

# Intella Connect 2.3.1 Release Notes

Released: **December 20, 2019.**

## Highlights

- Index **BitLocker** disk images, **APFS** file systems and **Slack** exported content.
- Added **item reporting**.
- Added the **Volume visualization**.
- Added **facet highlighting**.
- Added **colored tags**.
- Improved **Includes** functionality.
- Several improvements to the **Keywords tab**, including new export options.
- Added **redaction templates** and **text overlays**.
- Added **Custom ID** and **Custom Family ID** columns.

### Installer

- Improved installer behavior when installing Intella Connect or Intella Node as a Windows service on machines that already have an installation.

### General

- Resolved an issue with changes to the hostname setting failing to get stored.

### Case Management

- Resolved an issue with the memory allocation settings not updating correctly.
- Resolved an issue with the cases list not showing if the case.prefs file of one of the cases cannot be read, e.g. due to a permission problem.
- Resolved an issue with cases not being editable in a setup that used multiple Nodes, with at least one of the Nodes being unreachable.
- Usability improvements in the Create Case dialog.

### Indexing

- Added support for BitLocker-encrypted disk images.
- Added support for disk images containing APFS file systems. APFS-level file encryption is supported. (Volume-level encryption, e.g. encrypted DMG images, are not supported.)
- Added support for indexing exported Slack content.

- Added support for filtering files during indexing based on a repository of known hashes. This can be used for DeNISTing items, among other tasks.
- Added support for indexing Skype 14.x databases.
- Added type detection for HEIF/HEIC image files.
- Added metadata extraction for HEIF image files.
- Added detection of MacOS encrypted disk images.
- Added detection of AMR audio files. These are often used to record voicemails.
- Added support for extracting launched programs from the Background Activity Monitor (BAM) Cache in Windows 10 disk images.
- Added support for extracting launched programs and recently used files from the RecentApps registry key in Windows 10 disk images.
- Added support for extracting the Windows 10 build number and release ID.
- Added support for Volume serial numbers in LNK files and jump lists.
- Added support for extracting "Target ID List" properties from LNK files and jump lists.
- Improved performance of the post-crawling indexing phases. The optimizations are especially significant when using network shares.
- Improved indexing of MS Office and RTF documents.



**Phone Enquiries**  
+1 (888) 291-7201

**Postal Address**  
10643 N Frank Lloyd Wright Blvd, Suite  
101, Scottsdale, AZ 85259 U.S.A.

**Email** [sales@vound-software.com](mailto:sales@vound-software.com)

**Sales Contacts**  
[www.vound-software.com/partners](http://www.vound-software.com/partners)

- Improved indexing of MS Exchange databases.
- Improved indexing of Cellebrite UFDR reports.
- Improved indexing of Oxygen XML reports.
- Improved indexing of Skype 7.x databases.
- Improved indexing of Dropbox for Business accounts.
- Improved error reporting when indexing Windows 10 Mail containers.
- Improved extraction output and memory usage of PDF document processing.
- Improved processing of VCards.
- Improved processing of Outlook for Mac olk15\* files.
- Resolved an issue with certain disk images not being processed when they are contained in an archive.
- Resolved an issue with the list of users in a Dropbox source not listing all users.
- Resolved network protocol errors when connecting to an iCloud account.
- Resolved an issue with the timestamps in EXIF metadata being interpreted incorrectly.
- Resolved an issue with the MD5 of contact and calendar items changing during re-indexing of a case.
- Resolved an issue with SMS messages in Oxygen XML reports not being decoded properly.
- Resolved an issue with documents whose language could not be determined being mistakenly classified as "Not applicable" rather than "Unidentified".
- Resolved an issue where the ffmpeg and exiftool commandline tools were inadvertently being launched during indexing.
- Resolved an issue with the indexing of Windows Event Log .etvx files not working correctly when the case folder was accessed via a UNC path.
- Resolved an issue with IBM Notes validation not working properly on Intella Node.
- Resolved an issue with very high memory usage when processing certain XML documents.
- Added support for IBM Notes 10 and verified that NSF files can successfully be indexed with an IBM Notes 10 installation. In our tests, the MD5s were different for a small amount of the items (< 1%), compared to when older Notes versions are used. Sampling these items showed that this is typically due to small changes in formatting that had no impact on the conceptual content of the item.
- The "Close Case" button that is shown when a Node completes the indexing of a case has been renamed to "Finish source management".
- Resolved an issue with Office 365 sources failing to get added to a case.
- Resolved an issue with Vound W4 sources not showing properly in the sources list.
- Added safeguards against noisy data ending up in the keyword index.

