

ZyLAB ONE 6.0 What's New

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Ask us any question about installing, configuring and using ZyLAB at https://help.zylab.com with a support request. We offer a variety of information, resources and a knowledge base.

Follow our online training program - https://zylab.litmos.com

For our latest, most up to date documentation, please refer to https://docs.zylab.com

Disclaimer

ZyLAB assumes no responsibility or liability and makes no guarantees, either explicit or implicit, with respect to the information presented in this manual and/or for any errors, incompatibility issues, inoperability or inaccuracies that may appear in this software.

The contents of this manual is subject to change in the future without notice. We made every effort to ensure the accuracy of the contents of this manual.

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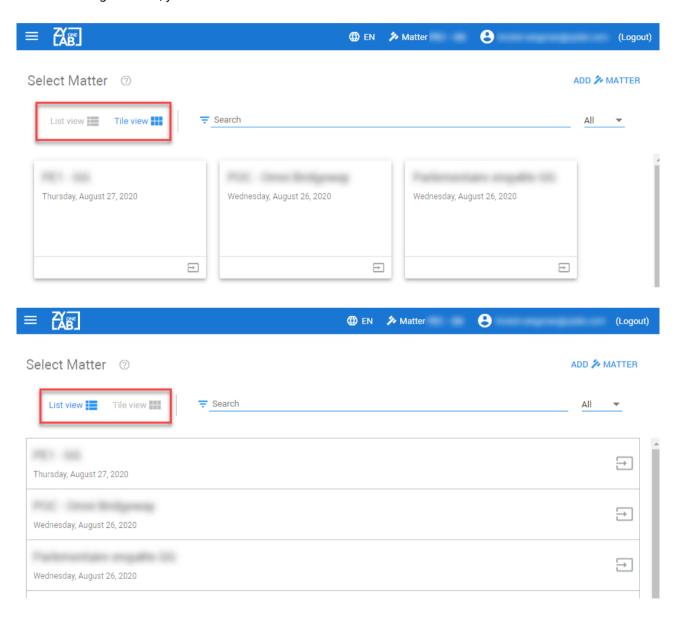
In this ZyLAB ONE 6.0 - What's New guide we describe the new features that have been added since version 5.2 (on premise).

All information in this guide (and more) can be found on the Documentation Portal: https://docs.zylab.com

Review

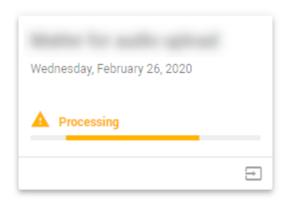
Select Matter in List View or Tile View

When selecting a matter, you can now switch between List View and Tile View.



View Processing Status of a Matter

Processing bar is shown for newly created matters on two locations: On the Select Matter screen and in the menu (when hovering above the \triangle icon). When the processing bar is shown, data is still being processed for that matter. This means that not all data is available for review yet.





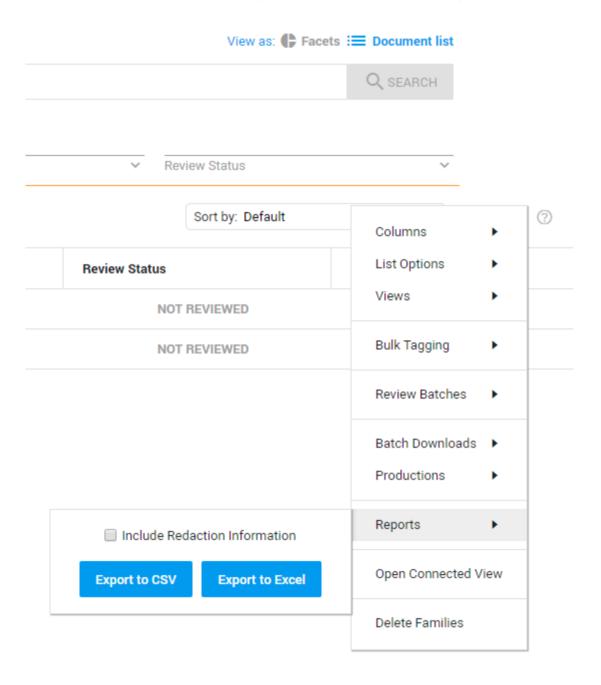
Interface Language

By default two interface languages are available: English and Dutch.



