



Intella

Getting Started

Guide



Intella™

evidence made visible

Vound, LLC
investigation and e-discovery software

Document version 1.3.0

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We will be pleased to provide additional information concerning Intella and schedule a demonstration at your convenience.

To become an Intella reseller, please contact us!

For user and technical support please visit our website at:
www.vound-software.com.

Vound

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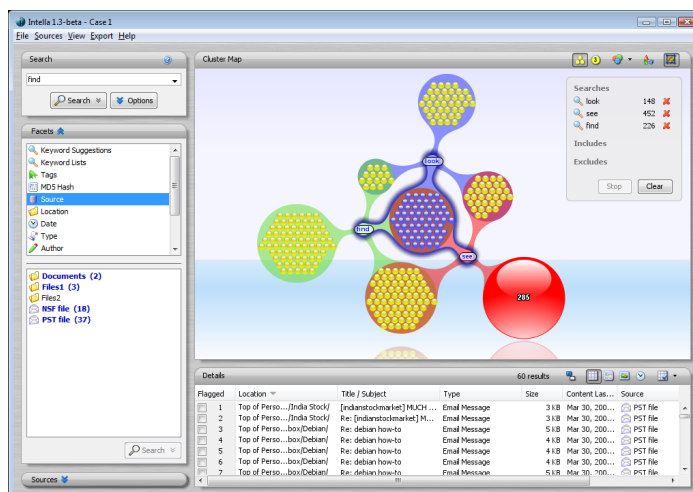
Welcome to Intella

Intella is an investigation and e-discovery tool for email and electronically stored information. It is ideally suited for use by enterprise, law enforcement, regulatory agencies, and law firms in civil, criminal, or policy-related investigations. Intella is an excellent tool to use in the preparation of electronically stored information for discovery.

Intella's powerful indexing search engine and its unique visual presentation will enable you to quickly and easily search and review email and electronically stored information to find critical evidence and visualize relevant relationships.

With Intella, you can...

- Gain deeper insight through visualization
- Search email, attachments, archives, headers, and metadata
- Drill deeply using Intella's unique facets
- Group and trace email conversations
- Preview, cull, and de-duplicate email and data
- Export results in a variety of formats for reporting, follow-on investigation, e-discovery, or later use



About this guide

The purpose of this guide is twofold:

1. To help you install Intella on your computer
2. To start a simple Intella case

We want your first experience with Intella to be positive and informative. Intella is exceptionally intuitive and easy to use. However, there are specific prerequisites and conditions necessary for a trouble-free and successful installation.

WE RECOMMEND YOU READ THIS GUIDE CAREFULLY BEFORE YOU PROCEED.

PAY PARTICULAR ATTENTION TO THE IMPORTANT NOTICE ON THE NEXT PAGE.

Following are the sections of this Getting Started Guide:



Important: Vound uses HASP Software Rights Management software and a USB dongle to protect its intellectual property. Vound offers, on a time-limited basis, a fully functional evaluation copy of Intella™ that does not require a dongle.

As a result, please be aware of the following restrictions and conditions when installing Intella™.

Virtual machines

The evaluation version of Intella WILL NOT run in a virtual machine (VM) environment. A “stand-alone” machine is required. This applies only for the evaluation version. **Intella will run in a VM environment using a dongle.**

EnCase and other HASP protected software

Vound, Guidance Software, and others protect their intellectual property rights using the same HASP SRM software. As a result, a conflict will occur if you attempt installing Intella while EnCase or other HASP protected software is running. Therefore, it is necessary to close EnCase or other HASP protected software before installing Intella. Once Intella is installed on your computer, both products may run at the same time.

Anti-virus software

Certain anti-virus software, specifically AVG, have prevented or interfered with the installation of Intella. Therefore it is recommended that you disable any anti-virus software while installing Intella.

If you encounter a HASP-related error or conflict and are unable to proceed with the installation, please contact Vound Support at: support@vound-software.com.

