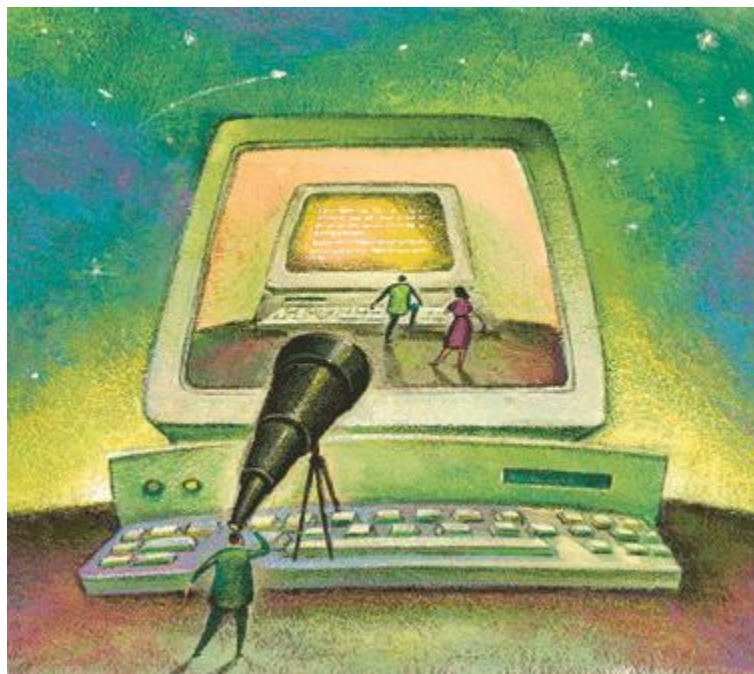


Discovery Attender for Exchange



Version 3.0

Sherpa Software • 456 Washington Rd • Bridgeville, PA 15017

p. (412) 206-0005 • f. (412) 206-0018

info@sherpasoftware.com • www.sherpasoftware.com

TABLE OF CONTENTS

Introduction	4
Product History	4
Release Schedule	4
Supported Platforms	4
Product Benefits	5
Automate Time Intensive Tasks	5
Reduce the Costs Associated with Search and Discovery	5
Secure Potential Evidence	5
Mitigate Legal Liability	5
Reduce Your Exposure	5
Key Feature Description	6
Product Overview	7
Searching	7
Creating a Search	8
Result Handling	10
Deduplication	10
Exporting Results	11
Reporting	11
Case Studies	12
Customer: IT Administrator, Small Company	12
Background	12
Outcome	12
Customer: Litigation Support Department, Large Law Firm	12
Background	12
Outcome	12
Customer: Security Department, Large Manufacturer	13
Background	13

Outcome	13
Customer: IT Administrator, City Government	13
Background	13
Outcome	13
System Requirements	14
Installation Notes	15
Frequently Asked Questions	16
Contact Information	22

Example Screens

Figure 1: Discovery Attender: Main Console.....	7
Figure 2: Discovery Attender: Search Wizard – Choose Address	8
Figure 3: Discovery Attender: Search Wizard – Result Options	9
Figure 4: Discovery Attender: Searches In Progress screen	9
Figure 5: Discovery Attender: Result Details screen	10
Figure 6: Discovery Attender: Detail Report	11

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INTRODUCTION

Discovery Attender for Exchange is a software tool designed to automate the search and collection of electronically stored information (ESI). This stand-alone application helps you find data residing in PST files, Exchange mail stores and file servers with a cost-effective, reproducible methodology. Whether you are involved in litigation, compliance, e-discovery, internal audits, or simply need assistance culling mountains of data, Discovery Attender serves as a user friendly tool that will efficiently gather and produce responsive information in a timely, defensible manner.

PRODUCT HISTORY

Discovery Attender was created to address dedicated keyword searching with results management for the file storage areas and Exchange information stores. The technology was introduced with our content management tool Mail Attender, and was spun off into its own product in early 2004. Since then, the functionality has been expanded based on industry analysis and customer requests.

RELEASE SCHEDULE

Major versions of Discovery Attender are released approximately once a year, with each version expected to contain significant new features enhancing searching and result management capabilities. In addition, intermediate versions featuring incremental upgrades are released approximately twice a year and as needed.

SUPPORTED PLATFORMS

Discovery Attender was designed for searching Exchange mail stores and file shares on a Windows platform. It has been tested on Exchange 5.5, through 2007 and Outlook versions 98 through 2007. The product can be installed on Windows 2000 through Windows Vista and Server 2008 platforms.

Discovery Attender can search files on any Windows network share, regardless of the file server operating system as long as the proper permissions and connectivity are available to the machine where Discovery Attender is installed.

For a current list of supported file formats for searching, please reference the Help document integrated into Discovery Attender.

PRODUCT BENEFITS

AUTOMATE TIME INTENSIVE TASKS

Searching through a high volume of electronic data can take hundreds of hours to complete manually or with unproductive tools. With the help of Discovery Attender, you can work more effectively to meet short deadlines. The product's extensive search criteria (including addresses, keywords, pattern matching, dates and more) combines with the ability to access multiple locations concurrently to save valuable time and make finding critical data a breeze.

