

Getting Started Guide

Guide to using Intella

Forensic Search Software for Investigations and eDiscovery



Process. Search. Filter. Produce. Simple.

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To learn more about Intella®, please contact Vound direct or an Intella® Channel Partner via our website.

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Training

Vound offers excellent training options, including a half-day online training course. Training can significantly improve your usage of the Intella® range of products.

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Support

For user and technical support please direct your enquiries to <http://support.vound-software.com>

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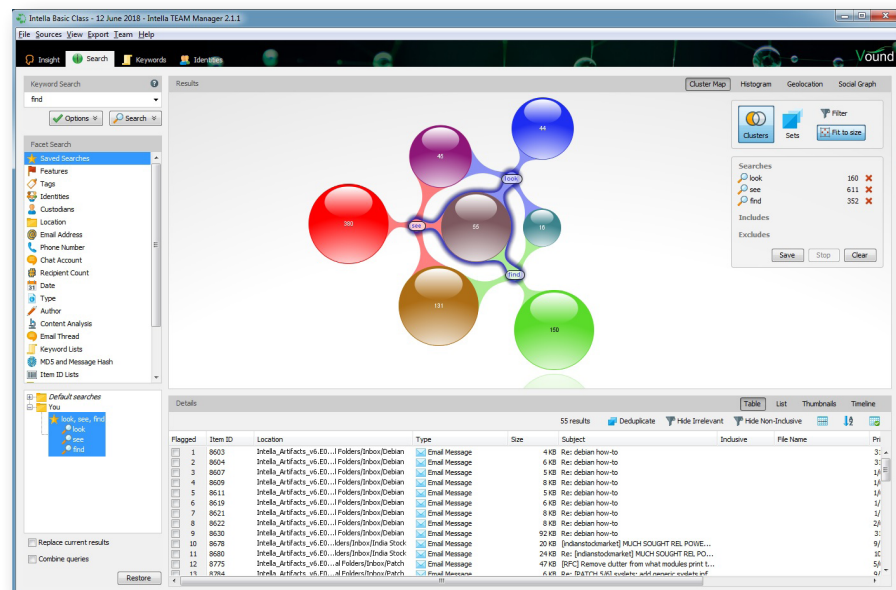
Welcome to Intellica®

Intellica® is an investigation and eDiscovery tool for email and Electronically Stored Information (ESI). It is ideally suited for use by enterprise, law enforcement, regulatory agencies and law firms in civil, criminal, or policy related investigations. Intellica® is an excellent tool to use in the preparation of ESI for discovery.

Intellica's® powerful forensic search engine and its unique visual presentation will enable you to quickly and easily process, search and analyze email and ESI to find critical evidence and visualize relevant relationships.

With Intellica® you can...

- Gain deeper insight through visualization
- Search email, cellphone data, attachments, archives, headers and metadata
- Drill deeply using Intellica's® unique facets
- Group and trace email and cellphone conversations
- Preview, cull and de-duplicate email, cellphone records and data
- Export results in a variety of formats (native, load file etc) for reporting, follow-up investigation, eDiscovery, or later use. This allows for an easy integration with other tools, such as Relativity or Summation



Main window

About this guide

**WE RECOMMEND YOU READ THIS GUIDE
CAREFULLY BEFORE YOU PROCEED.**

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

The purpose of this guide is twofold:

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

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

Below are the contents of this Getting Started Guide:

01. **Before installation**
02. **Downloading and installing Intella®**
03. **Creating a case**
04. **Adding sources**
05. **Explaining the main window**
06. **Explaining the previewer**
07. **Searching data**
08. **Browsing results**
09. **Seeing relations**
10. **Tagging results**
11. **Exporting results**
12. **Intella system requirements**

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.

01

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: Vista, Windows 7, 8 & 10, Windows Server* 2008 & 2012. We recommend installing Intella on a 64bit OS when used for processing data.

