

Understand eDiscovery Reports to Search through any Conversation

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Introduction

This document describes the eDiscovery process that extracts data from a system for legal and compliance purposes.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Control Hub Organization with [Pro Pack](#).
- Compliance Officer role to run the eDiscovery Download Manager.
- You must download the eDiscovery Download Manager to view any reports.
- The eDiscovery Download Manager is based on the Electron framework. Refer to [Supported Platforms](#) for additional information.

Components Used

The information in this document is based on these software and hardware versions:

- Windows 10 Enterprise
- eDiscovery Download Manager 1.0.512.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background

The eDiscovery process extracts data from a system for legal and compliance purposes. Compliance officers are permitted to run eDiscovery reports on the Webex cloud with search parameters such as email addresses and date ranges.

The eDiscovery solution for Webex is a combined use of an Admin portal, a microservice, and a desktop application.

Use Download Manager

Search for Information Generated by Users in the Webex App, Webex Meetings and Webex Calling

For details about what kind of information is available to extract, refer to [Ensure Regulatory Compliance of Webex Apps and Webex Meetings](#).

From the **Search & Generate Compliance Report** portal, choose the data you want:

webex eDiscovery Search and Extraction GT

Search & Generate Compliance Report

Report name and description
Report Name *
eDiscovery Report
Description
Meeting, Messaging and Calling report

Search criteria
Define the scope of the compliance report.

Activity type *
 Webex Messaging Webex Meeting Webex Calling

Email Addresses *
user@company.org x
Enter up to 500 email addresses separated by commas or bulk add via a CSV file
1/500 items Clear All
[Bulk add via a CSV file](#)

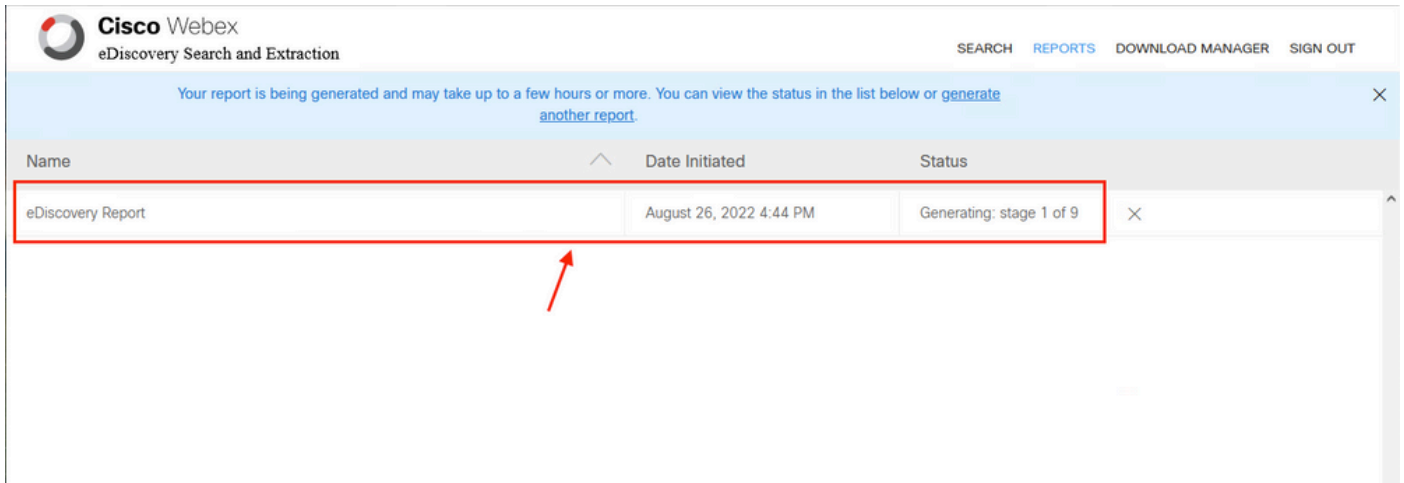
Space (only applicable to Webex Messaging) ⓘ
Enter up to five space names separated by commas or bulk add via a CSV file
0/5 items Clear All
[Bulk add via a CSV file](#)

Date Range
Last 30 days | 7/31/2023 → 8/30/2023

Generate

eDiscovery Search & Generate

Select Search & Generate Report. Your search is queued and you can review the status of the report. The length of time to create your report depends on the amount of data that matches your search criteria.