REDUCE THE COSTS ASSOCIATED WITH SEARCH AND DISCOVERY

Without the right software tools, locating and recovering information for legal discovery can become a significant expense to budget conscious organizations. Discovery Attender is a cost-effective tool that allows you to efficiently collect, search and filter data from PST files, live Microsoft Exchange mail stores and network file servers. You will be able to cut down on review and production costs by generating only relevant, responsive data.

SECURE POTENTIAL EVIDENCE

Once significant information is located, it must be kept in a safe and secure location to avoid spoliation. Any maltreatment of data could result in fines, adverse judgments or exclusion of evidence. Discovery Attender helps you to export information to a central repository for safekeeping. Messages can be copied to PST or .Msg format, file results can be exported in their native format to keep your chain of custody protected.

MITIGATE LEGAL LIABILITY

Electronically stored information such as email is commonly used as evidence in lawsuits and criminal cases. By auditing employee usage, you can be proactive in reducing the risk of claims and workplace lawsuits. Discovery Attender can provide comprehensive reports for a full audit trail before litigation becomes necessary.

REDUCE YOUR EXPOSURE

Email and other types of computer-generated information are the life blood of most companies. Unfortunately, electronic communications can be misused or contain information inappropriate to your business. Discovery Attender can be used to monitor data on an ongoing basis, enabling you to maintain control over content and protect against data leaks and other potential liabilities.

KEY FEATURES

Discovery Attender is renowned for its ease of use and small footprint. An intuitive Search Wizard guides you in selecting from an expansive set of search criteria. Searches are multi-threaded, effortlessly handling complex criteria from multiple custodians on different platforms. Once relevant data is located, you can generate reports, view responsive documents, organize results and export relevant items to a secure location for further investigation or litigation hold.

Discovery Attender delivers a robust feature set that is unmatched in its price category. It can automate the collection of electronically stored information across multiple data stores to produce significant time savings. In addition, the flexibility of the search criteria will help address the most challenging of requests. Searches can be customized by keywords (including wildcards, Boolean, proximity, Regular Expressions and more), addresses, dates and sizes over many common file formats.

Once you've completed a search, you'll find a number of features to assist in managing, viewing, and exporting your results. Among the features available in the tool are deduplication, indexing, annotation and hashing. Export formats include PST or native format (including .MSG files for email messages).

All actions are tracked to the individual result level. Discovery Attender maintains a meticulous log for every search, action and export recording who searched what, where, when and how. In addition to standard reports and views, back-end databases are fully accessible with a detailed schema for customized reporting.

Discovery Attender runs as an application on any Microsoft Windows based laptop, desktop, or server. In order to enhance performance, searches are multi-threaded to take advantage of multiple processors. It is also possible to optimize the number of concurrent tasks to the power of the local machine.

The non-intrusive architecture means that no plug-ins or tools are needed on your Microsoft Exchange servers. Installation is quick; you'll be ready to search in fifteen minutes. You just need the proper permissions, a copy of Outlook, and connectivity to your data stores to begin your search and discovery.

PRODUCT OVERVIEW

All tasks in Discovery Attender are handled through a common application interface, the Main Console, which controls the processing, management and summary of searches. This view is the gateway to functionality including the Search Wizard, which helps you create custom searches, and the Result Details screen with tools to view, organize, and export the results of searches.

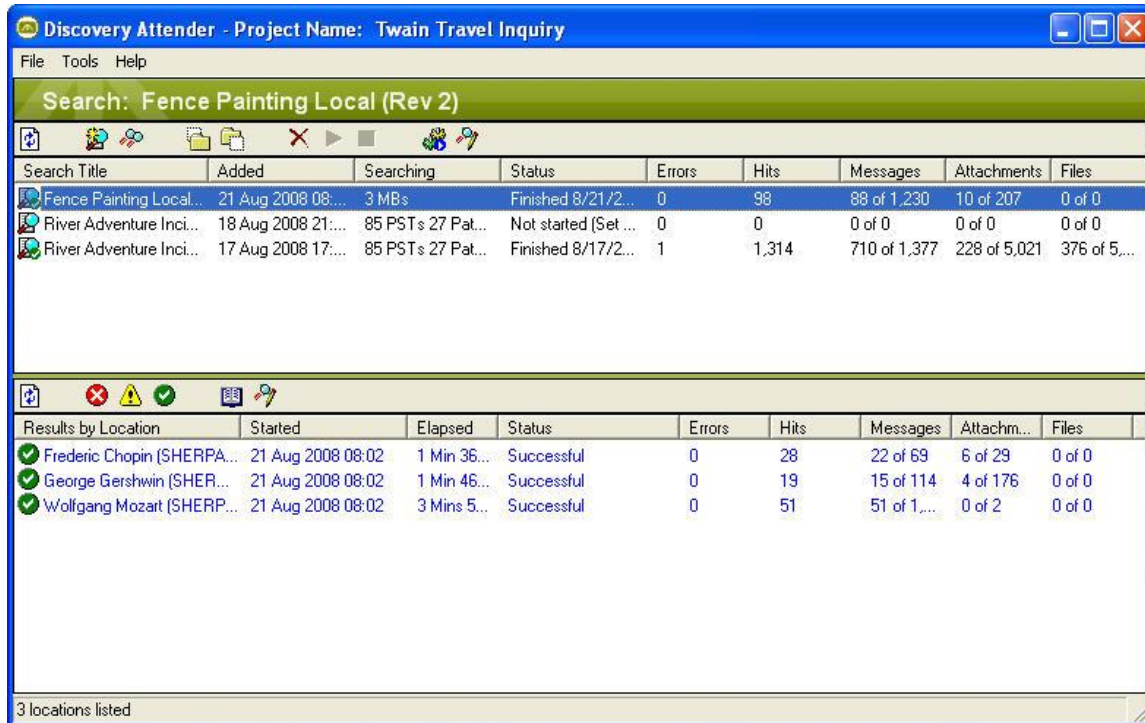


FIGURE 1: DISCOVERY ATTENDER: MAIN CONSOLE

SEARCHING

Discovery Attender can be used to search for individual messages, attachments or files from the following sources:

- Exchange Mailboxes
- Exchange Public Folders
- Outlook Personal Folders (PST files)
- File Servers and Network Hard Drive

The dataset to be searched can be as expansive or restricted as you wish. You can search an entire Exchange server or individual mailboxes, an entire file server, or just selected paths.

CREATING A SEARCH

Discovery Attender employs an easy-to-use Search Wizard to assist you in specifying their search criteria and identifying the types of results to return. Among the criteria that can be used for searching are:

- Keywords
- Addresses (for email)
- Dates
- Sizes
- Message Types (for email)
- File Types
- Folder Names

As criteria selections are made, wizard pages are adjusted to reveal screens where search parameters may be further customized. This dynamic method of building a search request helps you identify the exact results to return. For example, clicking the checkbox for including address criteria in the search triggers a subsequent screen showing the variety of Address criteria options seen below:

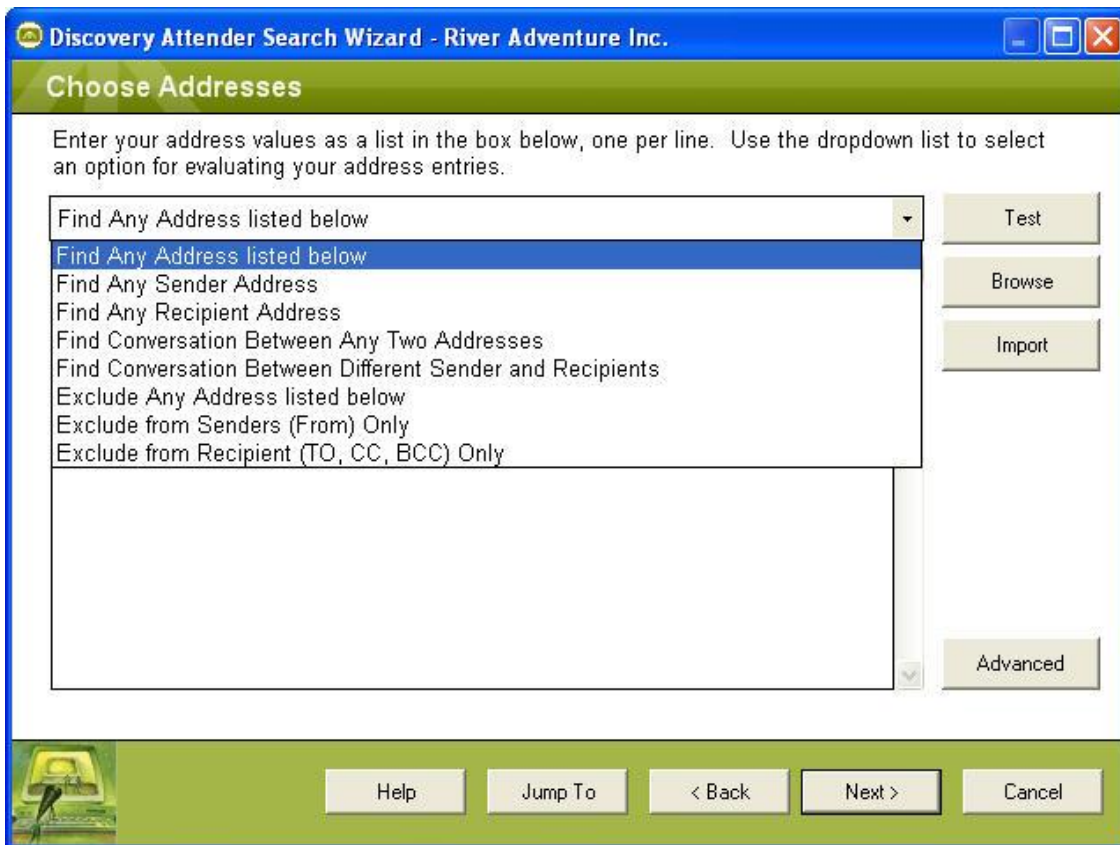


FIGURE 2: DISCOVERY ATTENDER: SEARCH WIZARD – CHOOSE ADDRESS

You can make the most of their searches by setting a variety of result options. Among the choices are automatic labels (using a secondary set of criteria), MD-5 hashes, indexing for further keyword searching, local message caches and text parsing.

