Autonomy Legal Hold

Version 3.7.3

Release Notes

Document Revision 0

This is a cumulative Release Notes document. It presents a summary of the new features and resolved issues for the most recently released software update (ALH 3.7.3) back to the original release (ALH 3.7.0). It also provides some general information and specific update procedures for the latest release.

Contents

Other Documentation

Currently available documentation for Autonomy Legal Hold and Desktop Legal Hold include:

- *Autonomy Legal Hold Installation and Implementation Guide*

- *Autonomy Legal Hold User Guide*

- *Desktop Legal Hold Administration Guide*

- Autonomy Legal Hold Release Notes

- Desktop Legal Hold Release Notes

You can retrieve the most current product documentation from Autonomy's Knowledge Base on the Customer Support Site.

A document that is listed in the Knowledge Base displays a *version number* in its name, such as *Autonomy Legal Hold 3.6 User Guide*. The version number applies to the product that the document describes.

The document may also have a *document revision number* in its name, such as *Autonomy Legal Hold 3.6 User Guide, Document Revision 4*. The revision number applies to the guide itself and indicates whether there have been revisions to the guide since its original release, which would have been *Document Revision 0*.

It is recommended that you periodically check the Knowledge Base for revisions to guides for the products your enterprise is using.

To access the ALH/DLH documentation

1. Go to the Autonomy Customer Support site at:

   https://customers.autonomy.com

   The Autonomy Home page opens.

2. Click **Login**.

   Enter the login credentials that were given to you and click **Submit**. This Login box may be bypassed after the first login.

   The Knowledge Base Search page opens.

3. To find product documents:

    a. Mark the **Documentation** checkbox under the **Search** box.

    b. Click **Search**.

    A random list of documents displays in the Document pane.

4. For example, to display only the 3.6 ALH documents, in the **Filter By** pane:

    a. Click **Product** and select **Autonomy Legal Hold**.

    b. Click **Version** and select **3.6**.

    c. If you plan to do a download of the documents, click **Type** and select **PDF**.

    The 3.6 ALH guides display in the Document pane:

5. To open a specific document, scroll to it and click on the title.

    The document opens in a PDF viewing window.

    The menu bar at the top of the viewing window lets you take various actions on the PDF document, such as to view it, print it, attach it to an e-mail, enlarge it, search for information in it, and so forth.

    Click the **Save** icon in the menu bar to download the PDF to your computer.

General Information

Note the following about ALH:

- **Application Server**, **Database Server**, and **Autonomy Process Automation (APA) Server** must be set to operate in the same time zone, such as **GMT**. Otherwise, inconsistent and unpredictable results may occur.

- You cannot change the time zone for ALH servers once you set it and have begun processing.

New Features and Resolved Issues in ALH 3.7.3

This section describes the new/enhanced features and the resolved issues in ALH 3.7.3.

New Features

The following are new or enhanced features in this release.

Worksite Integration with ALH

ALH now supports WorkSite Integration end to end. The following workflows have been introduced to support WorkSite Integration end to end.

- WorkSite Collection

  Collect WorkSite documents to the ALH dropzone—based on policy or workbook criteria.

- WorkSite Preservation

  Preserves WorkSite documents in place—based on policy or workbook criteria.

- WorkSite Release

  Releases the previously held WorkSite documents at workflow level.

APA 7.3.1 Certification

As of this release, Autonomy Legal Hold is certified to work with Autonomy Process Automation (APA) 7.3.1.

Resolved Issues

Issues that were resolved in this release include the following:

LH-1164 Cancelling A Large Collection Stops the Associated Job Processing

Previously when a large Collection job was cancelled, the Distributed Connector still continued processing the job and the Status showed **Complete**—even though History showed it was cancelled. This issue was resolved by adding Cancel/Stop Action functionality to the Distributed Connector, and cancellation now stops the job processing. Cancel Collection is supported for Exchange, ACA, and EAS connectors.

LH-1562 Workflow Processing Continues When Digital Safe Is Temporarily Down

A modification has been made so that Digital Safe Collection (EXPORT) no longer marks the Workflow as Failing when Digital Safe (DS) is just temporarily down. Now, if a connector component is "down," there is a delay in updating the status, but not a total failure of the Workflow.