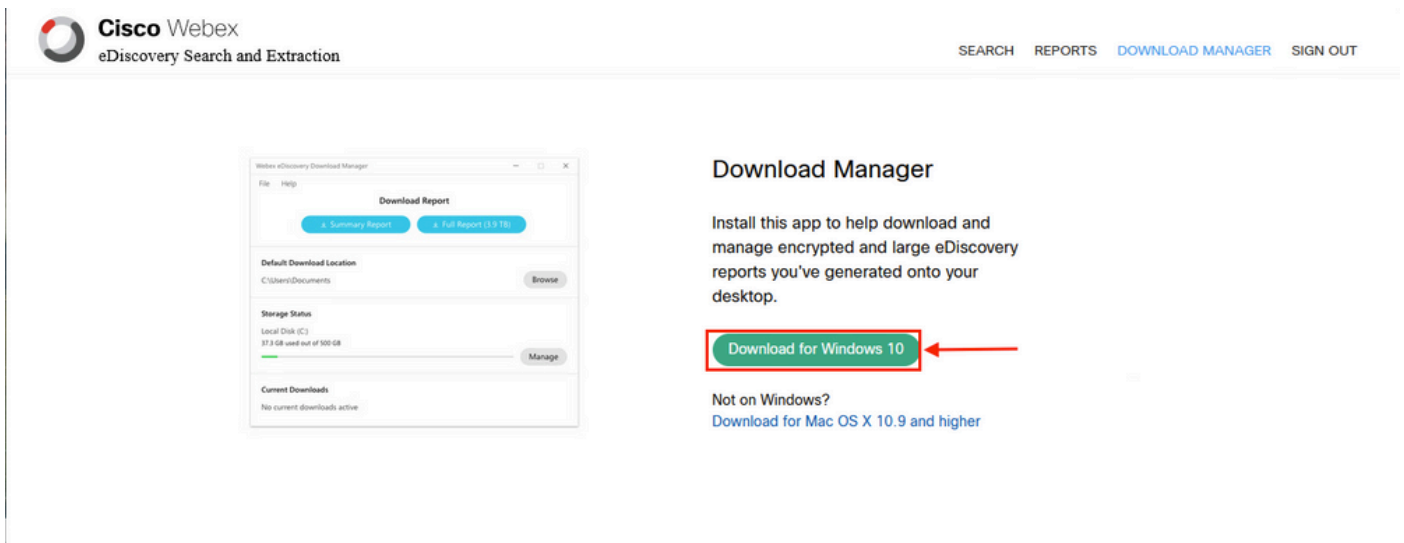


Generate Report

When a report ZIP file reaches a limit of 5 GB or 100,000 files, then another ZIP file is created with the same name but with the suffix with -1, then -2 and so on.

Install eDiscovery Download Manager

If the Compliance Officer Administrator does not have additional Administrator roles, then navigate to admin.webex.com. Then navigate to Download Manager and select the Download for Windows 10 button. If the Operative System is a Mac, select the Download for Mac OS X 10.9 and higher link.



If the Compliance Officer Administrator has additional Administrator roles, then navigate to admin.webex.com. From there navigate to Troubleshooting > Status > View eDiscovery and select the Download Manager. Then select the Download for Windows 10 button. If the Operative System is a Mac, select the Download for Mac OS X 10.9 and higher link.

Troubleshooting

Overview Alerts center MONITORING Webex Experience Analytics **Troubleshooting** Reports MANAGEMENT Users Workspaces Devices Apps Account Organization Settings SERVICES Updates & Migrations Messaging Meeting Calling Connected UC Hybrid

Meetings & Calls Live Meetings **Status** Admin Activities Connected UC Logs

Cisco Webex Status

- Share content
- Schedule meetings
- Join audio via Telephony
- Hybrid Message Service
- Call Service Aware
- Call Service Connect
- Hybrid service management
- Device management
- Webex Room Systems
- Endpoints
- Service Portals
- Dedicated Instance
- Integrations
- Search
- Mobile apps
- Web and desktop apps
- Sign in and sign up
- Client calling and meetings
- File sharing and viewing
- Send and read messages
- Calendar Service
- Directory Connector
- Add-ons
- Reports and Administrative Service
- Agent Service
- Email and chat
- Call Delivery