Hardware configuration

The minimum hardware configuration is Intel Pentium 4 CPU, 2 GHz with 8GB RAM. There are a number of factors which determine the recommended system requirements. For more information refer to page 15.

Handling 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 processing, Intella® will access the required portions of Lotus Notes (A detailed list of supported Lotus Notes versions is listed in the User Manual).

Vound Licenses

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 evaluation/trial version of Intella can not be used for commercial work.

- **Commercial License requiring a USB dongle**

With the purchase of Intella®, an Intella® dongle will be provided to enable use of Intella®

02

Downloading and installing Intella®

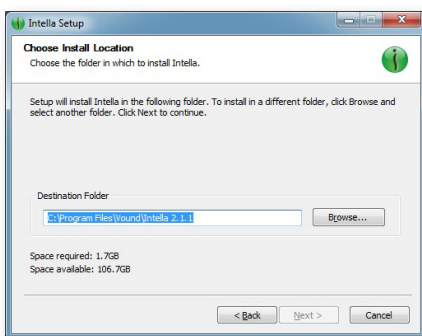
A fully functional, current version of Intella® can be obtained by visiting the Vound website at: www.vound-software.com. Complete the download request form at: <http://www.vound-software.com/download-intella>

1. Download Intella® from the provided link.
2. Double-click the downloaded **.exe file** to launch the Intella® installer (You must be logged on as an administrator to install Intella).
3. Accept the software license when prompted.
4. The default location to store Intella® application files is:
C:\Program Files (x86)\Vound\Intella (for 32bit installs)
C:\Program Files\Vound\Intella (for 64bit installs).

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 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.

* Microsoft Server systems require additional security configuration. These changes will be conducted by your IT team, we do not provide support for these changes.



Installing Intella

03

Creating a case

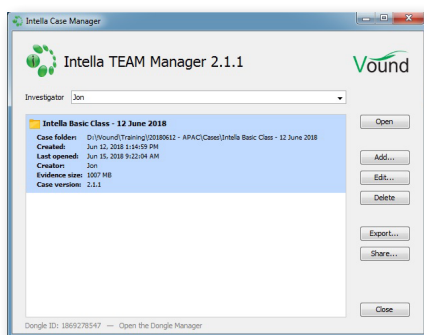
The Case Manager window is the first window that appears when Intella® is launched. Using the Case Manager window, you may:

- **Open** an existing case
- **Add** a case to
 1. Create a new case
 2. Open a shared case (TEAM only)
 3. Add an existing case by locating the case.xml in the case folder
 4. Import a case that has been exported by Intella® (Intella® Case File, .icf)
- **Edit** case information on an existing case
- **Delete** a case
- **Export** the Intella® Case File (.icf) file for a case
- **Share** a case over a network (TEAM only)
- **Create a new case**
 1. Assign the new case a name
 2. Enter a description (optional)
 3. Select a location for the case folder.

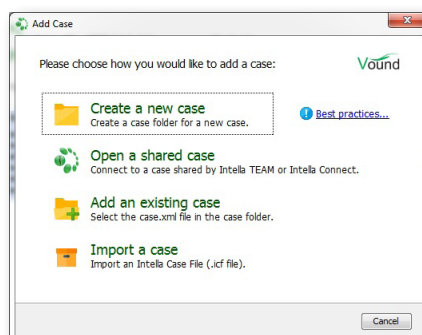
Clicking the Suggest button will use the default directory,
C:\Users\<username>\AppData\Roaming\Intella\cases\ <casename>.

