

Discovery Attender®

Version 6.4x

White Paper



S H E R P A
S O F T W A R E

Discovery Attender is a member of the Attender Utilities family

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- 1. Introduction..... 1-1**
- 2. Benefits 2-1**
 - Reduce your legal exposure2-1
 - Return on investment.....2-2
 - Reduce the Costs Associated with Search and Discovery2-2
 - Automate Searches2-2
 - Protect Important Data.....2-2
- 3. Product summary..... 3-1**
 - Release information/schedule.....3-1
 - Customer profiles.....3-1
 - Supported versions/platforms3-1
 - Server impact.....3-1
 - Other versions.....3-1
 - Frequently asked questions3-2
 - Architecture.....3-2
 - What version of Domino must my servers be running?3-2
 - What files are placed on my Domino server?3-2
 - How does Discovery Attender work?3-2
 - Does Discovery Attender require databases to be Full-text indexed?3-2
 - Does Discovery Attender update my Name and Address Book?.....3-2
 - Does Discovery Attender update my notes.ini?3-2
 - How does Discovery Attender work with clustered servers?3-2
 - Does Discovery Attender work on partitioned servers?3-2
 - How does Discovery Attender access user desktops?3-2
 - Can Discovery Attender scan the content of email files?3-2
 - Can Discovery Attender search files outside Domino?3-3
 - How many versions of Discovery Attender do I need if my servers have different platforms?3-3
 - Permissions.....3-3
 - What access does Discovery Attender require to the Domino databases?3-3
 - Whose permissions is Discovery Attender using to access the mail databases?3-3
 - Can I sign the Discovery Attender agent with my server ID?3-3
 - Migration3-3
 - What must I do when I migrate my servers from R6 to future versions of Domino?3-3
 - What must I do when I migrate my servers' operating systems?3-3
 - Installation3-3
 - How do I install Discovery Attender?3-3
 - Do I need to physically visit every server?3-3
 - Do I need to bring my server down/up after installing Discovery Attender?3-3
 - How do I uninstall Discovery Attender?3-3
 - Upgrade3-4
 - How do I upgrade Discovery Attender?3-4
 - Must I upgrade every server (replica) of Discovery Attender?3-4
 - What happens to the Discovery Attender data when I upgrade?3-4

- Will I need to re-sign the agents after upgrading? 3-4
- What must I do to 'activate' the evaluation version? 3-4
- Do I lose my evaluation configuration data when I upgrade? 3-4
- Configuration 3-4
 - Can I centrally administer Discovery Attender? 3-4
- 4. Product features 4-1**
 - The Discovery Request 4-2
 - Search Type 4-2
 - Search scope 4-2
 - Search method 4-3
 - Source 4-3
 - Search syntax 4-3
 - Options 4-3
 - Directory 4-4
 - Results 4-4
 - Who is allowed to read the results? 4-4
 - Who is allowed to annotate the results? 4-4
 - Format 4-4
 - Processing Workflow for multiple servers 4-5
 - Discovery Attender Results logs 4-8
 - The Discovery Results database 4-9
 - Exporting as XML 4-11
 - Summary 4-12
- 5. Contact information 5-1**

1. 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. The keys to successful electronic discovery, especially for legal and court admissibility, are complete and consistent results, and preserving the integrity of the data.

Discovery Attender is designed to make the searching, viewing, and supervision of electronic data easy, efficient, and non-obtrusive. Originally intended to perform dynamic keyword searches in Domino databases, including email, Discovery Attender has evolved to add file search capabilities outside of Domino.

After completing a search, Discovery Attender then allows the user to report, summarize, and annotate items for further investigation. Results are summarized and logged, and a duplicate of each source document is stored in a protected Domino database. Discovery results, however, are not limited to the Domino environment only. Discovery results can optionally be exported as XML, allowing access to anyone with a web browser and the proper permissions.

Discovery Attender is an increasingly relevant tool for businesses interested in internal compliance and inquiry, locating mission critical data, and protecting against future civil and criminal liabilities.

2. Benefits

Reduce your legal exposure

Organizations are beginning to realize that while email and electronic file storage are tremendous productivity tools, they come with potential hazards. In today's environment of increasing litigation, every company needs to be aware of the potential for legal problems resulting from email and other document content. You can limit your exposure to legal liability by being proactive in understanding your electronic data. By periodically searching your electronic data, including data contained on users' local desktops, you can reduce the risk of workplace lawsuits, sexual harassment claims, and internal security breaches.