Export report information to Excel

Option to export the report information (filtered and sorted Document List) to Excel format.



Improved Fields Search

Changing searches for fields is improved, you can double-click the field search to change this.

Refined Batch Downloads Permission

The Batch Downloads permission has been refined to two permissions:

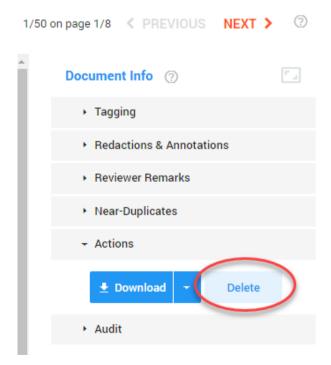
Create Batch Downloads
Manage Batch Downloads from other users

Create Batch Downloads allows users to create, download, view and work on their own batch downloads (selection of documents).

Manage Batch Downloads from other users allows users (administrators) to view/work on batch downloads created by other users. So with this role permission you can work on all batch downloads created in a matter.

Delete Documents from Document View

Each user that has been assigned a role with the permission 'Delete Documents' can now delete documents in Document View.



Before each deletion, you need to confirm. If you delete a parent document, you will delete all child documents too (and thus delete multiple documents at once). If it is a child document, or not related to other

documents, you will delete only 1 document.

Document Deletion

You are about to delete 1 document(s). Click Delete button to start the deletion.

Close Delete

When the document is deleted, the next document in the queue will be shown. If it was the last document in the queue, you will be redirected to the Document List.

Tip: You do not need to wait until completion of deletion. Just close and navigate to the next document. The document(s) will be deleted anyway.

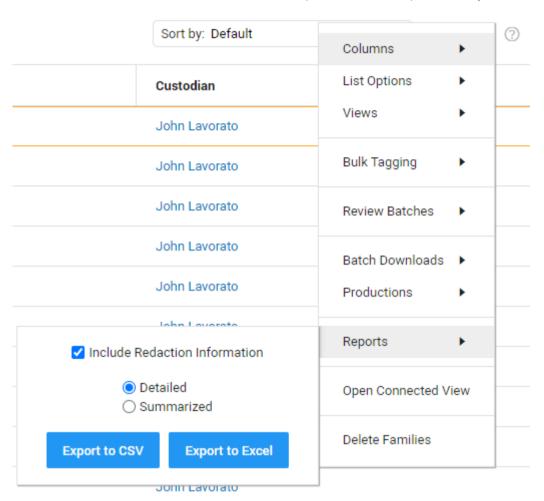
Added Redaction Motivation

Added additional option to add a redaction motivation and report on that.

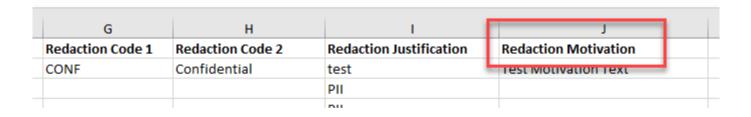
the PPAs and that they would be As a result of this change, it was the deadline for submission of b Redaction Text ginally were due on June 12. Con sections in the Auction Participation ations and the formation of consor Code Set er scheduled events, including the auction, also are being postponed espectively. Attached is a letter from Code Entry e error. Motivation Appearance Settings Save these settings as default CANCEL DONE

This motivation will also be displayed when creating a detailed Excel report (via the Document List > Settings > Reports). See screenshot on next page.

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See the Motivation column in the detailed Excel report:



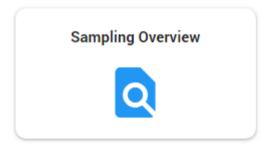
Sampling

Added Sampling option to sample and review selections of documents and report on that.