Clicking on Browse will allow the user to select their own case folder and path.
 4. Click Ok to open the case immediately
 5. The next screen will allow the user to add a source of evidence files

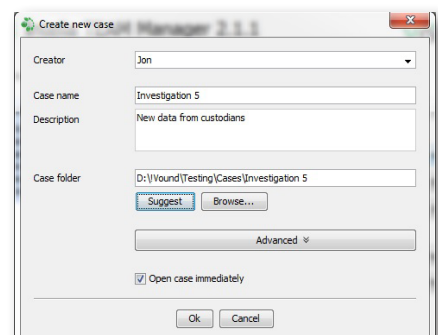
Note: The default location is:
C:\Users\<username>\AppData\Roaming\Intella\cases\<casename>



Case Manager Panel



Add Case Panel



Create New Case Panel

04

Adding sources

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

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

- File or Folder
- Load File
- Hotmail Search Warrant Results
- Disk Image
- IMAP Account
- MS Exchange EDB Archive

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 process the contents of the email archive files automatically.

Tip 3: It is also possible to process a folder containing a combination of user-created files, email archive files and cellphone reports.

The wizard will ask you the following questions (example given for Folder source type):

1. Specify File or Folder: Navigate to the location and name of the folder you want to investigate.

2. Source Name and Time Zone: Enter a name for the source and set the time zone for the source.

3. Items:

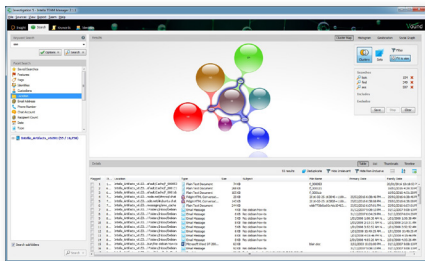
- Select “Index mail archives” if you want Intella® to process emails and attachments in mail archives such as PST and NSF files.
- Select “Index archives” if you want Intella® to process files inside archives such as ZIP and RAR files.
- Select “Index content embedded in documents” if you want to extract images embedded in MS Office, PDF and Open Office documents to make these images separately searchable and viewable.
- Select ‘Recover deleted email’ if you want Intella to attempt to recover deleted email during indexing. Intella can only recover what is still available and therefore some messages may not be complete.

4. Options:

- Cache Original evidence: Use this setting if you want the cases to be self-contained (because you may remove the evidence at some point, or want to transfer the case to another system). This option will take more time to index the data and will require more disk space.
- Analyze paragraphs lets the user identify individual paragraphs in text. This allows the user to exclude paragraphs (such as signature blocks) and to mark paragraphs so that they are hidden from view.

5. Indexing Tasks: You can setup post processing tasks which automatically run once the indexing is complete. This may be useful for running keyword searches or other filtering tasks immediately after indexing. You can also assign custodians to the data source you are ingesting.

6. Completed Source Definition: You may optionally start processing the source. This is required in order to be able to search and explore the files in this source.



Sources facet

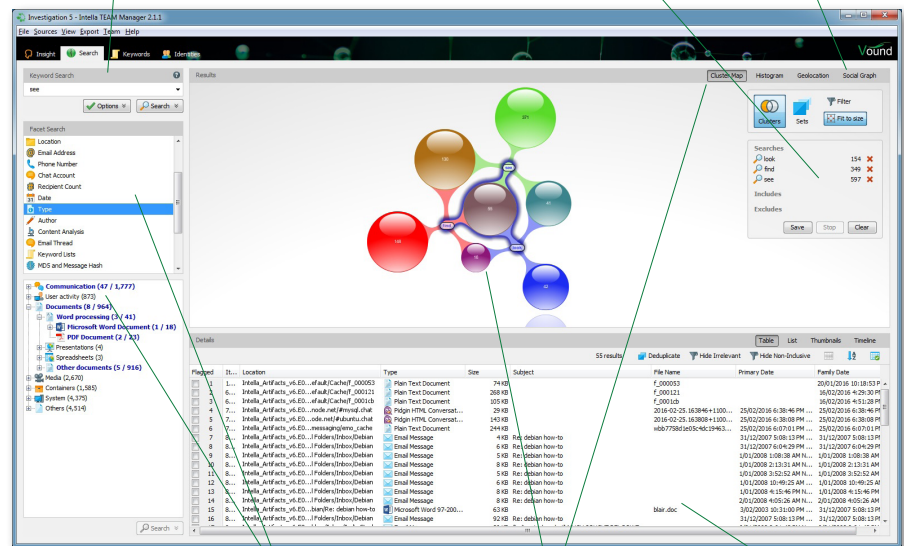
05

Explaining the main window

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

Search Hits shows the user's queries and allows them to save their queries.