LH-2204 ALH Self Collection Was Modified to Upload Multiple Folders that Contain Files with Duplicate File Names

Previously, if you uploaded a folder to the dropzone and then attempted to upload another folder containing files with the same names as those in the first folder, the files in the second folder were not uploaded correctly. Self Collection was modified to resolve this issue by renaming the duplicate file names in the second folder so that they can now upload correctly.

LH-2215 Required File Size Entry Prevents Default Creation of Too Many Files

This occurred if an incorrect value was entered, causing the default of 1KB to kick in, which could result in creation of too many files. It has been resolved through modification to ALH so that when configuring policy logs, you are now required to select a radio button for interval of file size. You can provide any value for parameter "interval" or "size," but it should be a reasonable minimum value determined by the firm's IT group. Attempting to **Save** without selecting a radio button will generate a pop up message to make a selection.

LH-2284 Product Name/Version Was Removed from Footer in the ALH UI Pages

The ALH user interface has been modified to remove the product name/version footer from the bottom of every page. What now appears is a version ID in the upper right corner of the UI under the tabs.

LH-2319 Failure of PDF Creation Generates Workflow Failure

A modification has been made so that if the PDF creation of any Workflow fails, the Workflow also fails.

LH-2323 Bulk-edit Changes Made to User Permissions Are Saved

Permissions are now saved following a bulk-edit procedure and the page refreshes to show the changes. Previously, when you performed a bulk edit of users (such as assigning multiple users to the Administrator Role) and clicked the SAVE button, the changes were not saved and the page did not refresh.

LH-2324 Improved Flexibility for Assigning Data Steward Permission to Custodians

To add flexibility in assigning Data Steward permission to Custodians, a "Grant data steward permission to user" checkbox has been added to the Custodian role in Workflow Builder in ALH. Following an LDAP synchronization, the names of custodians that have the checkbox marked, appear in the picker list of Data Stewards. Conversely, the custodian names that do not have the checkbox marked do not appear in the Data Steward list.

LH-2334 ALH Correctly Reports the Status On Collections Resumed After a Failure

ALH no longer reports a failure if a Digital Safe Collection fails and is successfully resumed, or if Audit Center goes offline or errors out. In addition, The "Out-of-the-Box" (OOTB) retry attempt that had been set to 24 hours is now set to a value of 30 days.

Previously, if Digital Safe Collection failed and successfully resumed, ALH could not refresh its Collection status and reported a failure.

LH-2342 A Default Template Can Be Set for Each Workflow Process

An option has been added to the Workflow Process Edit screen that allows selection of a default template from a dropdown of all the available templates. The first item in the drop down list is "No Default(empty)," which will be the default for any process where no default template is selected. The Workflow Builder "Customize Workflow" section pre-fills the notice text for the selected default template.

Upgrade customers will have to do a one time configuration to set the default template for each process.

LH-2344 Processes Displayed in Workflow Administration Display by Type

A modification has been made to ALH so that the processes displayed in Workflow Administration are now displayed by Type.

LH-2346 API: Entry of Non-required Fields Is Not Mandatory in XML Template

Previously in ALH, the API forced creation of fields, such as "Due Date" and "Last Reviewed Date," although those fields were not mandatory and could be left blank when creating a case manually.

The API has been modified so that entry of un-required parameters is not mandatory in the XML template.

LH-2350 SQL Injection into EAS Database Does Not Occur

The EAS Preservation Workflow has been modified so that there is no longer SQL injection into the EAS Database.

LH-2353 File Count for Package Collection is the Actual Count

The File Count Information for a Package Collection with the output format of "Email to PST" is no longer set to zero, but is now the actual count placed in `archive_dir`.

LH-2367 Case Reminder Notification Is Sent to Workflows that a Data Steward Should Sign

The Case Reminder Notification is now being sent to Workflows that involve the Data Steward and need signature to the form.

LH-2380 ACA IDOL Fields Are Included in Policy Conditions

Out of the box, the IDOL fields used by Enterprise IDOL Policy target EAS fields. For example, attachment name goes against EASATTACHMENTNAME, but ACA stores attachment name in ATTACHMENT*.

