

Intella 1.9 Release Notes

Highlights

- Added indexing of **MS Exchange EDB** files, in their entirety or by mailbox.
- Added indexing of **Skype** databases.
- Added indexing of **SQLite** databases.
- Added **custodian** support.
- Added an **Irrelevant Items** classification, for suppressing items that have no intrinsic value to the case.
- Added support for determining advanced **keyword statistics**.
- Added the ability to **refresh a case** and pick up new evidence items.
- Several improvements to indexing **IBM Notes NSF** files.
- Added **Primary Date** and **Family Date** attributes.
- Added **tag group columns**.

General

- Improvements to automatic memory management on systems with 32 GB RAM or more.

License Management

- The Dongle Manager can now show the maintenance agreement expiration dates for the products on the dongle.
- For customers who cannot use the Dongle Manager (e.g. because their dongle cannot be plugged into an Internet-connected PC), a web page is now available through which they can upload the .c2v file of their dongle and retrieve .v2c files with license updates. See <https://www.vound-software.com/dongle-update>.
- When running on a trial license, a Buy Now option is now presented in the main window's menu bar and the Case Manager window.
- When running on a dongle license, a link is now shown in the Case Manager next to the dongle ID that opens the bundled Dongle Manager application.

Security

- Added the ability to disable specific cipher suites and protocols via the user.prefs file. This lets IT admins immediately disable such technologies when a security vulnerability arises.

Case Management

- When creating a new case on a network drive, the user is now shown a warning rather than an error, making it possible to create a case at such a location.
We still recommended against using network drives: in principle they can work well when managed properly, but in practice we see lots of issues due to the use of networks or storage devices that are not suited for extensive database access, causing the case databases to become corrupt. The likelihood of that happening with local, internal disks is negligible.
- Improved error reporting when the creation of a case backup fails.

- When a case contains sources that have the “cache evidence” option switched off and Intella detects that the evidence files (or at least the roots) are no longer present when the case is opened, a warning is now displayed.
- Resolved an issue with the Case Manager refusing to close when an Unnamed Case (typically a case whose case folder cannot be found) is selected.

Indexing - General

- Intella can now index MS Exchange EDB databases. EDB files can be indexed in their entirety or restricted to one or more mailboxes. This functionality is still in an experimental phase. Supported versions are MS Exchange 2003, 2007 and 2010.
- Added support for modeling the custodians of the evidence data. When indexing a folder, one can indicate during source creation that the first level of subfolders represent the custodians. The names of these folders will then automatically be mapped to a custodian in the new Custodian facet. When indexing a single file or a different source type, the custodian name can be entered instead. Custodians can also be set later or changed using the right-click menu in the Details table.
- One can now update a case’s index. This operation looks for new evidence items in the defined sources, e.g. new files in a folder source. The databases are not cleared during a refresh, so any existing items and their item IDs, tags, flags etc. are all retained, even when their evidence files are no longer present.
- Improvements for defining post-processing tasks:
 - Task conditions can now check for a tag. This makes it possible to “pipeline” tasks, i.e. use the taggings created by one task as the condition for another task. Tasks are executed in the order they are listed, so put the tagging tasks before the tasks that depend on those tags.
 - Tagging tasks now support the use of hierarchical tags. Use slashes to separate the tag names.
 - Added a task action for exporting item metadata to a CSV file.
 - Added a task action for exporting items for OCR processing.
- Improved handling of contacts, appointments, tasks and generic documents occurring as top-level items in NSF files. These used to be modeled as emails in the Intella case.
- Added indexing of IBM Notes deletion stubs (disabled by default, requires a hidden setting).
- Added indexing of IBM Notes Sametime chat transcripts.
- Improved error reporting when (re)indexing sources whose evidence files cannot be found.
- Improved error reporting when indexing is terminated due to a disk being full.
- Several stability, performance and progress notification improvements for importing OCRred items.
- The “analyze paragraphs” setting of the first source is now also used for subsequent sources. This is necessary for producing consistent and reliable results.
- Stability improvements for using ABBYY RS4 as an OCR service.
- Improvements to the representation of folders originating from XRY cellphone dumps.
- Resolved an issue with file handles not being closed during indexing.
- Resolved an issue with embedded documents in Office Open XML documents not being extracted completely.

- Reduced certain peaks in disk space usage during indexing.
- Added detection of MS Visio .vsdx files.
- Resolved an issue with the currently displayed query results not being reevaluated after a (re-)index completes.
- Resolved an issue with indexing getting stuck on a corrupted PDF.
- Resolved an issue with notes originating from cellphone reports having duplicate content in their Raw Data tab.
- Items are no longer classified as text files based on the file extension alone. This prevents binary files whose type cannot be determined based on their binary content and that have a known text file extension from being processed as a text file.
- By default Intella tries to decrypt encrypted files using a blank password. When the Key Store was populated with passwords, the blank password was no longer used automatically. This has been fixed.
- Resolved an issue with the editing of indexing tasks involving a keyword list, MD5 list or saved search, where that list had to be reselected every time the task editor was opened.
- Resolved an issue with editing of an indexing task resulting in the task name being reset to its default value.
- Made it possible to let multiple Intella instances indexing concurrently to use the same indexing optimization folder.

