IBM StoredIQ for Legal 2.0.0

IBM

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IBM StoredIQ for Legal V2.0 documentation

Welcome to IBM *StoredIQ for Legal* documentation, where you can find information about how to deploy, maintain, and use IBM *StoredIQ for Legal*.

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IBM StoredIQ for Legal overview

You can use IBM® StoredIQ for Legal to automate your legal hold notification and compliance process, and to optimize your preservation and collection process.

StoredIQ for Legal provides the following key features to help you manage your legal processes and improve the communication and workflow between your legal and IT teams:

Legal matter management
> Allows you to manage legal matters including matter creation, hold notifications, data identification, and data collection and preservation. The matters dashboard enables you to see a complete list of matters, all matter notices and notice details, and data requests and associated statistics. You can also filter, search, and sort the information in the dashboard.

Custodian management
> You can import users from your company's directory server, assign the users specific roles, and create custodian groups.

Hold notice management
> Allows you to create, send, and manage hold notices, including follow-up and reminder notices. You can also create and maintain a library of notice templates for reuse.

Data request management
> The StoredIQ for Legal data box functionality allows you to create and manage requests to identify, collect, and export matter-relevant data.

- System requirements
Use the Software Product Compatibility Reports page to generate a report for supported operating systems, related software, hypervisors, hardware requirements, and detailed system requirements, including component-level details. You can also get support information related to product translations and product end of service.

Deploying and configuring StoredIQ for Legal

Before you deploy and configure StoredIQ for Legal, ensure that you meet all deployment prerequisites and requirements that are documented in the Deployment preparation chapter. You must also meet all hardware and software requirements in the StoredIQ for Legal Overview Guide.

- Deployment overview
IBM® StoredIQ Platform is a virtual appliance that you deploy and configure in a VMWare virtual host environment.
- Deployment preparation
Conduct the planning activities that apply to your environment.
- Deployment tools
IBM StoredIQ for Legal deployment uses the OVF file format and VMWare vSphere Client.
- Configuring IBM StoredIQ for Legal
After you deploy IBM StoredIQ for Legal, power on the virtual machine and configure the network settings.

Deployment overview

IBM® StoredIQ Platform is a virtual appliance that you deploy and configure in a VMWare virtual host environment.

Software components

The StoredIQ for Legal system consists of a web client and server.

Web client
The web client is the primary interface to the StoredIQ for Legal system. Users run the web client in a web browser. StoredIQ for Legal administrative users use the web client to administer the system, and legal users (attorneys and paralegals) use it to create and manage legal matters, hold notices, and data requests.

Server
The StoredIQ for Legal server provides the services to support the functions of the web client.

Deployment component

StoredIQ for Legal is a virtual appliance that consists of a single Open Virtualization Format Archive (OVA) file.

- **Parent topic:** Deploying and configuring StoredIQ for Legal

Deployment preparation

Conduct the planning activities that apply to your environment.

- Open Virtual Appliance (OVA) configuration requirements
  StoredIQ for Legal is deployed as a virtual appliance and is only supported in VMware environments. You must have a virtual infrastructure that meets the StoredIQ for Legal hardware requirements.
- Virtual machine provisioning prerequisites
  Before you deploy IBM® StoredIQ for Legal, verify that you meet these prerequisites.

- **Parent topic:** Deploying and configuring StoredIQ for Legal

Open Virtual Appliance (OVA) configuration requirements

StoredIQ for Legal is deployed as a virtual appliance and is only supported in VMware environments. You must have a virtual infrastructure that meets the StoredIQ for Legal hardware requirements.

Virtual machine specifications

- vCPU: 4
- Memory: 10 GB
- Storage: 110 GB

- **Parent topic:** Deployment preparation

Virtual machine provisioning prerequisites

Before you deploy IBM® StoredIQ for Legal, verify that you meet these prerequisites.

- At least one physical server with sufficient processor, RAM, and hard disk configuration for the planned management project.
- VMWare ESX or VMWare ESXi on CD/DVD or USB drive.
- IP addresses, cables, and physical switch ports for the VMWare ESX or VMWare ESXi interface and one virtual machine.
- Network connectivity that is enabled from the following locations:
  - Ports 9443, 9043, 443, and 22 from the administrative workstation to the virtual machine IP address

- **Parent topic:** Deployment preparation

Deployment tools

IBM® StoredIQ for Legal deployment uses the OVF file format and VMWare vSphere Client.

- Open Virtualization Format (OVF)
  An OVF is a file format that allows for the exchange of virtual appliances across products and platforms.
- Deploying the virtual appliance
  Use VMWare vSphere Client to deploy the virtual appliance to a VMWare ESX or VMWare vCenter server. One OVA file needs to be deployed.

- **Parent topic:** Deploying and configuring StoredIQ for Legal

Open Virtualization Format (OVF)

An OVF is a file format that allows for the exchange of virtual appliances across products and platforms.

The OVF format offers these advantages:

- OVF files are compressed, allowing for faster downloads.
- The VMWare vSphere Client validates an OVF file before it imports it and ensures that it is compatible with the intended destination server. If the virtual appliance is incompatible with the selected host, it cannot be imported, and an error message is displayed.
- An OVF can encapsulate multitiered applications and more than one virtual machine.

The basic differences between OVFs and OVAs are as follows:

- An OVF is a collection of items in a single folder. Most commonly, it is a description file (.ovf), a manifest file (.mf), and virtual machine state files (*.vhd or *.vmdk).
- An OVA is a single file. The OVA is the OVF folder contents that are all compressed into a single file. The OVA is used when you want to take an OVF and share it, or give it as a download. The OVA needs to be opened into the OVF before it can be used, although it is not necessary when you use VMware. This step is automatically conducted during import. Both OVF and OVA files can be directly imported into VMWare vCenter and VMWare vSphere.

- **Parent topic:** Deployment tools

Deploying the virtual appliance

Use VMWare vSphere Client to deploy the virtual appliance to a VMWare ESX or VMWare vCenter server. One OVA file needs to be deployed.

Before you begin

Ensure that all prerequisites for the deployment are met before you start this task.

About this task

Procedure

To deploy the virtual appliance:

1. Connect to the VMWare ESX server or VMWare vCenter server with the VMWare vSphere client.
2. From the File menu, select Deploy OVF Template. The Deploy OVF Template wizard is displayed.
3. In the Deploy OVF Template wizard, complete the following steps:
   a. In the Source page, click Browse, and then browse to and select the appropriate OVA file. Click Next.
   b. In the OVF Template Details page, review the OVF template details. These storage requirements are critical and are used to select a data store during deployment. Click Next.
   c. In the Name and Location page, enter the host name of the virtual machine and select the inventory folder in which to put the virtual machine. Click Next.
      Important: The host name must be unique within the inventory folder. Ensure that you select the correct folder in which to put the virtual machine.
   d. In the Host / Cluster page, enter the name of the VMWare host or cluster on which the template is deployed. Click Next.
   e. In the Resource Pool page, select the resource pool within which to deploy the template. Click Next.
   f. In the Storage page, select the destination storage for the virtual machine files. Click Next.

g. In the Disk Format page, select the disk format of the virtual machine. Click Next.
   Tip: Selection of the Thin Provision option saves disk space, but can negatively affect performance. If disk usage is not a concern, select Thick Provision Lazy Zeroed.
h. In the Network Mapping page, map the networks that are used in this OVF template to networks in your inventory. Click Next.
i. In the Ready to Complete page, review the deployment settings and ensure that they are correct. If any settings are incorrect, click Back to the appropriate settings page, correct the settings, and click Next to the Ready To Complete page.
   Tip: Select the Power on after deployment check box to power on the virtual machine after deployment is complete.
j. Click Finish to complete deployment of the OVF template.

A window is displayed that shows that deployment is in progress and the deployment status. When the deployment completes, the window title changes to Deployment Completed Successfully.

- **Parent topic:** Deployment tools

Configuring IBM StoredIQ for Legal

After you deploy IBM® StoredIQ for Legal, power on the virtual machine and configure the network settings.

Before you begin

- If you are assigning a static IP address to your virtual machine, know the static IP address of your virtual machine before you complete this configuration task. If you do not know the IP address, contact your VMWare system administrator to get it.
- You cannot use an IP address for more than one virtual machine.

Procedure

To configure the network settings:

1. In VMWare vSphere Client, select the virtual machine that you deployed and right-click.
2. Click Open Console to start the virtual machine console.
3. Within the CentOS EULA screen, select I Agree to accept the CENTOS license agreement, and press Enter.
4. Within the IBM EULA screen, select I Agree to accept the IBM license agreement, and press Enter.
5. Enter the new password in the prompt and confirm it, select Next and press Enter.
   Important: Write down the root password for future reference. You need the root password later to log in to the VM from a console window.
6. In the console window, select either Static IP or Obtain IP via DHCP.
   - If you select the Static IP option, complete the following fields to configure the static address:
     a. Gather this information to complete the static IP configuration for this system: Host name, IP Address, Netmask, Gateway, and Primary DNS Host.
     b. In the Hostname field, enter the fully qualified host name and press Enter.
     c. In the IP Address field, enter the IPv4 address and press Enter.
     d. In the Netmask field, enter the netmask for the assigned IP address and press Enter.
     e. In the Gateway field, enter the IP address of the default gateway for the IP subnet and then Enter.
     f. In the Primary DNS Host field, enter the IP address for the domain name server and press Enter.
   - If you select the Obtain IP via DHCP option, complete the following fields:
     a. Gather the host name information to complete the DHCP IP configuration for the system.

b. Select Hostname and enter a fully qualified host name.
7. Select Restart network services.
8. Select Next. The network services of the virtual machine are restarted.
   Attention: Depending on the performance of your virtual infrastructure, this process can be lengthy, taking from just minutes to multiple hours. Be patient.
9. At the login prompt, type `root` and press Enter.
10. Type the root password and press Enter.

    You are logged in to the StoredIQ for Legal virtual machine as the root user in a Linux console window.