The RuleConditionField_Type in IDOL has now been modified so that the query will target both fields for compatibility, and IDOL ignores fields that do not exist.

LH-2397 Case Reminder Is Sent to Custodian Workflow with Approver Enabled

A modification was made to ALH so that Case Reminder is sent to the Custodian when **Approver Enabled** is marked, even if the Workflow is not approved by an Approver.

ALH 3.7.3 Installation Notes

Refer to the README.TXT file in the installation package before installing Autonomy Legal Hold 3.7.3.

Application Updates

If you are currently using the following applications, they must be updated to the version shown to fully interface with ALH 3.7.3:

■ LiquidOffice (LO) 6.2.4 Update #2 (Build 9548) or APA 7.3.1.

> **NOTE** With version 7, Liquid Office has been rebranded to Autonomy Process Automation (APA). ALH 3.7.3 is compatible with both products.

■ Desktop Legal Hold (DLH) 5.8.12 is required if you want to use the latest features of DLH. However, DLH 5.8.10 (Build 750270) is still supported.

■ Investigator Early Case Assessment (Investigator ECA): Investigator-6.0.0.743880.

■ Autonomy Production Sever version 3.1, build 991503.

See for updated instructions.

■ Autonomy Connectors, including Enterprise Archive Solution (EAS). Refer to the Autonomy Knowledge Base for the latest release.

HTML Forms for New Customers

Customers deploying brand new installations of ALH will use the new HTML-based forms, installed as a normal course during a new install.

Storing PDF records in the Preservation Area is automatic with a new install.

HTML Forms Updates for Current Customers

While ALH 3.7 provided greatly enhanced forms rendering and customization capabilities, these new capabilities are not required during the upgrade process.

It is suggested that current customers update the ALH software, but continue using their current forms and delay upgrading to the new forms until the rest of the system has been fully tested.

Note that any customizations applied to legacy forms and processes will have to be reapplied to the new forms.

> **NOTE** *The new HTML forms should not be installed and deployment should not be undertaken until careful consideration has been given to current form customizations and needs, and the enterprise has developed a forms transition plan*.

Until such time as the new forms are developed, upgrading customers who retain one or more legacy APA forms (3.6 forms or earlier), must continue to designate a location where PDFs will be stored.

> **NOTE** Upgrading to the new HTML forms requires upgrading to APA 7.2 or higher and may require a new license key.

ALH 3.7.3 Update Procedures

Use the following general procedures to update your current Autonomy Legal Hold system from 3.6 or higher to 3.7.3.

NOTE If you are upgrading from a version earlier than 3.6, there may be additional issues you need to address and it would be wise to discuss the upgrade with Autonomy Technical Support before you attempt it.

Update ALH

This section describes how to update Autonomy Legal Hold.

CAUTION It is mandatory that APA be stopped while performing the ALH installation. Otherwise, installation results may be unpredictable.

To update ALH to 3.7.3

NOTE Record the database settings *prior to* uninstalling ALH in Step 4. Then you will have that information for the database enroll process in Step 5.

1. Back up the databases. The names are installation dependent, such as:

   `<firmname>_alh`

   `<firmname>_alh_arch`

2. Make a backup copy of `config.xml` from the folder:

   `C:\Program Files\Autonomy\Legal Hold Application Server\`
   `singlecast\server`

3. Make a backup copy of the `adapterframework` directory IF you made any changes to it during the original install, and then recover it after the update installation:

   `C:\Program Files\Autonomy\Legal Hold Application Server\`
   `singlecast\server\adapterframework`

4. Uninstall the older version of ALH:

   a. Click **Start** > **Settings** > **Control Panel** > **Add or Remove Programs** > **Legal Hold Application Server**

   b. Select **Remove.**

   All files are removed from the ALH installation folder, except for configuration files.

5. Install ALH 3.7.3 from the expanded installation `ZIP` file. For example:

   `C:\ALH\ALHSupervisor-Installer\setup.exe`

   Enroll the same databases that the previous version pointed to. Database details are the same as for the previously installed version.

6. After installation of ALH, start the application as follows:

   Click **Start** > **All Programs** > **Autonomy** > **Legal Hold Application Server** > **Start Legal Hold Application Server**

   The application starts.