1 Before installation

Following are the minimum recommended hardware and software requirements for optimal performance of Intella:

- *Operating systems*

Intella is supported on the following operating systems:
Windows 2000, 2003, XP, Vista, Windows 7.

- *Hardware configuration*

The minimum hardware configuration is Intel Pentium 4 CPU, 2 GHz with 2 GB RAM. Recommended hardware configuration is Intel Core Duo CPU with 4 GB RAM.

- *NSF files*

In order to index IBM® Lotus Notes® NSF files, Lotus Notes 8.5 or higher is required. Simply download and install the Lotus Notes *trial version* and have it available on the computer, *unused*. When indexing, Intella will access the required portions of Lotus Notes.

Vound uses HASP Software Rights Management software and a USB dongle to protect its intellectual property. There are two types of HASP SRM licenses available with Intella:

- *Evaluation License*

The evaluation version of Intella is a time-limited, fully functional version of Intella. It automatically expires after 14 days of use. The license is included in the evaluation copy download.

- *Commercial License requiring a USB dongle*

At the purchase of Intella, an Intella dongle will be provided to enable use of Intella™.



2 Downloading and installing Intella

A fully functional, current version of Intella can be obtained by visiting the Vound website at www.vound-software.com. Complete the download request form at: <http://www.vound-software.com/download-request>

After review and approval of the request by Vound (for spam prevention and intellectual property protection issues) you will be sent an email with the download link and instructions.

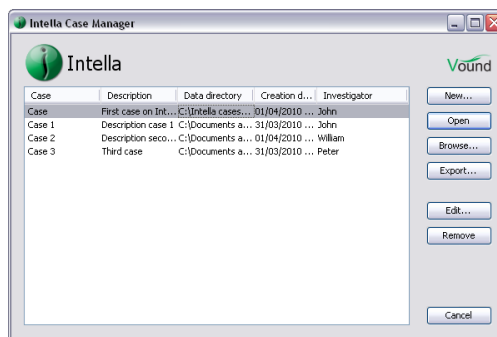
1. Download Intella from the provided link.
2. Double-click the downloaded .exe file to launch the Intella installer.
3. Accept the software license when prompted.
4. The default location to store Intella application files is:
`C:\Program Files\Vound\Intella`. When prompted, either accept the default or make your own preferred assignment. All files will be extracted to that location and an Intella shortcut will (optionally) be placed on your desktop and in your Start menu.
5. The application folder contains an executable called “Intella.exe” that can be used to launch the application. The desktop icon and Start menu shortcut will also start the executable.
6. Intella™ will launch and open with the Case Manager window



3 Setting up a case

The Case Manager window is the first window that appears when Intella is launched. Using the Case Manager window, you may:

- Add a new case
- Browse for previously created and saved cases and open them
- Remove and edit a case



To create a new case, in the Case Manager window:

1. Select “New...”
2. Assign the new case a name
3. Optionally, enter a description
4. By default Intella™ will place ALL case-specific data in a folder located here: C:\Documents and Settings\\Application Data\Intella\cases\demo
Alternatively, you may, using “Browse...” select another location (including a thumb drive, etc.)
5. Select “Open case immediately”
6. When you click “Ok” Intella will set up the case
7. The next screen will be the “Add New Source” screen



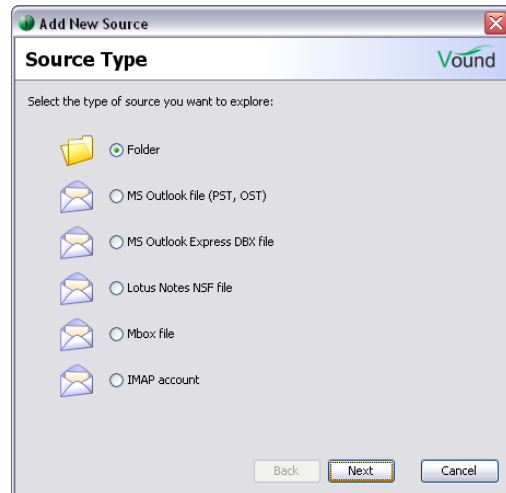
Note: The default location is: C:\Documents and Settings\

4 Adding sources

Sources are added to Intella with the “Add New Source” wizard. You can start this wizard by clicking CTRL+N.