Sampling Overview / Sampling Management Page

View your own or - with sufficient rights - all sample sets that have been created.

On the Home page, select Sampling Overview.



Of each sample set, you can see who created it and when. By default, sample sets are sorted by Creation Date. The columns Sample Name, Created By and Creation Date are clickable and sortable. The status shows whether sampling is completed, in progress or aborted.

Also, you can see how many documents (in numbers and percentages) were evaluated correct or incorrect. The amounts of documents in the corresponding columns are clickable. The documents will be shown on a separate page.

You can view how many documents were not reviewed, and the total number of documents in the sample set.

Finally, you can perform some actions: View Sample Documents : or Delete Sample

iii will take you to the Document List, showing all documents of that specific sample.

Sample sets that are In Progress can be resumed by clicking

Sampling Wizard

Use Sampling to evaluate the results of the review process. For example, evaluate the tagging results of individual users.

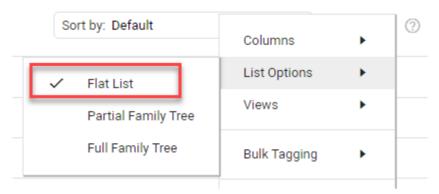
A sample will be created from all documents currently available in the Document List (after filtering/searching).

Select **Settings** *> Sampling > Create for Documents/Selection.

1 - Sampling

- Define the Sample Name.
- Define the Sample Description (the purpose of the sample).

• Define the Sample Size (in percentages) and the Sample Split (documents or families). **Note**: With the Flat List option in Document List selected, only documents will be sampled.



Click Next.

2 - Preview

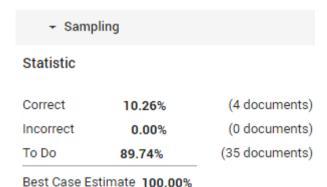
Evaluate each document in the sample set with either Incorrect or Correct.
 Note: Most features will be disabled, however you will be able to download files that cannot be displayed in Document View. This allows you to determine whether the file was correctly reviewed or not.



• Though related documents are shown and can be viewed via the Conversation/Document Family panes (to allow for a better evaluation), they are not part of the sample set. Return to the sample set via 'Go back to the original sample document'.

Go back to the original sample document

- After each evaluation, the next document is shown automatically.
- Also, after each evaluation, the Sampling Statistics are updated.



- When all documents have been evaluated, step 3 Apply appears.
- Abort will result in a partially reviewed sample set, which cannot be finished later. You will need to create a new sample.



3 - Apply

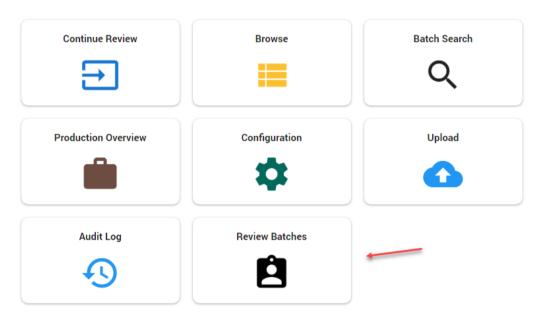
- The Sampling Statistics are shown.
- You can choose to change the sampling settings. If you choose to do so, the current sampling results will be lost.

Change Sampling Settings

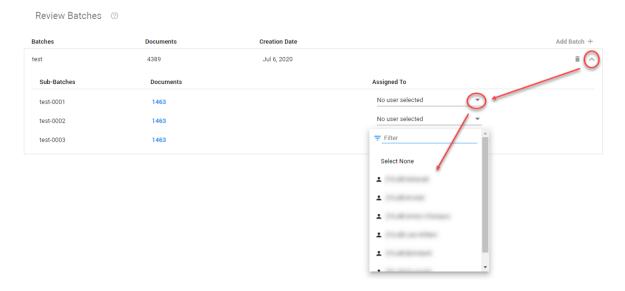
• If you are satisfied with the results of the sampling, click Save. The sample will be saved on the Sampling Management Page.