- Stability improvements and updates required for the Office 365 and SharePoint connectors.

## Indexing – Load Files

- Resolved an issue with the Conversation Index column getting filled with zeroes upon certain load file imports.

## Tasks

- Added the ability to define Custom IDs. These IDs reflect the item location/family structure and can be used to identify items within their families during review.
- Added the ability to define Custom Family IDs. These are either equal to the top-level parent's Custom ID or are derived from the range of Custom IDs that occur in an item family. Family IDs can be used for sorting purposes.
- Resolved an issue with OCR failing due to a lack of write permissions in certain locations.

## Insight

- Optimized calculation of the table holding the top 10 email addresses.

## Searching

- Added facet highlighting to Connect's facets, similar to the functionality in the Desktop product. Facet highlighting will highlight those values in a facet that occur in the currently visible set of items.
- Added text-based filtering of facet values in the Tags, Type, and Features facets.
- Added the option to search for facet values by double-clicking on them in addition to selecting them and clicking on the Search button.
- Made the visual styling of the facets more uniform and improved their usability.
- Made it possible to query for the individual terms in a keyword list in the Keyword Lists facet. Due to restructuring of the application, this possibility was not available in Intella Connect 2.3.
- The Includes functionality has been named to Required. When adding two or more item sets to the Required list, a drop-down will appear that lets the reviewer choose whether items passing this filter should be in any or all the item sets. Previously, the Includes functionality required that an item was present in any of the item sets. This approach did not work for all use cases.
- The MD5 Lists, Keyword Lists, and ID Lists facets now allow their lists to be exported.
- Performance optimizations targeting a specific case database that gave issues when the case contained more than approximately 107 million items.
- Added a "Downloaded from Internet" category in the Features facet.
- Improved the display of the divider between the results table and the Timeline at the bottom, hinting that it can be dragged to resize these components.



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[www.vound-software.com/partners](http://www.vound-software.com/partners)

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- Improved the name given to the results of an Item ID query.
- Resolved an issue with queries in the Export Sets facet not working for users that do not have the “Can manage exports” permission.
- Improved error reporting when invalid keyword queries are entered.

## Results

- Added Custom ID and Custom Family ID columns. See the Tasks section for more details.
- Added a Phone Call Type column, indicating the type or direction of a phone call.
- Added a Queued for Redaction column.
- Added a preference for disabling gradient rendering in the Cluster Map. This was giving connectivity issues with certain reverse proxy configurations.
- Improved the generated name of Email Thread queries.

## Previewer

- MSG emails can now be previewed in their native layout.
- Chat conversation items now show seconds in the timestamps of the individual messages.
- Resolved an issue with the native rendering of some specific spreadsheets.
- Resolved an issue with incorrect word frequencies in the Words tab.

## Analysis

- Added a Volume diagram. This new visualization lets one visualize how various culling and filtering operations can reduce or extend the volume of items to review.
- The Keywords tab has received several improvements:
  - A “Totals” line has been added at the bottom of the table.
  - An “Exclusive Items” column has been added. For each query, this column shows the number of items that are returned by that query and by none of the other queries in the keyword list.
- The entire table can now be filtered by one or more saved searches. This lets one evaluate a keyword list on a subset of the case, e.g. a specific custodian or date range. Previously, saved searches were added as additional columns in the table. While this would calculate the intersection of each query with that saved search, this would not calculate the deduplicated items and family items within the filtered set.
- The table can now be exported to a report in PDF or DOCX format. Several charts are shown that provide additional insight into the keyword list’s results.
- The table can now also be exported as an Excel XLSX spreadsheet. This has several benefits over the already existing export to CSV in how it handles characters other than plain ASCII.

- Reduced memory consumption of the email threading calculations.

## Tagging

- Tags are now associated with a user-defined color. Reviewers can use tag colors to visually group tags. For example, one could make all topic-oriented tags green, all processing-related tags blue, and all confidentiality-related tags red. Tag colors are shown in the Tags facet, in the Previewer, and in the new Tag Colors table column. This column gives a visual overview of an item’s tags by displaying all associated tag colors.
- Usability improvements in the Delete Tag dialog.