Social Graph shows the communication networks for a specific search.



Main window

The **Facets** list organizes items into groups depending on a specific item property. Facets will allow you to run more sophisticated queries and to further cull your results.

Cluster Map shows the relationship of the search terms.

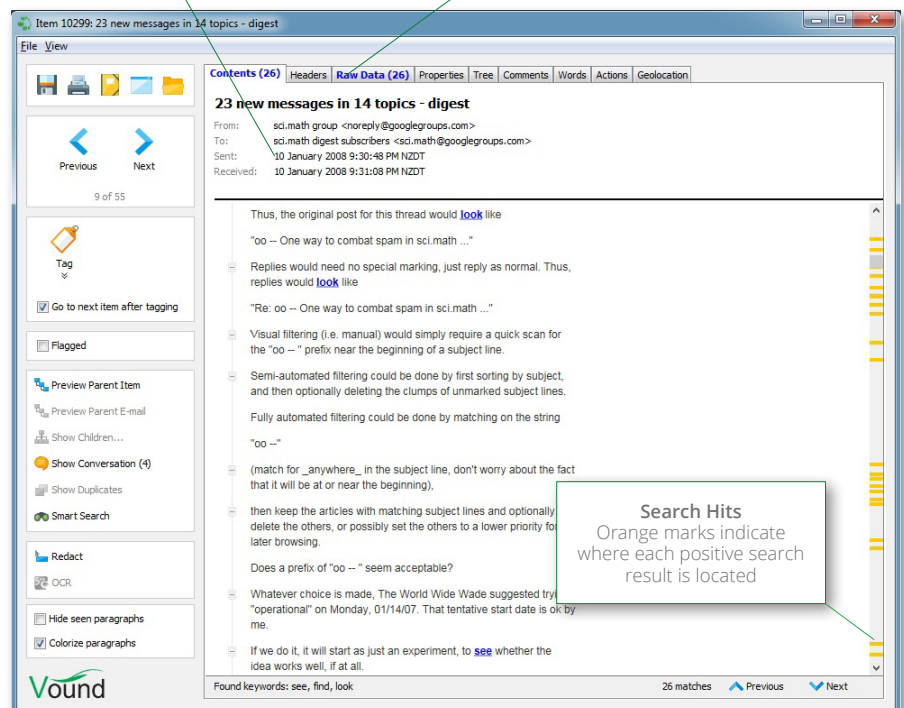
Details Panel shows a table, list, thumbnail, or timeline of the results selected in the Cluster Map.

06

Explaining the previewer

Item Summary
Shows important information about the item.

Items Tabs
Inspect the item's contents, headers, properties, tree view, attachments, thumbnails, comments, words and actions.