Select the source type you want to index from the following source types:

- Folder
- MS Outlook file (PST, OST)
- MS Outlook Express DBX file
- Lotus Notes NSF file
- Mbox file
- IMAP account



Tip 1: If you have a folder of user created files, such as MS Word documents, MS PowerPoint presentations, PDF's, and MS Excel spreadsheets, select “Folder”.

Tip 2: If you have multiple email archive files, for example a collection of PST files in a folder, select “Folder” and Intella™ will index the contents of the email archive files automatically.

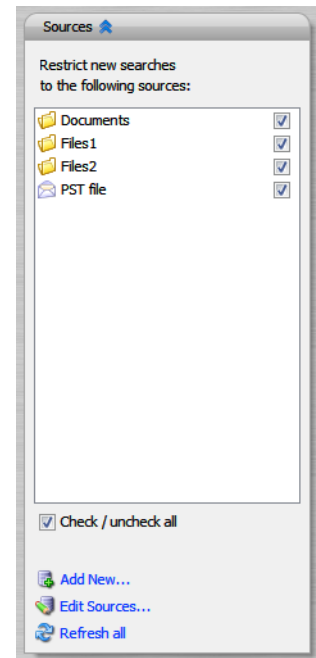
Tip 3: It is also possible to index a folder containing a combination of user created files and email archive files.

The wizard will ask you the following questions (example given for File source types):

1. *Specify Folder:* Enter the location and name of the file or folder that you would like to investigate.

2. *Size Limit:* Specify the maximum allowable size for the files to be included.
3. *Source Name:* Next, you are requested to enter a name for the source.
4. *Hashes & Duplicates:*
 - a. MD5 hashes will enable Intella to filter duplicates from the search results.
 - b. The Calculate number of copies option lets you see the number of copies for each indexed item. It requires MD5 hashes to be calculated.
 - c. The Calculate near-duplicate hashes option lets you retrieve results that are very similar to a selected result.
5. *Options:*
 - a. Select *Index archives* if you want Intella to index files inside archives such as ZIP and RAR files.
 - b. Select *Index images inside documents* if you want to extract images embedded in MS Office and OpenOffice documents to make these images separately searchable and viewable.
 - c. Select *Cache images* if you want to see images in the Thumbnail viewer.
6. *Completed Source Definition:* You may optionally start indexing the source. This is required in order to be able to search and explore the files in this source.

After completion, the source is added to the list in the Sources panel. Each source has a check box next to its name, indicating whether the source is currently used for queries. Uncheck this box if you temporarily do not want to receive any results from this source.



5 Explaining the main window

Search panel is the place to enter a word or phrase to search for.

Cluster Map panel shows how search results are connected to parts of the query.

Facet panel shows a list of facets. The facet values of a selected facet are shown below the facet list.

Selections panel shows user's queries.

Sources panel shows all sources indexed by Intella.

Details panel shows a table, list, thumbnail or timeline view of the results in a selected cluster.

The screenshot shows the Intella 1.3 interface. The top menu bar includes File, Sources, View, Export, and Help. The main window is divided into several panels:

- Search panel:** Located at the top left, it contains a search bar with the text "find" and buttons for "Search" and "Options".
- Facets panel:** Located below the search panel, it lists various facets such as Keyword Suggestions, Keyword Lists, Tags, MDS Hash, Source, Location, Date, Type, Author, Email Address, Language, Size, and Features.
- Cluster Map panel:** The central area of the window, displaying a network diagram with nodes and edges representing search results and their connections.
- Selections panel:** Located on the right side, it shows a list of searches with counts and checkboxes for "Includes" and "Excludes".
- Sources panel:** Located at the bottom left, it displays a list of sources indexed by Intella, including "Important (4)", "Privileged (7)", and "Related (1)".
- Details panel:** Located at the bottom right, it shows a table of search results with columns for Name, Title / Subject, Type, Content La..., Tags, Source, and Encrypted.

