



DataCove - 3 Easy Steps to Social Media eDiscovery

DataCove Social: 3 Easy Steps to Social Media eDiscovery

Once your Social Media accounts are configured and archived by DataCove Social, you'll be ready to respond to any eDiscovery request regarding your presence on the network. DataCove Social provides an easy-to-use solution for managing your eDiscovery requests without extensive work or trouble. With the DataCove Archive Solution you can easily retrieve and export emails from one or multiple Social Media Platform(s) including:

- Facebook
- Twitter
- LinkedIn
- YouTube
- Instagram

DataCove Social provides a solution that makes it possible to easily perform Social Media eDiscovery in just a few minutes. After your Social Media messages have been archived, you will be able to enter search filter criteria within the DataCove Archiving Solution for one or multiple social media platform(s) over a defined time frame (a specific date, date range, past month, past six months, etc.).

You may also enter criteria for the email body text including specific words, phrases, or links. These items will be used to narrow down the search results for the defined platform(s) over the configured time frame. Afterward, the search results may be exported as a ZIP file in either *Raw Email (EML)* or *Portable Document Format (PDF)* for easy transfer to the requestor.

This guide will discuss how to complete a Social Media eDiscovery cycle for one or multiple Social Media Platform(s) using the DataCove Archive Solution. Let's begin!

The following steps are necessary to complete the Social Media eDiscovery cycle using your DataCove Archive Solution:

- [Step 1 – Gather eDiscovery Request Parameters](#)
- [Step 2 – Search the DataCove Email Archive](#)
- [Step 3 – Export the Data Request for Delivery](#)

