



SHERPA
SOFTWARE

Discovery Attender®
Version 2.2

White Paper

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Introduction

With the increasing use of electronic documents and communication, finding strategic information for legal, HR and compliance purposes has become critical to the well being of any organization. Discovery Attender is an electronic discovery tool designed to make the searching, viewing and organization of electronic data swift, easy and efficient. It is specifically intended to perform dynamic searches on files, messages and attachments stored on your network or in Exchange Mailboxes, Public Folders or PST files. Once relevant information is located, users can generate reports, open responsive items, organize data for review or export the data to a secure location for further investigation.

Benefits

Reduce Your Legal Exposure

Email and other types of computer-generated information have been the deciding factor in many recent court decisions. An organization's fate can depend on communications hiding in corporate systems. Yet electronic tools are often used casually without regard to potential litigation. More than being reactive, Discovery Attender can be used to manage electronic data on an ongoing basis, enabling you to maintain control over content and protect against future liabilities.

Return on Investment

Reduce the Costs Associated with Search and Discovery

Whether your company gets subpoenaed to produce documentation or Human Resources is conducting an internal investigation, locating and recovering information for legal discovery can be costly to an organization. Discovery Attender allows you to efficiently pre-process, search and filter data from PST files, live Microsoft Exchange mail stores, and network files servers limiting to help limit your review costs to responsive data only.

Automate Time Intensive Tasks

Searching through a high volume of electronic data could take thousands of hours to complete manually. With the help of Discovery Attender, you can quickly locate critical information to meet short deadlines. Use our extensive search criteria (including keywords, proximity, addresses, dates and more) to save time and make your discovery process more efficient.

Secure Potential Evidence

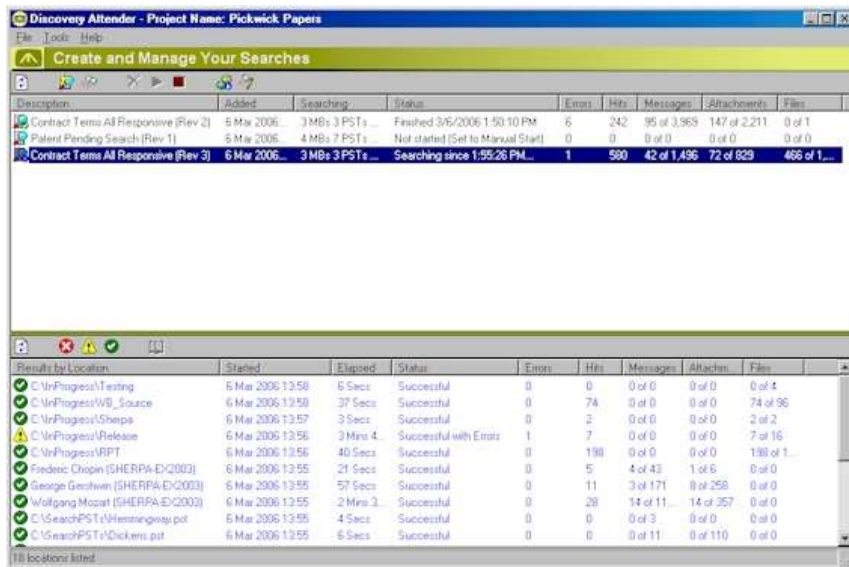
Once significant information is located, it must be kept in a safe and secure location to avoid spoliation. Any maltreatment of data could result in large fines or the exclusion of evidence in court proceedings. Discovery Attender allows you to export information to a central repository for safekeeping. Messages can be copied in PST or .Msg format while all files results can be exported in their native format.

Mitigate Legal Liability

Electronic 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 help you organize the data you find by labeling, marking and annotating your results and providing comprehensive reports you can include with your data sets.

Product Overview

All the tasks in Discovery Attender are processed through a common interface. There is no need to install additional services or products onto client machines. The main console controls the processing, managing and summary of searches. It provides access to the *Discovery Attender Search Wizard* which easily and efficiently creates searches. The main console is the gateway to the *Discovery Attender Result Details* which allows you to view, report and manage the results of your searches.



Discovery Attender: *Main Console*

Searching

Discovery Attender works by searching specified locations for items which match the criteria selected by the user. An easy-to-use search wizard dynamically guides the user through a series of steps to create a search. For example, the user can choose any of the following data repositories and criteria.