Webex Monitoring Service

Network Performance (Last 24 hours)
View Details

- Network Health
- Connection

Video Mesh

Monitoring Tool View Details

Tools

eDiscovery Search and Extraction
Search and extract compliance data for your organization
View eDiscovery

Support Resources

Problem Reports
Problem reports are being handled externally.
Reporting URL: <https://help.webex.com>

Help
Help content is provided externally.
Help URL: <https://help.webex.com>

Cisco Webex eDiscovery Search and Extraction

SEARCH LEGAL MATTERS REPORTS **DOWNLOAD MANAGER** SIGN OUT

Search & Generate Compliance Report

Search Information

Enter information to search and include in your report. When generating a report, the 'AND' operation will be used to gather data.

Search Type

Manually enter up to 500 users or space names separated by commas or bulk add with a CSV file. Multiple users or spaces entered here will use the 'OR' operation.

Search data on Webex app Search Webex Meetings data

Email Address

At least one user email address is required.

e.g. johnsmith@email.com, janewilliams@email.com Clear, CSV Bulk Add

Cisco Webex eDiscovery Search and Extraction

SEARCH REPORTS **DOWNLOAD MANAGER** SIGN OUT

Download Manager

Install this app to help download and manage encrypted and large eDiscovery reports you've generated onto your desktop.

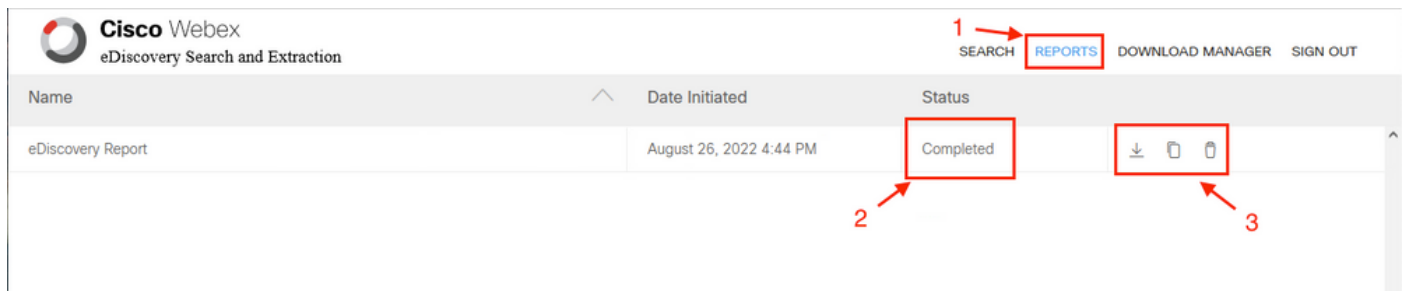
Download for Windows 10

Not on Windows?
[Download for Mac OS X 10.9 and higher](#)

View Compliance Reports

You can only view compliance reports that you have created. You can review the status of your report and

download the report with the eDiscovery Download Manager.



Select a report to review details, status, date initiated, description, and a summary of the contents of your report.