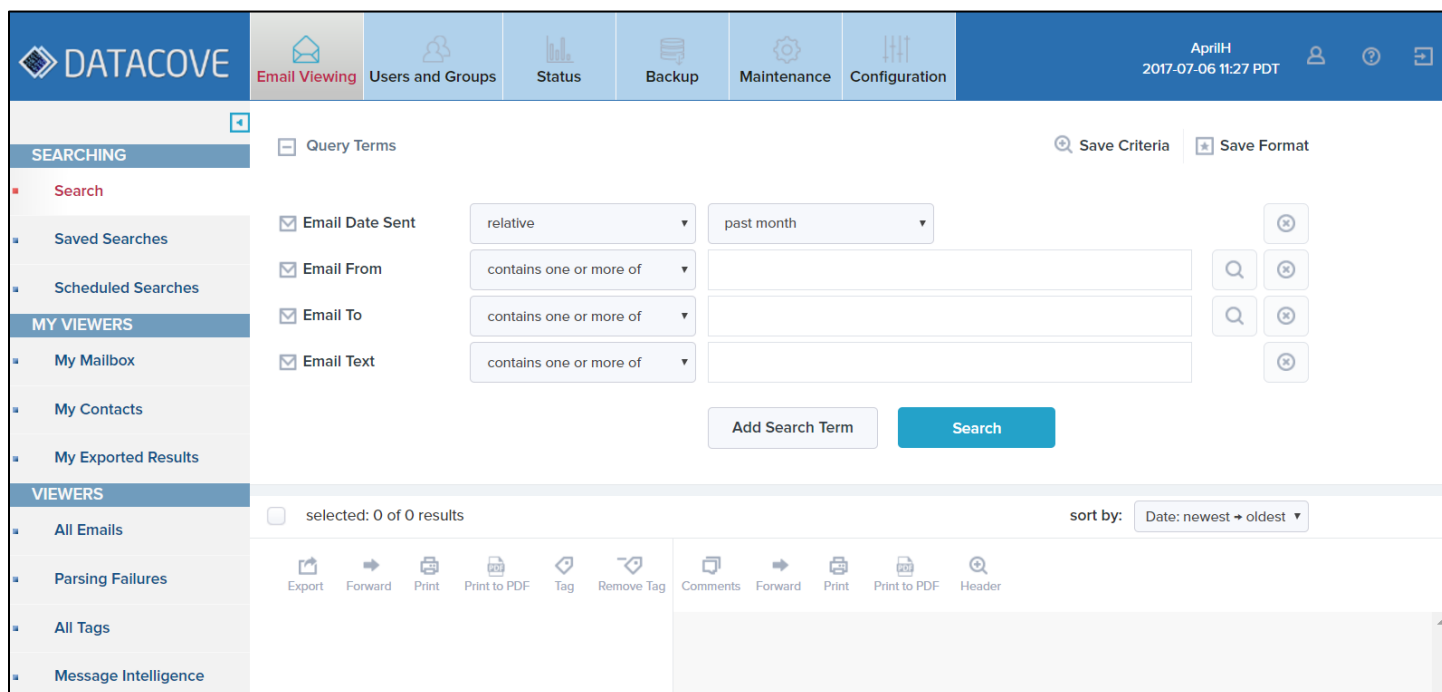
Preliminary Steps: Log into DataCove

To get started, you will need to log into the DataCove Archive Solution using your user credentials: **User Name** and **Password**.



The login screen features the DataCove logo at the top. Below it, the text "Sign in with your userid" is displayed. There are two input fields: one for the username and one for the password. A "Login" button is located at the bottom right of the form.

After a successful login, you will be automatically directed to the **Search Screen**, which will be necessary to complete the Social Media eDiscovery process.



The Search Screen is a complex interface with a top navigation bar and a left sidebar. The top bar includes the DataCove logo and several menu items: Email Viewing, Users and Groups, Status, Backup, Maintenance, and Configuration. The right side of the top bar shows the date and time (April 11, 2017, 11:27 PDT) and user icons. The left sidebar contains a "SEARCHING" section with "Search", "Saved Searches", and "Scheduled Searches", and a "MY VIEWERS" section with "My Mailbox", "My Contacts", and "My Exported Results". Below these is a "VIEWERS" section with "All Emails", "Parsing Failures", "All Tags", and "Message Intelligence". The main content area is titled "Query Terms" and contains several search criteria: "Email Date Sent" (relative, past month), "Email From" (contains one or more of), "Email To" (contains one or more of), and "Email Text" (contains one or more of). There are "Add Search Term" and "Search" buttons. At the bottom, there are "selected: 0 of 0 results" and a "sort by: Date: newest to oldest" dropdown. A row of icons for "Export", "Forward", "Print", "Print to PDF", "Tag", "Remove Tag", "Comments", "Forward", "Print", "Print to PDF", and "Header" is also present.

Step 1 – Gather eDiscovery Request Parameters

Prior to working within your DataCove Archive Solution, you will need to perform a little brainstorming and preliminary decision making. The first step in the Social Media eDiscovery cycle is to collect the specific parameters for this eDiscovery case.

For the Social Media eDiscovery cycle, the two most important parameters are the following:

- What social media platform is in question?
 - Which platform(s) is the information being requested from? (i.e. Facebook, Twitter, LinkedIn, etc.).
 - Is information being requested from a single platform, multiple platforms, or all platforms?
- What information within the posts are you looking for?
 - What information is specifically being requested from the platform?
 - Is a specific link, word, phrase or other form of content being requested?

These two pieces of information must be determined to continue with the Social Media eDiscovery cycle. Having them will ensure you discover the right social media platform emails during the remaining steps of this process.

Note: If you have not already signed in to view the **Search Screen**, this initial step will need to be completed before continuing to [Step 2](#) below. See the [Preliminary Steps: Log into DataCove](#) section on the previous page of this publication to learn more.

Step 2 – Search the DataCove Email Archive

The second step in the Social Media eDiscovery cycle is to perform the search within the DataCove Archiving Solution based on the parameters identified in [Step 1](#).

1. First, select an option for the **Email Date Sent** search filter. This filter defaults to “Relative” and “Past Month”; however, several other choices are available including the ability to search for emails received on a specific date or over an entered date range.

Use the drop-down menus for this search filter to make a selection and then enter the desired filter criteria.

In the example below, **Relative** and **Past 6 Months** have been chosen to ensure search results are found for this Social Media eDiscovery example.