Preview Panel

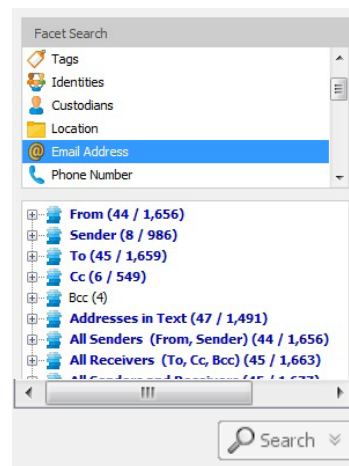
07

Searching data

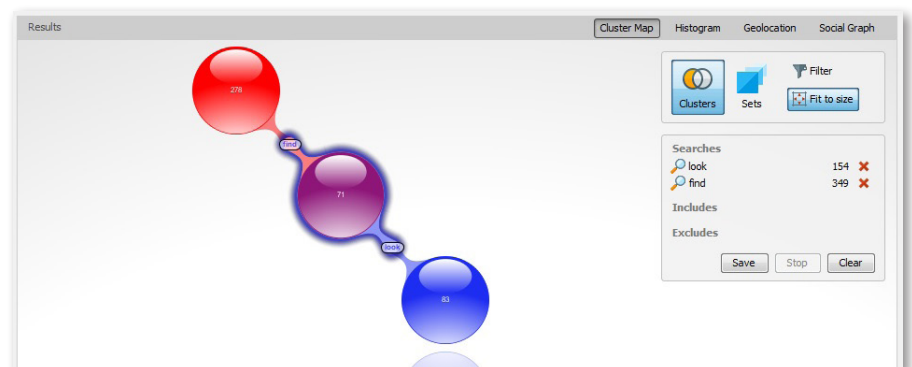
To search for text, enter a query in the Search panel, and click the Search button.

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.

Besides keyword searching, the processed 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. This provides more flexibility for searching the dataset which can further reduce the number of search results.



The Cluster Map shows search results in a graphical presentation. You see how results are related to parts of your inquiry. The overlap is usually shown in the center of the map.



Cluster Map

08

Browsing results

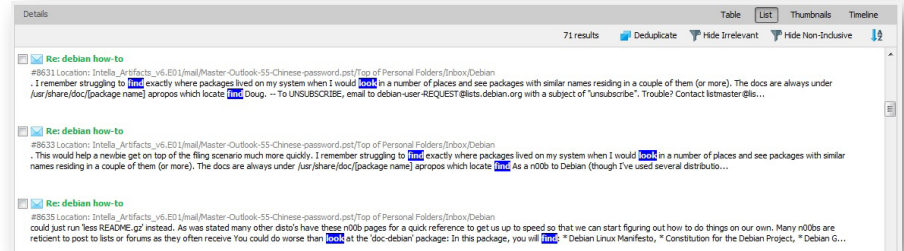
Intella's® Details panel allows you to show results in four different views: **Table**, **List**, **Thumbnails** and **Timeline**.



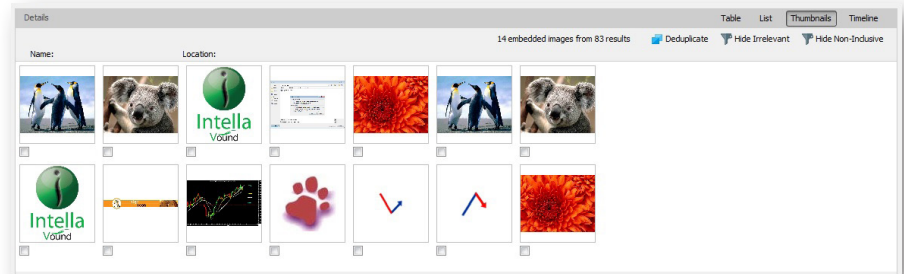
1. Table view: See results in a multi-column table. The user can add or remove columns from the table.

