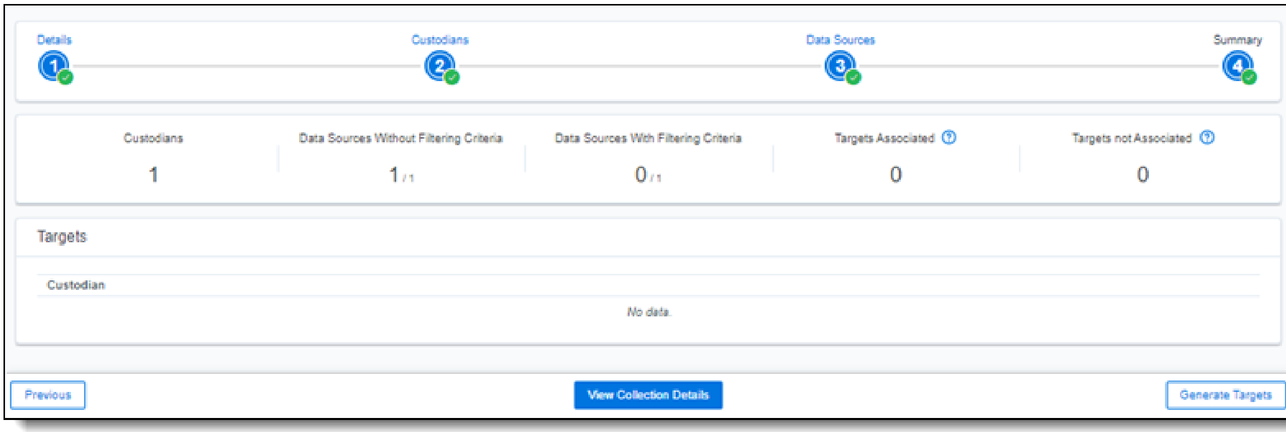
Setting criteria for X1 files is not required.

Criteria Field	Operators
Date Created	Equals, Greater Than, Greater Than or Equals, Less Than, Less Than or Equals
Date Modified	Equals, Greater Than, Greater Than or Equals, Less Than, Less Than or Equals
Document Type	Contains, Does Not Equal, Equals
Extension	Contains, Does Not Equal, Equals
Free Form Search	Equals
Indexing Status	Contains, Does Not Equal, Equals
Name	Contains, Does Not Equal, Equals
Path	Contains, Does Not Equal, Equals

8.1.1.4 Collection Summary

Complete the creation of the collection by reviewing all steps, custodians, data sources, and targets, before finalizing. If Microsoft 365, X1custodian 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've 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.

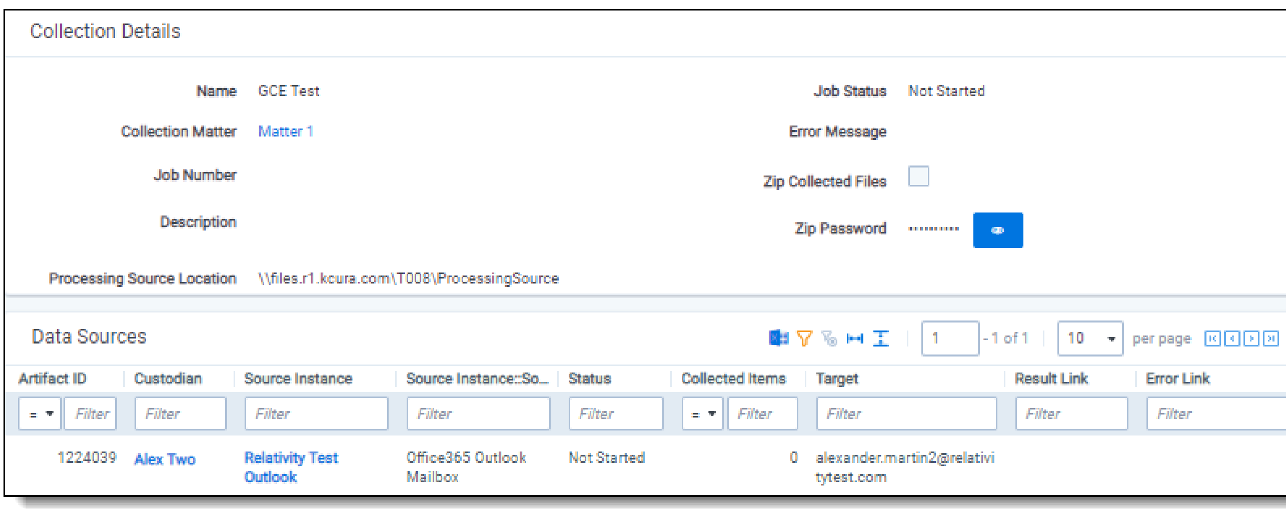
Complete the collection setup by clicking **View Collection Details**. Once you finish creating the collection, it redirects you to the Collection Details page. From the Collection Details page, you can run the collection from the Collection Summary above. For more information, see Collection Console.