Return on investment

Reduce the Costs Associated with Search and Discovery

Whether your company is subpoenaed to produce documentation or HR is conducting an internal investigation, locating and recovering information for legal discovery can be costly to an organization. Discovery Attender gives you the ability to search through files in your Domino environment and beyond to help your company comply with legal and corporate requests for information.

Automate Searches

Searching through high volumes of electronic data could take thousands of man-hours to complete and thereby be too expensive to perform manually. With the help of Discovery Attender, you can locate critical information to meet internal, court, or client appointed deadlines with ease and efficiency.

Protect Important Data

Once significant information is located, it must be kept in a safe and secure location. Discovery Attender allows you to copy information to a central repository for safe keeping, while still preserving the integrity of the original data.

3. Product summary

Discovery Attender was created to address dedicated keyword searching and results management for Domino email and database documents. The ability to scan other file types (Word docs, pdf's, spreadsheets, etc.) is available as a separately licensed option. While Discovery Attender is server based, it can search files on users' local desktops as well as files on the server itself.

Release information/schedule

New versions of Discovery Attender will be released approximately every six months, with each version expected to contain new features enhancing the product's searching and result management capabilities. In addition, interim versions will become available as required that address reported issues.

Customer profiles

Any company using Domino can use Discovery Attender. Sherpa Software's client sizes range between companies with 14 to 100,000+ users.

Supported versions/platforms

Discovery Attender 6.4x leverages the functionality found within Domino 6.x/7.x/8.x, meaning that Discovery Attender 6.4x will function only on Domino 6.x/7.x/8.x servers. It is not supported in Domino 4.x/5.x.

Discovery Attender has been successfully tested on all Domino platforms. Since Discovery Attender is written in LotusScript, it is basically platform-independent. There is only one Discovery Attender code-stream, so a platform-specific version of Discovery Attender does not need to be installed. If a server's platform is changed, the version of Discovery Attender that resided prior can also be used on the new platform, regardless of what it may be.

Server impact

Discovery Attender can be very I/O intensive. The document process scans every document to determine if it meets the criteria within a Discovery Attender discovery request. Not surprisingly, the length of time companies have had Domino also has a direct influence on the server impact since there is usually a direct correlation between the age and number of databases, and the total number of documents within the environment.

Discovery Attender is typically configured to process documents at off-peak times, such as nights or weekends, although the schedule is totally configurable

Other versions

We are constantly looking for ways to increase our exposure to other technologies. Sherpa Software has a Microsoft Exchange version of Discovery Attender, which duplicates much of the functionality of the Domino version, in addition to providing functionality specific to Exchange. Currently, we have no immediate plans to offer Discovery Attender on any other platform.

Frequently asked questions

Architecture

What version of Domino must my servers be running?

Discovery Attender requires that your servers are running 6.x/7.x/8.x.

What files are placed on my Domino server?

Discovery Attender is self-contained within a Domino database. There are no other files to be placed on the servers. As Discovery Attender processes, it will automatically create its own Results databases following rules that the administrator can easily configure.

How does Discovery Attender work?

Discovery Attender uses a scheduled LotusScript agent to perform all of the processing.

Does Discovery Attender require databases to be Full-text indexed?

Full-text indexing is only required if you want to search the content of attachments within documents. Moreover, Discovery Attender can be configured to create and remove full-text indexes "on the fly" as it processes individual databases, eliminating the need for manual intervention by the administrator.

Does Discovery Attender update my Name and Address Book?

No. All Name and Address Book accesses are references (read) only.

Does Discovery Attender update my notes.ini?

Not unless you tell it to. Discovery Attender has functionality to update the notes.ini in order to change the default for the maximum number of documents that can be returned by a full-text search. Use of this function is entirely at the Administrator's discretion. However, in databases with large numbers of documents, it is recommended.

How does Discovery Attender work with clustered servers?

Clustering does not affect Discovery Attender. The home server's agent processes each database, unless specific configuration is done within Discovery Attender to have processing occur on the clustered server.

Does Discovery Attender work on partitioned servers?

Yes. Partitioning has no affect on Discovery Attender.

How does Discovery Attender access user desktops?

Discovery Attender accesses user mail files to propagate itself onto their local machines. Processing is performed locally and the results are reported back to the server-based Results database. Upon completion of local processing, Discovery Attender removes itself from the local desktop, making the entire process invisible to the end user.