11. Verify that you can log in to the StoredIQ for Legal server with the StoredIQ for Legal web client.
    a. Open a web browser on a host that has network access to the StoredIQ for Legal server machine.
    b. In the browser address field, enter a web address of the form

       ```
       https://siqserver/navigator
       ```

       where `siqserver` is to be replaced by either the fully qualified host name or IP address of the StoredIQ for Legal server machine. Push the Enter key.
       Important: All StoredIQ for Legal users will use this web address to log in to StoredIQ for Legal.

       The result is that the StoredIQ for Legal web client sign-in page is loaded.

    c. Enter the user ID and password of the StoredIQ for Legal administrative user in the provided fields and click Log In to log in to the system.
       The default user ID of the administrative user is `ilgadmin` and the default password is `admin4ilg`
       Important: If you change the default password, ensure that you write down the new password for future reference.
       On successful login, the Administration page is displayed.
12. If you need to reconfigure the virtual machine, you can run the following applications from the console window:

Task	Script command
Network configuration	`/siq/bin/netcfg`
SSL certificate configuration	`/siq/bin/cert_install`
Change administrator password	`/siq/bin/change_ilgadmin_password`
Logging configuration	`/siq/bin/logs`
Reset authentication	`/siq/bin/remove_secdom`

- Installing and removing custom SSL certificates
  IBM StoredIQ for Legal is already configured with self-signed certificates that are used with SSL connections. However, you can install your own certificates, either self-signed or from a certificate authority (CA), to be used instead of the preconfigured certificates.

- **Parent topic:** Deploying and configuring StoredIQ for Legal

Related reference

- StoredIQ for Legal console tools

Administering StoredIQ for Legal

To get your StoredIQ for Legal system ready for your users, there are several administration tasks that you must complete. There are also various ongoing tasks that you might need to complete to ensure that StoredIQ for Legal is running efficiently and that it meets your business requirements.

- Ingesting users from a directory server
  You must configure the directory server settings and ingest users into IBM® StoredIQ for Legal to populate the list of custodians and assign user roles.
- Configuring the email server
  You must configure the email server for IBM StoredIQ for Legal so that legal and administrative users can send hold notices and custodians can receive hold notices.
- Configuring the IBM StoredIQ server connection
  You must configure the IBM StoredIQ server connection so that IBM StoredIQ for Legal can connect to it.
- Creating, updating, and deleting matter categories
  To improve matter management, you have the option of creating legal categories. For example, you might create categories for IP Related, Internal, Financial, Regulatory, and Securities.
- Configuring notice settings
  You can customize the confirmation page and confirmation link instructions for the legal hold notices that IBM StoredIQ for Legal legal users send.
- Creating and configuring notice templates
  Notice templates define and standardize how a hold notice is processed. Users cannot create a hold notice until the Administrator has created a notice template and initial message for them.
- Configuring data source types for requests
  You must configure the list of data source types in your enterprise, so that the legal staff can select the locations when creating requests. The legal staff also has the option to add additional data source types when creating a request.
- Assigning and managing user roles
  A role is a function that a user serves within an organization. An important aspect of a role is its set of permissions, which allow users to view and modify particular business objects and do certain functions. To ensure that the right people have the appropriate access to complete their tasks, you must assign users one or more roles.
- Managing the custodians list, creating custodian groups
  You can create custodian groups to help the legal staff add multiple custodians to a matter, a notice, and a request in one step. You can also modify a custodian's information, such as the manger or department.
- Creating a new user
  An administrator can create new users in StoredIQ for Legal by using the web client.
- StoredIQ for Legal console tools
  There are several StoredIQ for Legal console tools that you can use to reconfigure the virtual machine.
- Upgrading StoredIQ for Legal
  StoredIQ for Legal provides a script for upgrading your your Open Virtual Appliance (OVA) to the latest version.
- Backing up your StoredIQ for Legal system
  You can back up your StoredIQ for Legal databases using the following script.
- Troubleshooting StoredIQ for Legal
  The following section provides guidance for troubleshooting your StoredIQ for Legal system.

Ingesting users from a directory server

You must configure the directory server settings and ingest users into IBM® StoredIQ for Legal to populate the list of custodians and assign user roles.

Before you begin

It is assumed that the directory server:

- contains a directory of users in an organization that can be users or custodians in the StoredIQ for Legal system.
- provides its services via the Lightweight Directory Access Protocol (LDAP).

Before you can configure the directory server to ingest users into the system, you must have the following information:

- Directory server host name or IP address
- Directory server port number (standard port numbers: LDAP: 389, LDAPS: 636)
- Base distinguished name (Base DN)
- Bind distinguished name (Bind DN)
- Directory server attribute mappings

Procedure

1. Log in to StoredIQ for Legal as an administrative user.
2. From the user icon drop-down menu, click Administration and then click Directory Server.
3. In the Server host field, enter the directory server host name or IP address.
4. In the Server port field, enter the port number on which the directory server listens.
   Important: The standard LDAP server port number is 389. The standard LDAPS (secure LDAP over TLS or SSL) server port number is 636.
5. For the SSL connection option, click Yes if the entry in Server port is for LDAPS. Otherwise, click No.
   Important: Ensure the Server port entry matches the SSL connection selection. If you click Yes, set Server port to the port configured for LDAPS. If you click No, set Server port to the port configured for LDAP.
6. In the Base DN field, enter the distinguished name of the organizational unit from which to get users.
7. For the Case sensitive option, click No to ignore case and Yes to not ignore case. This option applies to internal authorization only.
8. In the Bind DN field, enter the distinguished name of the user who has privileges to connect to the directory server and perform authentication queries.
9. In the Bind password field, enter the password for the user who is specified in the Bind DN field.
10. In the Filter field, enter the authentication query filter to select the users to be ingested from the directory server.
    Important:

    The authentication filter is not a regular LDAP query filter. Instead, it is a filter of the form `( & (<login_id_attribute>=%v)(<ldap_user_query_filter>) )`, where `login_id_attribute` is replaced by the directory server user attribute that you enter in the Attribute Mapping section for the User ID custodian attribute.

11. For Update frequency, select how often you want to refresh the list of users who are ingested from the directory server.

    After you initially ingest users from the directory server, changes can occur in the directory server. Typically you will want these changes to be synchronized to StoredIQ for Legal. Use the update frequency to determine how often the ingested user data is updated. If you want to update the data immediately, click

    For example, if you want to update the user list every two weeks, click Every 2 weeks.

12. Map directory server user attributes to StoredIQ for Legal custodian attributes.

In the Attribute Mapping section, for each StoredIQ for Legal custodian attribute that is listed in the table column headings, enter the directory server user attribute that you want to map to that custodian attribute.

After you enter the user attributes, click Preview to see a table that contains some mapped user data from the directory server. The first row of the table contains the directory server user attributes that you entered. The rows after the first row contain the mapped directory server user data. Use this table to verify the directory server configuration and that you created the correct mappings. If you need to change the mappings, edit the directory server user attributes in the first row and click Reload to see the new mapped user data. If you need to change the directory server configuration, click Cancel, update your settings, and click Preview again. When you are satisfied with the mappings, click Confirm to save the changes.

Important: StoredIQ for Legal automatically accepts your directory server's signer certificate if your directory server uses an SSL connection. The certificate acceptance might result in a few minutes delay in showing the user data table the first time that you click Preview.
Here is an example of how you can map the attributes.

Table 1. Attribute Mapping

User ID	First Name	Last Name	Email	Department
sAMAccountName	givenName	sn	mail	department

Important: At this point, no directory server data was ingested into the StoredIQ for Legal. To ingest data, you must do the next step.

When you complete the configuration and ingest the directory server users into StoredIQ for Legal, the list of custodians in the Custodians page has the custodian attribute values that are populated with the mapped directory server user attribute values.

13. Click Save and Sync to save all of the entries and selections you made and start ingesting the directory server user data.

    If the directory server settings are valid and a connection is successfully made to the directory server, the following message is displayed: `Server Connected and Sync Started: You have successfully connected to the directory server. You will be notified when the sync process is complete.` When the data ingestion completes, the following message is displayed: `Sync Completed: Directory server synchronization is complete. Verify the Custodians.`

    Important: If you restart the StoredIQ for Legal server before you see the message that says the sync process completed, you will need to click Sync to ingest the remaining users. Otherwise, if you selected an update frequency other than None, the remaining users will be ingested after the update frequency time period passes.

14. Restart the StoredIQ for Legal server.

    You must restart the StoredIQ for Legal server in order to enable the ingested users to log in to StoredIQ for Legal. Otherwise, the user IDs and passwords of the ingested users will not be recognized.

    Important:

    Problems can occur with the directory server that prevent login by both the administrative user and ingested users. If the StoredIQ for Legal administrative user cannot log in after you restart the StoredIQ for Legal server, then you might need to change the StoredIQ for Legal server to use default authentication so that the administrative user can log in while you fix the directory server problems. See the troubleshooting topic "Login fails due to LDAP referral errors".

15. If you want to synchronize the data with the directory server immediately without waiting for the update frequency time period to pass, click Sync.

    When the synchronization completes, the following message is displayed: `Sync Completed: Directory server synchronization is complete. Verify the Custodians.`

* **Parent topic:** Administering StoredIQ for Legal

Configuring the email server

You must configure the email server for IBM® StoredIQ for Legal so that legal and administrative users can send hold notices and custodians can receive hold notices.

Before you begin

It is assumed that the email server provides its services with the Simple Mail Transfer Protocol (SMTP).

Before you can configure the email server, you must have the following information:

* SMTP server host name or IP address
* SMTP server port number: 25 (SMTP or SMTP with STARTTLS default), 465 (SMTPS, secured with TLS or SSL)
* SMTP user name - user who the email server authorizes to send email
* SMTP password - password of user who the email server authorizes to send email
* From address - email address that is used to connect to the email server
* Respond to address - the default email address of the notice sender
* Base confirmation address - base address that includes host name and port number that is used to create notice response links

Procedure

1. Log in to StoredIQ for Legal as an administrative user.
2. Click Administration and then click Email Server.
3. In the SMTP server field, enter the email server host name or IP address.
4. In the SMTP port field, enter the port number on which the email server listens.