2. Enter the social media email address(s) for the platform(s) identified in [Step 1](#) within your DataCove Archive Solution. This can be done by entering this information into the **Email From** search filter within the **Search Screen**. The following images show this entry for the top four social media platforms using *DataCoveSocial.Com* as the example:

- Facebook@DataCoveSocial.Com

- [Twitter@DataCoveSocial.Com](#)

<input checked="" type="checkbox"/> Email From	contains one or more of ▼	Twitter@DataCoveSocial.Com
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- [LinkedIn@DataCoveSocial.Com](#)

<input checked="" type="checkbox"/> Email From	contains one or more of ▼	LinkedIn@DataCoveSocial.Com
--	---------------------------	-----------------------------

- [YouTube@DataCoveSocial.Com](#)

<input checked="" type="checkbox"/> Email From	contains one or more of ▼	YouTube@DataCoveSocial.Com
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- [*@DataCoveSocial.Com](#)

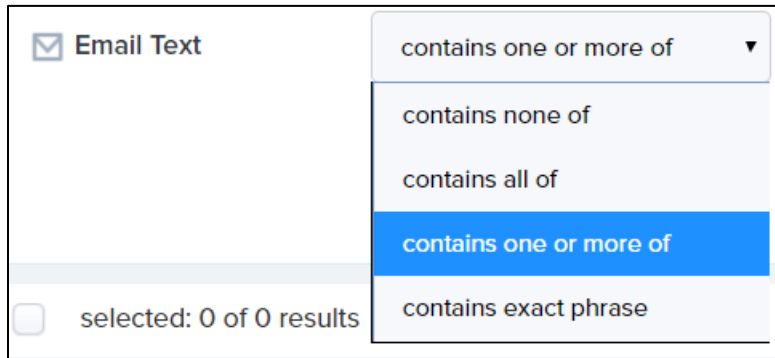
<input checked="" type="checkbox"/> Email From	contains one or more of ▼	*@DataCoveSocial.Com
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Note: The last listed search filter criteria ([*@DataCoveSocial.Com](#)) will search across all archived social media platforms on your DataCove Archive Solution.

- Next, enter the specific link, word, or phrase information identified above in [Step 1](#). This information informs the archiving solution to not only search for emails received from the entered social media platform(s) (i.e. **Email From** field above), but also specifically for any emails containing this entered information.

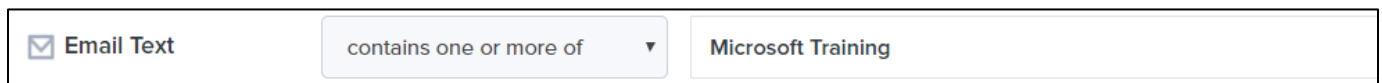
<input checked="" type="checkbox"/> Email Date Sent	relative ▼	past 6 months ▼
<input checked="" type="checkbox"/> Email From	contains one or more of ▼	Facebook@DataCoveSocial.Com
<input checked="" type="checkbox"/> Email To	contains one or more of ▼	
<input checked="" type="checkbox"/> Email Text	contains one or more of ▼	

You will need to use the **Email Text** search filter to enter the desired phrase, word, or link within the email body text for the search. Use the drop-down menu to the left of the text entry field to select the scope of the search criteria. The email text may contain one or all words along with the exact phrase.



The screenshot shows the 'Email Text' search filter selected. A dropdown menu is open, displaying five options: 'contains one or more of' (selected), 'contains none of', 'contains all of', 'contains one or more of' (highlighted in blue), and 'contains exact phrase'. Below the dropdown, a status bar indicates 'selected: 0 of 0 results'.

In the example below, the filter scope option has been left on **contains one or more of** and **Microsoft Training** has been entered as a phrase for the email body text.