Can Discovery Attender scan the content of email files?

Yes. Any Domino database, including mail, is accessible by Discovery Attender.

Can Discovery Attender search files outside Domino?

Yes. The ability to scan other file types (Word docs, pdf's, spreadsheets, etc.) is available as a separately licensed option.

How many versions of Discovery Attender do I need if my servers have different platforms?

One. There are no platform-specific versions of Discovery Attender.

Permissions

What access does Discovery Attender require to the Domino databases?

Discovery Attender requires 'Reader' access to search the target databases. If full-text indexes are to be created, then it requires 'Designer' access.

Whose permissions is Discovery Attender using to access the mail databases?

Whatever ID (Server/user) signed the Discovery Attender agent, is the ID being used to process the Domino databases.

Can I sign the Discovery Attender agent with my server ID?

Yes. This is a very common practice. Some companies also choose to use a 'generic' administration ID to sign the agents.

Migration

What must I do when I migrate my servers from R6 to future versions of Domino?

If a prior version of Discovery Attender is currently installed, perform the 'Upgrade' process.

What must I do when I migrate my servers' operating systems?

Nothing. There is only one code-stream for Discovery Attender.

Installation

How do I install Discovery Attender?

An installation database is provided that will perform all of the installation steps.

Do I need to physically visit every server?

No. All server installations can be performed from your Lotus Notes client.

Do I need to bring my server down/up after installing Discovery Attender?

No. This is not required or needed.

How do I uninstall Discovery Attender?

Simply delete the Discovery Attender databases and the product is uninstalled.

Upgrade

How do I upgrade Discovery Attender?

Within the installation database there is an upgrade procedure that will guide you through the upgrade steps.

Must I upgrade every server (replica) of Discovery Attender?

No. The upgrade only needs to be performed on one server, providing that the Discovery Attender database can properly replicate to all other replicas.

What happens to the Discovery Attender data when I upgrade?

Nothing. All of the data remains intact.

Will I need to re-sign the agents after upgrading?

No. When the Discovery Attender agents were originally created, they were protected so that design refresh/replace would not affect them.

What must I do to 'activate' the evaluation version?

If you were using an evaluation version of Discovery Attender and have purchased the product, you would be provided with a key to 'activate' the license.

Do I lose my evaluation configuration data when I upgrade?

No. All of the data remains intact.

Configuration

Can I centrally administer Discovery Attender?

Yes, provided that Discovery Attender is properly replicating to all servers that contain a replica.

4. Product features

Within Discovery Attender, users create Discovery Requests to identify specific keywords, phrases, or combinations. Requests can be configured to execute across your entire Domino environment or be confined to specific servers or databases. An optional ability to search files outside of Domino (Word docs, pdf's, spreadsheets, etc.) is also available. Discovery Attender can even be programmed to access files on users' local desktops *from the server*, without the need to install the product locally. Moreover, searches can be refined to target documents created or modified by specific users, created or modified on a specific date or date range, or be entirely open ended.

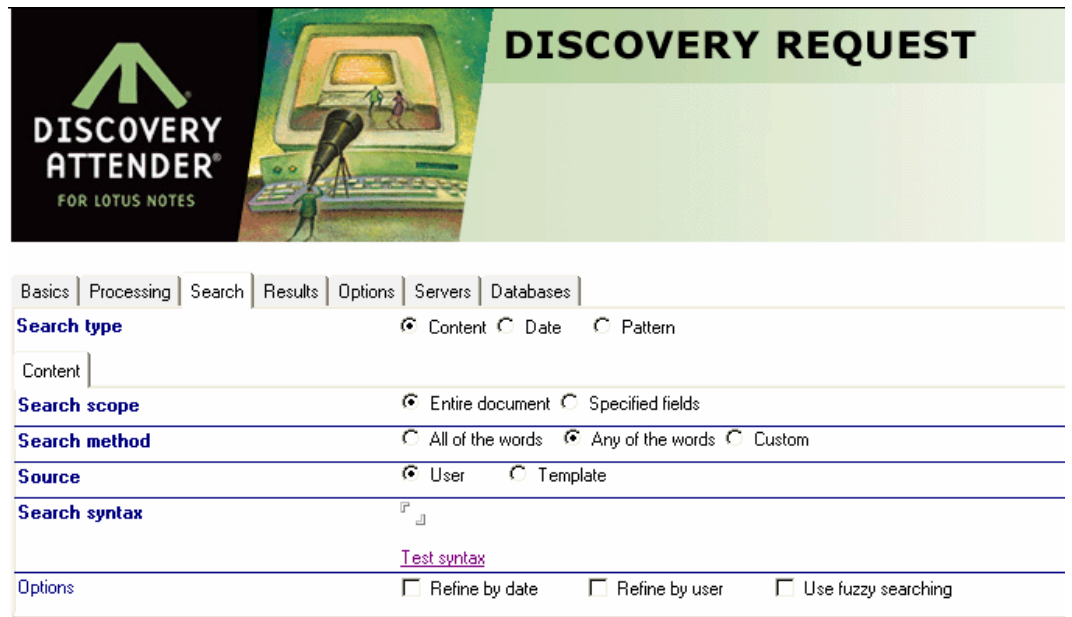
The results of these searches are then logged and copied (in Rich Text format) to a central Results database that is specific to each particular search. Results are ranked in order of significance. Documents with a greater occurrence of searched-for text rank more highly than those with a lesser number of occurrences. Document links in the Results database provide easy access to the original data.