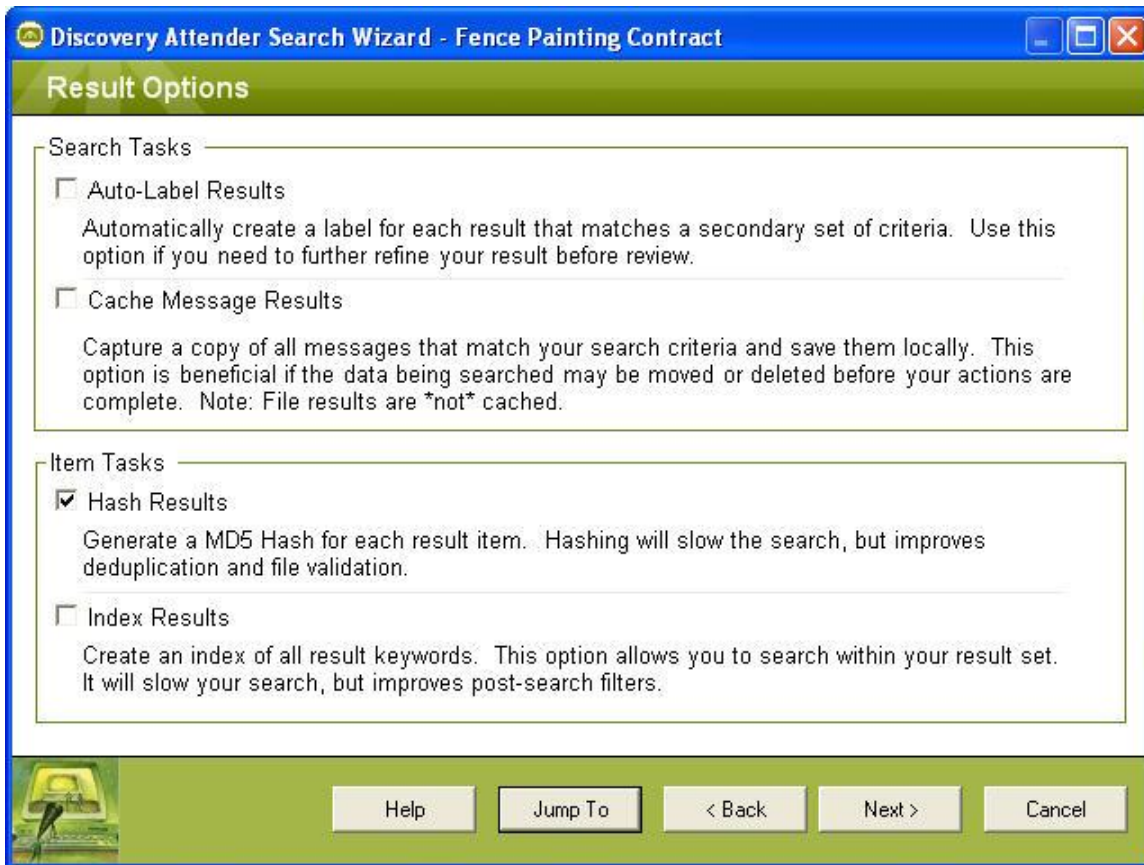


FIGURE 3: DISCOVERY ATTENDER: SEARCH WIZARD – RESULT OPTIONS

Once a search has been assembled using the wizard, Discovery Attender will begin processing the individual tasks. By default, five locations are searched concurrently, but this number is customizable. As each target finishes, the next data store in the queue will initialize and begin processing.

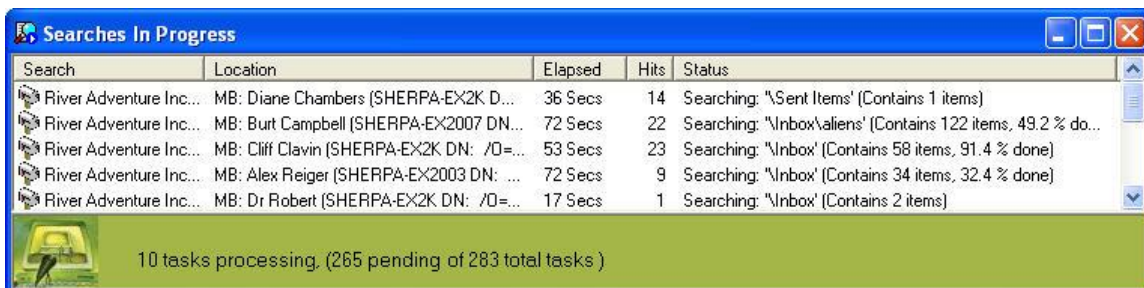


FIGURE 4: DISCOVERY ATTENDER: SEARCHES IN PROGRESS SCREEN

RESULT HANDLING

The Result Details screen presents a variety of methods for managing the result set. By using this screen, you can filter, organize and sort data in views to further digest their search results.