Name	Title / Subject	Type	Content La...	Tags	Source	Co...	Encrypted
1	[HPforGrownups] Re: JKR's l...	Email Message	Mar 30, 200...	Privileged	Outlook PST file		
2	[Indianstockmarket] MUCH S...	Email Message	Mar 30, 200...	Related	Outlook PST file		
3	hcs01+.pdf	PDF Document	Jun 19, 200...	Privileged	Evidence files		
4	hcs01.pdf	PDF Document	Jun 19, 200...	important	Evidence files		
5	hcs10.pdf	PDF Document	Feb 28, 200...	important	Evidence files		
6	hcs13.pdf	PDF Document	Feb 28, 200...	important	Evidence files		
7	hcs16.pdf	PDF Document	Feb 28, 200...	Privileged	Evidence files		
8	19 new messages in 8 topics...	Email Message	Mar 30, 200...	Privileged	Outlook PST file		
9	hcs21.pdf	PDF Document	Feb 28, 200...	important	Evidence files		
10	21 new messages in 7 topics...	Email Message	Mar 30, 200...	Privileged	Outlook PST file		
11	hcs22.pdf	PDF Document	Feb 28, 200...	Privileged	Evidence files		
12	hcs23.pdf	PDF Document	Feb 28, 200...	Privileged	Evidence files		

6 Explaining the previewer

Previewer actions: click Review, Explore or Produce to see Previewer actions

Previewer window: opens when item in table is double clicked.

Item summary: shows summary of important information related to the item.

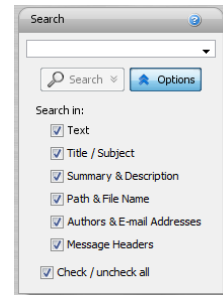
Item tabs: inspect an item's contents, headers, properties, attachments, and thumbnails.

Search term hit: Location of search terms in the text.

The screenshot shows the HPforGrownups email client interface. The title bar reads "[HPforGrownups] Re: JKR's lesson on prejudice". The main window is divided into several sections. At the top, there's a navigation bar with "Review", "Explore", and "Produce" buttons. Below this is a "Tag" section with "Auto Advance" and "Flagged" checkboxes. The email header shows "From: Geoff Bannister <gbannister10@tiscali.co.uk>", "To: HPforGrownups@yahoogroups.com", "Subject: [HPforGrownups] Re: JKR's lesson on prejudice", "Sent: 9 January 2008 11:52 PM", "Received: 9 January 2008 11:52 PM", "Source: Outlook PST file", "Location: Top of Personal Folders/Inbox/", and "Tags: important". Below the header are tabs for "Contents (6)", "Headers (1)", and "Properties". The "Contents" tab is active, showing a list of items with a search term "look, see, find" highlighted. The "Search term hit" callout points to this highlighted text. The "Item summary" callout points to the email header information. The "Previewer actions" callout points to the "Review", "Explore", and "Produce" buttons. The "Item tabs" callout points to the "Contents", "Headers", and "Properties" tabs. The "Previewer window" callout points to the main preview area.

7 Searching data

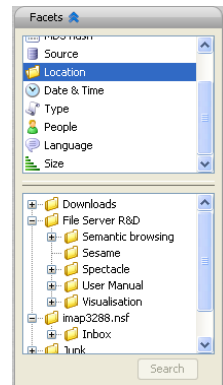
1. To search for text, enter a query in the Search panel, and click the Search button.