8.2 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 32.

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



- **Collection Details** - lists the information that you entered or selected when you created the collection:
  - **Name** - the name given to the collection.
  - **Collection Matter** - the matter used in the collection.
  - **Job Number** - a number assigned to the job for reporting purposes.
  - **Description** - a description of the collection used for reporting purposes.

- **Job Status** - the status of the collection (New, Not Started, Started, Completed, Error, Completed with Errors)

- **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.
  - **Data Sources Name** - the name of the data source associated with the collection.
  - **Data Source Target** - 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 45.
    - **Error** - the collection failed. For more information, see Graph Error Codes on page 45.
  - **Collected Items** - the number of email files collected from the target.
  - **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 32.
  - **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 32.

8.2.1 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.

8.2.2 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.

8.2.2.1 Path names

When data is collected there is a 260-character limit on file paths and when it is reached, Relativity truncates the path name. The full path name for exported items includes the item's original location. If a truncated full path name already exists, a version number is added to the end of the file name; for example, statusmessage(2).msg.

8.2.2.2 File Names

Modifications of file names happens for documents that have been deleted from a Microsoft SharePoint or OneDrive for Business site that's been placed on a preservation hold. After a file on a site hold is deleted, the file document is automatically moved to the Preservation Hold library for the site, which is a folder created when the site was placed on hold.

Files names on a preservation hold

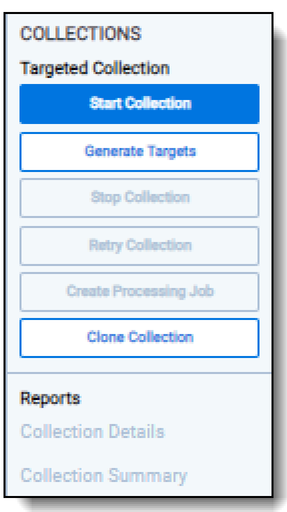
When the deleted document is moved to the Preservation Hold library, a randomly generated and unique ID is appended to the original file name of the document. For example, if the file name for a document is *FY2017Budget.xlsx* and that document is later deleted and then moved to the Preservation Hold library, the file name of the document that is moved to the Preservation Hold library is modified. For example, the file name is modified to something like *FY2017Budget_DEAF727D-0478-4A7F-87DE-5487F033C81A2000-07-05T10-37-55.xlsx*.

When a document on a site that's on hold is modified and versioning for the document library in the site has been enabled, a copy of the file is automatically created in the Preservation Hold library. In this case, a randomly generated and unique ID is also appended to the file name of the document that's copied to the Preservation Hold library.

The reason why file names of moved or copied documents to the Preservation Hold library is to prevent conflicting file names. For more information about placing a hold on sites and the Preservation Hold library, see Overview of in-place hold in SharePoint Server 2016.

8.3 Collect console

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



8.3.1 Generate Targets

Generate the targets to retrieve all known Collect targets based on the custodians and data sources selected. These data sources don't include Slack.

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.

8.3.2 Start Collection

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

Note: Only one collection can be ran at a time.

8.3.3 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.

8.3.4 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.

8.3.5 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.

8.3.6 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.

8.3.7 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.

9 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.