| Flagged | Item ID | Type | Subject | File Name | Size | Primary Date | Location |
|--------------------------|---------|--------------------------|---|--------------------------------|--------|-----------------------------|---|
| <input type="checkbox"/> | 42 | Email Message | Re: debian how-to | | 92 KB | 31/12/2007 5:08:13 PM NZDT | Intella_Artifacts_v6.E0...l Folders/Inbox/Debian |
| <input type="checkbox"/> | 43 | Microsoft Word 97-200... | | blair.doc | 63 KB | 3/02/2003 10:31:00 PM NZDT | Intella_Artifacts_v6.E0...blair/Re: debian how- |
| <input type="checkbox"/> | 44 | PDF Document | | Summation Class I DIT File.... | 319 KB | 12/10/2005 7:02:59 AM NZDT | Intella_Artifacts_v6.E0...tion Class I DIT File.r |
| <input type="checkbox"/> | 45 | PDF Document | | Summation Class I DIT File.... | 319 KB | 12/10/2005 7:02:59 AM NZDT | Intella_Artifacts_v6.E0...tion Class I DIT File.r |
| <input type="checkbox"/> | 46 | Email Message | [Indanstodmarket] MUCH SOUGHT REL POWE... | | 20 KB | 9/01/2008 8:01:42 PM NZDT | Intella_Artifacts_v6.E0...lens/Inbox/Inda Sto |
| <input type="checkbox"/> | 47 | Email Message | Re: [Indanstodmarket] MUCH SOUGHT REL POW... | | 24 KB | 10/01/2008 1:29:50 AM NZDT | Intella_Artifacts_v6.E0...lens/Inbox/Inda Sto |
| <input type="checkbox"/> | 48 | Email Message | [RFC] Remove clutter from what modules print t... | | 47 KB | 5/01/2008 8:50:18 AM NZDT | Intella_Artifacts_v6.E0...al Folders/Inbox/Patc |
| <input type="checkbox"/> | 49 | Email Message | Re: [PATCH 5/6] systelz: add generic systelz inf... | | 6 KB | 9/01/2008 4:48:44 PM NZDT | Intella_Artifacts_v6.E0...al Folders/Inbox/Patc |
| <input type="checkbox"/> | 50 | Email Message | Re: [PATCH 5/6] systelz: add generic systelz inf... | | 9 KB | 9/01/2008 4:48:44 PM NZDT | Intella_Artifacts_v6.E0...al Folders/Inbox/Patc |
| <input type="checkbox"/> | 51 | Email Message | Re: [PATCH] Fix inline INDIRECT_EXPR <ADDR... | | 9 KB | 11/01/2008 12:26:19 AM NZDT | Intella_Artifacts_v6.E0...al Folders/Inbox/Patc |
| <input type="checkbox"/> | 52 | Email Message | [RFC] Remove clutter from what modules print t... | | 50 KB | 5/01/2008 8:50:18 AM NZDT | Intella_Artifacts_v6.E0...al Folders/Inbox/Patc |
| <input type="checkbox"/> | 53 | Email Message | Re: [PATCH 5/6] systelz: add generic systelz inf... | | 9 KB | 9/01/2008 4:48:44 PM NZDT | Intella_Artifacts_v6.E0...al Folders/Inbox/Patc |
| <input type="checkbox"/> | 54 | Email Message | Re: [PATCH] Fix inline INDIRECT_EXPR <ADDR... | | 9 KB | 11/01/2008 12:26:19 AM NZDT | Intella_Artifacts_v6.E0...al Folders/Inbox/Patc |
| <input type="checkbox"/> | 55 | Email Message | [RFC] Remove clutter from what modules print t... | | 50 KB | 5/01/2008 8:50:18 AM NZDT | Intella_Artifacts_v6.E0...al Folders/Inbox/Patc |
| <input type="checkbox"/> | 56 | Email Message | [Bug 179156] Re: random crashes in dolphin | | 4 KB | 5/01/2008 8:40:03 AM NZDT | Intella_Artifacts_v6.E0...ers/Inbox/Ubuntu-Bu |

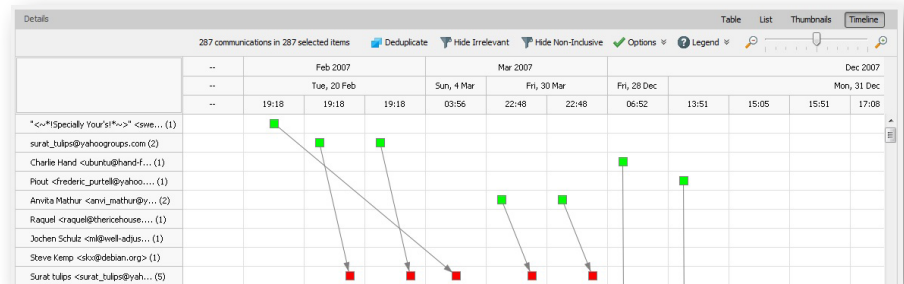
2. List view: See a conventional search results list.