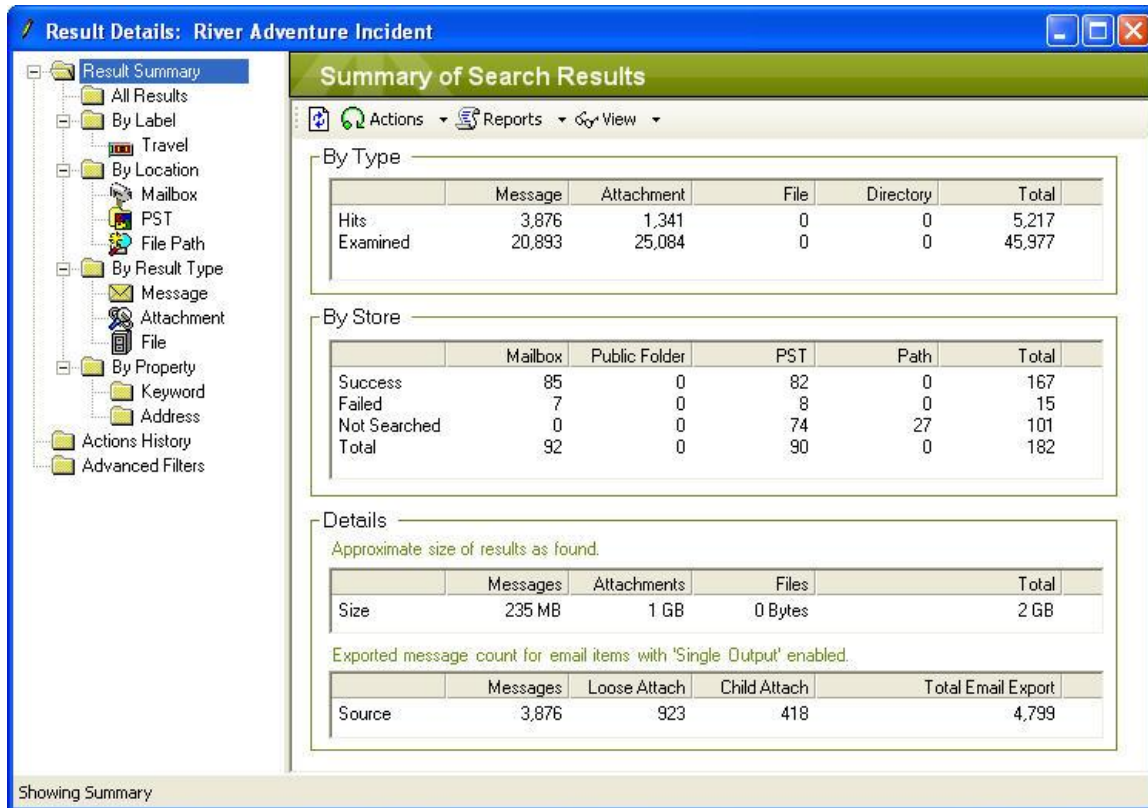


FIGURE 5: DISCOVERY ATTENDER: RESULT DETAILS SCREEN

Discovery Attender provides built-in functionality to produce responsive items including removing duplicates from the result set and exporting files or messages. In addition, you will find it easy to organize items with such helpful features such as grouping with labels and user-defined tags, annotating individual items and parsing results based on keywords or addresses.

DEDUPLICATION

Many of the items found in a result set are duplicates of one another. For example, one email sent to five people in your organization could produce six copies of the same message in your collection. To prevent wasted effort, Discovery Attender can remove or hide duplicate results based on user-selected criteria. You will always have the option to see and export the full set of results, or view the duplicates of any individual item.

EXPORTING RESULTS

Once a result set is generated, you often need to produce these responsive items for another party. With Discovery Attender, you can export (copy or move) items into PST files, .MSG files or other native formats.

When exporting to a mail container such as a PST file, you are given a variety of choices including output format (ASCII or Unicode), internal folder structure, export size checking, and automatic PST creation.

If you choose to export message items individually, Discovery Attender can save messages to MSG format, which is opened by Outlook. The exported MSG names can be customized while the file retains any attachments and metadata that existed in the original message.

Files and other non-message results are exported in native format to a user selected location with metadata intact. If needed, there is also an option to recreate the original folder storage structure of the source item.

REPORTING

Discovery Attender includes a number of reporting options. Any list view or summary can be exported to a CSV format. In addition, a number of HTML formatted reports are included with Discovery Attender.

The Detail report is especially useful as it shows all the relevant facts (dates, original location, copy location, etc.) for each result item. These reports are easy to reference. Simply save them to a location of your choice or include them in the production set.

List of Results						
From: \\Glacier\users\Farensbach\Source\TmpUpdates\20040305						
Item Type	Item Name	Date Created	Date Modified	Size	Pointer	
File	DA.mdb	04/29/2004 14:21	03/11/2004 20:19	581,632	Original	
Marked As						
Original Location		\\Glacier\users\Farensbach\Source\TmpUpdates\20040305()				
Last Action		Copied to File				
Keywords		blue: mages.msdd.com/AD/MSD2D_blue.gif..... href="ht				
File	~da112234007D0B3956.tmp	04/29/2004 14:21	03/12/2004 11:22	1,359,672	Original	
Marked As						
Original Location		\\Glacier\users\Farensbach\Source\TmpUpdates\Temp()				
Last Action		Copied to File				
Keywords		red: hlessly luring immortal red Wellesley protozoan sn				

FIGURE 6: DISCOVERY ATTENDER: DETAIL REPORT

If you require more detailed information, Discovery Attender results are stored in databases which can be easily accessed for custom reporting.

CASE STUDIES

The following narratives describe some real-world scenarios where customers are using Discovery Attender to help them manage their e-discovery requirements. If you would like to speak with a Discovery Attender customer, please contact your Sherpa sales representative.

CUSTOMER: IT ADMINISTRATOR, SMALL COMPANY

BACKGROUND

This IT administrator is employed at a financial services firm and is responsible for fulfilling electronic discovery requests from the legal department. His mandate is to use keywords and date criteria (specified from the attorneys) to collect matching emails and files.

At first, the administrator used Microsoft Outlook to perform keyword searches. As requests for information increased, more and more time was required to collect requested data from the live Exchange mail stores and files servers. In addition, the legal team was requiring more detailed searches to further filter the results.