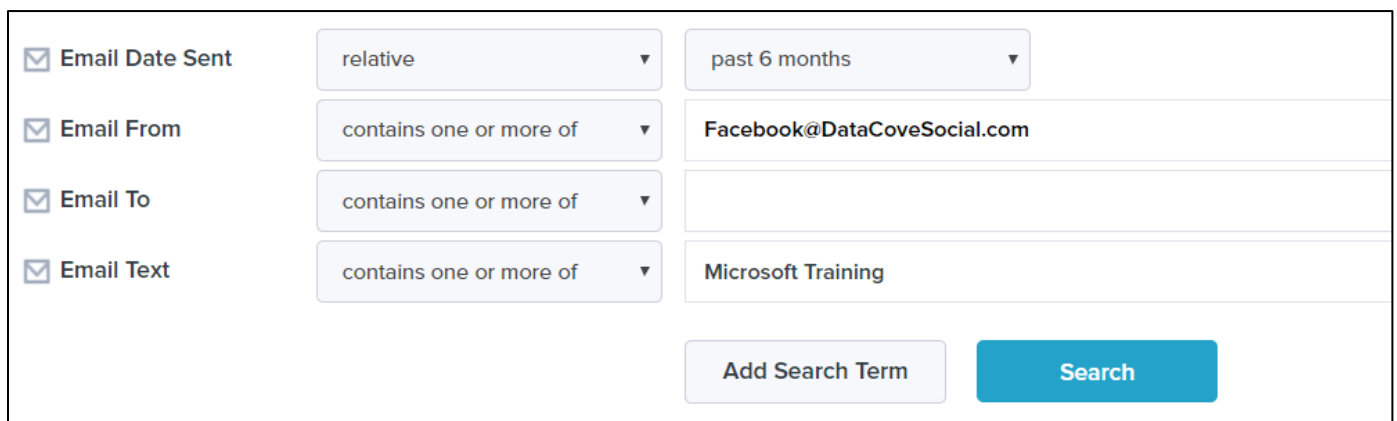


The screenshot shows the 'Email Text' search filter with the scope 'contains one or more of' and the search term 'Microsoft Training' entered in the text field.

Note: If you do not want to filter the results with additional phrases or text, leaving the **Email Text** search filter blank will result in a search for all emails from the entered social media platform(s).

Tip: Additional search filters may be selected and used by clicking on the **Add Search Term Button** at the bottom of the current filter options.

- After all search filter criteria has been entered within the **Search Screen** of your DataCove Archive Solution, click on the **Search Button** at the bottom of the filter options to view the results.

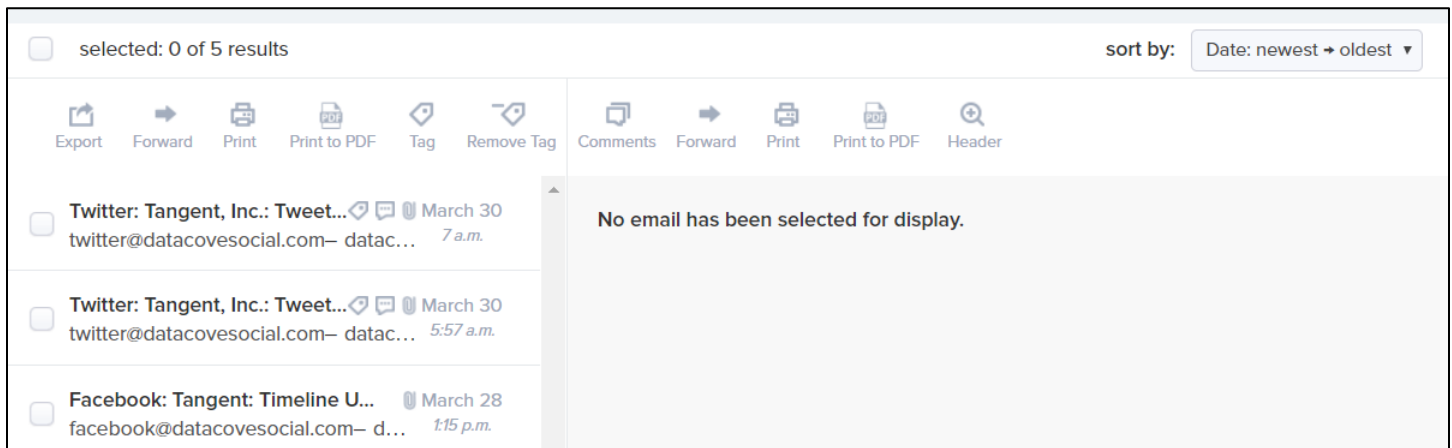


The screenshot shows the 'Search Screen' with four search filters: 'Email Date Sent' (relative, past 6 months), 'Email From' (contains one or more of, Facebook@DataCoveSocial.com), 'Email To' (contains one or more of), and 'Email Text' (contains one or more of, Microsoft Training). At the bottom, there is an 'Add Search Term' button and a 'Search' button.