Indexing – Load Files

- Custom columns can now be imported by mapping them to the tag group columns. These tag group columns are a new data modeling feature introduced in this release, see below.
- Importing of a load file in CSV format can now also use an Opticon image file. Previously this was only possible with load files in DAT format.
- Added an “Import Overlay File” item to the File menu. This can be used to extend the metadata of existing items in a case. The file can be in Concordance/Relativity format or can be a regular CSV file.
- Added an “Import ID” column, which can hold the load file’s own item ID.
- Load files with images are now represented in a more natural way. Previously these images were represented as attachments, making them hard to review and adding to the item count in the case. Now they are all presented in the Images tab of the item that they relate to.
- All ASCII characters can now be used as delimiters, rather than the previously fixed list of 11 delimiter characters offered previously.
- An import template was only effective when it was explicitly selected by the user; when it was pre-selected in the Source wizard because it had been used in a previous import run, it would not take effect. This has been fixed.

Searching

- Added a Custodian facet. This represents all custodians defined during indexing or that are set manually.
- Added a Primary Date attribute. This date is determined using a configurable set of rules that select one of the extracted dates, based on item type and a preferential order of the extracted dates. This makes it possible to e.g. present the most important dates in a single

Primary Date column and sort items chronologically, while still using different date types when mixing emails and documents.

- Added a Family Date attribute. Family dates build on primary dates and also take the item hierarchy into account. The family date of an item is defined as the primary date of its top-level parent, i.e. all items in an item family have the same family date. Sorting on Family Date sorts by this date, but also enforces that attachments and nested items are placed right behind their parent. This makes it possible to review items in chronological order while maintaining a sense of their context.
- Added tag group columns: when using hierarchical tags, the top-level tags can now be used as table columns in the Details view. For example, when defining a tag “Priority” with subtags “High”, “Medium” and “Low”, the table column chooser will let you add a Priority column showing High, Medium or Low. Any other tags that the items may have will not appear in this column. All tags still appear in the Tags column.
- Added an Irrelevant Items feature. An Irrelevant Items category has been added to the Features facet and holds all items that during indexing were deemed to be of little value to the case. Currently this set contains all folders, email container files (e.g. PSTs), disk images, cellphone reports (e.g. UFDR files), archives, executables, load files (e.g. DII files) and empty (zero byte) files. This set may be extended and made configurable in a future release. Irrelevant items can be filtered from the Details view using a toggle button. Also they can be filtered from the set of items to export.
The Irrelevant Items classification is not inherited by child items, i.e. a PST file will be classified as Irrelevant but the emails it contains will not.
- Added a Keywords tab to the Statistics view. This tab lets users calculate and export detailed statistics of the keywords in a keyword list, such as:
 - Total and deduplicated item counts for each keyword.
 - Total hit counts (counting the occurrences in the texts).
 - Item counts per custodian.
 - Number of item families and their volumes.
- Auto-tagging with keyword lists now supports the use of hierarchical tags. Use slashes to separate the tag names.
- The Phone Number and Chat Account facets can now associate contact names with a phone number/chat account, if that information is present in the evidence data.
- Saved searches involving tags can now be shared across cases. Previously this was not possible because the saved search referred to a hidden, case-specific tag identifier rather than the visible, user-entered tag name.
- Added a Native ID column. Currently this shows the IBM Notes UNID (Universal Notes ID) values from an NSF file. In the future this column may show the “native” IDs from other formats as well. A “Show Native ID Duplicates” search function has also been added, which in case of Notes UNIDs can be used to locate Notes deletion stubs.
- Added the following branches to the Features facet, as well as their corresponding table columns:
 - *Recovered*: identifies all emails that were deleted from a PST, NSF or EDB file but that Intella could still (partially) recover. These are the items that appear in the artificial “<RECOVERED>” and “<ORPHAN ITEMS>” folders of these files. The

Recovered branch has four sub-branches, based on the recovery type and the container type:

- *Recovered from PST.*
- *Orphan from EDB.*
- *Orphan from NSF.*
- *Orphan from PST.*
- *Attached:* indicates all items that are attached to an email. Only the direct attachments are reported; any items nested in these attachments are not classified as Attachment.
- *Embedded:* indicates all items that have been extracted from a document.
- *Unsupported:* all items that are larger than zero bytes, could be identified by Intella, are not encrypted, but for which Intella does not support content extraction.
- *Redacted:* indicates all items that have been redacted. Items on which the Redact button has been used but in which no parts have been marked as redacted are not included in this count.
- Resolved an issue with Intella not closing properly when the user closes it in the middle of a keyword search evaluation.
- Resolved some usability issues with the right-click menu in the Tags facet.