9.1 Running reports

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

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

9.1.1 Collection Summary report

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

This report also includes filters that were used at any point in the collection. For example, if a modification data that is great or equals to 1/1/2010 is added at the _____ criteria level, then that filter is listed below the summary report table.

9.1.2 Collection Details report

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

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

9.1.3 Results report

The Results report is a CSV file download of the results collected from the target. If no results, the file is empty.

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

9.1.3.1 Hash identifier - SHA-256

Inside the spreadsheet there is an electronic fingerprint named SHA-256. When collecting documents, Microsoft adds the SHA-256 hash identifiers and then stores the hashes. A user can verify the original file by matching the SHA-256 identifiers. For more information, see Microsoft's Retention Policies.

The SHA-256 is included in the Results report file and the Collection details report files.

9.1.4 Errors report

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

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

9.1.4.1 Errors.csv

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

9.1.4.2 Graph Error Codes

The Graph Error Codes category of error codes will occur if there is an issue with Graph when downloading an item. For more information, see Microsoft's Graph Errors documentation. There are different error categories. Handle each category error following instructions below. If the suggested resolutions don't fix the issue or if the code is not listed, contact Relativity Support at support@relativity.com.

Transient

Transient errors appear in the report if the Microsoft Graph API has received too many requests in too short a time. If these errors appear, then the collection is putting too much pressure on external services. Retry the collection later.

- activityLimitReached
- quotaLimitReached
- serviceNotAvailable

Authentication

These errors deal with authentication of the Collect application. Check the Microsoft Azure application associated with the collection source instance and ensure it has the proper permissions.

- accessDenied
- notAllowed
- unauthenticated

For more information, see Accessing Microsoft 365 tenants on page 13.

Modification

Modification errors appear when data changes between discovery and download. For example, moving data would cause a modification error. Restart the collection to resolve the error.

- itemNotFound
- resourceModified

File

The Microsoft Graph API prevents Relativity from collecting items marked as malware. Items marked as malware will always error. Relativity doesn't collect these files. To download these items, you must download them manually.

- malwareDetected

The other error codes shouldn’t appear in Errors file, as they either deal with the uploading of data (which Collect doesn't do) or they deal with a malformed request, which indicates a bug. If they appear, contact Relativity Support at support@relativity.com.

HTTP Errors

This error category occurs alongside Graph errors, as well as in a few other cases. For example, an HTTP error occurs when a file stream doesn't download. If the suggested resolution does not fix the issue or if the code is not listed, contact Relativity Support at support@relativity.com.

Of the HTTP error codes, here are examples of some that may appear:

- **400: Bad Request** - the application requested a resource improperly. If this occurs, contact Relativity Support at support@relativity.com.
- **401: Unauthorized** - the application doesn't have the proper permissions and the app key is correct.
- **403: Forbidden** - the application doesn’t have the permissions and the app key is correct. These may also be associated with attempting to download a file with malware (see malwareDetected).
- **404: Not Found** - an item was moved between discovery and downloading. Restart the collection.
- **429: Too Many Requests** – the application has received more requests than it can handle. Retry the collection later.
- **504: Gateway Timeout** – this is related to the stability of the tenant being collected from. Retry the collection again later.
- **509: Bandwidth Limit Exceeded** – the application cannot support the amount of bandwidth needed. Retry the collection again later.

Other Errors

InvalidOperationException ("The item's downloaded hash does not match Microsoft's reported hash value.") – this occurs if the downloaded item's hash identifier and Microsoft's hash identifier differs. This error usually indicates something happened with the download that caused the data to become corrupted and can represent a transient error. Retry running the collection.

ArgumentExceptions ("Non-file attached to...") - these exceptions occur when something other than a file is attached to an event or message. Relativity does not collect these items.

There are messages indicating that there was an issue creating a VCard, MIME, or iCal object. These indicate that there was an error translating Microsoft's response on these items into files, and are usually bugs in the Collection application. contact Relativity Support at support@relativity.com.

There are messages indicating problems writing files to the file share. In this case, download went correctly, but there is an issue with the Relativity File Share preventing the write. contact Relativity Support at support@relativity.com.

10 Collect Store

Large volumes of raw collected evidence 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 32.

10.1 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 32.

10.2 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.

11 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.