eDiscovery Report



Report ID: b43ace5d-6176-4e15-9508-ab94118b366c

Overview

Status

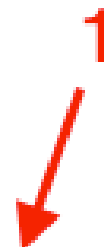
Completed

Date Initiated

August 26, 2022 4:52 PM

Description

User review



SPACES 2	ACTIVITIES 18	FILES 9
WHITEBOARDS 0	TRANSCRIPTS 0	MEETING MINUTES 0

Actions



Download Report



Edit and Re-run New Report

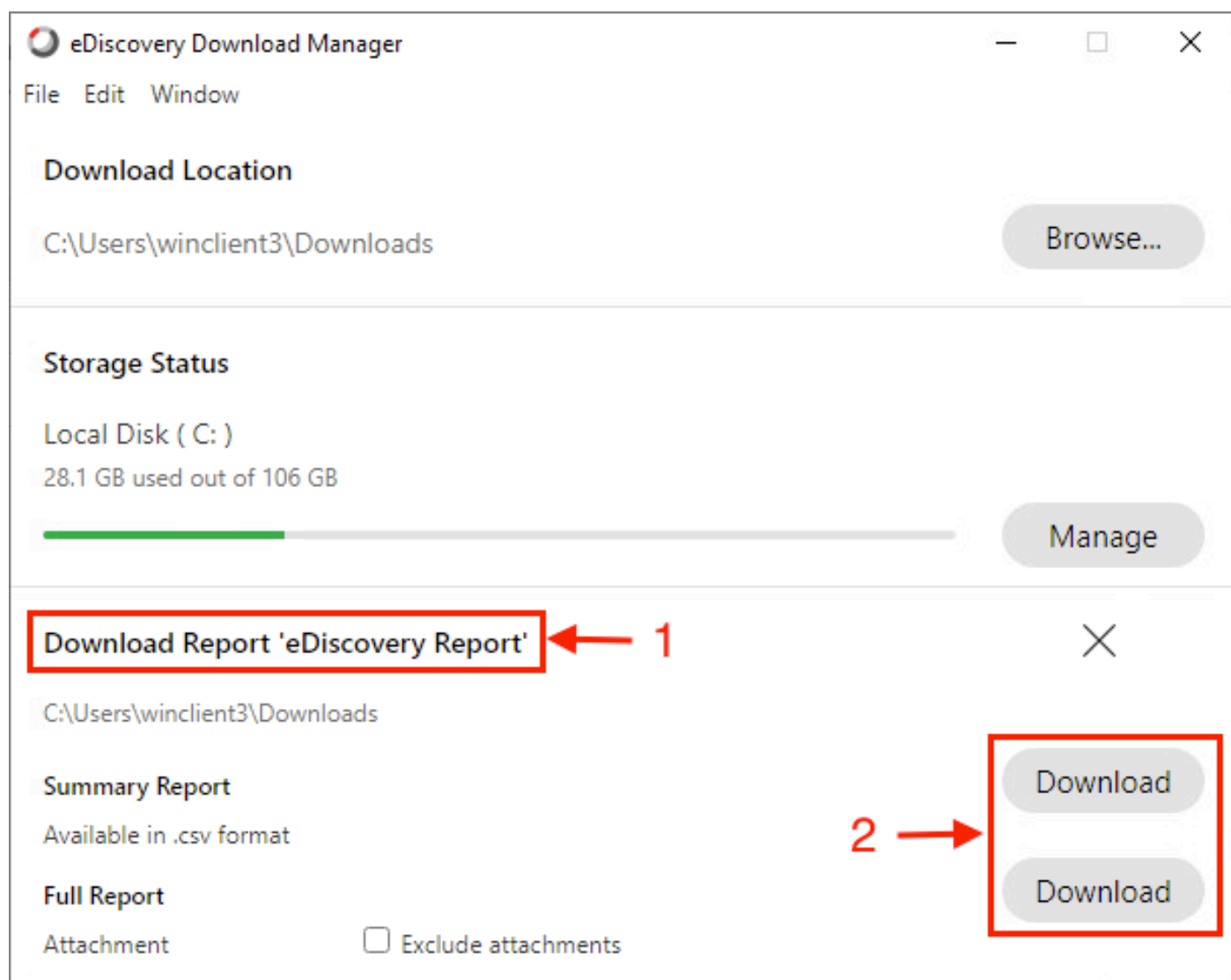


Delete Report

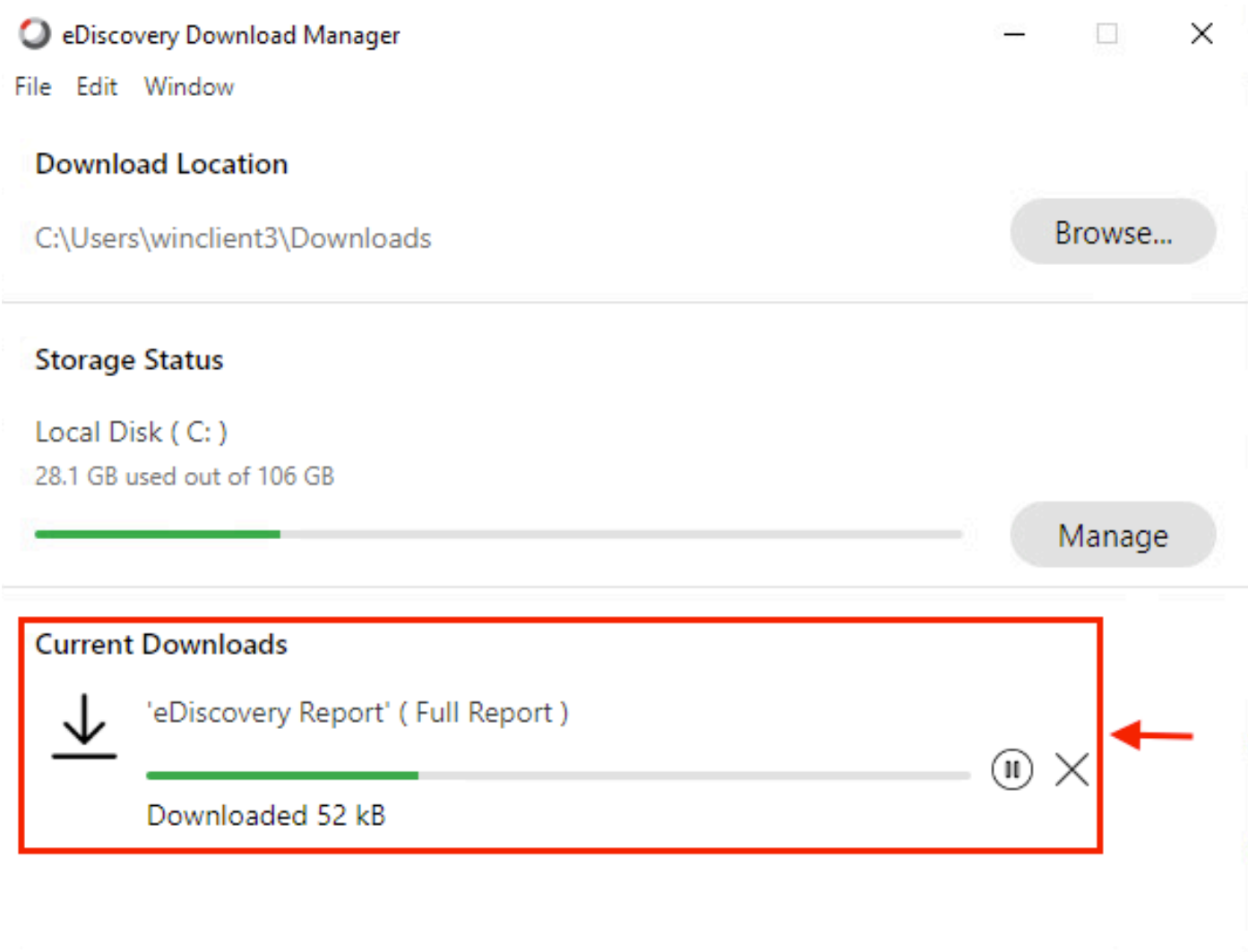


Install the eDiscovery [Download Manager](#) to download this report.

to download your report. Choose the download location directory where the reports are stored and then select to download the Summary Report as a CSV file or download the Full Report as a ZIP file of EML files.