7. Review the logs and make sure there are no errors:

   `C:\Program Files\Autonomy\Legal Hold Application Server\ singlecast\server\log`

   `Stdout.log`

   `Review*.log`

8. Verify that the build number and database version in ALH reflect the update as follows:

   a. Log on to the **ALH Administration Console UI** as an administrator.

      The Administration page opens.

      ■ Select **Settings** to open the Settings page.

      ■ Select **System Settings** to open the Configuration page.

      Go to the "Configurations Displayed For Informational Purposes Only" section of the page.

      Verify that Build Number = **3.7.3.xx** and Database Version = **957**.

      Log off the **ALH Administration Console UI**.

   b. Log on to the **ALH Application UI** as an administrator and verify that the correct build number displays in the upper right corner below the tabs.

   ALH is updated.

Update the Autonomy Production Server

Perform the following procedures to update the **Autonomy Production Server**.

To update the Autonomy Production Server to 3.1

1. Ensure that no active packaged jobs are running/waiting with the current **Autonomy Production Server**. To verify this, open a Web browser and enter the URL: **http://<production-server-host>:<port>/a=jobstatus**

    where the **Autonomy Production Server** host name and port apply for your site or are the typical defaults, such as shown in the following screen header:

2. If any jobs are running/waiting (as shown by red arrows in the prior screen), let them complete before beginning the update.

3. When you are ready to proceed, go to the **Services Management Console** and stop the **Autonomy Production Server** service.

4. As a precaution, make a backup of the `Production Server Programs` folder - such as `D:\Backups\ALHProductionServer`. It can be deleted after the upgrade process is done.

5. Open a command prompt and go to the current `Production Server` folder.

    Uninstall the currently installed Service by running an **-uninstall** command—such as the following—from the command prompt:
    AutonomyALHProductionServer.exe -uninstall

6. Delete the entire `Production Server Programs` folder from the system.

7. Perform a fresh install of the **Autonomy Production Server** as follows:

    a. Go to the folder called `/Production Server` on the installation image in the ALH package. The **Autonomy Production Server** installer is located in that folder.

    b. Click `SETUP.EXE` to install the **Autonomy Production Server**. (It will install only on a 64-bit system into `/Program Files` (this is the default install location, but you can choose a different folder to install to.)

8. After the installation completes:

    Copy the configuration file from the backed up folder in step 4, such as:
    `D:\Backups\ALHProductionServer\`
    `AutonomyALHProductionServer.cfg`

    Paste the configuration file into the newly installed Production Server folder, such as:
    `C:\Program Files\Autonomy\Production Server\`
    `productionserver.cfg`

9. Start the **Autonomy Production Server** service as a domain user who has full access to the ALH Preservation Area and Packaging Output directory. Refer to the *Autonomy Installation and Implementation Guide*, the section "Configure ALH for the Package Workflows" for detailed instructions.

    The **Autonomy Production Server** is installed and operational.

New Features and Resolved Issues in ALH 3.7.2

This section describes the new/enhanced features and the resolved issues in ALH 3.7.2.

New Features

The following are new or enhanced features in ALH 3.7.2.

Customize Workflow Processes

Workflow processes can be modified to address the customization needs of your enterprise. You can rename, duplicate, and change the APA process on a workflow. You can also customize e-mail text, template variables, and so forth:

■ **Rename workflow processes**: The administrator can now easily rename workflow processes as necessary, with no built-in restrictions or required keywords.

■ **Duplicate workflow processes**: You can duplicate any workflow process. If a new process is being created through duplication, the process map and matching form must be customized and registered with the **APA Server**, after which it becomes selectable on the Workflow Administration screen.

Examples: Create new Notice and Interview-based workflows.

❑ Create new notices by duplicating existing workflow processes and giving them distinctive names, template forms, and behaviors. Once the process has been duplicated and named, the APA Process Map and the related HTML form can be customized to provide additional functionality.

❑ Create multiple interview forms for different situations and make them available to legal staff that are sending out interview forms. For example you can duplicate the hold notice and use the same APA process and form, but use a different display name and change workflow parameters such as e-mail content.