Step 3 – Export the Data Request for Delivery

The final step in the Social Media eDiscovery cycle is to export the relevant requested data and deliver it to the requestor.

After the search has been performed, you will be able to export the results to the requester. The results will appear as shown below. In this example, the search has been performed for more than one social media platform (Twitter and Facebook).



selected: 0 of 5 results

sort by: Date: newest → oldest

Export Forward Print Print to PDF Tag Remove Tag Comments Forward Print Print to PDF Header

Twitter: Tangent, Inc.: Tweet... March 30
twitter@datacovesocial.com– datac... 7 a.m.

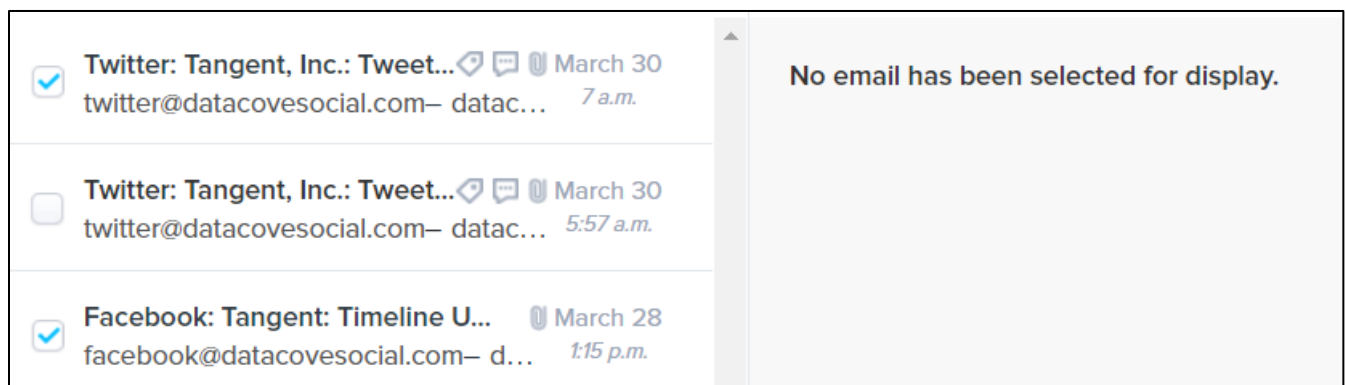
Twitter: Tangent, Inc.: Tweet... March 30
twitter@datacovesocial.com– datac... 5:57 a.m.

Facebook: Tangent: Timeline U... March 28
facebook@datacovesocial.com– d... 1:15 p.m.

No email has been selected for display.

Note: You may click on a search result to view the email on the right side of the screen or simply start the *Export* process. The process will vary slightly depending on the requestor's needs and this is discussed in further detail below.

1. To get started, select the records needed to complete your Social Media eDiscovery. This can be done in one of two ways:
 - Tick the checkbox for each desired record in the results list.



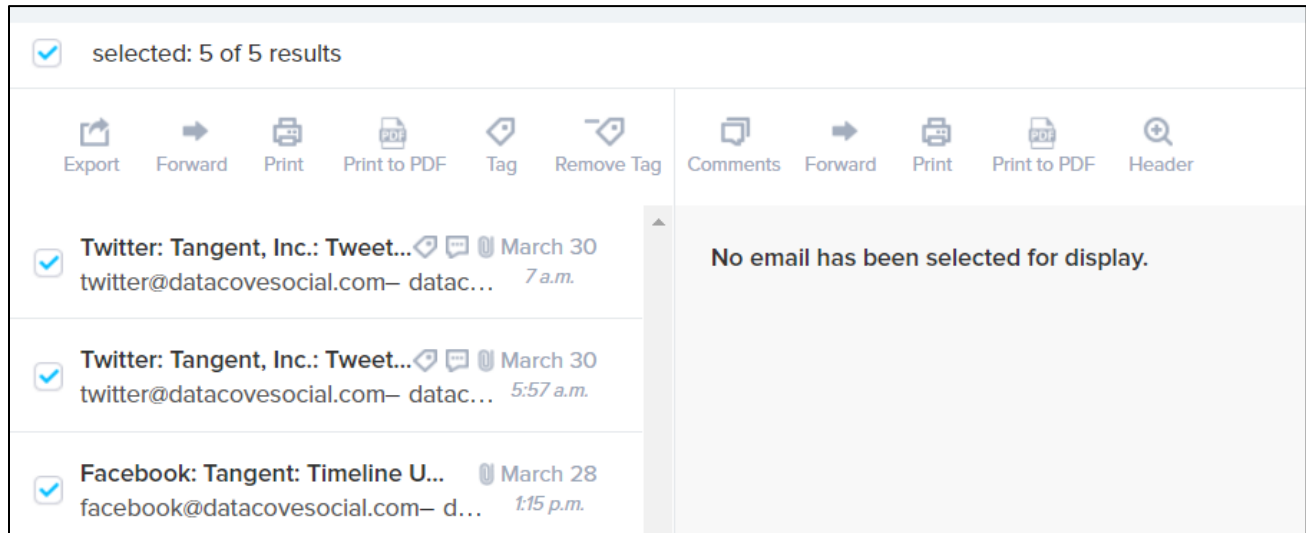
Twitter: Tangent, Inc.: Tweet... March 30
twitter@datacovesocial.com– datac... 7 a.m.