The advantages of this methodology are two-fold. First, the Discovery process is entirely transparent to end-users; data can be searched and copied without users' knowledge, participation, or cooperation. Secondly, by copying rather than moving the data, the original document is left intact and its integrity left wholly undisturbed.

Lastly, Results may be viewed in the standard, detailed Discovery Attender format, native Domino format, or exported as XML (Extended Markup Language). This makes the results available to off-site personnel or others without direct access to the Domino environment.

The Discovery Request

The Discovery Request is the interface component where the user (administrator, attorney, auditor, human resource officer, etc.) actually defines the discovery process, including specifying whether the search is conducted on the server or on users' local desktops.



The heart of the Discovery Request is the 'Search' tab.

Fields for defining and configuring the Request are organized by function across several tabs, the most central of which is the "Content" tab. It is here that the user specifies exactly what Discovery Attender is to look for, where to place the results, and who is allowed to view them.

Search Type

Discovery Attender can perform three distinct types of search. The most typical type, "Content," scans databases for specific keywords or phrases. In addition, "Date" searches return documents based solely on their age, regardless of their content. "Pattern" searches use wildcard characters to locate text that matches a specific alphanumeric pattern, such as telephone numbers or postal codes.

Search scope

Allows the user to confine the search to specific fields or scan the target documents in their entirety.

Search method

The Search method field specifies how the Search syntax is configured. Choices are **All of the words**, **Any of the words**, or **Custom**, allowing the user to freely define the search syntax themselves. The [Test syntax](#) function can be used to test the field contents to ensure that the syntax is valid.

Source

Allows users to choose between entering the search syntax themselves, or picking from a preconfigured set of search terms.

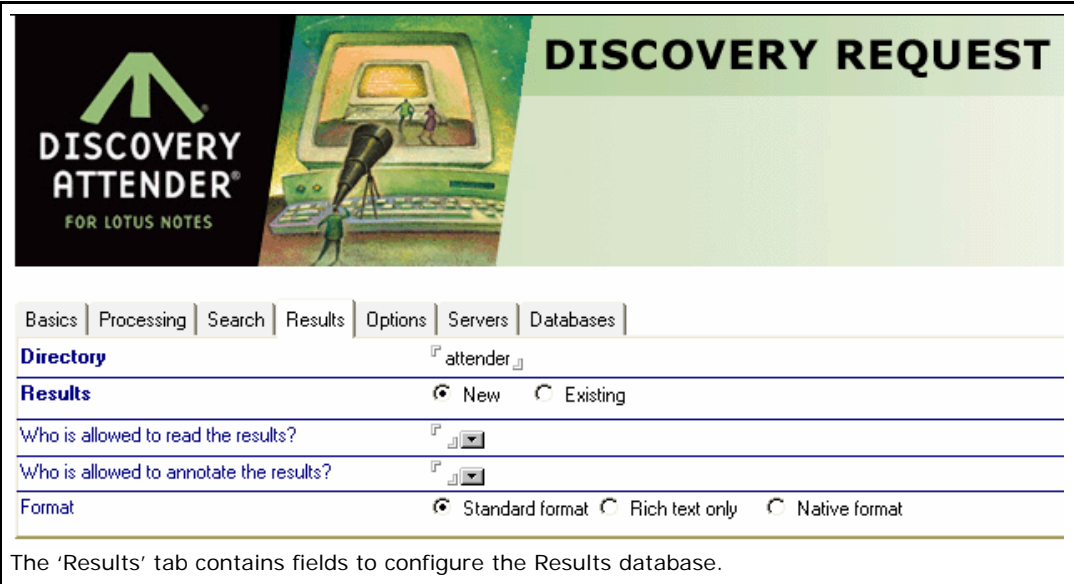
Search syntax

Search syntax contains the word, words, or phrases that Discovery Attender is to scan for.