Results

- Added a Parent ID column and Child IDs column.
- Various performance improvements to the Statistics view, resulting in the view populating faster and consuming less memory.
- The Emails statistics view now filters out illegal dates when reporting the first and last sent and received dates in a case.
- Improved the heuristics used for the Show Conversation search.
- Improved the locations of items in a case where multiple sources have the same folder structure, resolving the fact that it was impossible to distinguish them in the Location column.
- Added a column for each individual export set, showing the export IDs within that set.
- The column names in the Sort Editor are now sorted alphabetically.
- Resolved an issue with the Timeline updating very slowly, causing it to freeze the entire window for a considerable time.

Previewer

- Changed the default Previewer window size to accommodate all toolbar buttons on the left side of the window.
- The toolbar is now scrollable, so that it can be used on low resolution screens.
- The Previewer's size is now persisted and used when opening new Previewers.
- Text styling improvements in the Contents tab.
- Resolved an issue with embedded images in an email not showing up in the Preview tab.
- Resolved an issue with the Headers tab not showing the full headers for certain "multipart/alternative" headers.
- Resolved an issue with the tagging popup closing prematurely when a parent tag was selected.

- Fixed a regression with the right-click menu containing the Copy action that got lost in several tabs.
- Improved the message shown when trying to natively preview an item larger than 10 MB.
- Minor improvements to the Tree tab.

Tagging

- Slashes are no longer allowed in tag names, due to their use in representing hierarchical tags.
- Resolved an issue with the tagging removal progress notification not handling the removal of hierarchical tags correctly.

Exporting - General

- Added an “Open export folder” button to the “Export finished” screen.
- Added a “Suppress irrelevant items” checkbox, which lets all items classified as “Irrelevant” be skipped during exporting. This checkbox is disabled when the current set of items to export does not contain any such items.
- Speed improvements when registering the items as an export set.

Exporting - PDF

- Improved the native rendering of various document types, in particular Notes documents and Excel spreadsheets.
- Redesigned and extended the configuration options controlling which headers are shown above the body of an email, in what order, and what rendering properties they have, e.g. which of them should be bold, whether to draw a line between the subject and the email’s properties.
- When exporting to PDF or load file using the option to skip the original view for some file formats, the user can now choose to:
 - Export the item in its original format (load file export only).
 - Also skip the extracted text.
- Added an option controlling whether lines separating the header and/or footer from the body of the PDF are to be drawn.
- Resolved an issue with the Contents and Preview tabs showing broken images.
- Resolved an issue with the PDF “split into chunks” export option producing chunks that were larger than the specified size.
- Resolved an issue with dynamic date and file name fields in Word headers and footers and PowerPoint presentations being evaluated during export.
- Improved handling of the EXPORTED_FILE_NAME field in the header/footer when exporting to a single concatenated PDF.
- Resolved an issue with items failing to be added to an export set when exporting to a load file with the “Include images” option turned off or the image format set to PDF.
- The “PDF rendering options” sheet showed some disabled options that were only meant for exporting to load files. These options are now no longer visible when exporting to PDF.
- Depending on the chosen settings, the PDF document could sometimes get some extra, empty pages. This has been fixed.
- Improved the PDF rendering options quick reference.

Exporting – PSTs

- Improved the speed and stability of exporting to PST files.
- Resolved an issue with contacts not exporting to a PST file.
- Removed an unnecessary “_files” suffix that was given to folders that correspond with container files in the evidence files.
- Resolved an issue with emails with a particular content transfer encoding setup showing garbage content when exported to a PST file.

Exporting – Load Files

- Improvements beneath “Exporting – PDF” typically also apply to the PDF and TIFF generation as part of load file generation.
- An “Exclude content” option has been added that lets one suppress exporting the content of items tagged with a user-defined tag. This can e.g. be used to suppress Privileged items. Any item that has the specified tag will still be represented in the load file, but its content will be replaced with a configurable placeholder text.
- Added an option for embedding the item text in the load file itself rather than having it exported to a separate file.
- Added an option to sort the items in the created load file by Family Date.
- Resolved errors that occurred when non-ASCII data was being exported to a load file using ASCII encoding.
- Resolved an issue with the load file export not terminating properly when stopped by the user.

TEAM

- The Previewer UI now prevents certain unnecessary UI updates triggered by other reviewers working on the same shared case, e.g. when another reviewer is tagging a different item.

Upgrade Notes

Intella 1.9 can open cases made with the Intella 1.7.x and 1.8.x versions. Cases made with beta versions are not supported and should be recreated.

Cases made with Intella 1.7.x or Intella 1.8.x do not require any case conversion or re-indexing. However, some functionalities and improvements may not be available for such cases.

Cases made with Intella 1.7.x cannot be re-indexed or extended with additional sources. These restrictions do not hold for cases made with Intella 1.8.x, i.e. they can be re-indexed and have new sources added to them.

Cases made with Intella 1.6 or older are not supported. One can however use Intella 1.7.3 to convert these cases to the 1.7 format and then open them in Intella 1.9.

While we aim to ensure full backwards compatibility with older cases and older Intella versions where we reasonably can, opening a case made with an older Intella version in a newer version may result in that case no longer opening properly in the older version. We strongly recommend to always create a backup of the case before upgrading.