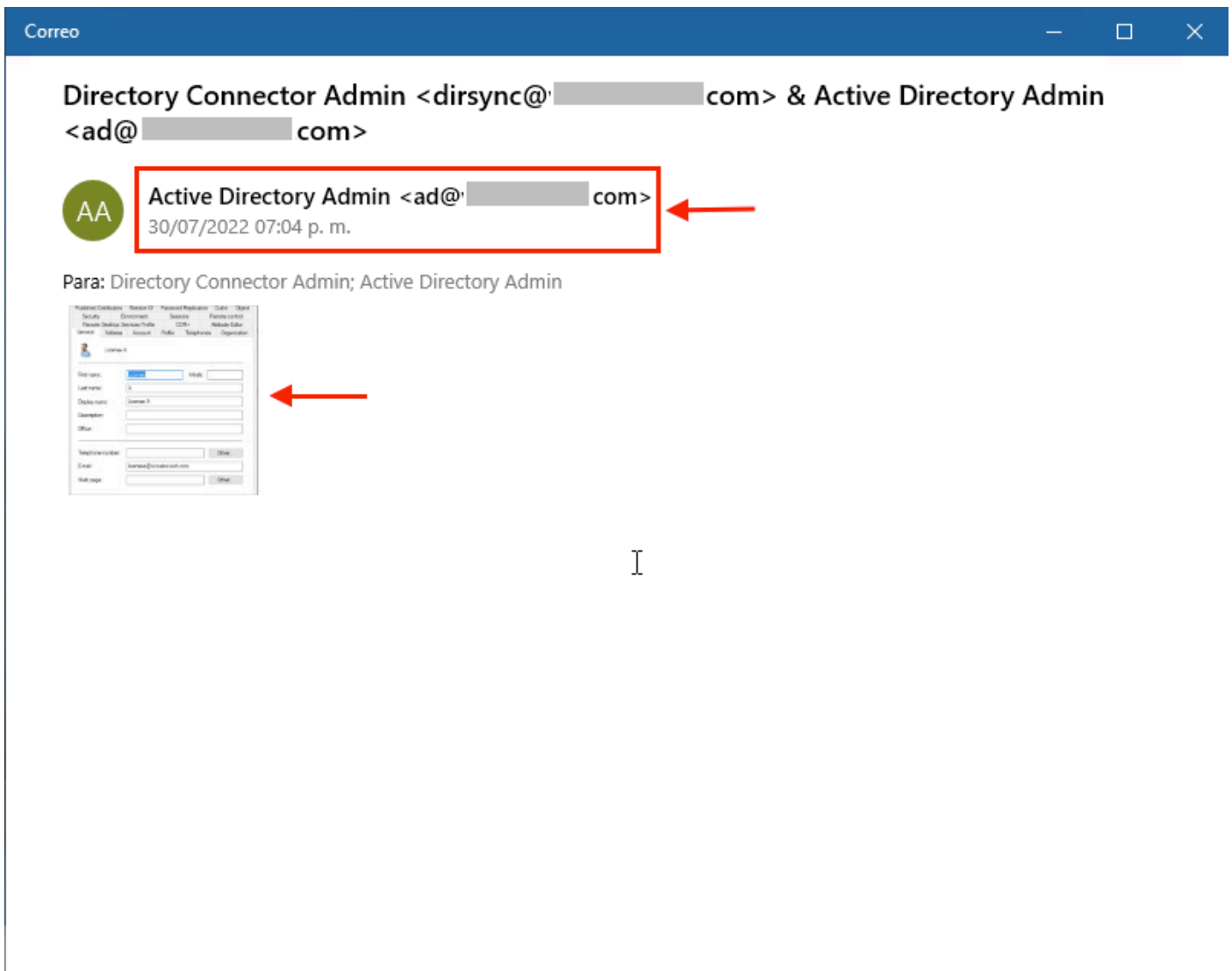
The eDiscovery Download Manager starts the download process.



The length of time it takes to download the report depends on the size of the report, your location, and your network bandwidth. When you use Outlook to view the EML files, add-ins for Outlook can block the message content in your EML files. Run Outlook in safe mode to view the message content. Once the process is completed, select **Open Folder** or **Dismiss**. The file can be opened later.

Name	Date modified	Type	Size
Today (2)			
b43ace6d-6176-4e15-9508-ab94118b366c	26/08/2022 05:07 p. m.	Compressed (zipp...	136 KB
ED-ReportDownloader	26/08/2022 03:46 p. m.	Application	129,695 KB
Earlier this year (2)			

User data and attachments are visible for analysis purposes.



eDiscovery output

Limitations

eDiscovery output format is not end-user friendly?

eDiscovery is designed for legal cases and not for direct consumption. But Administrators can write a script to parse it to a more friendly format or integrate with 3rd party tools.

Related Information

[Manage Compliance Data for Legal Hold](#)

[Ensure Regulatory Compliance of Webex App and Meetings Content](#)