   By default, the field is set to 25, which is the standard SMTP or STARTTLS with SMTP server port number.

5. For SSL connection, select one of the following options:

Option	Description
SMTP with STARTTLS	Secured with TLS/SSL, uses well-known port 25
SMTPS	Secured with TLS/SSL, uses well-known port 465
No	Unsecured, uses well-known port 25

   Important: Ensure the SMTP port entry matches the SSL connection selection.
6. For the Need authentication field, select Yes if the email server requires a user name and password to send emails.

   If you select Yes, enter the SMTP user name and password in the provided fields.

7. In the From address field, enter the email address that is used to log in to the email server.
8. In the Respond to address field, enter the default email address of the notice sender.

In general, the email address of the user with paralegal role who is associated with the matter is the notice sender and appears as the sender in the notice email.

9. In the Base confirmation address field, enter the base of the web address that is used to create notice confirmation links. Include the host name or IP address of either the StoredIQ for Legal server or a proxy server that will route requests to the StoredIQ for Legal server. If necessary, include the port number.

    Confirmation links are web links that are included in hold notices. Notice recipients open confirmation links to confirm receipt of hold notices. The Base confirmation address is used to create the confirmation link. An example entry is `https://ilgserver.com`.

10. For Schedule manager, select how often you want published notices to be sent by the email server.

    If you want published notices to be sent immediately, click Send Now.

    For example, if you want published notices to be sent every 15 minutes, select 15min.

11. Click Save to save all of the entries and selections you made and connect to the email server.

    If the email server settings are valid and a connection is successfully made to the email server, a pop-up message is displayed with the caption Email server connected.

- **Parent topic:** Administering StoredIQ for Legal

Configuring the IBM StoredIQ server connection

You must configure the IBM® StoredIQ server connection so that IBM StoredIQ for Legal can connect to it.

Before you begin

You must have a working IBM StoredIQ system that is installed and network-accessible to StoredIQ for Legal.

You must have the following information:

- IBM StoredIQ server host name or IP address.
- User name and password of an IBM StoredIQ system user with role SDK User.

Procedure

1. Log in to StoredIQ for Legal as an administrative user.
2. Click Administration and then click StoredIQ Server.
3. For the Enable StoredIQ option, select Yes

    If you want to disable the connection to the IBM StoredIQ server, select No, click Save, and skip the remaining steps. For this change to take effect, you must restart StoredIQ for Legal.

4. In the Server host field, enter the host name or IP address of the IBM StoredIQ server. An example entry is `siqserver.mycompany.com`
5. In the Username and Password fields, enter the user name and password of the IBM StoredIQ system user with role SDK User.
6. Click Save to save all of the entries and selections you made and connect to the IBM StoredIQ server.

    If the entries and selections you made are valid and a connection is successfully made to the IBM StoredIQ server, a pop-up message is displayed with the caption StoredIQ Server Connected!

- **Parent topic:** Administering StoredIQ for Legal

Creating, updating, and deleting matter categories

To improve matter management, you have the option of creating legal categories. For example, you might create categories for IP Related, Internal, Financial, Regulatory, and Securities.

About this task

You can also make changes to the categories in the system, and delete any categories that are not yet associated with a matter.

Procedure

To create, update, and delete a matter category, complete the following steps:

1. Log in to the StoredIQ for Legal web client as an administrator.
2. From the user icon drop-down menu, select Administration and then click Matter Configuration.
3. In the matter configuration window, you can complete the following:
    - Create a new category by clicking the New Category button and completing the required fields.
    - Update the name of a category by entering the new name in the field of an existing category. This new name will also appear in the details of any matter using the category.
    - Deactivate a matter category by dragging it into the Inactive matter category space (the inactive matter category count will be updated).
    - Delete a category by clicking the X next to the category name. Note that if a deleted category is in use, then the category value in matters will be cleaned up.
    - View the list of categories in the system.
4. Click Save to save the changes.

- **Parent topic:** Administering StoredIQ for Legal

Configuring notice settings

You can customize the confirmation page and confirmation link instructions for the legal hold notices that IBM® StoredIQ for Legal legal users send.

Procedure

1. Log in to StoredIQ for Legal as an administrative user.
2. Click Administration and then click Notice Settings.
3. Complete the fields in the Confirmation Page section as follows:
    a. In the Title field, enter the title of the confirmation page that is displayed to notice recipients when they respond to a hold notice.
    a. In the Confirmation question field, enter the text that is displayed before the Confirm button in the confirmation page.
4. Complete the fields in the Confirmation Link section as follows:
    a. In the Link descriptor field, enter the text that is displayed before the confirmation link in the custodians' hold notice email.
5. Click Preview to display the confirmation page with the values that you entered in the Confirmation Page fields.

Use Preview to verify that the confirmation page contains the correct title and confirmation question. Modify the field entries as necessary and use Preview until you are satisfied that the page is correct.

6. Click Save to save the changes you made.

- **Parent topic:** Administering StoredIQ for Legal

Creating and configuring notice templates

Notice templates define and standardize how a hold notice is processed. Users cannot create a hold notice until the Administrator has created a notice template and initial message for them.

About this task

A hold notice is an email that notifies custodians of their obligations about a hold. Legal users, typically paralegals, create hold notices from the Matters page using the notice templates. When users create a new hold notice, they must select a notice template from the notice templates library.

You can save drafts of notice templates, activate them, deactivate them, or delete them. When a template is in the active or inactive state, you cannot modify it.

Attention: You cannot restore a draft template after you delete it. Delete is permanent.

Procedure

To create and configure a notice template:

1. Log in to the StoredIQ for Legal web client as a user with the Administrator role and click Templates.
2. To create a notice template, click New Template.
   a. Required: In the Template Name field, enter the name of the template.

      The notice template name must be unique.

      Tip: Assign template names that are meaningful to the users who are responsible for creating legal notices so that they know which templates to select.
   b. Optional: In the Description field, enter a brief description of the template.

      The description is displayed only on the notice Template Details page and is not displayed to legal users who use the template.

   c. Click Create.

      The Template Creation page is displayed in which you configure the notice template.

3. Configure the notice template. For detail information about configuring a template notice, see Modifying notice templates

Results

You can activate and delete draft notice templates, and deactivate active templates, from the Templates page. Attention: You cannot restore a draft template after you delete it. Delete is permanent.

- Modifying notice templates
  A notice template defines how a notice is processed. It contains at least the initial message and,

optionally, follow-up, and reminder messages.

- Modifying notice templates for initial messages
Initial messages are the first messages that are sent to custodians that notify them of the hold notice, and can optionally ask them to confirm receipt of the hold notice. This template must be created and active before legal users can begin creating hold notices.
- Modifying notice templates for follow-up messages
Follow-up messages are sent to custodians who did not respond to the initial message. Notice follow-up messages notify custodians to confirm receipt of notice initial messages and to respond to notices.
- Modifying notice templates for reminder messages
Reminder messages refresh the initial messages, and are sent to all the custodians whether they responded to the initial messages or not. The notice reminders require a new confirmation, and have their own follow-up messages that notify the custodians to confirm.
- Modifying notice templates for reminder follow-up messages
Reminder follow-up messages are sent after the reminder message is sent to notify custodians to confirm.

- **Parent topic:** Administering StoredIQ for Legal

Modifying notice templates

A notice template defines how a notice is processed. It contains at least the initial message and, optionally, follow-up, and reminder messages.

About this task

Important: You can modify notice templates that are in draft state only. You cannot modify notice templates that are in active and inactive states.

Procedure

To modify a notice template:

1. Log in to the IBM® StoredIQ for Legal web client as a user with the Administrator role and click Templates.

   The Templates page is displayed with a list of templates, including their names (as hypertext links), status (draft, active, inactive) and modification dates.

2. Find the template in the list that you want to modify and click the template name to open the Template Creation page.
3. Optional: Modify the template name and the description.
4. To modify the initial message, click Initial Message in the Template Content section under Messages. The Initial Message section is needed, and defines the subject and content of the initial messages of hold notices. See Modifying notice templates for initial messages for detailed information about how to modify the initial message.
5. Click Save Draft in the title bar to save your changes without activating the template.
6. To modify the follow-up message, click Follow-up Message in the Template Content section under Messages. Click Save Draft to save your changes without activating the template. When you are ready to make the template available for use, click Activate to activate the template so that it can be used to create notices for matters.

   The Follow-up Message section defines rules for sending follow-up messages to initial messages for hold notices. See Modifying notice templates for follow-up messages for detailed information about the

Follow-up Message section.

7. To modify the reminder message, click Reminder Message in the Template Content section under Messages. Click Save Draft to save your changes without activating the template. When you are ready to make the template available for use, click Activate to activate the template so that it can be used to create notices for matters.

   The Reminder Message section defines rules for sending reminder messages for hold notices. See Modifying notice templates for reminder messages for detailed information about the Reminder Message section.

8. To modify the reminder follow-up message, click Reminder Follow-up Message in the Template Content section under Messages. Click Save Draft to save your changes without activating the template. When you are ready to make the template available for use, click Activate to activate the template so that it can be used to create notices for matters.

   The Reminder Follow-up Message section defines rules for sending follow-up messages to reminder messages for hold notices. See Modifying notice templates for reminder follow-up messages for detailed information about the Reminder Follow-up Message section.

9. When you are ready to make the template available for use, click Activate in the title bar to activate the template. Then, it can be used to create notices for matters.

- **Parent topic:** Creating and configuring notice templates

Modifying notice templates for initial messages

Initial messages are the first messages that are sent to custodians that notify them of the hold notice, and can optionally ask them to confirm receipt of the hold notice. This template must be created and active before legal users can begin creating hold notices.

About this task

Important: You can modify notice templates that are in draft state. You cannot modify notice templates that are in active or inactive states.

Procedure

To modify a notice template initial message:

1. Enter the initial message subject in the Subject field.
   Attention: Because a notice must include an initial message, the check box to select the initial message is disabled.
2. Modify or enter the content for the template, including text with different formats and fonts, tables, and images.
3. Optional: To insert notice variables into the content, click the + next to the notice variable that you want to insert, listed in the Notice Variables section.