System Monitoring

Application managers and other ALH administrators can now view system status continuously within the application. An overall system status tab shows "System OK" if all required components are currently running as expected. If a fault is detected, a "System Alert" is displayed.
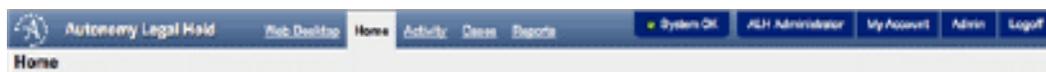
Clicking the **System Alert** tab provides more information about which component is experiencing a fault, and which workflows are likely to have difficulties until the fault is remediated:

Simplified Directory Synchronization Setup and Testing

You can now view the current status of directory synchronization. In addition, you can initiate a new synch in just one click: **Sync Now**— right from the setup screen—making it much easier to troubleshoot and validate the configuration.

Workflow Progress Monitoring

Workflows now report the last time an update occurred on the workflow. This helps you to quickly discover any workflows that are not progressing as expected.

Set the Notice E-mail From Address

For each case, the case administrator can select one of the reviewers that will be listed on the e-mail "From" field, making e-mail communication related to a Notice much easier for the custodian.

Full SAML 2.0 SSO Support

Full SAML 2.0 support is now included in the product, along with additional configuration settings.

Set Packaging Parameters

New settings have been added to allow configuration of the rollover maximum size for PST/NSF archives and maximum files per directory—before a new volume directory is created.

New Custodian Help Setup Configuration

Custodian help (previously referred to as the FAQ), is now fully configurable within the Administration section.This content appears on the **Web Desktop** for custodians, if necessary.

Default URL Context

The default URL context is now "legalhold" rather than "zantaz". This is largely a cosmetic change. Both contexts are supported, and stored links will continue to work after upgrade.

Hold Resolution Codes

The feature has been added to let you select a hold resolution code when closing a hold. Clicking [**Close**] for a hold causes the screen to gray and the **Close Hold?** message dialog box to display:

You are required to select a resolution code in the drop-down box.

The hold resolution codes are customer-defined. They can be set up through the ALH Application User Interface (UI) > **Admin** tab > Administration page > Case Administration > Legal Hold Resolution Administration page:

Whether the **Close Hold?** message box displays is determined by a setting in the **ALH Administration Console**, "ALH/UI feature customization options" section. An administrator has to mark this checkbox to enable the display:
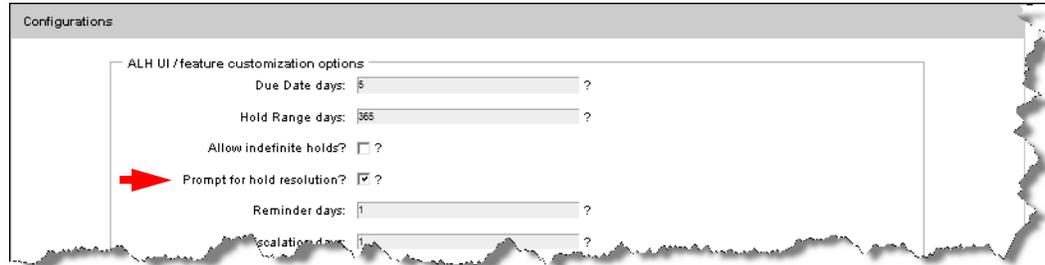
The Hold Resolution codes also display on the Hold Edit page:
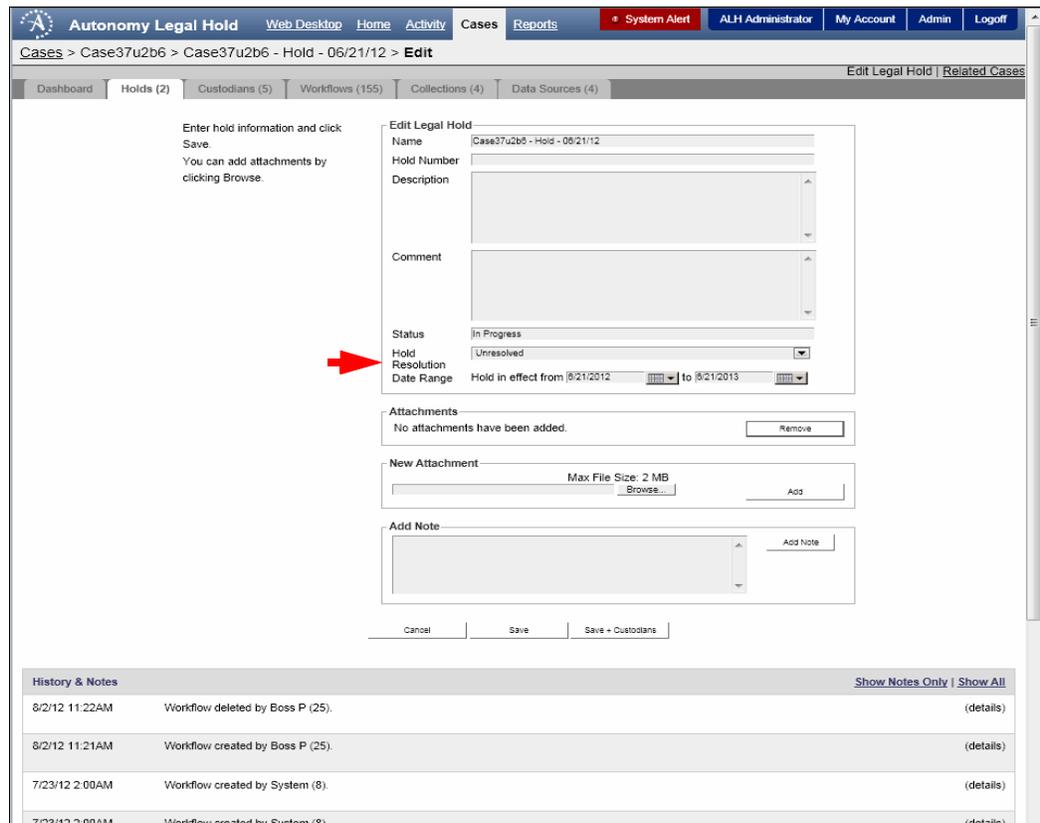
Resolved Issues

