

Pinpoint Labs White Paper

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Introduction

One Click Collect is a product family developed by Pinpoint Labs. It allows for the remote, automated, collection of relevant electronic files pursuant to a discovery request.

Problem Statement

Incomplete and undocumented electronic discovery collections occur every day. The result of mishandling these files can be costly to both the client and their legal counsel.

During the course of fulfilling an electronically stored information (ESI) discovery request, corporations use software, and processes which do not fulfill the obligations required for a defensible collection. The results include but are not limited to:

- 1) Altered file timestamps and metadata
- 2) Incomplete collections due to files in long paths or files missed during software malfunctions
- 3) Undocumented processes
- 4) Missing 'Chain of Custody'
- 5) User errors
- 6) Error logging
- 7) Lack of custodian source details
- 8) Job criteria used during collection
- 9) Incorrect batch or script files

Normally, a discovery request is created and the corporate IT department or other client employee copies relevant files or directories to disc or USB drive. From the client's perspective, this is the least costly way to collect data. It can be, however, the most costly way in the long run. The integrity of files collected from corporate

servers and client machines are in jeopardy because many electronic document collections are completed using tools which lack the ability to confirm results and properly document the processes.

Client System Modifications

Current collection efforts should include using applications and processes which preserve the native states on servers and individual client PC's. However, many file collection utilities require an installation on corporate systems, which can introduce multiple obstacles:

- Corporate IT policies may prevent installing new software without prior approval
- Transferring software licenses between systems may require purchasing multiple copies or contact the developer
- Collection software may not have all file dependencies on target computer

File Collection software should ideally be portable and run without installation. The 'zero footprint' software option preserves the native state of the servers and client machines.

Previous Options

Software utilities like Robocopy, Microsoft Windows Copy, and XXCopy are commonly used by corporate IT departments, computer forensic professionals, and litigation support technicians.

When these applications are used for ESI collections the above issues

are commonly encountered, potentially exposing the clients to sanctions, and other penalties. This is due to a lack of defensible standards, and tools.

Advising clients about proper file collection methods must be considered from the beginning of each case. Using processes and applications which preserve and verify collected electronic files with minimal impact on client systems is critical. Without these, creating defensible and verifiable electronic discovery productions and evidence authentication is difficult, if not impossible.

One Click Collect Solution

As a result of these crippling issues, a new breed of ESI collection software was developed. One Click Collect from Pinpoint Labs works from preconfigured file requests created by users to ensure full control. This eliminates errors that are commonly associated with self collection.

Additionally, files copied retain their file timestamps, metadata, hash verifies each file, and a chain of custody containing details for each file is created. If any problems are encountered during the process, a real-time alert is displayed as well as stored in a log file.

Preserves File Stamps and Metadata

Insuring collected files retain their modified, accessed, created (MAC) times and metadata is critical. Many copy or burning processes modify the source and target file time stamps and don't complete copies because they do not incorporate a hash or checksum verification process. One Click Collect not only preserves the file system time stamps, it also hash verifies each file

and alerts users if there are any discrepancies.

Files in Long Paths

Files relevant to a document production commonly reside in paths greater than 255 characters. Most applications are unable to copy these files because Microsoft Windows is limited to seeing any files in long paths. Consequently the files are missed during collection and therefore not available for review.

One Click Collect can locate files in paths up to 32,000 characters. Users can be confident when using One Click Collect that these relevant files will be identified copied, and a noted in the collection log.

Instantly Up and Running

Unlike other products One Click Collect doesn't require security dongles, and will install on the clients choice of media. Licenses may be immediately downloaded, and users can begin creating job files or running a collection.

Portable or Network (Harvester License)

One Click Collect – Harvester can be used as either a portable or network license. This provides optimal flexibility and allows users to easily switch on-the-fly. Place your Harvester license on an external drive and collect from multiple computers today, and install it on network attached storage (NAS) tomorrow for scripted, remote network collections.

Create and Deploy Remote Collections

Using One Click Collect job tickets, you are in control of the collection from the very beginning of the project. Combining job tickets with the autostart and “stealth” options you can trigger collections across town or across the world.