Assign Review Batches to Users

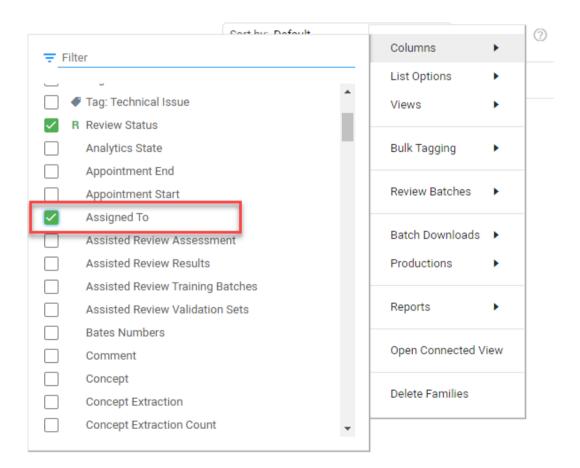
• Go directly to an overview of all <u>Review Batches</u> with the new tile on the Home page:



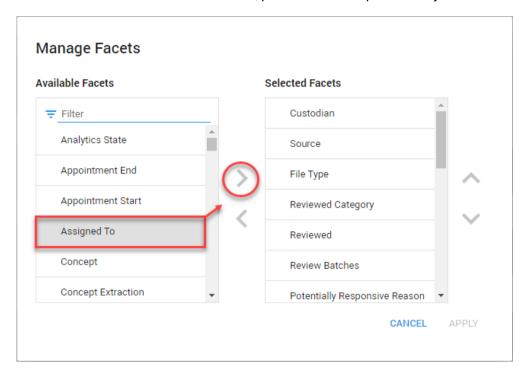
Assign Review Batches to users:



• In the Document List, select the column 'Assigned To' to view and sort the persons who have been assigned a review batch.



• In Browse (Facet View), add 'Assigned To' to the Selected Facets to get an overview of/sort and select all persons who have been assigned a review batch.



Various User Interface Improvements

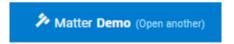
Labels added to Switch to Facets and Switch to Document List button.

View as: Facets :≡ Document list

• Refresh button added to Facet View.

C Refresh | Documents: 8999 / Families: 8999

Matter icon added to matter name.



• Select multiple values from a facet with multiple possible values for one field (like, for example, Email To), while the facet remains open.

So, you can drill down to emails that have been sent to person1 AND person2 AND person3 etc. View the path taken in the breadcrumb trail:

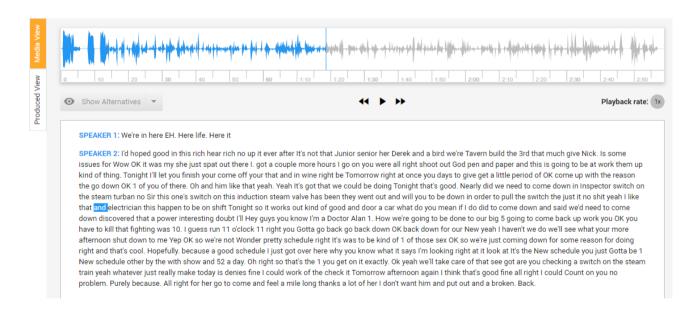


Audio and Video

- Improved processing of various audio and video formats to support viewing these in Media View.
- Audio and video files can be transcribed to text, which is searchable within the review (additional option).
 Hits are searchable in the transcribed text via the main search box. Please note that Ctrl+F is not available in Media View.
- When enabled, you can view alternative words for some of the transcribed spoken content. Hits in alternative words are also highlighted.

```
that a power interesting doubt [1] Hey guys you know I'r Ihting was 10. I guess redown lock 11 right you Gotta wn to me Yep OK so were not Wonder pretty schedule
```

- New audio and video viewer to support transcribed audio and video files which includes full synch between transcription and audio.
- Extraction of additional audio and video properties metadata.
- Please note that Redactions & Annotations are not available in Media View.