Options

The **Refine by date** option reduces the documents returned to those that were created or modified before or after a specific date or within a specific date range. The **Refine by user** option limits the search to documents that were created or modified by a specific user or users. **Use fuzzy searching** returns results that are close to the searched for terminology.

Functions on other tabs of the Discovery Request include limiting the search by server, database, or user desktop, providing full-text indexing, and including previous search results in current searches.



DISCOVERY REQUEST

Discovery Attender FOR LOTUS NOTES

Basics | Processing | Search | Results | Options | Servers | Databases

Directory

Results New Existing

Who is allowed to read the results?

Who is allowed to annotate the results?

Format Standard format Rich text only Native format

The 'Results' tab contains fields to configure the Results database.

Directory

The Directory field allows the user to define where the Discovery Results database should be created. Administrators have the option to pre-define this field with a value that the user cannot overwrite in order to maintain a greater degree of control.

Results

The Results field defines whether a new database should be created to house the Results or whether the new results should be appended to an existing Results database..

Who is allowed to read the results?

Defines who the user wishes to grant (Reader) access to the Results database.

Who is allowed to annotate the results?

Allows the user to define who is permitted to create annotations within the Results database.

Format

Allows the user to select between a more detailed, comprehensive Results format or other formats that may appear truer to the design of the original document.

Processing Workflow for multiple servers

Discovery Attender searches can be conducted across a single server or across multiple servers containing numerous databases and replicas. In the latter case, the Discovery Request must propagate itself through the Domino environment and report its findings back to a central location.

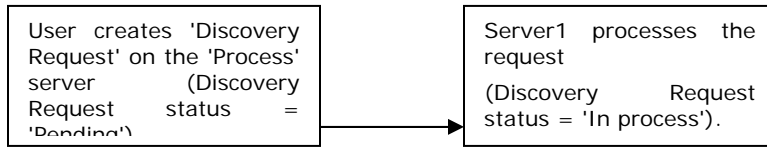
The following describes a Discovery Request as it executes across multiple servers.

1. Three servers to process the request
 - a. Server1 (Process Server - Where the request is created)
 - b. Server2 (Additional Server - where replicas' of .nsf are processed)
 - c. Server3 (Additional Server - where replicas' of .nsf are processed)

Chronology

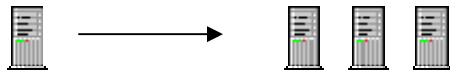
1. User creates 'Discovery Request' on the 'Process' server (Discovery Request 'Pending').
2. Server1 processes the request (Discovery Request 'In process').
3. Discovery Attender replicates from Server1 to Server2/Server3.
4. Server2/Server3 process the request (Discovery Request Status 'Processed').
5. Discovery Attender AND Discovery Attender Results replicate from Server2/Server3 to Server1.
6. Server1 processes the request (Discovery Request 'Processed/Uniqued').
7. Discovery Attender replicates from Server1 to Server2/Server3.
8. Server2/Server3 process the request (Discovery Request Status 'Completed').
9. Discovery Attender replicates from Server2/Server3 to Server1.
10. Server1 processes the request (Discovery Request 'Completed').

Process Server (Steps 1 & 2)

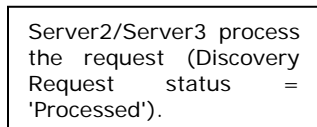


Replicate dsattend.nsf from Process Server to Additional Servers (Step 3)

(replication will occur via schedule replication through use of connection documents in your NAB)

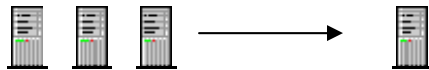


Additional Servers (Step 4)

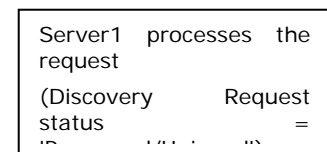


Replicate dsattend.nsf & Results database(s) from Additional Servers to Process Server (Step 5)