## Redaction

- Added the ability to overlay a text on a redacted area, e.g. to indicate the reason for redacting that area.
- Added the ability to define redaction templates. Such templates bundle a set of visual redaction settings, such as color, overlay text, and overlay font, and give it a symbolic name, e.g. “privileged content”. This lets one centrally manage the visual style for a specific type of redaction. The items redacted with a specific redaction template can be retrieved via the Features facet. Redaction templates can be carried over to other cases using the Case Template functionality.
- Added the ability to use a custom color for mass redactions.
- Added an option to draw a border around white redactions.
- Added an option to render all redactions in black upon export.
- Resolved an issue with redactions failing to store.

## Batching & Coding

- One can now define the order of second level tags in a coding layout. Previously, the tags would always be sorted alphabetically.
- The coding form now shows the tag colors as defined in the Tags facet.
- Added a permission that controls whether a reviewer can apply coding decisions to an entire email thread at once. Note that this permission is not automatically granted to existing users.
- Resolved an issue with the attachments panel at the bottom of the document rendering showing an incorrect attachment count.
- Resolved an issue with the batch completion percentage not being reduced when item tags are removed.

## Reporting

- Added functionality for exporting a set of items to an item report. Such a report lists a configurable set of item properties as a table, list or thumbnail gallery. Item reports can be exported to PDF and DOCX format. Various options for sorting, styling, and other customization of the report are available.



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An item report should not be confused with an export report. The purpose of the latter is to log what items were exported to e.g. PDF, PST, or native format, including any errors that occurred during that process.

### Exporting

- Resolved the exporting of the event log to an XLSX file failing due to cells that reach Excel's maximum cell text length limit.

### Exporting – PDF

- Improved exporting of MS Office files to PDF/TIFF.
- Improved exporting of chat messages to PDF/TIFF.

### Exporting – Load Files

- Added the ability to export time zone offsets and time zone names.
- Resolved an issue with PDFs containing certain types of form fields not exporting to TIFF correctly.

### Dongle Manager

- Resolved an issue with the Blink button no longer working.

## Upgrade Notes

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Intella Connect 2.3.1 can directly open cases made in the 2.3, 2.2.x, and 2.1.x versions of Intella and Intella Connect.

When a case made with an older Intella version is opened in Intella 2.3.1, adding Custom ID tasks to the case in version 2.3.1 may render the case unopenable in that older version. Changes have been made to prevent such forward compatibility issues in future releases.

When a case made with Intella or Intella Connect 2.1 or older is opened, all Content Analysis results are automatically migrated to a new data storage format. This migration happens only once. The old store is retained and will still be used when using version 2.1 or older. New results will not be added to the old store though, and new results added to the old store will not be migrated. Cases made with 2.1.1 or later already use the new data store and are therefore not affected.

When items in cases made with a 2.1.x version are exported to a separate case, the registered case size of the target case will be incremented with the size of the original case. This may be problematic for users with licenses that have a case size limitation. To resolve the inflated case size, the source case needs to be re-indexed before exporting items from it.

In Intella Connect 2.2.2, a new method for calculating message hashes was introduced. While this change is transparent, please be aware that message hashes will change when re-indexing a case that has been made with an older version.

Cases made with the 1.9.x and 2.0.x versions of Intella and Intella Connect can be opened, but these cases first require conversion. Case conversion will create a copy of the case in which all item data is converted, and all tags, comments and flags are imported. The existing case will not be altered in any way and can afterwards still be opened in the older Intella version. Access to the original evidence files is not required for case conversion.

Caveats concerning the case contents:

Case conversion will not transfer the geolocation metadata extracted from emails when the “Determine geographic location of emails” option was used. Re-indexing of the converted case is required to restore such metadata.

Multi-page TIFFs will be displayed in the converted case as if they were single-page TIFFs. Exporting and printing of the item report does reveal the other pages. Re-indexing of the converted case will make all pages displayable again.

Case conversion will require sufficient disk space. As a rule of thumb, please reserve twice the amount of the evidence size for your case folder.

Cases made with Intella 1.8.x or older are not supported.

Cases made with beta versions are not supported and should be recreated.



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