Processing

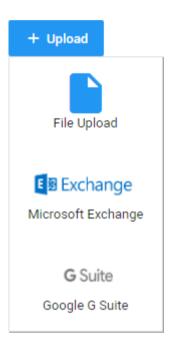
Improved scalability for OCR processes to improve performance. Added support for AD1 and AFF(v3) forensic formats.

Collection: Improved Upload

 Added Microsoft Office 365 (Microsoft Exchange) and G Suite Gmail collection options (Cloud Upload).

Note 1: Cloud Upload is only available for new matters. Also, the user performing the upload has to have a role with the following permission: Manage Cloud Upload.

Note 2: Additional work is required on the client side to be able to collect items.



• File Upload shows more information about progress and processing status.

Cloud Upload: Microsoft Exchange

Attention: You'll require full read access to all mailboxes residing in Microsoft Exchange. To accomplish this, it is necessary to create an account in Microsoft Exchange with read rights across all mailboxes. The steps for configuring Exchange Impersonation are dependent on the particular version of Exchange used.

Connection

Connect with Exchange

- Login Account Fill out the (ExCon Admin) account.
- Login Password Fill out the password.
- Login Domain
 Fill out the domain for authentication.

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For more information, please refer to https://docs.zylab.com

Exchange Version

Exchange Version

Make sure the correct Exchange Version is selected.

Exchange Web Services URL

Exchange Web Services URL is optional if the Autodiscover service has been configured correctly. Using Autodiscover service is necessary in environments with multiple Client Access Servers. By default: https://outlook.office365.com/EWS/Exchange.asmx

When ready, click Next.

Data Selection

Define Date Range

Date Range Type

Select a Date Range Type from the dropdown list.

Date Range

Define the Date Range that must be searched. Use the calendar.

Define Exchange Data

Subject

Define the subject to filter the messages you collect.

Body

Define the body to filter the messages you collect.

Mailboxes

Define the mailboxes accounts that must be collected. Make sure accounts are split with either a comma or a semicolon.

For example: user01@zylab.com, user02@zylab.com

Checkbox: Skip Journal Body

Choose Skip Journal Body to skip journal items and only archive the attachments from journal items.

When ready, click Next.

Settings

Assign Custodian and Source

• Set the custodian(s) and source(s) at the bottom of the screen.

Tip: First select the custodian/source that needs to be assigned to all or most mailboxes. Then, select one or more mailboxes in the table for which a different custodian/source needs to be assigned.

Attention: Please note that whenever no mailboxes are selected and you assign another custodian/source, all previously assigned custodians/sources will be overwritten.

- View the list of assigned custodian(s) and source(s) in the table.
- When ready, click Save.

Set Custodian and Source

Custodian

Select a Custodian from the dropdown list or create a new one.

Source

Select a Source from the dropdown list or create a new one.

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Cloud Upload: Google G Suite

Attention: You need Service Account credentials to connect to GMail API. Also, you need access to specified domains to collect. To get it, you need a GSuite account with access to:

https://console.developers.google.com/- Google API Console https://admin.google.com/- Google Admin Console.

- 1. Service account creation:
 - a. Go to https://console.developers.google.com/
 - b. Create project if needed.
 - c. Go to hamburger-button \rightarrow IAM & admin \rightarrow Service accounts.
 - d. Click "Create service account".
 - e. In "Service account details" window
 - i. enter name ("gmail-reader-1" for example)
 - ii. continue
 - f. In "Grant this service account access to project" window:
 - i. skip roles granting
 - ii. continue.
 - g. In "Grant users access to this service account" window:
 - i. "Create key"
 - ii. select JSON format
 - iii. json file will be downloaded automatically, store it securely!
 - iv. done.
 - h. In list of all service accounts:
 - i. open your new account
 - ii. Copy Unique ID somewhere
- 2. GMail API enabling:
 - a. Go to https://console.developers.google.com/
 - b. Go to Library
 - c. Go to GMail API
 - d. Click Enable
- 3. Giving access to gmail api of organisation:
 - a. Go to $\underline{\text{https://admin.google.com}} \rightarrow \text{Security} \rightarrow \text{Advanced settings} \rightarrow \text{Manage API client access}$
 - b. Create new client access:
 - i. Client Name previously copied Unique ID
 - ii. API Scopes "https://www.googleapis.com/auth/gmail.readonly"

Connection

Connect with Gmail

- Service Account JSON Key Enter the content of the JSON key file.
- Click Next.