Issues that were resolved in ALH 3.7.2 include the following:

LH-1272 Cannot have Multiple Source Repository Types with the Same Value

The situation where multiple Source Repository Types have the same "value" field, but different expressions, is now handled appropriately.

LH-1443 Unzip Error Reported by Policy Server

This issue has been resolved with expansion of a transmitted ZIP file to an expanded directory.

LH-1636 Incorrect Access Level Selection Display

The user's role no longer inadvertently displays under certain circumstances.

LH-1754 Notice Workflows Set to "Failed" Status if PDF Record Could Not Be Created

The product now ensures that a PDF is successfully created. Otherwise a "Failed" status is generated, and the workflow can be resubmitted in certain circumstances.

LH-1803 Problem Granting Rights in the Preservation Area

A data steward having the same user ID as the service account (not recommended) no longer causes improper permissions to be applied.

LH-2140 PDF Not Produced for Data Deletion Notice if Case Owner Changed

The issue has been resolved regarding an edge case where a Data Deletion notice was sent to a case owner, but the case owner had changed before the notice was signed.

LH-2169 Error Page Not Clear During a DC Collection Workflow

If an error occurred during a DC Collection Workflow, the error page that was generated was not sufficiently explanatory. This issue has been resolved by the incorporation of an improved error screen.

LH-2172 Confidential ECA Casebooks Not Getting Associated to IDOL Databases

Confidential Casebooks now include the default IDOL Databases upon creation. This resolves the issue of casebooks not getting IDOL databases automatically associated as an information source.

LH-2173 Comma Character in Workflow Name Not Handled

Modifications were made so that DC-based workflows work properly when punctuation and special characters are included in the workflow name.

LH-2185 Issue Creating Policy Criteria in EAS Policy-based Workflows

ALH now properly translates Special Case policy criteria to Idol Query.

LH-2201 Resolved Issue with Distributed Connector or Enterprise IDOL Collection

Special Case issue has been resolved for file path policies in IDOL-based collections. Previously, filepath had resulted in extra repository sources appended to the field text.

LH-2212 Constraints with ETLAdapterContext Variable

Modifications have been made to resolve the foreign-key restraints related to ETLAdapterContext in adapter framework setup.