(replication will occur via schedule replication through use of connection documents in your NAB)

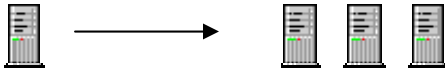


Process Server (Step 6)



Replicate dsattend.nsf from Process Server to Additional Servers (Step 7)

(replication will occur via schedule replication through use of connection documents in your NAB)

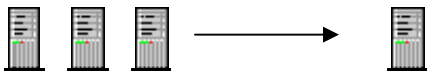


Additional Servers (Step 8)

Server2/Server3 process the request
(Discovery Request Status = 'Completed')

Replicate dsattend.nsf from Additional Servers to Process Server (Step 9)

(replication will occur via schedule replication through use of connection documents in your NAB)


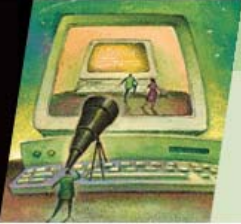


Process Server (Step 10)

Server1 processes the request
(Discovery Request status = 'Completed')

Discovery Attender Results logs

Discovery Attender provides a summary log for every Discovery Request completed, showing what databases were searched, how many documents were found, and how many were successfully copied to a Results Database.

LOG

Server3/ACME
Results information for Request ID BBRN75HN7T (investigation)
07/27/2007 01:43:28 PM - 07/27/2007 01:43:37 PM

Log

Database	Found	Encrypted	Granted	Denied	Excluded	Errors	Copied
mail\Abby Miller.nsf	4	0	4	0	0	0	4
mail\Brian Hamilton.nsf	1	0	1	0	0	0	1
mail\hmathew.nsf	81	1	81	0	0	0	81
mail\Jack Thomas.nsf	15	0	15	0	0	0	15
mail\rsable.nsf	1	0	1	0	0	0	1
mail\Terry Connors.nsf	3	0	3	0	0	0	3
Totals	105	1	105	0	0	0	105

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This Results log shows the outcome for every database processed in a search.

The Discovery Results database

For every document uncovered by the Discovery process, a duplicate is stored in the Results database. Results are ranked by relevancy, displayed in the Results database views alongside the creation and last modified date of the original document.


Result information
90 - Created 11/13/2003 09:41:41 AM EST and last modified 11/13/2003 10:02:43 AM EST
88 - Created 06/30/2004 07:47:44 AM EDT and last modified 06/30/2004 07:59:05 AM EDT
87 - Created 08/15/2004 07:16:42 AM EDT and last modified 08/15/2004 07:45:31 AM EDT
86 - Created 11/09/2004 09:45:19 AM EST and last modified 11/09/2004 09:47:26 AM EST
86 - Created 11/09/2004 09:45:19 AM EST and last modified 11/09/2004 09:47:26 AM EST
86 - Created 07/21/2004 10:56:18 AM EDT and last modified 07/21/2004 10:55:55 AM EDT
86 - Created 06/01/2004 03:51:37 PM EDT and last modified 06/01/2004 03:51:37 PM EDT
85 - Created 08/12/2004 11:17:07 AM EDT and last modified 08/12/2004 11:17:56 AM EDT
85 - Created 03/01/2004 12:17:38 PM EST and last modified 03/01/2004 12:32:06 PM EST
85 - Created 02/04/2004 04:34:36 PM EST and last modified 02/04/2004 04:37:55 PM EST
84 - Created 04/09/2004 01:13:17 PM EDT and last modified 04/09/2004 01:13:49 PM EDT
83 - Created 06/02/2004 05:52:57 PM EDT and last modified 06/02/2004 05:52:00 PM EDT

The Discovery Result document consists of two components. The collapsible "Document source information" section contains statistics about the source document, such as creation and last modified date, design, location, and relevancy. A doclink to the original document is also provided. The second section, a rich text body field displays the content of the original document.



DISCOVERY RESULT

Document source information

Server	Server3/ACME
File path	mail\Terry Connors.nsf
Replica ID	85256FFE005DCE93
Universal ID	356D184A5DD4A69F85256FFE00633463
Score	55
Form	Memo
From	Abby Miller/ACME
Send To	Terry Connors/ACME@ACME
Delivered Date	05/11/2005 02:07 PM
Subject	report
Created	05/11/2005 02:03:34 PM
Creator	Abby Miller/ACME
Modified	05/11/2005 02:07:43 PM
Modifier	Server3/ACME
Doclink	

Abby Miller/ACME
05/11/2005 02:07 PM

To Terry Connors/ACME@ACME
cc
bcc
Subject report

The U.S. trade deficit fell sharply in March to the lowest level in six months as U.S. exports climbed to an all-time high.

