

Intella Connect 1.9 Release Notes

Highlights

- Connect can now **index cases** by delegating indexing to a separate server running the new **Intella Processor** product.
- Authentication can now use **LDAP** providers.
- Added **custodian** support.
- Added an **Irrelevant Items** classification, for suppressing items that have no intrinsic value to the case.
- Added **Primary Date** and **Family Date** attributes.
- Added **Export Sets** functionality.
- Added **tag group columns**.
- Added support for the **Microsoft Edge** browser.

General

- A copy of the Connect online help files is now included in the installer. Users are still recommended to use the online help as it may receive updates after the release.
- Improvements to automatic memory management on systems with 32 GB RAM or more.
- Added support for the Microsoft Edge browser that is a part of Windows 10.
- Several minor UI improvements.
- When running Connect with a custom branding license, a separate logo image can now be uploaded for use in the login page. This image can be larger than the logo used in all other places, up to 400 x 400 pixels.
- Resolved an issue with the user.prefs file being reset to its default settings.

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>.

Security

- Connect can now use an LDAP provider for authenticating users accessing a shared case, their user dashboard or the admin dashboard.
- The following special characters are now allowed in a Connect username: _ @ . -
- 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.
- Resolved an issue with the admin window not opening when double-clicking on the systray icon, due to the use of an SSL certificate containing wildcards in a subdomain.
- Resolved an issue with roles with the “Cannot see items tagged with ...” permission that would not show up in the case authorizations screen.

Case Management

- The case sharing list has been extended with various tools for filtering and sorting the list. Cases can now be sorted alphabetically, by creation date or last shared date. Moreover the list can be filtered down to only show cases that are shared or that contain a specific text in their name.

Indexing

- Intella Connect is now able to create and index cases. Indexing is delegated to a separate server running the new Intella Processor product. Intella Connect can use an arbitrary number of Processors, though a case can only be indexed by a single Processor instance. All indexing features present in the desktop edition are also supported by Intella Connect and Intella Processor, including creating new cases, adding sources, defining post-processing tasks, indexing of load files, cellphone reports, MS Exchange EDB files, re-indexing and updating a case, etc.

Intella Processor runs on its own dedicated license, but can also use an Intella Professional or Intella TEAM Manager license.

The Intella Connect 1.9 installer is a dual installer; it offers to install Intella Connect or Intella Processor.

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.

- 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.
- 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.
- Added the following branches to the Features facet:
 - *Recovered*: identifies all emails that were deleted from a PST, NSF file 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.
 - *Content Analyzed*: all items on which the Content Analysis procedure has been applied.
- Added buttons in the Previewer for navigating between the keyword search hits in a document text. The hits can also be navigated using Ctrl+Up/Down keys.
- Extended the available set of columns in the Table view to match those available in the desktop edition.
- Improved multi-column sorting to work consistently with the desktop edition. Most importantly, the Ctrl key can now be used to obtain a multi-column sorting.
- The Keyword List facet now obeys the “paragraph exclusion” setting in the search options. Previously it searched all text, including paragraphs marked for exclusion.
- Resolved an issue with the Cluster Map becoming unresponsive to mouse clicks.
- Resolved differences in the sorting of facet values between Intella and Intella Connect.
- Resolved an issue with garbled text being shown in the Paragraphs Editor window. This issue had an impact on presentation only and it did not affect search results.
- Resolved an issue with the lack of hit highlighting in excluded paragraphs when paragraphs exclusion was switched off.

Results

- Added a Parent ID column and Child IDs column.

- 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.
- Resolved an issue with keyword search hits being highlighted in excluded paragraphs. This issue only affected hit highlighting in the Previewer, not the correctness of the result set.
- Resolved an issue with a date search displaying an incorrect start or end date in the Cluster Map, due to the selected time zone not being used. This issue did not affect the correctness of the result set.

Previewer

- Added an interactive breadcrumb bar at the top of the Previewer, showing the location of the previewed item. Each part of the bar represents one parent in the item hierarchy, with the evidence root always being the first element. Icons representing the item types are placed next to the item names. The parent items can be clicked and opened from the bar. Each parent has a drop-down menu showing its first 100 child items. The location bar improves on and therefore replaces the “Show parent” and “Show parent email” actions.
- Resolved an issue with the Case Dashboard being shown rather than Searches view when queries were evaluated from inside the Previewer.
- Resolved an issue with the Attachments tab not initializing properly when the page was reloaded.
- UI improvements for showing large document titles above the tabs.

Tagging

- Slashes are no longer allowed in tag names, due to their use in representing hierarchical tags.
- Resolved an issue with the quick tags panel showing tags that were deleted from the case.
- The “Go to next item after tagging” setting now only applies to taggings made with the quick tag buttons and no longer to taggings made with the tagging dialog.
- The Pin Tag menu did not take the configured maximum number of quick tags of the case into account.

Exporting - General

- Added Export Sets functionality to Connect: when exporting, items can now be added to a named export set. This set will be shown in the new Export Sets facet, which lets the user quickly locate all exported items. A column can be added for a specific export set, showing the export ID that an item has within that set. The Export IDs of an item are also shown in the Properties tab in the Previewer.
- The metadata of the items in the Details view (Table, List or Thumbnail view) can now be exported to a CSV file.
- Added several export options previously only available in the Desktop version.
- 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.

Exporting – PST

- 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.

Upgrade Notes

Intella Connect 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 Connect 1.9.

While we aim to ensure full backwards compatibility with older cases and older Intella Connect versions where we reasonably can, opening a case made with an older 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.