Compatibility

Collected files are stored in their native format and immediately compatible with all electronic discovery processing, and review platforms. No additional conversion or forensic image mounting software is required.

Share Licenses Everywhere

One Click Collect licenses can be easily deactivated (checked in) and, immediately reactivated (checked out) on other media instantly. No need to ship hardware, cases or security keys.

Reduce ESI Processing Costs

One Click Collect – Harvester incorporates a hash list filtering engine which allows users to deNIST system, applications, and duplicate files during collection or in house. This will considerably reduce processing and storage fees especially when using applications that charge per gigabyte fees.

Pinpoint Labs has included it's highly optimized deNISTing engine from PG Pinpoint in One Click Collect - Harvester. Portable deNISTing is now a reality and can be easily fit on a USB flash drive!

Implementation

Installation

One Click Collect products are a result of highly optimized code that requires very little space and resides in a single folder. “Installing” OCC is accomplished by

unzipping the source files to the media of choice and registering the software.

During an online activation the software contacts Pinpoint Labs servers to check out the requested license(s). When an internet connection is unavailable, offline activation can be completed by emailing or calling a customer service representative with the serial number displayed. An activation key is provided to complete the registration.

Portable Mode

When One Click Collect – Harvester or Onsite files are unzipped to USB devices or internal hard drives users will choose the portable option. This option registers the device to the media provided. The activated license will only work with the original target media.

Network Mode

One Click Collect Harvester (only) has the additional option of being installed in a shared (UNC path) location. This option allows access to OCC from any system mapped to the shared location. No local installation is required on the target computers.

OCCH, and individual job files can be launched from a command line or scripts. Customers routinely use OCCH to script collections on remote computers without physically being at the PC. In addition to using switches to launch “stealth” collections, other command line options can be set and activated on completion. For example, this option

could be used to initiate notification to an email distribution list or post job updates to litigation hold portals.

Production deNISTing

Although One Click Collect – Harvester is most commonly viewed as a collection platform, it has an equally valuable use as a production level deNISTing tool. Several service bureaus have found that installing OCCH on a network drive provides the most affordable and powerful deNISTing, filtering platform available.

The OCCH (unlimited) option provides an affordable deNISTing option because it is the only software that allows customers to initiate a filtering project across all systems on the network for the same cost.

Transferring Licenses

As previously mentioned OCC licenses can be deactivated and reissued to new devices and shared locations. Internet access is required to complete the process.

One Click Collect Licenses

One Click Collect – Onsite

- Preserve file time stamps and metadata
- Automated collections
- Filter by file headers
- Automatically locate logical and mapped drives or target computer
- Automatically creates target folders based on computer name, logged in user name, collection date

One Click Collect – Harvester (H3)

Includes the above plus:

- Starts with 3 concurrent licenses with option to add more
- Scripting
- Hash list filtering (deNISTing, deduping)

- License works on portable device and network

One Click Collect – Harvester
(Unlimited)

Includes the above plus:

- Unlimited network connections
- Only counts as single portable license and commonly used only on network share

One Click Collect - Publishing

- Special large volume licensing option for One Click Collect – Harvester or Onsite
- Licensed by the month, or large quantity low per temp license rate

Summary

Many recognize that preserving, verifying, and documenting ESI collections not only confirms relevant files are acquired; it helps legal departments avoid spoliation and demonstrates to their client they are implementing best practices. As inside counsel, general counsel, and corporate IT departments learn more about litigation readiness, it becomes more important that their partnering legal departments keep abreast of the changes and are the ones leading the way.

Being proactive and recommending the proper methods and tools for ESI collections (especially self collection) will ensure consistent results and provide a “heads-up” on any issues encountered. Many legal departments and service providers rely on One Click Collect from

Pinpoint Labs for active file collections because the jobs can be preconfigured, and the results are documented producing an automated and defensible collection.

About Pinpoint Labs

Pinpoint Labs was founded by Jon Rowe and James Beasley, who are Certified Computer Examiners (CCE) and member of The International Society of Forensic computer Examiners (ISFCE). Their experience includes more than 18 years of litigation support experience and over two decades in software development.