   The notice variables represent dynamic data, such as the name of a notice recipient or the name of an attorney for the matter. When a notice is sent that contains notice variables in the content, the notice variables are replaced with actual values.

   If you want custodians to confirm receipt of the hold notice, you can include a Confirmation Link variable. This variable automatically inserts a web link that the custodian opens to confirm receipt of

the hold notice.

- **Parent topic:** Creating and configuring notice templates

Modifying notice templates for follow-up messages

Follow-up messages are sent to custodians who did not respond to the initial message. Notice follow-up messages notify custodians to confirm receipt of notice initial messages and to respond to notices.

About this task

Important: You can modify notice templates that are in draft state. You cannot modify notice templates that are in active or inactive states.

Procedure

To modify a notice template follow-up message:

1. Select the check box on the Follow-up Message control.
   Important: You must select the check box so that the follow-up message is available when you create a notice with the template.
2. Enter the follow-up message subject in the Subject field.
3. Modify or enter the content for the template, including text with different formats and fonts, tables, and images.
4. Optional: To insert notice variables into the content, click the + next to the notice variable that you want to insert, listed in the Notice Variables section.

   The notice variables represent dynamic data, such as the name of a notice recipient or the name of an attorney for the matter. When a notice is sent that contains notice variables in the content, the notice variables are replaced with actual values.

   If you want custodians to confirm receipt of the hold notice, you can include a Confirmation Link variable. This variable automatically inserts a web link that the custodian opens to confirm receipt of the hold notice.

5. Configure the frequency with which the follow-up message is to be sent.
   a. Click Follow-up Message to expand that section.
   b. In the Frequency field, use the number and time unit pickers to select the number of days, weeks, months, or years after which the follow-up message is to be sent. The first follow-up message is sent based on the send date of the Initial message plus the frequency.
   c. In the Repeat field, select the number of times to send the follow-up message.
   d. If you want to send a message to the manager of the notice recipient after the final follow-up message is sent, select Escalation to manager on final follow up..

- **Parent topic:** Creating and configuring notice templates

Modifying notice templates for reminder messages

Reminder messages refresh the initial messages, and are sent to all the custodians whether they responded to the initial messages or not. The notice reminders require a new confirmation, and have their own follow-up messages that notify the custodians to confirm.

About this task

Important: You can modify notice templates that are in draft state. You cannot modify notice templates that are in active and inactive states.

Procedure

To modify a notice template reminder message:

1. Select the check box on the Reminder Message control and click Reminder Message.
   Important: You must select the check box to enable the control and so that the reminder message is included when you create a notice with the template.

   The content is displayed, but cannot be modified. It is a copy of the initial message content and can be modified only by modifying the initial message content.

2. Configure the frequency with which the reminder message is to be sent.
   a. In the Frequency field, use the number and time unit pickers to select the number of days, weeks, months, or years after which the message is sent.
      Important: You must set the frequency number to a value greater than zero in order for the message to be sent.
   b. In the Repeat field, select the number of times to send the reminder message. If you select Indefinitely, the reminder keeps going out until the notice is closed.

- **Parent topic:** Creating and configuring notice templates

Modifying notice templates for reminder follow-up messages

Reminder follow-up messages are sent after the reminder message is sent to notify custodians to confirm.

About this task

Important: You can modify notice templates that are in draft state. You cannot modify notice templates that are in active and inactive states.

Procedure

To modify a notice template reminder follow-up message:

1. Select the check box on the Reminder Follow-up Message control and click Reminder Follow-up Message.
   Important: You must select the check box to enable the control and so that the reminder follow-up message is included when you create a notice with the template.

   The frequency and reminder follow-up message content is displayed, but cannot be modified. It can be modified only by modifying the initial message content.

2. Configure the reminder follow-up message.
   a. In the Repeat field, select the number of times to send the reminder follow-up message.
   b. If you want to send a message to the notice recipient's manager after the final follow-up message is sent, select Escalation to manager on final follow up.

- **Parent topic:** Creating and configuring notice templates

Configuring data source types for requests

You must configure the list of data source types in your enterprise, so that the legal staff can select the locations when creating requests. The legal staff also has the option to add additional data source types when creating a request.

About this task

Attention: The data locale configuration needs to be setup before you start using the system. Once your team creates a data box, the data settings become locked.

Procedure

To configure the data source types for your system, complete the following steps:

1. Log in to the StoredIQ for Legal web client as a system administrator.
2. From the user icon drop-down menu under Administration, click Data Settings.
3. In the Data Settings window, you can complete the following:
   - Define a new volume type by clicking the New Locale button and specifying the required information.
   - Modify existing volume types by dragging and dropping them.
   - Delete previously defined volume types.

- **Parent topic:** Administering StoredIQ for Legal

Assigning and managing user roles

A role is a function that a user serves within an organization. An important aspect of a role is its set of permissions, which allow users to view and modify particular business objects and do certain functions. To ensure that the right people have the appropriate access to complete their tasks, you must assign users one or more roles.

About this task

You can assign users the following roles, and users can have more than one role:

Attorney
: Users with the Attorney role are responsible for overseeing legal responsibilities and compliance. They can manage the legal concepts, such as matters, notices, and data boxes, and also view custodians, custodian groups, and templates.

Paralegal
: Users with the Paralegal role are the primary legal users of the product. They are typically responsible for creating and managing matters, notices and data boxes, and conducting the process around them. They are also usually the point of contact for custodians and pursue response compliance. They can also view custodians, custodian groups, and templates.

Data Ops
: Users with the Data Ops role typically do not log into a StoredIQ for Legal system. They are only needed to specify reference and contact user information for IBM® StoredIQ. They are only required if you plan to use Data Box functions. When Paralegal users use Data Boxes to identify, find, and preserve all data that is relevant to a legal matter, StoredIQ for Legal coordinates collaboration between the Paralegals

working in the StoredIQ for Legal application and the Data Ops users working in the IBM StoredIQ system. See Requesting matter data for details.

Important: All StoredIQ for Legal Data Ops users must have corresponding users in IBM StoredIQ with the same user IDs and with the role of Data User.

Administrator

Users with the Administrator role do both system administration and legal administration functions. They can configure StoredIQ for Legal servers, matter categories, users, groups, and templates. The default user with the Administrator role is ilgadmin. After you use the ilgadmin user to initially set up the system, create new Administrator users for routine administration so that their actions can be audited.

If you do not assign a role to a user, the user has custodian privileges.

You can also delete a user and change a user's role if they are not associated with a matter (note that removing users from role management does not remove the record of the users themselves). You cannot create your own roles.

Procedure

To assign and manage user roles, complete the following steps:

1. Log in to the StoredIQ for Legal web client as an administrator.
2. From the user icon drop-down menu, select Administration and then click User Role Management.
3. In the User Role Management window, assign roles to a group of users who are ingested from a directory server by clicking the Assign Roles button and completing the required information. For more information, see Ingesting users from a directory server. You can assign roles to individual users as well.
4. Optional: You can create test users by clicking the Add User button. The Add User button is for non-production environments only, used to demonstrate users on a system without requiring a directory server. See Creating a new user for details.

What to do next

You can modify the first name, last name, email, and role of users at any time. You can also delete users by clicking the X next to the user name.

- Legal user permissions
  Users with the roles of Attorney, Data Ops and Paralegal have permissions to specific areas and actions.
- Administrator permissions
  The Administrator role has the same permissions as the Attorney, Data Ops and Paralegal, as well as additional permissions.

- **Parent topic:** Administering StoredIQ for Legal

Legal user permissions

Users with the roles of Attorney, Data Ops and Paralegal have permissions to specific areas and actions.

Users with Attorney, Data Ops, and Paralegal roles can access the following areas and complete the actions specified:

Permissions Area	Description	View	Create	Update	Delete

Permissions Area	Description	View	Create	Update	Delete
Matters	Manage matters	X	X	X	X
Custodians	View custodians	X			
Groups	View custodian groups	X			
Templates	View templates	X			
Notices	Manage notices	X	X	X	X
Data Boxes	Manage data requests	X	X	X	X

- **Parent topic:** Assigning and managing user roles

Administrator permissions

The Administrator role has the same permissions as the Attorney, Data Ops and Paralegal, as well as additional permissions.

If your user ID has Administrator role access, the web client displays the Administration page by default when you log in.

Users with Administrator roles can access the same areas as the users with Attorney, Data Ops and Paralegal roles. Users with Administrator roles can also access the following additional areas:

Permissions Area	Description	View	Create	Update	Delete
Matter Configuration	Administer matter categories	X	X	X	X
User Role Management	Administer users, or import users from an external LDAP	X	X	X	X
Groups	Administer people sets	X	X	X	X
Servers	Administer the directory server, email server, or StoredIQ server	X	X	X	X
Templates	Administer templates	X	X	X	X

- **Parent topic:** Assigning and managing user roles

Managing the custodians list, creating custodian groups

You can create custodian groups to help the legal staff add multiple custodians to a matter, a notice, and a request in one step. You can also modify a custodian's information, such as the manger or department.

Procedure

To manage the custodians in the system, complete the following actions:

1. Log in to StoredIQ for Legal as an administrative user.
2. Click Custodians in the main menu. In the Custodians page, you can complete the following actions:
    - Create a custodian group and modify its properties, name and description.
    - Add or remove custodians in an existing group.
    - Delete a custodian group.
    - Edit a custodian's properties if they are not configured.
    - Synchronize the list of users with the directory server that is configured for your system.

- **Parent topic:** Administering StoredIQ for Legal

Creating a new user

An administrator can create new users in StoredIQ for Legal by using the web client.

About this task

Before you put StoredIQ for Legal into production, you might complete test scenarios, in which case you might need to create users for testing the system. Test users should be restricted to test systems.