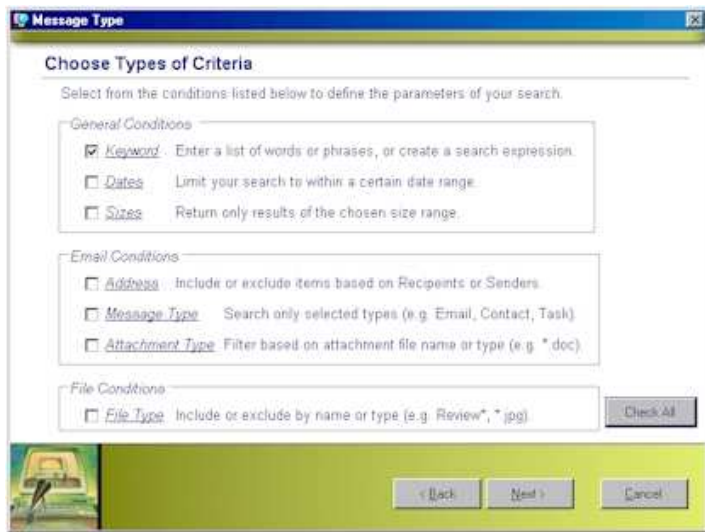
Data Repositories:

- Common File Storage areas on a Hard Drive or Network
- Exchange Mailboxes
- Exchange Public Folders
- Outlook PST Files

Criteria:

- Keywords - Using word lists, Proximity or Boolean logic with wild cards and phrases
- Dates - Before, after or between message, attachment or file related dates
- Size - Greater than, less than or between message, file or attachment sizes
- Addresses - Exclude or include emails based on sender or recipient
- Message Types - Exclude or include messages, tasks, calendar items etc.
- File Types - Restrict attachments or files to types relevant to your search

Discovery Attender offers the user two methods for conducting keyword searches. *Basic Search* uses a binary text search on Unicode and ASCII characters. The *Advanced Search* method utilizes native text searching to digest and examine files of multiple formats including Word, Excel, PDF, Zip and many others.



Search Wizard: *Choose Types of Criteria*

Once the user completes the search wizard, the *Main Console* will process and summarize the search. Discovery Attender allows easy retrieval of individual messages, attachments and files matching the criteria, either collected at the time of the search or upon request through the interface.

Result Handling

The Result Details screen presents a number of different management options. The user can filter by type and sort by dates, name or location. There are different views available for further digesting the data. Most importantly, the user has the option to perform various actions including removing duplicates from the result set, copying items onto the hard drive, copying items to a PST file, grouping items together with labels, marking items with user-defined tags, annotating individual items or reporting on the results set.



Discovery Attender: *Results Details*

De-duplication

Often, many of the items found in the result set are duplicates of one another. For example, one email sent to numerous people in your organization can produce multiple copies of the same message in your result set. To prevent wasted effort, Discovery Attender can de-duplicate the data, hiding any duplicate items based on user-selected criteria. The user will always have the option to see the full list, or the duplicates of any individual item.

Copy Results to PST or .MSG Format

Another popular feature is the ability to copy items into PST files. The user has a variety of choices including output format, internal folder structure (source name, source path, internal folder structure, user-defined folders), and PST size checking.

If the user chooses to export items to the hard drive, Discovery Attender can convert messages to MSG format, which is opened by Outlook. The exported MSG file will contain any attachments that existed in the original message and retain all internal properties such as sender, recipients (To, CC, BCC), date sent and date received.

Files and other non-message results can be exported to a user selected location with the option to recreate the original folder storage structure of the source item.

Reporting

Discovery Attender allows the user a number of reporting options. Each list view within Discovery Attender can be exported to a CSV file format which is opened by a number of programs including Microsoft Excel.

In addition, summary and detail reports are included with Discovery Attender. These reports are in HTML format which can be opened by any browser. 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 in a location of your choice to have the result data available to you at any time.

If you require more detailed information, Discovery Attender data is stored in fully accessible databases which can be utilized for custom reporting.

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.msd2d.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					

Discovery Attender: *Detail Report*

FAQ

- Q.** Where should Discovery Attender be installed?
- A.** Discovery Attender has the ability to search files or message stores on the same computer or across a network. The program works best when the installation and the items to be searched are on the same machine, but this is not a requirement. A slow connection can cause delays in processing and reduce the efficiency of the product.
- Q.** What are the system requirements for Discovery Attender?
- A.** Discovery Attender runs as a stand alone application on your desktop or server. It is non-intrusive and user friendly. You only need Outlook, and enough permission to access the network shares, Exchange servers, PST files, or Public Folders you wish to search. The user should also have local administrator rights to the machine where the application is installed. This product will work with Exchange 5.5, 2000 or 2003.