When it became apparent that this method of locating data did not scale well, the customer found Sherpa's Discovery Attender product via an internet search. After comparing the product to several other software solutions, Discovery Attender was selected for its ideal price point, non-intrusive architecture and robust searching capabilities.

OUTCOME

Discovery Attender's ability to multi-process searches has reduced the turnaround time to a fraction of what was required by their previous process. The IT staff has regained valuable time since the search process is much less labor intensive. In addition, Discovery Attender's extensive feature set allows them to easily execute much more complicated search requests. The legal team is pleased with Discovery Attender's functional reports and improved time of response.

CUSTOMER: LITIGATION SUPPORT DEPARTMENT, LARGE LAW FIRM

BACKGROUND

This law firm receives DVDs and external disk drives containing a large number of .PST and other files from clients involved in litigation. Clients often provide the firm with entire contents of user mailboxes or hard drives. The litigation support department traditionally used a service provider to convert this data into images and load files for their review system. Since the service provider's fees are based upon the size of the data set, the law firm was incurring costs associated with high proportions of irrelevant files. In an effort to control these expenses, the litigation support department began looking for alternate methods of processing the data.

OUTCOME

Discovery Attender was found when the law firm received a filtered data set from a client of theirs. Further inquiries revealed Discovery Attender as the tool the client employed to create

this highly targeted data set led. The litigation support department decided to deploy Discovery Attender in a pilot office to test its effectiveness in culling incoming data sets. The pilot was widely successful. As hoped, the costs for production and review were significantly reduced by utilizing Discovery Attender. Discovery Attender is now deployed to offices around the country.

CUSTOMER: SECURITY DEPARTMENT, LARGE MANUFACTURER

BACKGROUND

The electronic data security department at a large manufacturer has a number of responsibilities including collecting data for litigation, finding confidential data which has been inadvertently distributed and investigating individual employees. A host of industry leading software and hardware tools are used to conduct these tasks, but still the investigators were frustrated by the speed of processing large PST files and other datasets for discovery purposes.

OUTCOME

Discovery Attender sparked interest for its quick PST processing ability combined with the functionality to move confidential data from live Exchange mail stores to more secure repositories. Along with being impressed at the speed with which Discovery Attender could accomplish these tasks, the investigators soon discovered other benefits. The 'Move' functionality was particularly helpful in securing confidential data, while the RegEx pattern matching has made tracking down social security and patent numbers much more efficient. Each investigator now has a copy of Discovery Attender amongst their tools and they use it on a daily basis.

CUSTOMER: IT ADMINISTRATOR, CITY GOVERNMENT

BACKGROUND

Some municipal governments are subject to Freedom of Information (FoI) Act requests. In this case, the IT administrator needed to produce information to comply with a FoI request within a tight budget and very short deadline. This specific request involved retrieving information that matched the following complex criteria:

- Related to specific keywords
- Within a date range
- From specified custodians
- In a variety of data stores including live Exchange mail stores (including Dumpsters), file servers as well as networked PST files

OUTCOME

Discovery Attender was identified through an internet search and selected after evaluating the trial version. The administrator was able to evaluate, purchase and deploy Discovery Attender within a day. He uses it monthly to fulfill FoI requests and is very pleased with the product's speed, small installation footprint and ease of use. In addition, this administrator has found a further use for the product in hunting down inappropriate data residing in the city mail stores.

SYSTEM REQUIREMENTS

Discovery Attender runs as a stand-alone application on any desktop or server that meets the following minimum requirements:

- Windows 2000 or higher
- 1 GHz or higher CPU
- 1 GB of RAM or higher
- Outlook 98 or Higher installed and configured with a profile
- Approximately 50 MB HD for the installation. Additional Hard Drive space will be required as projects, searches and (optional) indexes are created.

Note: Discovery Attender does run on a Windows *Vista* machines. However, to run properly, select the "Run this program as administrator" privilege level under Properties > Compatibility once the product is installed.

INSTALLATION NOTES

Discovery Attender can be installed on a desktop, laptop or server. The more memory and processing power on the machine, the faster the searches and actions will run.

Microsoft Outlook must be installed on the machine where Discovery Attender is installed. Outlook provides the MAPI drivers needed for communication with mail stores. These drivers are not initialized until a profile is created and Outlook opened at least once. If Discovery Attender is installed on an Exchange server (not recommended), this step is not required as Exchange has its own MAPI drivers.

Never install Discovery Attender on a machine running mission critical applications without testing it first.

Discovery Attender has the ability to search files on the same computer or across a network. A slow connection can cause delays with the processing of files and reduce the efficiency of the product.

If you are searching new format PST files (i.e. Outlook 2003 and above), be sure you have Outlook version 2003 or above installed and configured.

.Net Framework Version 2.0 will be installed if not present on the installation machine.

Microsoft Visual 2005 Runtime C++ library (SP1) and Microsoft Visual 2008 Runtime C++ library will be installed or updated if not present on the installation machine.

Installing Discovery Attender on a production Exchange server is *not* recommended due to potential CPU or I/O constraints.

FREQUENTLY ASKED QUESTIONS

Q. What is the customer base for Discovery Attender?

- A. About half of the current customer base is comprised of administrators at organizations who search for data on behalf of their legal, HR or security teams. Another quarter of Discovery Attender users are litigation support personnel at large law firms or service providers. The remainder is broken up between consultants, government (city, state and federal), and other miscellaneous roles.