The Commerce Department reported Wednesday that the gap between what the United States imports and what it exports fell from the record monthly deficit of \$60.57 billion set in February.

Exporting as XML

One of the most exciting and unique features of Discovery Attender is its ability to render documents from the Results database over the Web using XML (Extensible Markup Language). This capability takes Discovery Attender beyond the Domino environment and allows users (including users with no access to Domino) to view the Discovery Attender Results through their web browser.

DISCOVERY ATTENDER®
 Sherpa Software <http://www.sherpasoftware.com>

Score	Modified Information	Created Information
92	11/02/2004 05:01:01 AM EST--Server6/ACME	09/03/2004 05:00:36 AM EDT--Server6/ACME
91	11/02/2004 05:01:37 AM EST--Server6/ACME	10/29/2004 05:01:15 AM EDT--Server6/ACME
91	11/02/2004 05:01:33 AM EST--Server6/ACME	09/03/2004 05:00:58 AM EDT--Server6/ACME
91	11/02/2004 05:01:31 AM EST--Server6/ACME	09/03/2004 05:00:57 AM EDT--Server6/ACME
91	11/02/2004 05:01:12 AM EST--Server6/ACME	10/07/2004 05:01:04 AM EDT--Server6/ACME
91	11/02/2004 05:01:03 AM EST--Server6/ACME	09/03/2004 05:00:37 AM EDT--Server6/ACME
87	04/25/2002 12:21:09 AM EDT--Barry Andrews/ACME	04/25/2002 12:20:46 AM EDT--Robert Sable/ACME
87	04/25/2002 12:20:13 AM EDT--Barry Andrews/ACME	04/25/2002 12:19:15 AM EDT--Robert Sable/ACME
87	04/25/2002 12:04:54 AM EDT--Barry Andrews/ACME	01/29/2001 10:23:14 AM EST--Robert Sable/ACME
84	10/13/2004 01:47:57 PM EDT--Terry Connors/ACME	10/13/2004 01:47:50 PM EDT--Terry Connors/ACME
84	10/13/2004 01:40:05 PM EDT--Terry Connors/ACME	10/13/2004 01:39:52 PM EDT--Terry Connors/ACME
84	09/20/2004 02:11:04 PM EDT--Terry Connors/ACME	09/20/2004 02:10:56 PM EDT--Terry Connors/ACME
81	10/13/2004 01:39:01 PM EDT--Terry Connors/ACME	10/13/2004 01:38:48 PM EDT--Terry Connors/ACME
61	11/02/2004 12:50:33 PM EST--Terry Connors/ACME	11/02/2004 12:43:03 PM EST--Terry Connors/ACME
61	11/02/2004 12:43:04 PM EST--Terry Connors/ACME	11/02/2004 12:43:04 PM EST--Terry Connors/ACME
61	11/02/2004 12:42:56 PM EST--Terry Connors/ACME	10/28/2004 01:26:42 PM EDT--Terry Connors/ACME
61	11/02/2004 02:33:21 PM EST--Terry Connors/ACME	11/02/2004 12:43:02 PM EST--Terry Connors/ACME

The export procedure will create three files under the File path specified: the actual XML file itself, plus two additional files, detail.xml and discovery.xml. In order for the results to be properly formatted, all three of these files need to be sent to any end user that needs to access them, not just the XML file. The user should detach all three files to the same directory on their local machine, and use their browser to open the XML file.

Alternatively, the user can be provided with the your server's web address and the file path to the XML file, and then browse the XML file directly over the Web.

Summary

Discovery Attender provides the power to gain control over your electronic content and information stores. It finds meaningful data located throughout your Domino infrastructure and beyond, including users' local desktops. By giving 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 purposes, proactive maintenance or routine cleanup, Discovery Attender will help you make informed decisions.

As with all Attender Utility products, new functionality is planned for Discovery Attender. Product enhancements are frequently the result of feedback from our customers. By implementing features customers request, we feel that Discovery Attender will continue to evolve as an extremely dynamic and more powerful tool with each new release.

5. Contact information

If you need additional information regarding Discovery Attender, please contact the following:

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