Twitter: Tangent, Inc.: Tweet... March 30
twitter@datacovesocial.com– datac... 5:57 a.m.

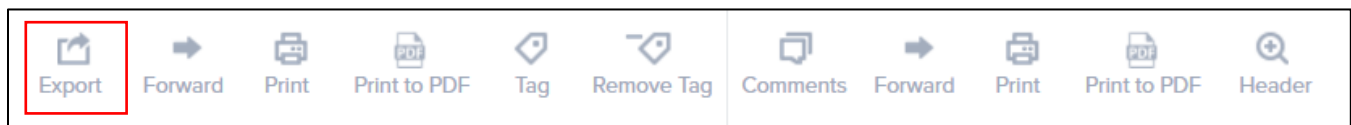
Facebook: Tangent: Timeline U... March 28
facebook@datacovesocial.com– d... 1:15 p.m.

No email has been selected for display.

- Tick the checkbox located at the top of the screen to the left of the search results count to select all results.



2. Next, click on the **Export** option located above the search results:



3. You will need to perform a couple of steps to configure the export. These include the following:

- **Zip File Name** – This will be the name given to the created Zip File for the export.

Zip file name: .zip

- **Output File Format** – This is the format used for the export file. Click on the drop-down menu to select an option. The provided options include Raw Email (EML), Portable Document Format (PDF), Headers Only, or Headers Only (CSV).

Output file type: Raw Email ▼

Note: For PDF's you also have the option to **Add Attachments** to the Zip File created during the export process.

- **Email on Completion** – If an email address is entered, then an email will be sent to the user. When no email address has been entered, then no email will be sent upon export completion.

Email on completion:

Note: if this field is blank, no email will be sent.

4. Finally, click on **OK** at the bottom of this pop-up window to start the export process. Two examples are provided below to assist with the completion of an export:

Legal Proceedings: Export these requests into Raw Email (EML) format.

Viewing: Export these requests into PDF format.

Export ✕

Zip file name: .zip

Output file type: Raw Email ▼

Email on completion:

Note: if this field is blank, no email will be sent.

Ok

Zip file name: .zip

Output file type: PDF ▼

Add attachments: ☒

Email on completion:

Note: if this field is blank, no email will be sent.

Ok

Note: The *PDF* export may not satisfy court inquiry. For legal use, please use *Raw Email (EML)* format.

A Quick Recap

As demonstrated by this guide, the Social Media eDiscovery process is not difficult once your emails have been archived using the DataCove Archive Solution. With this solution, it is possible to not only perform a Social Media eDiscovery for one or multiple platform(s), but also to locate and export emails based on the following search criteria:

- Links
- Words
- Phrases
- Other Content

The following three steps are all you need to achieve a successful Social Media eDiscovery using your DataCove Archive Solution:

- [Step 1 – Gather eDiscovery Request Parameters](#)
- [Step 2 – Search the DataCove Email Archive](#)
- [Step 3 – Export the Data Request for Delivery](#)

Tip: Use the hyperlinks above to return to any of these sections and review the necessary completion steps.