Q. How is Discovery Attender used in litigation?

- A. Discovery Attender has a number of elements designed to assist in the establishment of a chain of custody and audit trails. It also contains a number of features that may be useful for courtroom compliance. The program logs each step it takes, storing details of the search including criteria, source locations, dates, and custodians in the program databases and log files. All actions are tracked, indicating who initiated an action, when the action was performed, as well as detail on a result item level. Standard reports are available, or the users can customize reports using the fully accessible data stores.

Discovery Attender has been used as a tool in gathering evidence for court cases. We are happy to evaluate customer requirements on a case by case basis if further validation (e.g. affidavit) is required in regard to Discovery Attender.

Be aware that admissibility in court depends on a number of factors. The entire discovery process from collection to production needs to be well defined. Discovery Attender is a tool in that overall process. It contains robust reporting features to provide audit trails and establish the chain of custody for each step it handles. Your search should be guided by bilateral communication with the recipients of the data. For example, type of production (format, reporting, timeframe, etc.), is often decided in pre-trial meet and confer sessions.

Contact your sales person directly to speak to reference customers who have used Discovery Attender successfully in litigation.

Q. What data stores can Discovery Attender search?

- A. Discovery Attender can search within Exchange Mailboxes (including Dumpsters and sub-folders), Exchange Public Folders, Outlook Data Files (PSTs) and files in common file storage areas.

Q. What types of items does Discovery Attender search?

- A. Discovery Attender can search messages (including email, tasks, calendar items, notes, etc.), message attachments (including common files, embedded messages, etc.) and many common file types including Microsoft Office (Word, Excel, PowerPoint), PDF files, Zip files and more.

Q. How fast does Discovery Attender search?

- A. The speed of a search is influenced by many factors including system processing power, RAM, network connectivity, number and type of location searched, size of files, messages or attachments, number of criteria, type of search used and other conditions. Testing Discovery Attender on your own system will provide the best benchmark for speed.

Q. What Boolean operators does Discovery Attender support?

- A. In addition to the standard list of words, Discovery Attender can also support search expressions using OR, AND, NOT. Discovery Attender also uses proximity expressions with the NEAR operator and pattern matching using the LIKE or REGEX operators.

Q. Can Discovery Attender support pattern matching in keywords?

- A. Yes. Discovery Attender allows the use of standard wildcards (*,?,#) and also supports Regular Expressions to help find items such as credit card, social security and patent numbers.

Q. Can Discovery Attender support fuzzy or conceptual searching?

- A. Discovery Attender does literal searches, returning exactly the words or phrases requested using optional wildcards or regular expressions. The current version, therefore, does not support fuzzy or conceptual searching, but basic stemming can be done with supported pattern matching options.

Q. Do I need to have Exchange to use Discovery Attender?

- A. No. If you are only searching PSTs or file servers, you do not need to have access to an Exchange installation. If however, you wish to search Exchange mailboxes, you will need permission and connectivity to that Exchange server.

Q. Can Discovery Attender be installed on an Exchange server?

- A. Yes, but this is not suggested. The program can easily and effectively search mailboxes without being installed on the Exchange server itself. If Discovery Attender is installed on an Exchange server, an Outlook installation is not required. However, we strongly recommend that you never install Discovery Attender on a *production* Exchange server.

Q. When searching mailboxes, what is the load on my Exchange server?

- A. When Discovery Attender searches a mailbox, the connectivity is the equivalent of an Outlook client connecting to an Exchange server. The more concurrent mailbox tasks you have running (a customizable option), the greater the number of connections to that server. You should always test Discovery Attender before deploying and ratchet up the number of concurrent connections incrementally to gauge the effect on your production Exchange system. Aside from an update to the “Last Logon Time” for that mailbox, there is no other effect.

Exchange supports multiple users connected to a single mailbox. Exchange will gracefully handle Discovery Attender searching and copying files even if a user has a message open in Outlook.

Q. Are there any considerations when accessing PST files?

- A. Discovery Attender is not able to access PST files which are in active use by another application (such as Outlook). Applications automatically disconnect from PST files after 30 minutes of inactivity. It is best, therefore, to conduct searches at times when users are not likely to be actively using their PST files.

Discovery Attender will log an error and report when the PST file is inaccessible. The user has the option to re-run the search at a later time using the “Search Again” feature to re-examine these PST files. Alternately, it is always good policy to conduct your search on a copy of your PST files stored locally. Searching will be quicker, original source data will not be altered and access is limited so data cannot be deleted.

Q. Can Discovery Attender search password protected PST files?

- A. Yes. Discovery Attender’s search methodology allows it to search PST files with or without password protection.

Q. What about other password protected files and attachments?

- A. Discovery Attender cannot search files which are encrypted with a password. If these files are encountered during a search, an error will be logged. We recommend finding these items with a password file finder utility.

Q. Can Discovery Attender search items stored on read-only media?

- A. Standard files can be searched without problem on read-only media. However, PST files stored on a CD or DVD will have to be moved to a hard drive or network location for searching.

Q. Can Discovery Attender search off-line .EDB files (off line Exchange databases)?

A. No. EDB files must be mounted to the server before Discovery Attender can search them.

Q. What about external USB hard drives?

A. Yes, these data stores can be searched. However, we highly recommend you copy the data to an internal or networked hard drive. USB media are meant to be storage devices, processing with one can be very slow, especially if you are using multiple threads. If you cannot copy the data, reduce the number of concurrent tasks for the more efficient searches of these devices.

