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The future of Forensic Search technology

This paper: **Instructions for Opening an Encrypted NSF** || **Using Intella to Investigate the NSF File** || **Support Options**

About This Knowledge Paper

This Knowledge Paper provides step-by-step instructions on how to successfully open encrypted NSF files. It also explains how users of Intella® email investigation software can go on to access and index that file.
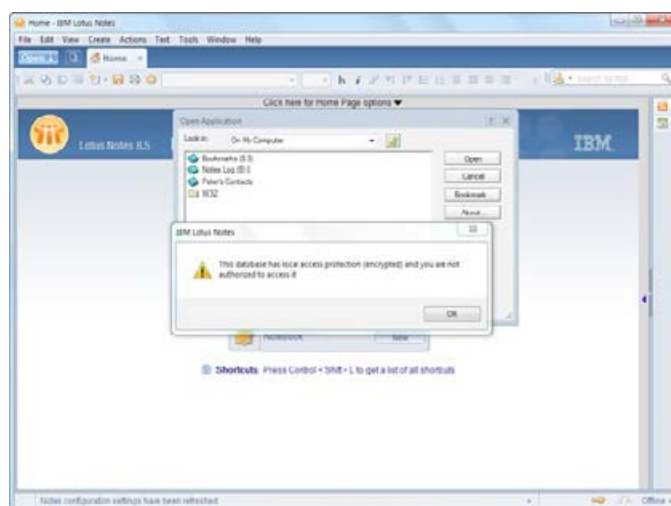
Important: Please Note

This Knowledge Paper assumes you do NOT have Lotus Notes already installed. If Lotus Notes IS installed, **all data must be backed up or it will be lost**. You will need the following for the Custodians computer or server.

- The Custodians NSF file.
- The Custodians user.id file.
- The Custodians Password.
- Lotus Note Client.

Instructions for Opening an Encrypted NSF

When trying to open an Encrypted NSF you will get the following type error:

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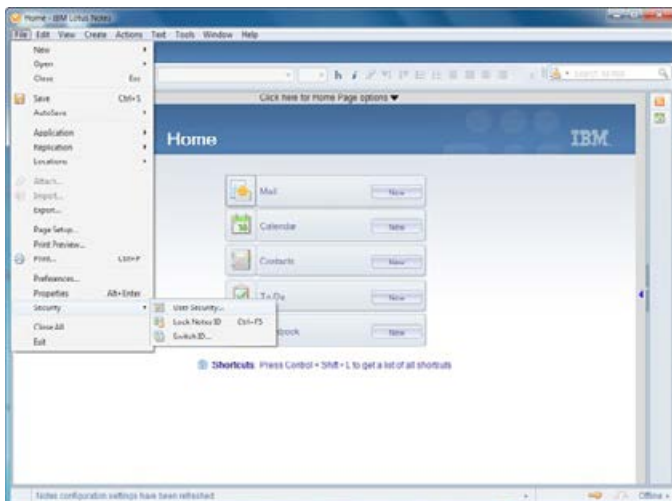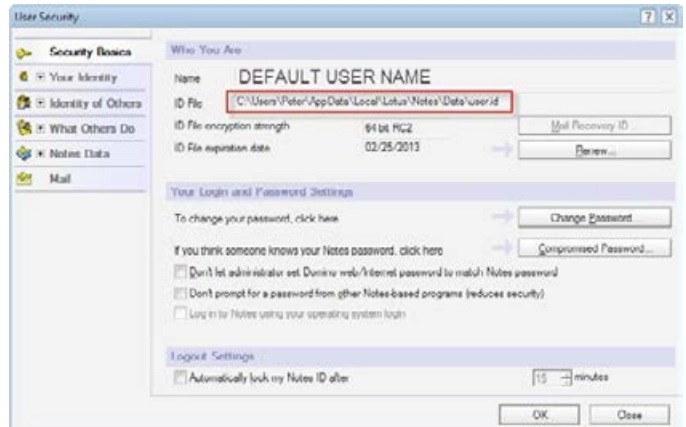# Intella®