LH-2214 Un-Released Documents Following Re-Index

ALH now releases EAS Preservations at the hold level, rather than document-by-document—eliminating the possibility of un-released documents following a Re-index.

LH-2217 Workflow Time Setting Not Validating Specified Format

The issue where the scheduled time setting for the Workflow did not validate the specified format, has been resolved. ALH now properly validates and handles improper entry of scheduled time entries.

LH-2223, LH-2227, LH-2228 UI Issues with IE7, IE8

User interface issues that occurred with Internet Explorer 7 and 8 have been resolved.

LH-2224 Multiples of an EAC Confidential Casebook Created

Accidental multiples of an ECA Confidential Casebook are no longer created if the user presses the Save button twice.

LH-2225 Duplication of some Component Entries

The issue has been resolved where certain setup and administration screens were allowing duplicate entries unnecessarily. Duplicates are no longer allowed for any of the following: Distributed Connectors | Data Sources | Targets | Assets.

LH-2232 Recurring Collections On EAS Repositories Not Giving Correct De-Duplication Results

Query and tagging methodology have been improved so that content is appropriately segmented on a per custodian basis—to give accurate de-duplication results in a recurring collection.

LH-2234 Double Ingestion During Copy Collected Data Workflow

The "extracted" folder is no longer ingested during Copy Collected Data workflow, now preventing double ingestion.

LH-2339 Workflow E-mail Template Not Updating

An issue was found in ALH 3.7.2.26 where the text editor was improperly updating all of the e-mail templates with the final Reminder e-mail, rather than with the appropriate data. If you are installing or have already installed ALH 3.7.2.27 or later, this issue is resolved.

LH-2361 Case Reminder Not Being Sent to the Custodians

An issue was found in ALH 3.7.2.27 where the case reminders are not being sent to custodians in the case. If you are installing or have already installed ALH 3.7.2.29 or later, this issue is resolved.

New Features and Resolved Issues in ALH 3.7.1

This section describes the new or enhanced features released in ALH 3.7.1.

New Features

The following are new or enhanced features in ALH 3.7.1.

Packaging of Multiple Collections and Preservations

The ability to package workbooks to an external subdirectory for consumption in external review tools was released with 3.7.0. In addition, this workflow provides all of the features of the Package Workbooks workflow listed previously and also allows combining multiple collections and preservations from a single case into one output package.

All desktop collections—as well as Distributed Connector collections (ACA, SharePoint, Exchange, others)—along with Distributed Connector Preservations (ACA), are supported sources.

Improved Notice Records Management

Previously, PDF records of completed notices were stored in duplicates within the APA directory structure. In 3.7.1—after upgrading to the new HTML forms—all PDF records for all workflows are directed to the Preservation Area for that case.

Customers remaining on the legacy forms for ALH v. 3.6 and previous—including customized version of those forms—cannot use this feature until all forms have been upgraded.

This feature has the following benefits:

- Records and collected data are stored in the same directory on the server for each case.

- Improved scalability for customers with greater than 500,000 stored notices.

New Look and Feel

The product look and feel has been updated to simplify information display and improve consistency across the application. Note that there are minimal changes to user interface elements. However, user flows through the product screens have been affected.

Resolved Issues

Issues that were resolved in ALH 3.7.1include the following:

LH-1158, LH-1159 Canceling IDOL Collections Issue

The issue has been resolved where scheduled and recurring collections on IDOL-indexed repositories could continue even after cancellation.

LH-1163 Sending Mail Alert Issue

An issue has been resolved that occurred when sending mail for the alert "a hold ref in this case expires."

LH-1462, LH-1634 Special Characters Issue in ECA Workbooks

An issue has been resolved whereby ECA workbooks were not handled correctly for Distributed Connector Preservation and Distributed Connector Collection workflows when double quote or hyphen characters were present.

LH-1553 Indexing Status Issue with Distributed Connector

The final status is now accurate with regard to the indexing to I6 **Ingest Server** during a distributed connector collection workflow.

LH-1557, LH-1831 Highlight Issue of Custodians To Be Removed

The issue has been corrected where the interface would highlight the wrong custodian under certain conditions when selecting and removing custodians from workflows, has been corrected.