Data Selection

Select GSuite Data

Search Query

Enter the same query that is used in the search box of Gmail website. Avoid using queries that are specific to a particular mailbox - this query will be applied to all mailboxes.

Attention: Please note that text queries used in Gmail will become exact in ZyLAB ONE, which may lead to different results. For example, where the text query 'invite' in Gmail will also find the word 'invitation', in ZyLAB ONE it will only find the word 'invite'.

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For more information, please refer to https://docs.zylab.com

Mailboxes

Define the mailboxes accounts that must be collected. Make sure accounts are split with either a comma or a semicolon.

For example: user01@zylab.com, user02@zylab.com

- Checkbox: Include spam and trash
- Checkbox: Skip mailboxes validation

Select this checkbox, if you want to skip the verification of settings and validation of all mailboxes. You might want to do this if you are collecting from many mailboxes.

Click Next.

Settings

Assign Custodian and Source

Set the custodian(s) and source(s) at the bottom of the screen.

Tip: First select the custodian/source that needs to be assigned to all or most mailboxes. Then, select one or more mailboxes in the table for which a different custodian/source needs to be assigned.

Attention: Please note that whenever no mailboxes are selected and you assign another custodian/source, all previously assigned custodians/sources will be overwritten.

- View the list of assigned custodian(s) and source(s) in the table.
- When ready, click Save.

Set Custodian and Source

Custodian

Select a Custodian from the dropdown list or create a new one.

Source

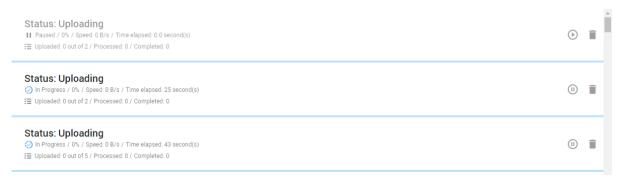
Select a Source from the dropdown list or create a new one.

File Upload

• By default, only two uploads can be in progress (are active) simultaneously. When a third upload is added, it will be paused (inactive) until one of the two previous uploads is finished.

Note 1: If you pause an active upload, the inactive upload that is next in queue will start automatically.

Note 2: If you start an inactive upload, an active upload will be paused.

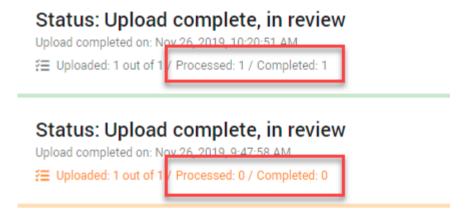


• During uploading, you can view how many documents are already uploaded, processed or completed.

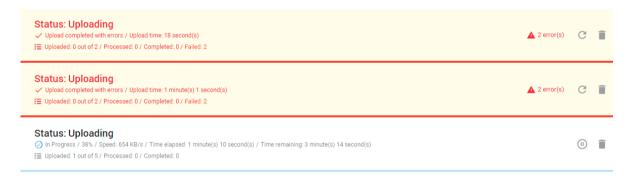
Status: Uploading

② In Progress / 38% / Speed: 654 KB/s / Time elapsed: 1 minute(s) 10 second(s) / Time remaining: 3 minute(s) 14 second(s)
₹ Uploaded: 1 out of 5 / Processed: 0 / Completed: 0

• When some files are not completed (for example, corrupted or password protected), the progress line and status line text is orange to warn you.