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1. Make a copy of the Custodians original user.id file and nsf (shown here as Custodian-strong-passwd.nsf) file.
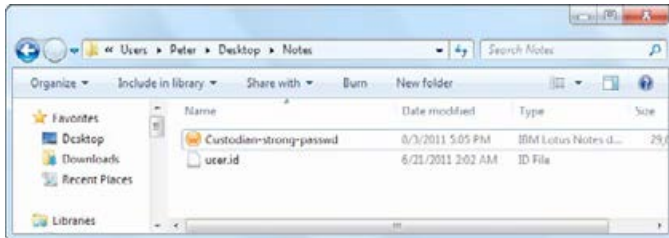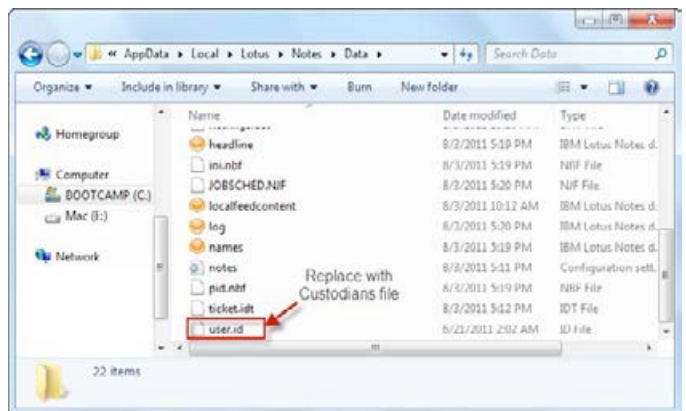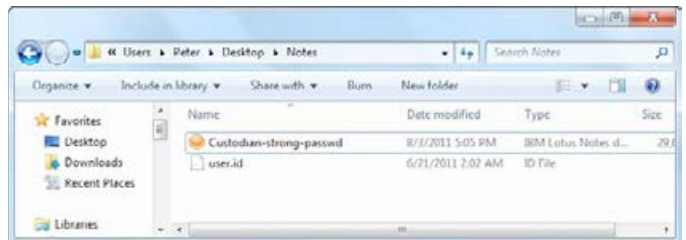
2. Install and Open Lotus Notes, then select File > Security > User Security

3. Make note of the location of the user.ID file.

4. Copy the Custodians user.id to the location in the ID File field, renaming the default user.id file. **Remember to back up the default**.
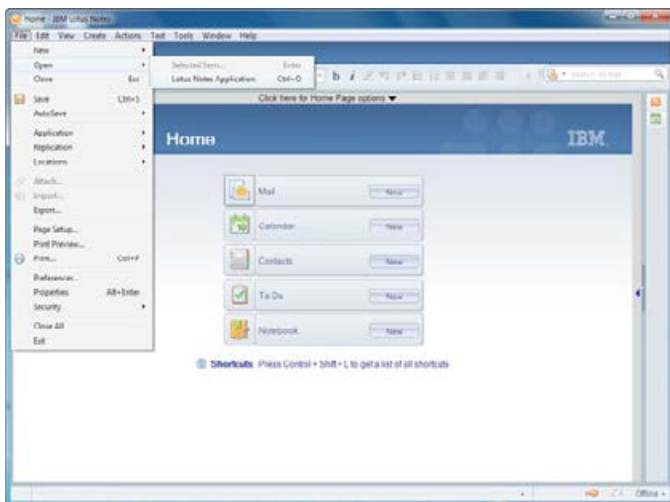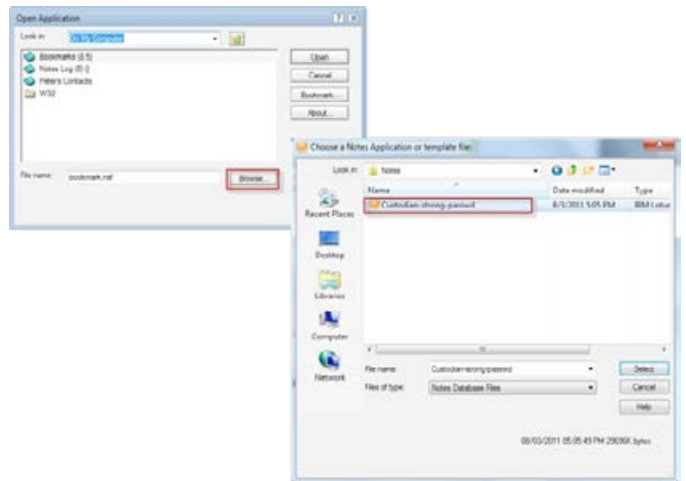
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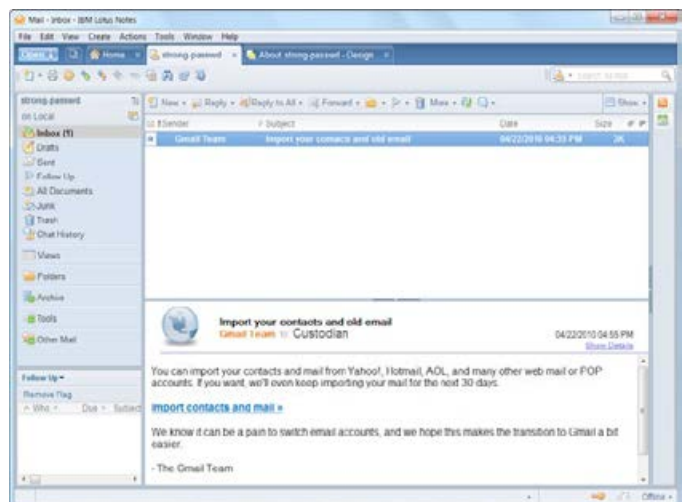**5**. Open Lotus Notes. You will be prompted for the password.