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



4. Timeline view: See email communication lines.



09

Seeing relationships

Label or Results Set

Cluster containing items.

Control Buttons control the appearance of the cluster map.

Cluster Map

Cluster shows all 3 search criteria

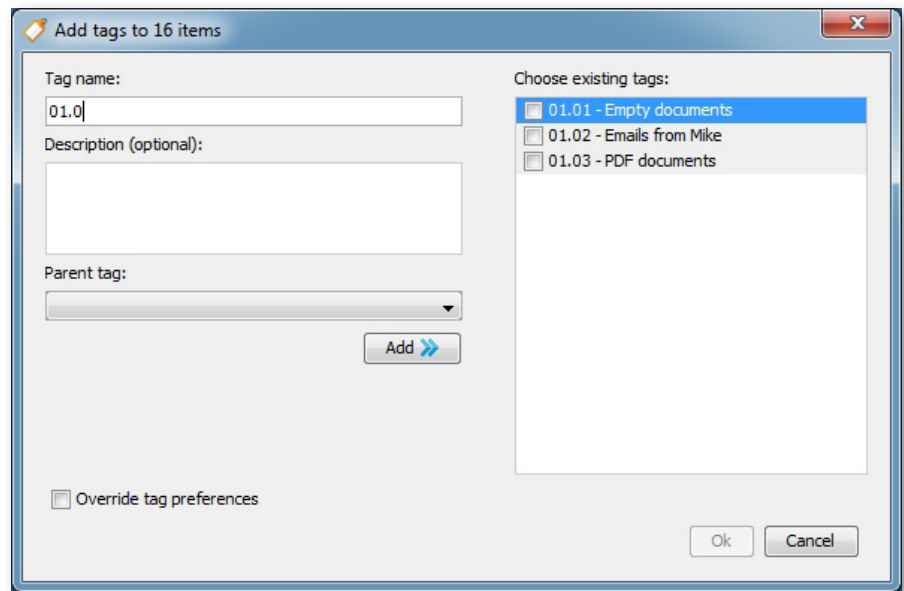
Search Hits Box shows a list of the current search terms.

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

The figure above shows labels and clusters. Clusters represent groups of items and the number of items is shown in the cluster. Parts of the query, shown as labels, organize the map. Every cluster is connected to one or more labels.

10

Tagging results



Tag window

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.