Q. What actions can be taken with my results?

A. Discovery Attender result items can be copied or moved into a new or existing PST, exported to a user defined storage location, deleted, de-duplicated, annotated, marked, labeled, opened, ignored or summarized into a report.

Q. What is the exported message format?

A. Messages can be exported to a PST file or to the hard drive in MSG format (opened by Outlook). When exported to PST, the user can choose to create new PST files, export to existing files, or create a PST for each source mail store. The user also has options controlling the size of the exported PST, internal folder structure and storage format.

The exported MSG file will contain any attachments and metadata that existed in the original message. The user can choose the new name for the files using a counter, subject, sent date or a unique identifier.

Q. When copying files, what happens if a file exists with the same name?

A. Discovery Attender will not overwrite any existing files. The program will add a number at the end of the new file name and increment that number until it finds a non-existent file name. For example: MyProject.doc, MyProject (1).doc, My Project (2).doc and so on. Alternately, there is an option for recreating the entire file path in the export folder. This will eliminate the need to modify the file name.

Q. How can I reduce the time it takes to process a search?

A. There are a number of ways to address the speed of your search. Discovery Attender will utilize as much processing power as is available to the machine where the application is installed. The faster the machine, the more quickly your searches will run.

If running a search over a local or wide area network, Discovery Attender will work more efficiently when there is reduced network traffic. Try to run a long search during a time when there are fewer users on the network.

Utilizing address, message type, name and date criteria will speed up your search as it reduces the number of files which need to be opened. On the other hand, the larger the number or increase in complexity of the keyword criteria, the longer the duration of the search.

Lastly, additional licenses of Discovery Attender can be purchased to distribute the workload over multiple installations and decrease search time.

Q. Can Discovery Attender run more than one search at a time?

A. Yes. Discovery Attender queues up all tasks from all active searches and runs them in order. By default five tasks can be run at one time. A task is a set of criteria applied to a single location (i.e. mailbox, PST file or file path). As each task is completed, the results are updated to the database and the next item in the queue is initialized. Discovery Attender repeats the process with each new task until the queue is empty. If you are working on a powerful machine, you may increase the number of tasks which are run at once.

Q. How are the results stored?

A. Discovery Attender creates databases (DA.mdb and daDetail.mdb) to store search and results data for each search. Since Discovery Attender interacts with this data source programmatically through MDAC, no additional software is required by the user.

Q. Can the reports be customized?

A. Although Discovery Attender includes reports and a variety of views, many users have unique reporting requirements. To this end, Discovery Attender uses fully accessible back-end databases (DA.mdb) which can be read with Microsoft Access or any ODBC compatible program.

Q. How are duplicates handled?

A. Discovery Attender offers the option to mark duplicates in a results set based on a user selected set of criteria, including an optional MD-5 hash. No result data is altered and users can export the result set with duplicates included or without.

Q. How does Discovery Attender work with multiple office locations?

A. Discovery Attender will work over a Wide Area Network (WAN) if one is installed, however, the program is more effective the stronger the link. If you are often searching across a WAN, you

may want to consider purchasing additional licenses to install locally to increase processing speed and reduce bandwidth constraints.

Q. How does Discovery Attender handle large number of results?

- A. Discovery Attender can process up to 250,000 result items on a robust machine. At that level and above, processing will take longer and may halt entirely. The number of items returned can be reduced by using more stringent search criteria or breaking up large searches into smaller, more manageable pieces. After a search is complete, large result sets can be managed by utilizing grouping options and de-duplicating result items.

Q. How many keywords can Discovery Attender search at one time?

- A. Although technically there is no limit to the number of keywords Discovery Attender can search, practical considerations should limit the number of keywords in a single search to two hundred and fifty.

Q. How are dates handled when searching files?

- A. When searching files, Discovery Attender will not alter the original Creation or Modification Dates. However, the search needs to open the file for reading and this action will alter the Access Date. Discovery Attender will restore the Access Date, where possible.

Setting or resetting the Last Access Date could have evidentiary consequences in forensic investigations. With extremely sensitive data, or if you require a forensic-level discovery, it is best to consult a forensic specialist to retrieve the required data.

Q. Are date properties changed while searching PST files or Mailboxes?

- A. Some date properties of the mail store are changed when searching. For example, when searching a mailbox, the LastLoggedDate will change. Searching a PST will change the LastAccessDate and, potentially, LastModifiedDate of the PST file itself.

While searching, Discovery Attender will not change any of the metadata properties of the messages. However, if Discovery Attender copies a message into an export PST, the creation date and modified date of the *copied* message may reflect the date that the message was copied, not the source message creation and modification dates. This is a function of the MAPI export mechanism itself and is not controlled by Discovery Attender. As mentioned above, Received and Sent dates are properties of the message itself and are never changed.

CONTACT INFORMATION

For additional information regarding Discovery Attender, visit our web site <http://www.sherpasoftware.com> or contact us using the information below.

Sherpa Software Partners

456 Washington Avenue - Suite 2
Bridgeville, PA 15017

Toll-free: 800.255.5155

Direct: 412.206.0005

Fax: 412.206.0018

Email: information@sherpasoftware.com