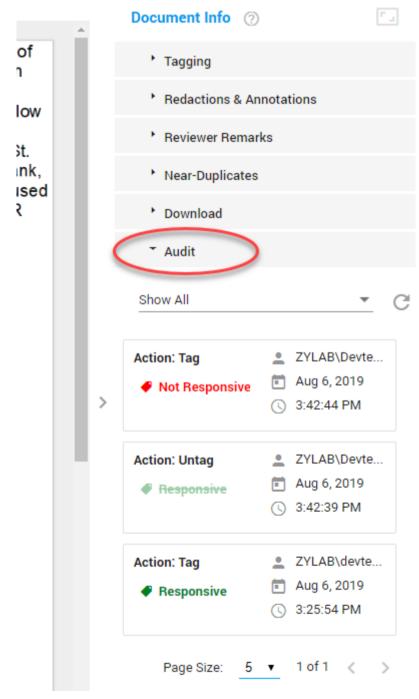


• When an error occurs during upload, you will be warned with a yellow background and red text. Also, the number of errors is shown.



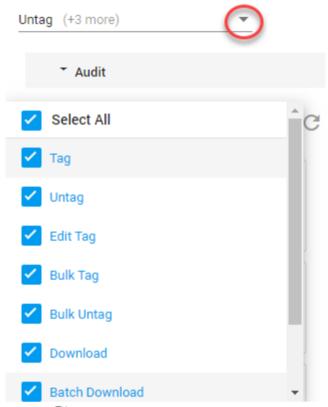
Audit

- Improved management and search of audits.
- Ability to view audits for a document within Document View (only when you have a role with the proper audit permission assigned to you).

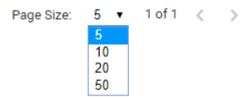


• Each time an action is performed on the currently shown document, it is listed here (including User name, Date executed, Time executed).

• Filter on specific actions supported in Document View.



- ullet Reload ullet to refresh the list and view the latest actions.
- Adjust the Page Size and/or browse through the result pages.

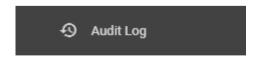


Audit Log

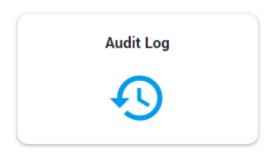
View all logged events on the Audit Log overview page.

Instructions

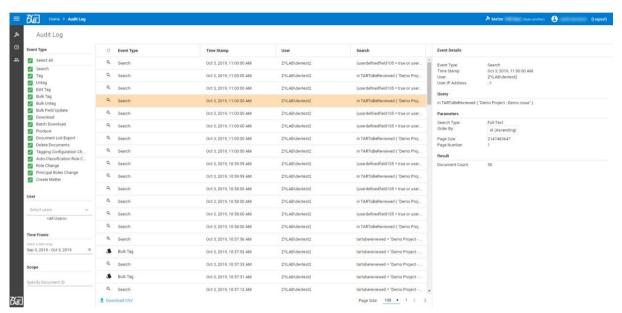
1. Select Audit Log from the menu on the left side of the screen.



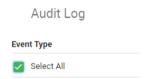
Or select Audit Log on the Home page.



2. The following overview page appears:



3. By default, all event types are selected (with Select All).

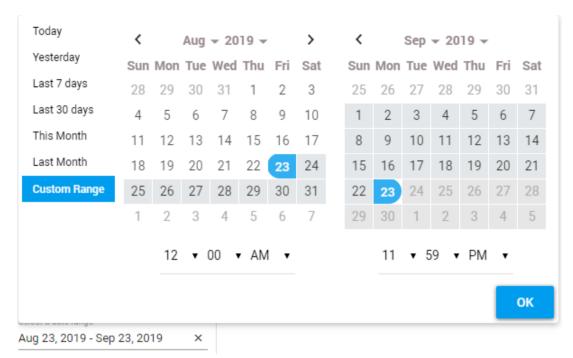


Deselect the checkbox of Select All, to deselect all event types. Now you can select one or more event types. The logged events will appear in the panel in the middle of the screen.

- 4. You can filter the logged events by selecting a user, defining a time frame and/or defining the scope.
 - By default, all users are selected.
 Click **Select Users** to select one or more users. If there is a long list of users, you can filter that list (type the name of a user in the Filter field).