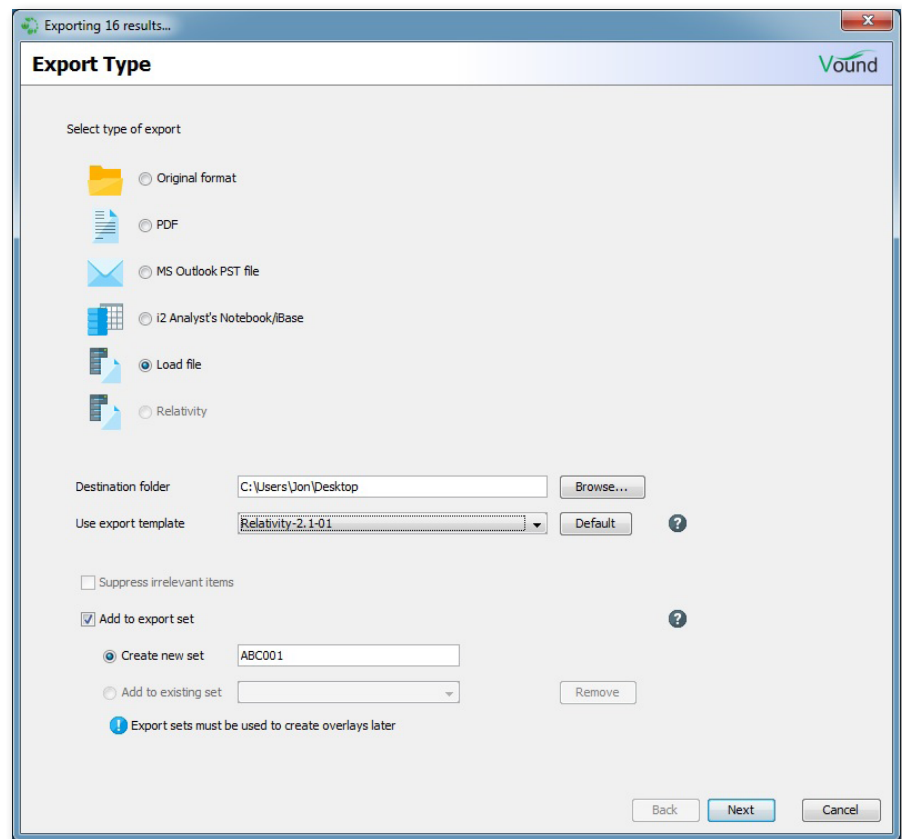
The tag functionality is also available in the Cluster Map: right-click on a cluster or label and select **"Add tags..."** from the context menu.

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



Export window

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 Highlighted Result(s)**" in the context menu (also available in the menu: **Export > Result List...**).
2. Select a folder in which all exported files will be placed.
3. Specify whether you want to create a report for this export. You must specify a file name and select a file type and you can add a comment.

Intella® System requirements

Indexing

- As a rule of thumb, the case folder requires between 150% and 200% of the size of the combined evidence data, depending on data complexity and amount of compression used on the evidence data.
- For better indexing performance, we suggest to store the case indexes on a physically different disk than the one with the evidence data.
- Disk access times for the case indexes are critical for performance. We therefore strongly suggest not to use USB or network drives for the case indexes.

Memory requirements (case size in GB)

| Case size | minimum | recommended |
|-----------|---------|----------------|
| 0 – 10 | 8GB | 8GB (or more) |
| 10 – 100 | 8GB | 16GB (or more) |
| 100 – 500 | 16GB | 32GB (or more) |

Processor recommendations (number of processing cores)

| Case size | #cores |
|-----------|-----------|
| 0 – 10 | 2 |
| 10 – 100 | 4 |
| 100 – 500 | 4 or more |

Case sharing

- Memory requirements depend on case size and number of reviewers. Recommended memory sizes (in GB, more is better) for the machine that is sharing the case are:

| Case size | Reviewers | |
|-----------|-----------|------|
| | 1-4 | 5-8 |
| 1 – 100 | 8GB | 16GB |
| 100 – 500 | 16GB | 32GB |

Processor recommendations (number of processing cores)

| Case size | Reviewers | |
|-----------|-----------|-----|
| | 1-4 | 5-8 |
| 0 – 10 | 2 | 4 |
| 10 – 100 | 4 | 4 |
| 100 – 500 | 4 | 6 |

- To prevent bottle necks, the storage system should scale with the size of the case and team. Larger teams are better served by RAID arrays and/or fast solid state drives.

TEAM reviewing

- While technically Intella TEAM will work over slow network connections a fast (gigabit) network is preferable, especially when working with large cases or with large reviewer teams.

Memory requirements (for Intella Viewer)

| Case size | minimum | recommended |
|-----------|---------|----------------|
| 1 – 100 | 4GB | 8GB |
| 100 – 500 | 8GB | 16GB (or more) |

Processor recommendations (number of processing cores)

| Case size | #cores |
|-----------|--------|
| 0 – 10 | 2 |
| 10 – 100 | 2 |
| 100 – 500 | 4 |



PHONE ENQUIRIES

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