To create a new user for a non-production environment:

Procedure

1. Log in to the StoredIQ for Legal web client as a user with the Administrator role and click User Role Management. Click the Add User button.
2. In the Add Team Member window, fill in the fields. User ID, First Name, Last Name are mandatory. Restriction: The User ID must comply with the following rules:
   - Only letters (a-z, A-Z), numerals (0-9), and the underscore character (_) can be used.
   - The user ID must be unique.
   - The length must be 60 characters or less. **Recommendation:** Keep the length less than 20 characters to avoid display problems.
   - The user ID cannot start with `sql`, `sys`, or a numeral.
   - The user ID cannot be `ilgadmin`, `administrator`, `admin`, `user`, `guest`, `public`, `local`, or any SQL reserved word.
   - To prevent naming conflicts with LDAP users, adopt a naming convention for test users, such as `test_paralegal_1`, `test_attorney_1`, `test_dataops_1`, `test_administrator_1`, or `test_custodian_1`. Note that the password of test IDs cannot be changed, and defaults to the user ID.

   The rules are enforced at login time, not at the time that you add a user. If the user ID does not comply with the rules, the user might not be able to log in.

3. Select a Role. Predefined roles include Administrator, Attorney, Paralegal, and Data Ops
4. Click the Add button.

- **Parent topic:** Administering StoredIQ for Legal

StoredIQ for Legal console tools

There are several StoredIQ for Legal console tools that you can use to reconfigure the virtual machine.

Network configuration

The `/siq/bin/netcfg` script reruns the network setup for StoredIQ for Legal, for example, to specify your hostname and type of IP. See Configuring IBM® StoredIQ for Legal for details.

SSL certificate configuration

The `/siq/bin/cert_install` script can remove and install SSL certificates. See Installing and removing custom SSL certificates for details.

Change administrator password

You can change the password for the ilgadmin user ID using the following script.

To run the script, issue the following command: `/siq/bin/change_ilgadmin_password`

Reset authentication

If an LDAP user or administrator cannot log into StoredIQ for Legal after the Directory Server has been configured and the server restarted, and both the liger.log and WebSphere® Application Server logs show LDAP partial results or referral errors (as in nested host not found exceptions), then the directory server might not be configured properly for referrals and the authentication configuration might be corrupted.

To delete restored authentication back to default settings, log into StoredIQ for Legal, run `/siq/bin/remove_secdom` and then restart the StoredIQ for Legal server. Afterward the default administrative account will be able to log in again and you can use this account to reconfigure your directory server once the referral issues have been resolved.

- **Parent topic:** Administering StoredIQ for Legal

Upgrading StoredIQ for Legal

StoredIQ for Legal provides a script for upgrading your your Open Virtual Appliance (OVA) to the latest version.

About this task

To upgrade your Open Virtual Appliance (OVA) to the latest version of StoredIQ for Legal, complete the following steps:

Procedure

1. Transfer the latest upgrade package, for example, *MASTER+1234.tar* to the StoredIQ for Legal server.
2. Either in the console or an SSH session, issue the following command: `/siq/bin/upgrade.sh /root/MASTER+1234.tar` where *root/MASTER+1234.tar* represents the full path to the upgrade package.
3. Remove the upgrade package from the StoredIQ for Legal server.

- **Parent topic:** Administering StoredIQ for Legal

Backing up your StoredIQ for Legal system

You can back up your StoredIQ for Legal databases using the following script.

About this task

The script performs the following tasks automatically:

1. Locates the volume where the StoredIQ for Legal databases exist.
2. Shuts down the StoredIQ for Legal system.
3. Copies all StoredIQ for Legal database files.
4. Restores all StoredIQ for Legal services.

Procedure

To run the script, issue the following command: `/siq/bin/backup`

* **Parent topic:** Administering StoredIQ for Legal

Troubleshooting StoredIQ for Legal

The following section provides guidance for troubleshooting your StoredIQ for Legal system.

* Login fails due to an illegal user ID
  When creating local users, administrators must self-enforce the StoredIQ for Legal restrictions for user IDs. Otherwise, the local user will not be able to login successfully.
* Login fails due to LDAP referral errors
  If an LDAP user or administrator cannot log into StoredIQ for Legal due to LDAP partial results or referral errors, you can run a script to reset the LDAP authentication.
* Login fails because a connection to the web client could not be established
  Your login can stop working for a variety of reasons.

* **Parent topic:** Administering StoredIQ for Legal

Login fails due to an illegal user ID

When creating local users, administrators must self-enforce the StoredIQ for Legal restrictions for user IDs. Otherwise, the local user will not be able to login successfully.

Login into StoredIQ for Legal fails because a user ID exceeds the maximum length, contains illegal characters, or contains illegal keywords.
StoredIQ for Legal does not automatically block administrators from creating local users that violate the user ID restrictions.
When creating local users, administrators must ensure they enforce the StoredIQ for Legal restrictions for user IDs. See Creating a new user for the restrictions.

* **Parent topic:** Troubleshooting StoredIQ for Legal

Login fails due to LDAP referral errors

If an LDAP user or administrator cannot log into StoredIQ for Legal due to LDAP partial results or referral errors, you can run a script to reset the LDAP authentication.

Login into StoredIQ for Legal fails. Both the liger.log and WebSphere® Application Server logs show nested host not found exceptions.
The LDAP server might not be misconfigured for referrals, or the security domain might be corrupted.
Delete your configured security domain and fix LDAP by completing the following steps:

1. Log into StoredIQ for Legal.
2. Run the `/siq/bin/remove_secdom.sh` script.
3. Restart the StoredIQ for Legal server.

Afterward all LDAP users should be able to log in again.

* **Parent topic:** Troubleshooting StoredIQ for Legal

Login fails because a connection to the web client could not be established

Your login can stop working for a variety of reasons.

Login into StoredIQ for Legal succeeded previously, but now fails because `A connection to the web client cannot be established using the following URL`.

- You logged out while the login page was still loaded.
- Your login session timed out due to lack of activity.
- You lost your network connection.
- The StoredIQ for Legal server shut down.

Close your sessions, check your connection to the StoredIQ for Legal server, and retry the login.
- **Parent topic:** Troubleshooting StoredIQ for Legal

Managing legal matters

You can use StoredIQ for Legal to manage the lifecycle of a matter, including creating and managing matters, matter hold notices, and preservation requests.

- Managing matter lifecycles
  You can use StoredIQ for Legal to manage the lifecycle of a matter. You can create a matter, create related hold notices and data requests, and close a matter when all of the related tasks are complete.
- Managing notices
  A notice, typically in email, is a formal instruction to custodians to preserve documents and information that is relevant to a matter, and suspend normal retention and destruction schedules.
- Requesting matter data
  A key step in the legal matter management process is identifying, finding, and preserving all data that is relevant to the legal matter. You can use StoredIQ for Legal to complete the tasks of identifying, finding, and preserving data that is relevant to the matter by creating requests.
- Legal matter reports
  To help you manage your legal matters, StoredIQ for Legal provides the Global Custodians and Matter Data reports. The reports are in the Reports tab in the StoredIQ for Legal web client.

Managing matter lifecycles

You can use StoredIQ for Legal to manage the lifecycle of a matter. You can create a matter, create related hold notices and data requests, and close a matter when all of the related tasks are complete.

About this task

A matter is used to structure and group legal activities. Examples of matter include intellectual property disputes, malpractice claims, workplace discrimination allegations, and so forth.

When a matter arises, the legal team must be prepared to meet preservation and eventually discovery requirements. Any document that falls in the scope of the matter falls under the obligations to preserve and eventually produce.

- Creating a matter
  Create a matter to manage the lifecycle of a legal matter. In StoredIQ for Legal, a matter is a container that encapsulates all of the data that you are gathering for an actual or potential legal case.
- Modifying matter information
  In the matters page, you can modify the matter details, such as change the matter category, or change the attorney and the paralegal. You can also modify the matter attachments or add more attachments.
- Managing a matter
  The matter dashboard provides a summary view of the matters that you are associated with and a high-level overview of the status of matter notices and data boxes (data requests). You can also see details about the various aspects that pertain to the matter.
- Closing or deleting a matter
  When all of the notices and requests that are associated with a matter are closed, you can close a matter. If there are no notices or requests that are associated with the matter, you can delete it.

- **Parent topic:** Managing legal matters

Creating a matter

Create a matter to manage the lifecycle of a legal matter. In StoredIQ for Legal, a matter is a container that encapsulates all of the data that you are gathering for an actual or potential legal case.

Before you begin

Before you create a matter, matter categories must be available, and you must have one of the following roles assigned to you: Attorney, Paralegal, or Data Ops. Contact your system administrator for more information.

About this task

In StoredIQ for Legal, all legal processes start with the creation of a matter. To put a matter into action, you create hold notices or create data boxes.

Procedure

To create a matter:

1. Log in to StoredIQ for Legal as a legal user or administrator.
2. Go to Matters and click New Matter.
3. Enter the necessary information or select from the drop-down menu options, as applicable.

Table 1.

Field name	Description
Matter name	A unique name for the matter. The matter name appears on the matter dashboard page, providing you an efficient way to identify the matter. This field is required.
Description	The matter description. This field is optional.
Category	The matter category. This field is optional.

Field name	Description
Attorney	The attorney who is associated with the matter. You can select only 1 attorney. This field is optional.
Paralegal	The paralegal who is associated with the matter. You can select only 1 paralegal. Paralegal is required to send notice emails.
Data Ops	The user that serves as the legal operations contact for the matter. The users in the list are pre-populated by the StoredIQ for Legal system administrator. You can select only 1 Data Ops contact. Data Ops is optional and cannot be added if a StoredIQ server is not configured. Data Ops is required if the data box functionality is required.
Attachments	Attachments that are related to the matter.

4. Click Create to create the matter.

Results

The new matter appears in the matters dashboard.

- **Parent topic:** Managing matter lifecycles

Modifying matter information

In the matters page, you can modify the matter details, such as change the matter category, or change the attorney and the paralegal. You can also modify the matter attachments or add more attachments.

Procedure

To modify the details for a matter:

1. In the matters page, click the matter name to open it.
2. Click Expand Details, and modify the details or add more attachments.
3. Click Save and Collapse Details.