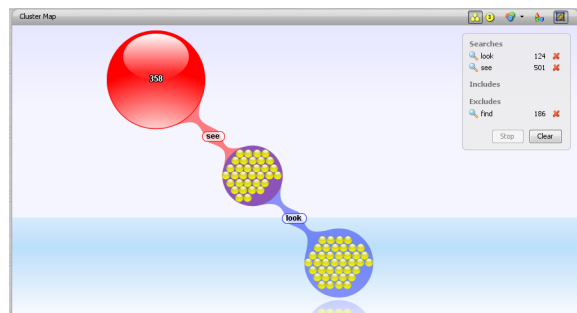
Tip: Click the blue question mark in the upper right corner of the panel, to see the "Keyword Search Quick Reference", an overview of all the operators (AND, OR, NOT, fuzzy, proximity and more) available to you.

2. Besides keyword searching, the indexed items can be browsed by facets, which represent specific item properties.

Every facet organizes the items into groups (possibly hierarchical) depending on a specific item property.



3. The Cluster Map shows search results in a graphical way. You see how results are linked to parts of your question. The overlap is usually shown in the center of the map.



8 Browsing results

Intella's details panel allows you to show results in four different views: Table, List, Thumbnails and Timeline.



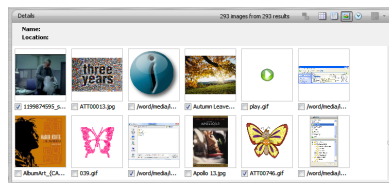
1. Table view: See results in a multi-column table. Add columns from a list, if you like.

Flagged	Location	Title / Subject	Type	Size	Content List...	Tags
93	Top of Perso..._John(PatH)	Re: Do people exaggerate...	Email Message	1.18	Mar 30, 200...	
94	Top of Perso..._John(PatH)	Re: [PATO] 150 system a...	Email Message	6.18	Oct 12, 200...	Important
95	Top of Perso..._John(PatH)	Re: [PATO] 150 system a...	Email Message	2.18	Oct 12, 200...	
96	Top of Perso..._John(PatH)	Re: [PATO] 150 system a...	Email Message	2.18	Oct 12, 200...	
97	Top of Perso..._John(PatH)	Re: [PATO] 150 system a...	Email Message	2.18	Oct 12, 200...	
98	Top of Perso..._John(PatH)	Re: [PATO] 150 system a...	Email Message	2.18	Oct 12, 200...	
99	Top of Perso..._John(PatH)	Re: [PATO] 150 system a...	Email Message	2.18	Oct 12, 200...	
100	Top of Perso..._John(PatH)	Re: [PATO] 150 system a...	Email Message	2.18	Oct 12, 200...	
101	Top of Perso..._John(PatH)	Re: [PATO] 150 system a...	Email Message	2.18	Oct 12, 200...	
102	Top of Perso..._John(PatH)	Re: [PATO] 150 system a...	Email Message	2.18	Oct 12, 200...	
103	Top of Perso..._John(PatH)	Re: [PATO] 150 system a...	Email Message	2.18	Oct 12, 200...	
104	Top of Perso..._John(PatH)	Re: [PATO] 150 system a...	Email Message	2.18	Oct 12, 200...	
105	Top of Perso..._John(PatH)	Re: [PATO] 150 system a...	Email Message	2.18	Oct 12, 200...	
106	Top of Perso..._John(PatH)	Re: [PATO] 150 system a...	Email Message	2.18	Oct 12, 200...	
107	Top of Perso..._John(PatH)	Re: [PATO] 150 system a...	Email Message	2.18	Oct 12, 200...	
108	Top of Perso..._John(PatH)	Re: [PATO] 150 system a...	Email Message	2.18	Oct 12, 200...	
109	Top of Perso..._John(PatH)	Re: [PATO] 150 system a...	Email Message	2.18	Oct 12, 200...	
110	Top of Perso..._John(PatH)	Re: [PATO] 150 system a...	Email Message	2.18	Oct 12, 200...	

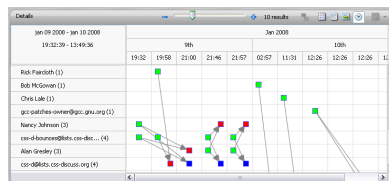
2. List view: See a conventional search results list.