LH-1873 Display Issue with Scheduling Options

Scheduling and recurrence options are now shown only when they are available.

LH-1971 Start Time Issue for a Scheduled Collection

Under certain conditions, the start time was not recognized and midnight was used instead. This has been corrected.

LH-2030 Memory Issue when Running Custom Reports

Under certain conditions, a custom report could produce OutOfMemory conditions. This has been resolved.

New Features and Addressed Issues in ALH 3.7.0

This section describes new features and addressed issues in ALH 3.7.0.

New Features

The following are new or enhanced features in ALH 3.7.0.

Packaging Workbooks (Export)

Collections, preservations, and workbooks can now be exported and repackaged to an external subdirectory for consumption in external review tools. Specifically, the following features are available:

❑ **Packaging to PST & NSF Formats (optional licensing required)**

Loose e-mail or e-mail from preservation archives can be repackaged into Outlook PST or Lotus Notes NSF files. Unlimited archives on a per custodian basis are supported. Preset rollover allows creating multiple packaged output files when the file exceeds a size threshold (such as 2GB).

❑ **Load File Generation**

Load files appropriate for import to external review tools—such as Summation, Concordance, Ringtail, or EDRM XML-compatible repositories—are supported.

❑ **Workbook Outputs Supported**

Users can combine content from multiple workbooks into a single output package. Workbooks do not have to be pre-collected or preserved before output.

❑ **Serialized File Numbering**

All output files are serialized to create a unique file name within the export package. Metadata is indexed within the optional load file.

Upgraded, High-Fidelity Forms Rendering

Custodian Hold Notices, Interviews, and other notices now support a higher-fidelity editing and output capability. This has the following benefits:

❑ **Copy and Paste from MS Word**

Attorneys can now draft even complex content in Microsoft Word and then copy that content into their Legal Hold Notice when creating the workflow. The vast majority of formatting (bold, italic, table layout, and so forth) is retained for a WYSIWYG-type experience.

❑ **Consistency**

The form retains consistency in formatting and character output—from editing, to forms display, to final record output.

❑ **Foreign-language support**

Virtually all UNICODE-compliant languages are supported for output within the form. This allows for multi-lingual notices.

❑ **Optional Upgrade**

Upgrade for this feature is optional. Existing customers can retain their current forms and procedures if that is the preference.

Autonomy Process Automation (APA) 7.2 is required to work with the new forms.

Security Classifications

Capability has been added to create any number of security classifications to ensure that only appropriate legal staff have access to case information. Reviewer groups or individual users may be granted or wholly denied access to a security class. Classes are applied to cases, allowing across-the-board control over a reviewer's access to multiple cases.

Inter-case Hold Relationships

It is now possible to associate cases with related holds in other cases, creating an inter-case relationship. This is useful, for example, when a case's legal hold notice is identical, and therefore they share the hold notice between both cases.

Management of Terminated Users

When a user's status changes to "Terminated", ALH automatically terminates all in-progress workflows associated with that user. If a user is reinstated, reminder notices for that user are automatically sent.

Multi-domain Support

Capability was added to allow synchronization of users with directories containing any number of Windows domains, even if usernames are non-unique across domains.

Improved Statistical and Error Reporting

Statistical counts are now consistent between connectors, especially as to how errors counts are reported. Furthermore, many connectors—including the Exchange Connector, ACA Connectors, and all of the desktop file collections—now produce document-level error reports that are available for viewing from within the Workflow Details page.

Usability Improvements

Numerous usability improvements in ALH 3.7 include:

- **Activity Tab**

    The Collect tab has been redesigned as a cross-case "Activity" tab that displays current hold activity. Desktop collections activity remains accessible from this tab.

- **Performance improvements**

    Several pages display faster under heavy loads.

- **Scalability**

    Paging has been added to some pages to improve scalability and performance.

Addressed Issues in ALH 3.7.0.

The following issues were addressed in ALH 3.7.0.

Scheduling of Workflows

Scheduling of workflow start times and recurrence has been improved as noted:

■ Exchange and Distributed Connector workflows support schedule start times.

■ Start and recurrence options are shown only when they apply.

■ Cancellation of scheduled workflows is more consistent.