6. After Lotus Notes has opened, locate the Custodians NSF file using File > Open > Lotus Notes Application.

**7**. Use Browse to select the Custodians NSF.

The Custodians NSF is now open.

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Using Intella for Digital Investigation of the NSF File

1. Close Lotus Notes and open the Intella software.

2. Create a new case.

3. Select the Custodians NSF and proceed to Index.

4. When Intella accesses the NSF it will prompt for a password. Enter the password and Intella will index that NSF.
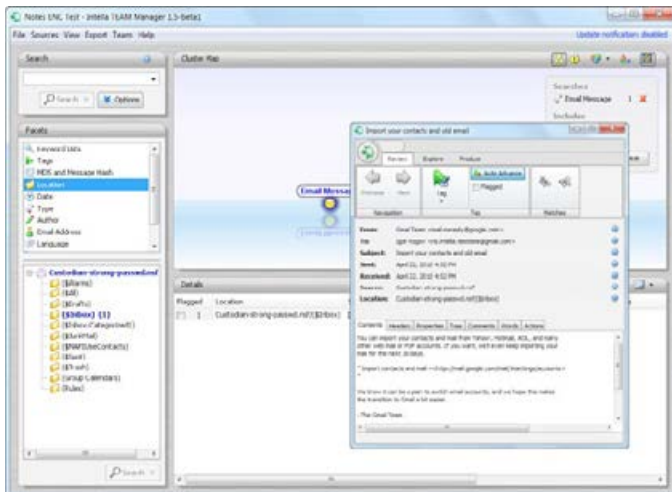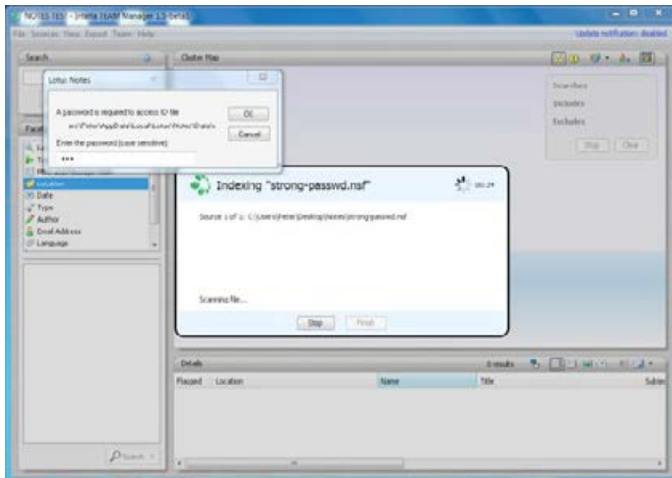
5. This setting can remove the password. Select no password.
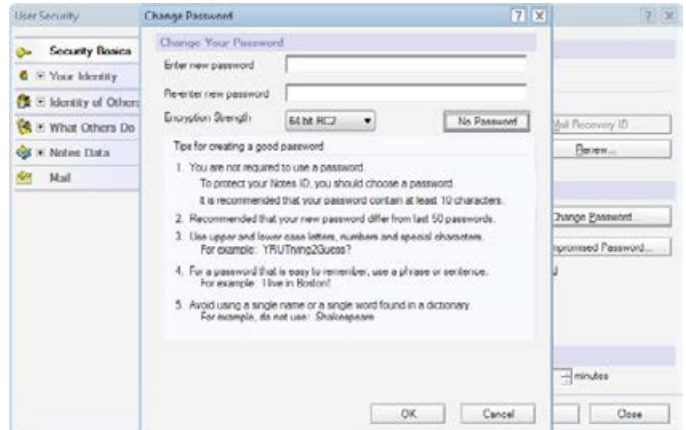
Support Options

Customers can find support for Vound software in several ways:

- **Community Forum** (http://community.vound-software.com) enables Intella users to share information and ideas about any issues they have experienced with their Intella deployment.
- **Vound Knowledgebase** (http://support.vound-software.com/Knowledgebase/List) contains a complete listing of Intella user manuals and downloads. It also contains knowledge articles based on queries that have been resolved by the Intella support team in the past.
- **Training** (https://www.vound-software.com/training) is available both on-line and in a classroom environment. Students learn how to conduct email investigations using Intella and how to produce email for e-discovery.
- **Technical Support** is available through the Vound Support Portal (http://support.vound-software.com) and enables customers to report technical issues with any Vound software. Access is covered under the Annual Maintenance Agreement