- **Parent topic:** Managing matter lifecycles

Managing a matter

The matter dashboard provides a summary view of the matters that you are associated with and a high-level overview of the status of matter notices and data boxes (data requests). You can also see details about the various aspects that pertain to the matter.

About this task

At a high-level, the matter dashboard comprises the following main areas.

Matter dashboard landing page

When you log in to StoredIQ for Legal as a legal user, the web client displays the matter dashboard. The matters that you are associated with are shown and you can open the matters to work with them or view status. You can also create a new matter from the main page of the matter dashboard.

You can also search for matters by using the simple or advanced search feature. When you run a search, you can enter search criteria to narrow the results. You can sort the results to make it easier to understand the list of results.

Matter page
> You can open a matter from the matter dashboard landing page, which provides an overview of the hold notices and data boxes that are associated with the matter. If you need to modify or get specific details for a notice or request, you can complete those actions from the matter details page. You can also create notices or data boxes from the matter page.

Notices page
> When you select a particular notice from the matter details page, an overview of all notices that are associated with the matter are shown. From the page, you can create a new notice. You can also open a specific notice to get more detailed information and modify the notice, such as add or release custodians.

Data Box page
> From the matter details page, you can access the Data Box page, which provides a summary of all of the data boxes for the matter. In the Data Box page, you can see an overview of the number of data boxes for the matter, the state of the data boxes, and so forth.

> You can also create a new request. By opening a specific request, you can modify it or view the status and other request details.

- **Parent topic:** Managing matter lifecycles

Closing or deleting a matter

When all of the notices and requests that are associated with a matter are closed, you can close a matter. If there are no notices or requests that are associated with the matter, you can delete it.

Procedure

To close or delete a matter:

1. Go to the Matters page and locate the matter that you want to close or delete.
2. In the column that contains the date that the matter was modified, click the Close link to close the matter, or Delete to delete the matter if there are no associated notices or requests. You can also click the matter name to open it, and then select Close or Delete from the Actions menu.

- **Parent topic:** Managing matter lifecycles

Managing notices

A notice, typically in email, is a formal instruction to custodians to preserve documents and information that is relevant to a matter, and suspend normal retention and destruction schedules.

About this task

Notices provide details about the nature of a matter and the information that must be preserved. You can configure a notice to require confirmation from custodians that the information was preserved. You can also configure a notice to be resent periodically to remind custodians about any new information that must be preserved.

A custodian who receives a hold notice is considered to be on hold until a release notice releases them from the preservation requirement.

Attention: Before you can create a notice, the following tasks must be complete:

- The email server must be configured.
- The custodians must be created.
- A notice template must be created with at minimum an initial message.

- Creating and sending hold notices
  Hold notices advise people to preserve documents and information that are pertinent to a legal case, and to suspend normal retention and destruction schedules.
- Viewing hold notice response and confirmation status
  Legal users can view the status of hold notice custodian responses and confirmations in the matters dashboard, individual matters and published hold notices.
- Receiving and responding to hold notices
  Custodians receive hold notice emails that contain instructions on how to respond along with a confirmation web link.
- Adding or releasing custodians for a published notice
  You can add or remove custodians after a notice is published.
- Notice variables
  Notice variables can be used as placeholders in hold notices and hold notice templates in all message types.
- Edit Notice Contents controls
  When you edit a hold notice message, StoredIQ for Legal displays a number of message edit buttons.

- **Parent topic:** Managing legal matters

Creating and sending hold notices

Hold notices advise people to preserve documents and information that are pertinent to a legal case, and to suspend normal retention and destruction schedules.

Before you begin

Requirement: Your legal administrator must create a hold notice template first. You are required to select a hold notice template before you can create a hold notice.

About this task

Each hold notice describes the type of information that needs to be preserved and the responsibilities of the notice recipients. Optionally, you can insert a confirmation variable that requires recipients to confirm that they understand their obligations and that they must comply. You create a hold notice by selecting a notice template, and then modifying the notice as needed. You then send it to a set of custodians in an email message.

Procedure

To create a hold notice:

1. Log in to the StoredIQ for Legal web client as a user with the Paralegal or Attorney role and click Matters.
2. Click the name of the matter, which is a hypertext link, for which you want to create the hold notice.
3. Click + New Notice.
4. Required: On the Create Notice page, enter the notice name in the Name field. If you ever plan to add the notice name variable into the email message, make sure that the Name is unique and meaningful to the custodians who receive the notice.
5. Optional: Enter a brief description in the Description field.

   If you want the custodians to see the description text in the email message, you can use the notice description variable.

6. Click Create.
7. In the Edit Contents page, select a template from the list. Alternatively, if you do not want to add a template now and want to skip to the Select Custodians step, click Edit Notice Contents again to collapse it.

   The Edit Notice Contents section is updated with the template name and the set of message types that are included by the template. By default, the Initial Message type is selected.

   Tip: If you mistakenly select the wrong template, you can undo the selection and select another template. However, selecting another template results in the loss of any changes that are made to the notice messages that include the body, subject, and rules. Click the Change link next to the template name in the Edit Notice Contents section. A window is displayed that prompts you to change the template. Click Change. The template is cleared and you can select another template.

8. In the Edit Notice Contents section, select Initial Message and modify its contents and rules as necessary.

   If you want custodians to confirm receipt of the hold notice, you can include a Confirmation Link variable. This variable automatically inserts a web link that the custodian opens to confirm receipt of the hold notice.

   Restriction: You cannot drag images into the message content.

   The rules that control when the message content can be modified and when to send the message are the same for notice templates and the notices that use the templates. The only difference is that when you create a template, you must select the check box on the message type control to enable it. In a hold notice in which you selected the template, the check boxes are not displayed.

   Additional Hold Notice messages include:

   Follow-up Message
   > Sent to custodians who did not respond to the initial message, notifying them to confirm receipt of initial messages and to respond to notices. The first follow-up message is sent based on the send date of the Initial message plus the Frequency of units specified. The Escalation to manager on final follow up option sends a message to the manager of the notice recipient after the final follow-up message is sent.

   Reminder Message
   > Refreshes the initial message, and is sent to all the custodians at the Frequency of units specified whether they responded to the initial messages or not. Notice reminders become the new Notice (thereby resetting all previously recorded metrics for the Notice in the custodian status reports), require a new confirmation, and have their own follow-up messages that notify the custodians to confirm. If a Reminder is set to repeat, then each new issuance of this

reminder is treated as a new Notice. If a reminder repeats Indefinitely, then the reminder keeps going out until the notice is closed.

9. Click Save Draft to save all changes to the notice messages. Note that the changes do not affect the notice template.
10. Optional: Send a preview of the hold notice to selected users, including yourself, by clicking Send Preview. You can preview a particular message or all the messages in the notice, and you can specify an email address to send the messages to. You might want to send it to yourself first to verify that the notice content is correct. You can modify it and preview it again repeatedly. After you are satisfied with the notice content, you can preview it again and send it to the matter attorney for final approval before you publish it.
11. Click Select Custodians. If you do not see Select Custodians, click Edit Notice Contents to collapse the section.

    Each entry in the list of custodians includes the given name and surname of the custodian, user ID, email address, and department name. You can select custodian groups and search within them to add entries to the selection list.

12. Select the check box next to each custodian that you want to receive the notice.

    Each custodian that you select from the list is added to the list that is displayed in the section under the Select Custodians control.

13. Review the hold notice for accuracy and make any necessary changes.
14. Click Publish to publish the hold notice.

Results

You can see confirmation responses by opening the published notice, where a timeline graph is also included. You can also notice metrics such as confirmations and escalations in both the Matters and Notice dashboards.

The exact time that the hold notice is sent is determined by the email settings, which are set by a system administrator.

- **Parent topic:** Managing notices

Viewing hold notice response and confirmation status

Legal users can view the status of hold notice custodian responses and confirmations in the matters dashboard, individual matters and published hold notices.

Procedure

To view the status of hold notice custodian responses and confirmations:

1. Log in to the IBM® StoredIQ for Legal web client as a user with the Paralegal or Attorney role and click Matters.

    A list of matters is displayed. Next to each matter is a set of metrics that summarizes the status of all published hold notices for the matter. The metrics include a Total Files donut chart and a Custodians donut chart that are color-coded. Each color-coded segment of the Custodians donut chart shows the percentage of custodians with a particular status. For example, gray for released custodians, yellow for rejected custodians, blue for contact custodians, and orange for escalation and transmission errors. To

see the percentage of any status type, hover the mouse pointer over the shaded segments of the donut chart.

2. Click the name of a matter, which is a hypertext link, to open the page for that matter and click Notices. A set of metrics is displayed for all hold notices that are associated with the matter that includes the following information:
    - A donut chart that shows the total number of custodians who were notified with all published hold notices (Notified)
    - A count of the total number of custodians who confirmed receipt of all hold notices (Confirmed)
    - A count of the total number of custodians who asked to be contacted for all hold notices (Contact)
    - A count of the total number of custodians who did not receive hold notices due to transmission errors and for whom there is a notice escalation (Attention)

    A list of hold notices for the matter is also shown. Next to each hold notice is a color-coded bar that shows the status of the custodians for that hold notice. Each color-coded segment shows the relative percentage for each custodian status type. The colors and their associated statuses match the colors that are displayed in the donut chart at the beginning of the page.

3. In the list of hold notices, click the name of a published hold notice, which is a hypertext link. The Matter Details page is displayed. It contains a timeline chart, which is updated once a day, that shows the status of the custodians who were sent the hold notice as a function of time. The chart shows the following status types, each of which has an associated number of custodians:
    - Sent
    - Confirmed
    - Contact
    - Attention

    The timeline chart has two axes:
    - Custodians (vertical axis): the number of custodians who were sent the notice
    - Date (horizontal axis): points in time since the notice was sent

    To see the status for all custodians on a specific date, move the mouse pointer over the icons. You see the following information:
    - Date of the status
    - Active custodians
    - Sent
    - Confirmed
    - Contact
    - Attention

    You can hover the mouse pointer over various points on the graph to see the status of the custodians.