3. Thumbnails view: See thumbnails of images in a selected cluster.

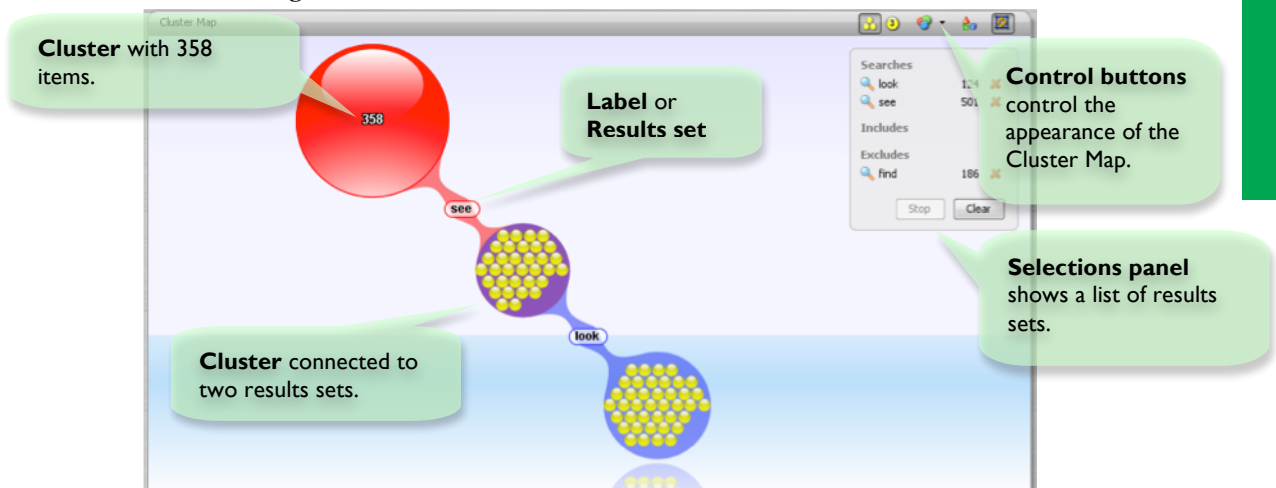


4. Timeline view: See email communication lines.



9 Seeing relations

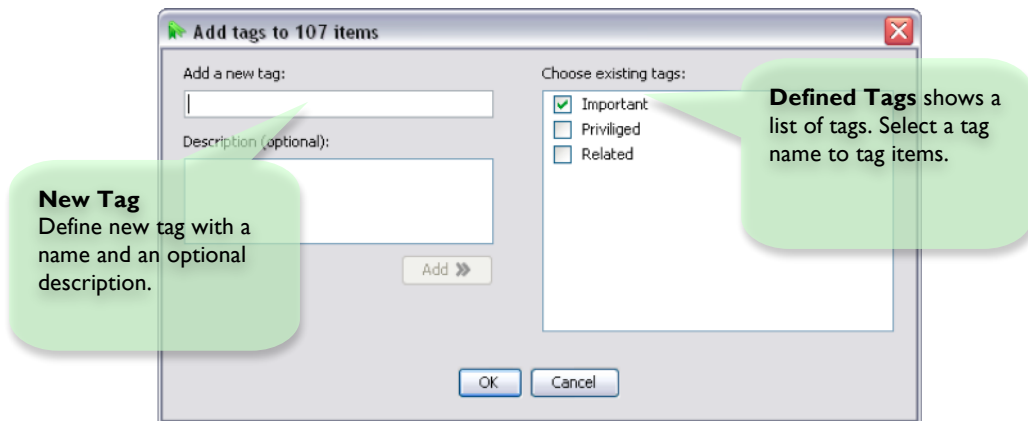
The Cluster Map shows search results in a graphical way. Since the Cluster Map is a rather new way of presenting search results, this chapter helps you understanding it.