Installation Requirements

Windows 2000 or higher

Approx. 30 MB HD Space

400 MHz or higher CPU

Outlook 98 or Higher

.Net Framework Version 1.1 (installed by Discovery Attender if not present)

- Q.** Where can Discovery Attender search?
- A.** Discovery Attender can search within Exchange Mailboxes (including Dumpsters and sub-folders), Exchange Public Folders, PST files stored locally or on a network and Common File Storage areas including networked servers or local hard drives. Discovery Attender can search files on any Windows network share, regardless of the file system operating system. PST files or standard files stored on a CD or DVD will have to be moved to a hard drive or network location for searching.
- Q.** What types of items does Discovery Attender search?
- A.** Discovery Attender can search messages (including email, tasks, calendar items, notes, etc.), message attachments 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 and NEAR.
- Q.** Can Discovery Attender support fuzzy searching or pattern matching in keywords?
- A.** Although Discovery Attender does use basic wildcards, the current version does not support fuzzy searching, pattern matching or RegEx expressions.
- Q.** Can Discovery Attender be installed on an Exchange server?
- A.** Yes, but this is not suggested. If Discovery Attender installed on an Exchange server, an Outlook installation is not required. However, we strongly recommended that you do not install Discovery Attender on a *production* Exchange server.

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- Q.** If Discovery Attender logs into each mailbox, is there any effect on Exchange?
- A.** Aside from an update to the “Last Logon Time” for that mailbox, there is no other effect. Also, 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). 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. 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.
- 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?
- A.** No, Discovery Attender cannot search files which are encrypted with a password. We recommend finding these items with a password file finder utility.
- Q.** What actions can be taken with my results?
- A.** Discovery Attender result items can be copied into a new or existing PST, exported to a user defined storage location, 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. Messages are exported to the hard drive in MSG format, which is opened by Outlook. The exported MSG file will contain any attachments that existed in the original message. Discovery Attender chooses a unique GUID (global unique identifier) for the new name that can be referenced through the console, detail result reports or the database.
- 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.
- Q.** How can I reduce the time it takes to process a search?
- A.**
- Additional licenses of Discovery Attender can be purchased to distribute the workload over multiple installations and decrease search time.
 - 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.
 - The more search criteria and search locations included in a search, the longer the search will be. If you have a large number of locations, break them up into multiple searches or reduce the number of criteria.

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- Q.** Can Discovery Attender run more than one search at a time?
- A.** Yes, by default five tasks, regardless of search 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). When a search is scheduled to run, the criteria and locations are broken out into individual tasks and added to in a queue. As each task is complete, the results are updated to the database. Discovery Attender repeats the process with each new task until the queue is empty. If you are working on a more powerful machine, you may increase the default number of tasks which are run at once.
- Q.** How are the results stored?
- A.** Discovery Attender creates a database back end (DA.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. The database is in .mdb format that can be read with Microsoft Access, if needed. However, Microsoft Access is not required for Discovery Attender to run.
- Q.** Can the reports be customized?
- A.** Although Discovery Attender includes two simple reports, 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 remove duplicates from the results set based on a user selected set of criteria. No result data is changed. Any actions will be performed on the reduced result set only.
- 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. Alternately, additional licenses can also be purchased to search from individual locations and decrease processing time.
- Q.** How does Discovery Attender handle large number of results?
- A.** Discovery Attender can process sets of results up to 100,000 records on a robust machine. At that level and above, the processing will take longer and there is the risk of running low on virtual memory. The number of results returned can be reduced in several ways – use more stringent search criteria and breakup large searches into smaller, more manageable pieces. After a search is complete, large result sets can be better managed by utilizing paging 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 a few hundred.

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 attempt to reset the Access Date, but that is not always 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 date 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 message was copied, not the original source message creation and modification dates. Received and Sent Dates are properties of the message itself and are never changed.

Product History

Product History

Discovery Attender was created to address dedicated keyword searching and 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.

Release Schedule

New versions of Discovery Attender are released approximately every six months, with each version expected to contain new features enhancing searching and result management capabilities. In addition, intermediate versions will become available as required.

Supported Versions

Discovery Attender was designed for Exchange and Outlook on a Windows platform. It has been tested using Exchange 5.5, 2000 and 2003 and versions of Outlook 98 and above. Discovery Attender can search files on any Windows network share, regardless of the file server operating system.

Summary

Discovery Attender gives you the power to search and retrieve electronic content within multiple information stores. It finds meaningful data located throughout your system and gives you the ability to manage search results. Discovery Attender is powerful, yet easy to use and non-intrusive. Whether you are searching for legal compliance, proactive maintenance or routine cleanup, Discovery Attender allows you to collect data quickly and efficiently to help you make informed decisions tailored to your individual needs.

Contact Information

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

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