    You can filter a list of custodians, for example, searching only for custodians who confirmed, rejected, or responded to a hold notice.

- **Parent topic:** Managing notices

Receiving and responding to hold notices

Custodians receive hold notice emails that contain instructions on how to respond along with a confirmation web link.

Before you begin

The custodians must have valid email accounts on the email server that is configured in the IBM® StoredIQ for Legal Administration > Email Server page. Otherwise, StoredIQ for Legal is not able to detect transmission errors (unless the domain in incorrect) and an undeliverable notice mail is sent to the matter paralegal.

It is assumed that custodians have an email client application that they use to connect to the email server to read and send email.

Procedure

To respond to hold notice emails:

1. In the email client application, open the email for a hold notice.

   The email contains instructions that explain what the custodian must do to comply with the legal hold request. Typically, it includes a confirmation link that is labeled Click to Respond.

2. Click Click to Respond.
3. Log in to StoredIQ for Legal with your user name and password.

   The Notice Confirmation Details page contains instructions on what you must do to comply with the hold request.

4. Click Confirm to confirm that you received the hold notice email.
5. Click Confirm to confirm receipt of the hold notice.
6. If you need to contact the StoredIQ for Legal legal user who sent you the hold notice, click Contact Me.

- **Parent topic:** Managing notices

Adding or releasing custodians for a published notice

You can add or remove custodians after a notice is published.

About this task

If you add one or more custodians after a notice is published, the custodians that you add receive the initial notice, even if the publish date is passed. The custodians that you add also receive follow-up notices at regular intervals that start from the initial notice date. For example, if the initial follow-up interval is one week, then every follow-up message is sent on the same day each week beginning from the initial notice date, regardless of when the target custodian was added. If a custodian was added some time after the initial notice date, then they still receive the follow-up one week after the initial notice date as opposed to one week after the date they were added.

Hold notice reminders are sent on schedule with the original publish date.

When you release a custodian after the hold notice is published, a release notice is sent to the custodian.

Users who belong to other hold notices that are in draft or sent state are automatically added to a matter custodians list. Users who got released or deleted from the hold notices (draft) state are removed automatically.

You cannot add or remove custodians after the notice is closed, and you cannot reopen or reactivate a closed notice to be active.

Procedure

To add or release a custodian:

1. Log in to the IBM® StoredIQ for Legal web client as a user with the Paralegal or Attorney role and click Matters.
2. In the Matters page, click the appropriate matter to open it.
3. In the Notices section, click the name of the published notice that you want to modify.
4. To add one or more custodians, click Add Custodian to open the Add Custodians window.
5. Search for custodians or select from the list, and then click Review Selection.
6. Review the list of custodians and related messages information, then click Add Custodians.
7. To release a custodian, select the custodian from the list and click Release.
8. In the Release Custodians window, enter a reason for releasing the custodian and then click Release.

- **Parent topic:** Managing notices

Notice variables

Notice variables can be used as placeholders in hold notices and hold notice templates in all message types.

The notice variables represent dynamic data such as the name of a custodian or the name of an attorney who is assigned to the matter. When StoredIQ for Legal sends the notice message to recipients, it replaces any variables with the actual values.

Variables for hold notices and hold notice templates

The following notice variables can be inserted in hold notices and hold notice templates in all message types:

{Custodian}
> The name of the custodian who is receiving the hold notice.

{Custodian Email}
> The email address of the custodian who is receiving the hold notice.

{Confirmation Link}
> The web link that the custodian opens to confirm receipt of the hold notice.

{Matter Attorney}
> The name of the attorney who is assigned to the matter.

{Matter Attorney Email}
> The email address of the attorney who is assigned to the matter.

{Matter Description}
> A description of the matter.

{Matter Legal Assistant}
> The name of the paralegal who is assigned to the matter.

{Matter Legal Assistant Email}
> The email address of the paralegal who is assigned to the matter.

{Matter Name}
> The name of the legal matter that the notice is part of.

{Notice Description}
> A description of the hold notice.

{Notice Name}
> The name of the hold notice.

{Reminder Count}
> The number of refresh sends of the initial notice.

{Follow-up Count}
> The number of follow-up messages that were sent to remind custodians to confirm receipt of hold notice initial messages and to respond to hold notices.

- **Parent topic:** Managing notices

Edit Notice Contents controls

When you edit a hold notice message, StoredIQ for Legal displays a number of message edit buttons.

Message edit buttons

The edit buttons complete the following functions:

Toggle Full Screen
: Toggles between expanding and contracting the message window within the full size of the browser window.

Undo
: Reverses your last edit.

Redo
: Restores the last edit that you undid.

Bold
: Applies bold style to the text.

Italic
: Applies italic style to the text.

Underline
: Applies underline style to the text.

Strikethrough
: Applies strikethrough style to the text.

Subscript
: Shrinks text to a subscript size.

Superscript
: Shrinks text to a superscript size.

Foreground Color
: Changes the color of the text.

Background Color
: Changes the background shading of the text.

Font
: Applies a specific font to the text.

Size
: Applies a specific size to the text.

Remove Format
: Returns the text to its plain default.

Cut
: Moves the text into the clipboard.

Copy
: Copies the text into the clipboard.

Paste
: Pastes the text from the clipboard.

Paste From Word
: Opens a field where you can paste text from Microsoft Word. Incompatible text formatting does not carry over.

Delete
: Erases text.

Select All
: Highlights all of the text in the message.

Ordered List

>Creates a list that is ordered with letters or numbers of your choice.

Bullet List

>Creates an unordered list by using bullets.

Horizontal Rule

>Creates a horizontal line in the message.

Indent

>Shifts the text margin to the right.

Outdent

>Shifts text margin to the left.

Align Left

>Applies left justification to the text.

Align Right

>Applies right justification to the text.

Align Center

>Centers the text.

Justify

>Expands text to align on both the left and right margins. Justify applies only to text that expands the length of the message.

Create Link

>Makes the text that you highlight (or if no text is highlighted, the default text in the Description) into a hyperlink that points to the URL. You must make sure that the URL contains the full web link that includes `http://` or `https://`. You can specify the Target as Current Window (display the page in the browser window that is being used), New Window (display the page in a new browser window), Topmost Window (display the page in the entire browser window), or Parent Window (display the page in the window that the current window is nested in).

>To view the settings of an existing link, double-click the link to see the window. You can also highlight the link and click Create Link to see the window with the link settings.

Remove Link

>Revert the hyperlink back to plain text.

Insert Image

>Upload a graphic into the message.

Show HTML Block Elements

>Display HTML block divisions in the message.

View HTML source

>Toggles between the HTML source and the rich text view.

- **Parent topic:** Managing notices

Requesting matter data

A key step in the legal matter management process is identifying, finding, and preserving all data that is relevant to the legal matter. You can use StoredIQ for Legal to complete the tasks of identifying, finding, and preserving data that is relevant to the matter by creating requests.

About this task

In StoredIQ for Legal, you create a data box to request data that might be relevant to a matter. A data box is a container for a specific request for data within a matter. A data box can contain information such as status, identifying information (name, description), and the current artifacts that are associated with the data box

request. The data box serves as the object for handling both submitting requests to a IBM® StoredIQ Data User, and reviewing responses. The data box type (identification, collection, export) helps you to quickly determine the next action you might take on the request.

Requirement: You must have a Data Ops user to assign the data box to (see Assigning and managing user roles for details).

The types of data boxes and the actions you can complete on each type is as follows:

Table 1. Data box type and applicable actions

Data Box Type	Actions that you can complete
Identification data box	• Revise • Refresh • Create Export Data Box • Create Collection Data Box • Create Data Report, Term Hit Report, CSV • Complete • Delete
Collection data box	• Refine • Create Export Data Box • Create Data Report, Term Hit Report, CSV • Complete
Export data box	• Create Data Report, Term Hit Report, CSV • Complete

Data box states might change based on actions that are selected by the legal user or based on responses to requests that are being delivered. Data boxes can be in the following states:

The description of the several states that a data box can be in.

State	Description
Draft	The data box is not yet published and can be deleted. You can delete data boxes that are only in draft state and only identification data boxes can be in the draft state.
Pending	The state of the data box immediately after it is created and published. Also, the state of the data box during refresh. You can click **Cancel** to abort the request and return it back to Draft state.
Open	The data expert fulfilled the request and you can start working with the data box contents, such as refresh, investigate, verify, validate, or close.
Close	The work that is related to the box is complete.
Transmission Error	The request might not be delivered because the StoredIQ server was not available. StoredIQ for Legal automatically retries to deliver the request. If the transmission error state does not change, contact your system administrator.

The flow of the request process in StoredIQ for Legal generally goes in the following order:

1. Identify matter relevant data by creating an identification data box.
2. Ensure that matter relevant data cannot be deleted or modified by transitioning the identification data box to a collection box.
3. Review and refine the collected data.
4. Request to export the data by transitioning a collection data box to an export data box.

- Creating a matter data request
  Identifying data is the first step in the e-discovery process, and to begin that process, you create a

request. In StoredIQ for Legal, you create a request by creating an identification data box, which serves as a container for identifying, collecting, and exporting matter-relevant data.

- Managing and modifying data box requests
  You might have many requests that you must manage. To help manage requests, you can go to the Data Box overview page.
- Closing a request
  When a request is fulfilled and no additional work needs to be done with a request, you can close the request.
- Deleting a request
  You can delete requests that are in draft state.

- **Parent topic:** Managing legal matters

Creating a matter data request

Identifying data is the first step in the e-discovery process, and to begin that process, you create a request. In StoredIQ for Legal, you create a request by creating an identification data box, which serves as a container for identifying, collecting, and exporting matter-relevant data.

Before you begin

Before you can create an identification data box, a matter must be created. You create data boxes only within the context of a matter. Also, you must have a Data Ops user to assign the new data box to (see Assigning and managing user roles for details).

About this task

Matter data identification is based on key scoping condition information such as data type, date range, custodian, and Matter. When you create an identification box, you define the information scoping conditions.