The figure above shows labels, clusters and items. The larger spheres are clusters. They represent groups of items. Clusters contain smaller spheres that represent individual items, like emails and files. Parts of the query, shown as labels, organize the map. Every cluster is connected to one or more labels.

Note: When a cluster contains more than 250 items, it is displayed as a single sphere labeled with the number of items. The individual items are hidden. This prevents clusters with large number of items from disturbing the usability of the Cluster Map.

10 Tagging results



When you select one or more items from the results table and open the context menu (right mouse click), you can tag these items by selecting “Add tags...”. You can also tag an item directly in the previewer window: Go to the Review tab and use the Tag button.

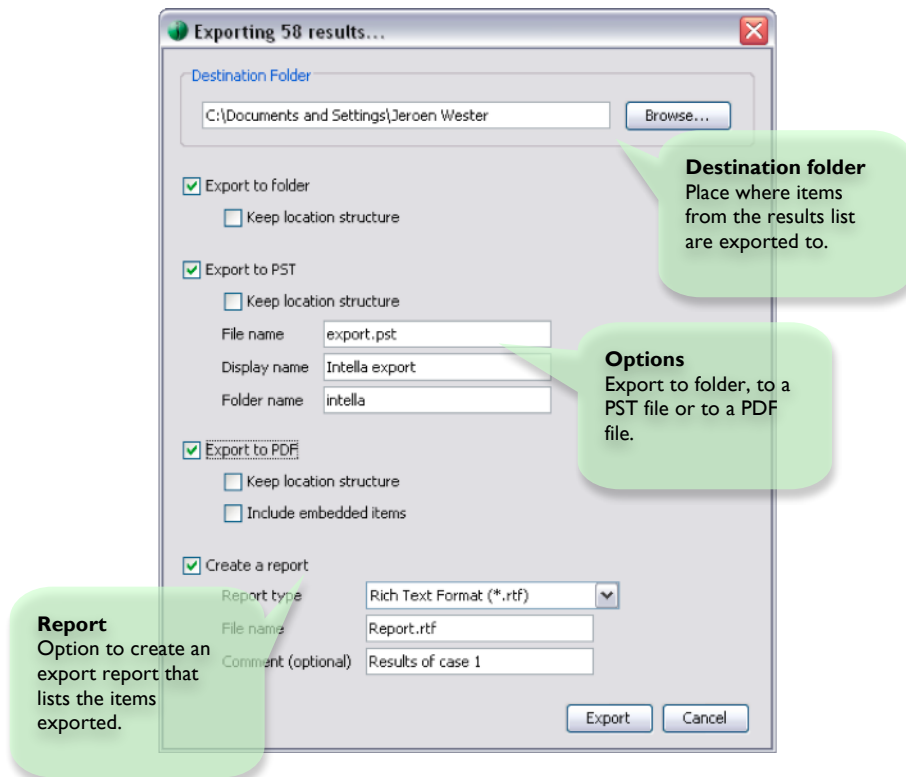
In the “Add tags” dialog you can select already defined tags, or define a new tag with optional description. By clicking “OK” the marked tags are linked to the selected items.

The tag functionality is also available in the Cluster Map: Right-click on a cluster or label and select “Add tags...” from the context menu.

Tip 1: You can find all your tagged items in the "Tag" facet in the facet panel on the left hand side of the screen. Select the desired tag name, click the Search button and a cluster with items that have the selected tag is displayed.

Tip 2: You can find all the items that are tagged in the “Features” facet in the facet panel. Select “Tagged”, click the Search button and all the items that are tagged are displayed.

11 Exporting results



1. When you right-click selected items in the table, you can export the complete result of your search (including all the documents in the table) to a location (a file) by selecting "Export Result List" in the context menu (also available in the menu: Export > Export Result List...).
2. Select a location for the file in the file selector dialog and/or select that you want to export the results to a PST file for transport.
3. Specify whether you want to create a report for this export. You must specify a file name and select a file type (RTF or PDF) and you can add a comment.