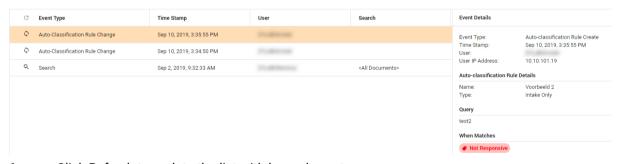
o Click the default date range to change it. Click OK when done.



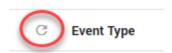
Click Specify Document ID to define the scope.



5. Click on a logged event in the middle of the screen, to view the details of that event.



6. Click Refresh to update the list with logged events.



7. You can adjust the width of the columns. Select **Reset column sizes** to return to the default settings.



8. Drag&drop colomn headers from left to right and vice versa.

9. Adjust the page size.

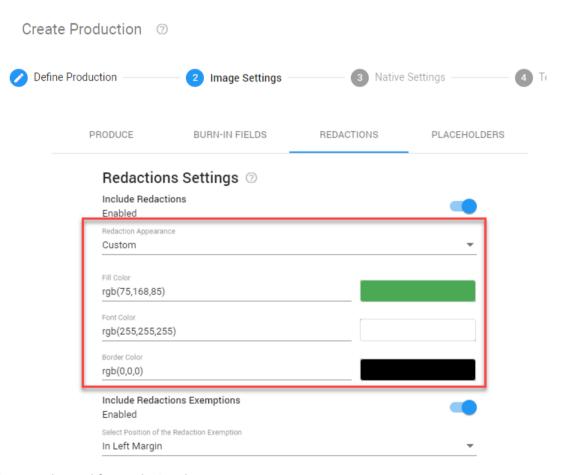
Page Size: 100 ▼ 1 of 1 < >

10. Download the resulting overview list as CSV.

◆ Download CSV

Production

For all redactions, you can set a new layout (fill color, font color, border color) during production.
 Adjust the colors of redactions in the Production Wizard > Image Settings > Redactions tab.



- Improved speed for producing documents.
- Productions is by default using the shared matter location.
- When defining a production (Image Settings > Produce > Image Settings > Output format), you can
 now choose to produce a Searchable PDF or a Searchable PDF (quality). Each profile has a
 different impact on the quality and performance of the OCR process used to create the searchable
 PDF. It will have no influence on the quality of images. It will mostly be noticeable with the text in
 files of an already lower quality.

Searchable PDF

Creates a PDF that can be searched.

Choose this option for fast performance, but slightly lower quality (mostly noticeable with the text in files of an already lower quality).

Searchable PDF (quality)

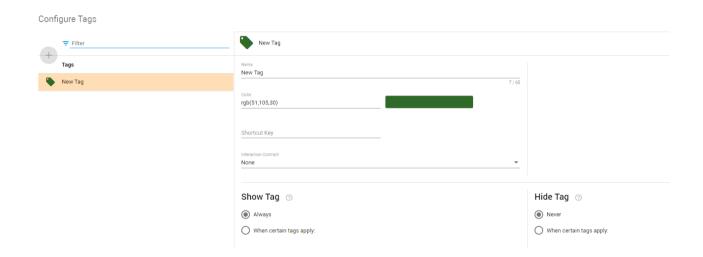
Creates a PDF that can be searched.

Use this option for high quality, but slower performance.

Configuration

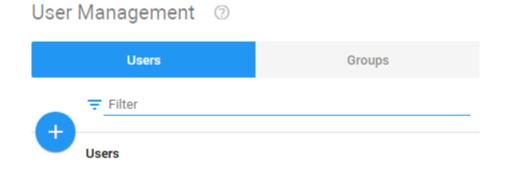
Updated Tagging, Role Management and User Management configuration.

Tagging



Role & User Management

Small user interface improvement to User Management and Role Management. Button to add users/groups or roles is now in line with other Configuration options.



Information Management Add-On

- Additional option for managing uploads and meta data.
- Allows organizing documents in files/binders.
- Add multiple documents to on registration record.
- Archive directly from Microsoft Outlook.
- Connections to third party systems like CRM.