An identification data box is the only type of box that you can create in StoredIQ for Legal. An identification data box can be transitiond to a collection and export data box.

Procedure

To create an identification data box:

1. In the matter dashboard, click the matter for which you want to create a request.
2. Go to the Data Box section and click New Data Box.
3. In the Create Identification Box window, enter a name for the request. You can also enter a description, which is optional.
4. Click Create.
5. In the Request Criteria window, specify the required information.

Table 1. Identification data box criteria

Field	Description
Locale	The type of data source, where the data is located. You must select at least 1 locale. The options include fileshares, email, desktops, content repository, and collaboration.
Date	The start and end date range for the data. If you do not specify a date, the request spans all possible dates.
Type	The types of data, such as email messages, word-processing documents. The Type field is required.

Field	Description
Search Terms	Litigation terms on which to search.
Notes	Instructional information for the data box expert. The notes field has a limit of 2,000 characters.

6. Click Select Custodians, and select one or more custodians from the list.
7. After you specify the criteria and add custodians, click Request to send the request to the IT group. You can also discard your changes or save the data box as a draft.

Results

The request appears in the Data Box section within the matter it applies to. The initial status for the data box is pending, and changes to open when the request is fulfilled. If you want to abort the request and return it back to Draft state, click Cancel.

- **Parent topic:** Requesting matter data

Managing and modifying data box requests

You might have many requests that you must manage. To help manage requests, you can go to the Data Box overview page.

About this task

The Data Box overview page provides a high-level visual representation of the requests for a matter, such as the total number of requests, request status, and so on. In addition, you see a request summary that provides the status, the number of associated files and their size, modified date, and the number of custodians that are associated with the request.

For Data Boxes in Open state, you can also refresh, revise, and transition a request. You can also run detailed reports for a request.

Procedure

To manage and modify a request:

1. In the matters dashboard, click the matter for which you want to manage or modify a request.
2. Go to the Data Box section.
3. To see details for a request, click the request to open it. The request details are displayed, which include a visual representation of the data and a list of the first 100 files that are associated with the request. You can view a bar chart or treemap of the request data.
4. To revise a request:
   a. Click the request, and then click Revise.
   b. Select Refine existing box or Expand box, and then specify the request criteria.
   c. When you are done specifying the criteria, click Create Request.
   When you revise a box, a new request is created.
5. To refresh a request, hover over the ellipses (...) next to the request in Open state and click Refresh.
6. Run a report for the request.
   a. Open the request, expand Report, and select Run Reports.
   b. Select which reports to generate and click Run Reports.
   When the report is generated, a notification `Reports available` is displayed, and New is displayed next to the Report menu.

7. View a report for the request.
   a. Open the request, expand Report, and select View Reports.
   b. Click the download icon of the report and save the file.
8. To transition a request, click the request to open it, and then click Transition. You can select to transition the box to collection or export state. A collection box collects data for preservation when it is approved. An export box retains specific data when it is approved for export.

- Refining or expanding the scope of a request
  You can transition the data that is in a collection data box by refining, constraining the source data or by expanding the scope of the request. When you refine or expand a data box, a new box is created. If you expand the scope of the request, the new data box is restarted.
- Refreshing matter data
  You can refresh matter data for requests that are in Open state only.
- Running reports for matter data
  You can run reports for matter data for requests that are in Open state.
- Requesting to preserve data for a matter
  In StoredIQ for Legal, you can transition an identification data box to a collection or export data box to request that data related to a matter be preserved.
- Requesting to export data for a matter
  When a request for data is fulfilled, you can choose to request that the data is exported by transitioning a data box to an export data box. An export box retains specific data when it is approved for export.

- **Parent topic:** Requesting matter data

Refining or expanding the scope of a request

You can transition the data that is in a collection data box by refining, constraining the source data or by expanding the scope of the request. When you refine or expand a data box, a new box is created. If you expand the scope of the request, the new data box is restarted.

About this task

When you refine a data box, you are adding extra scope conditions to the previously defined identification box to refine or constrain the scope. When you expand a data box, you begin with the conditions specified in the identification data box. However, you set a new scope by removing and changing some of the conditions.

When you refine or expand a data box, you are not transitioning what is in the data box. What was collected stays collected and what was exported stays exported.

Procedure

To refine or expand a request:

1. In the matters dashboard, click the matter for which you want to refresh the data box.
2. Go to the Data Box section.
3. To refine a request:
   a. Click the request to open it, and then click Revise.
   b. Select Refine existing box, and then specify the request criteria.
   c. When you are done specifying the criteria, click Create Request.

You can also refine a data box by using the data map to specify the currently selected slice as the new scope.

A new data box is created.

4. To expand a request:
   a. Click the request to open it, and then click Revise.
   b. Select Expand box, and then modify the request criteria.
   c. When you are done modifying the criteria, click Create Request.

- **Parent topic:** Managing and modifying data box requests

Refreshing matter data

You can refresh matter data for requests that are in Open state only.

Procedure

To refresh a data box:

1. In the matters dashboard, click the matter for which you want to refresh the data box.
2. Go to the Data Box section.
3. In the data box listing page, hover over the ellipses (...) next to the request in Open state that you want to refresh, and click Refresh.

Results

As a result, a new child request is created with a Pending status. The child request appears and the original request in Open state is not visible.

What to do next

Alternatively, you can also refresh matter data by clicking Refresh in the Data Box Details window.
- **Parent topic:** Managing and modifying data box requests

Running reports for matter data

You can run reports for matter data for requests that are in Open state.

About this task

You can generate the following reports for a data box:

- CSV Infoset Data Object Export
- Data Topology Report
- Data Assessment Report
- Compliance Report
- Overlay Hit Report
- Duplication Summary Report
- Term Hit Report
- Content Collector Manifest File CSV Export
- CSV All Audited Objects Export

Procedure

To run reports on a data box:

1. In the matters dashboard, click the matter for which you want to run reports.
2. Go to the Data Box section and from the list of data boxes, open the data box that you want to run the report for.
3. Click Report > Run Reports.
4. Select which reports to generate and click Run Reports.

Results

When the report is generated, a notification `Reports available` is displayed, and New is displayed next to the Report menu. Click Report > View Reports to download them.

- **Parent topic:** Managing and modifying data box requests

Requesting to preserve data for a matter

In StoredIQ for Legal, you can transition an identification data box to a collection or export data box to request that data related to a matter be preserved.

Before you begin

Before you can transition an identification data box to a collection data box, you must verify and refine the data in the identification data box.

Procedure

To transition an identification data box to a collection data box:

1. In the matter dashboard, open the matter for which you want to make a preservation request.
2. Go the Data Box section, and click the identification data box that you want to transition.
3. Revise, expand, or transition the data box:
    - To revise the data box, complete the following steps:
        a. Click Revise.
        b. Select Refine existing box, and then specify the request criteria.
        c. When you are done specifying the criteria, click Create Request. A new data box is created.
    - To expand the data box, complete the following steps:
        a. Click Revise.
        b. Select Expand box, and then modify the request criteria.
        c. When you are done modifying the criteria, click Create Request. A new data box is created.
    - To transition the data box to a collection box, complete the following steps:
        a. Click Transition.
        b. In the Collection Request window, enter the information for where to store the data, and then click Request.

Results

Your request is sent to the IT department for a data expert on the StoredIQ end to fulfill your request.

- **Parent topic:** Managing and modifying data box requests

Requesting to export data for a matter

When a request for data is fulfilled, you can choose to request that the data is exported by transitioning a data box to an export data box. An export box retains specific data when it is approved for export.

Procedure

To transition a data box to an export data box:

1. In the matters dashboard, click the matter for which you want to transition the data box.
2. Go to the Data Box section and from the list of data boxes, click the data box that you want to transition. You can transtition an identification or collection data box to an export data box.
3. From the menu, click Transition > Export.
4. In the Export Request window, specify the following information:

Table 1. Export request information

Attribute	Description
Target location	A description that instructs the data expert where to place the exported data.
Export format	The formats available.
Email format	The output format for emails.
DocID prefix	The prefix for the DOCID. If a DocID prefix is not specified, the matter name is used.

5. Click Request.

- **Parent topic:** Managing and modifying data box requests

Closing a request

When a request is fulfilled and no additional work needs to be done with a request, you can close the request.

Procedure

To close a request:

1. In the Matters dashboard, click the matter for which you want to close the request.
2. Go to the Data Box section and in the list of data boxes, click the Close option next to the data box that you want to close. The data box must be in Open state for you to close it. You might need to associate an information set with it and complete it to move it to Open state.

- **Parent topic:** Requesting matter data

Deleting a request

You can delete requests that are in draft state.

Procedure

To delete a request, you can hover over the icon of the data box in draft state and toggle the icon to delete. Alternatively, you can complete the following steps:

1. In the matters dashboard, click the matter for which you want to delete a request.

2. Go to the Data Box section and from the list of data boxes, click a request that is in draft state to open it. The Request Criteria window is displayed.
3. Click Delete Draft from the menu to delete the request.

- **Parent topic:** Requesting matter data

Legal matter reports

To help you manage your legal matters, StoredIQ for Legal provides the Global Custodians and Matter Data reports. The reports are in the Reports tab in the StoredIQ for Legal web client.

Global Custodians report

The system generates a daily Global Custodians report (in the form of a CSV file) that provides metrics for custodian statuses for Initial Notices and the initial follow-up. When a Reminder is sent, it becomes the new notice and all previous recorded metrics reset. The Notice Details and Global Custodian Report contain the responses recorded for the current notice only.

Reports are saved for 30 days. You can filter the reports by date, and by specifying the date range on the page.

The Global Custodians report lists the people who were identified as custodians in a matter across all matters. The report includes the custodian information, the name of the matter that the custodian is associated with, and various details about the notices that are associated with a custodian.

The file encoding for the report must be set to UTF-8 to view the GVT characters in the report.

Matter Data report

The Matter Data report contains details about all of the requests for a matter. You can filter the reports by date, and by type. The reports provide you with details about the notices and data requests for a matter in a report format.
- **Parent topic:** Managing legal matters