TOSHIBA
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e-BRIDGE Re-Search

V7.0
Setup Guide

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In order to make correct use of this products security function, first read the following precautions carefully.

To Administrators

- To Avoid physical security issues such as hardware removal or inappropriate disassembly please take appropriate security measures such as checking who enters and leaves the site.

- When connecting this product with an outer network such as the Internet, only operate it in a network environment protected by a firewall, etc. to prevent information from being leaked due to incorrect settings or to avoid illegal access by unauthorized users.

- e-BRIDGE Re-Search does not provide separate security controls but leverages existing operating system and network security settings to control what files users can see in their search result.

Table of Contents

1 Introduction

Thank you for purchasing Toshiba's e-BRIDGE Re-Search™, an automated records management and eDiscovery solution for Windows. e-BRIDGE Re-Search is a software system that helps manage your data so you can quickly find the files you are looking for and take intelligent action on them.

- The real-time indexing capability results in lower overhead and ensures accurate up-to-date search query results.

- The highly compressed and optimized index requires minimal disk space.

- Faster more accurate and granular search results are driven by the index's intelligent and automatic classification of rich media files and unstructured data.

e-BRIDGE Re-Search users have all the basic benefits of search & retrieval, file management, and an unstructured database, all in one product. This is all without having to learn a new application.

e-BRIDGE Re-Search will initially scan your system to create an index. It will then automatically index your files in real time as they are written to disk. This feature automates the metadata collection process and removes users from manually entering and creating metadata; increases the accuracy of

indexing rich media content, resulting in more successful searches. e-BRIDGE Re-Search also allows you to manage your data intelligently and intuitively.
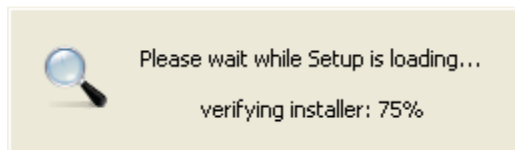
2 Installation

This section will walk you through the steps to install e-BRIDGE Re-Search components onto your system. If you have difficulties installing e-BRIDGE Re-Search, please first refer to section 5 - Troubleshooting.

If you are installing e-BRIDGE Re-Search from a CD the setup program should open once you place the CD into your computer. The installation file will be named e-BRIDGE Re-SearchSetup.exe or some similar file name depending on the release number.

If you are installing e-BRIDGE Re-Search from a file download simply open or run the setup file once the download is completed.

Once the setup program begins running you will see the window below:

> Please wait while Setup is loading...
>
> verifying installer: 75%

NOTE: If the installation program *does not* open automatically, then manually run the eBRIDGEReSearchSetup.exe setup file on the CD.

The e-BRIDGE Re-Search Setup installs the e-BRIDGE Re-Search system and windows integration components including the e-BRIDGE Re-Search Settings console. If an upgrade is being performed over a prior version of e-BRIDGE Re-Search, after the windows integration components are installed, a reboot will be required to complete the installation.

The following screen will be the first dialog box you will see in the e-BRIDGE Re-Search Setup Wizard.
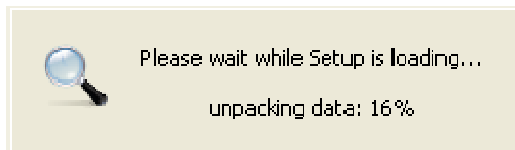

1. *Click* on the dropdown menu.

2. **Highlight** your language preference from the list.

3. *Click* on **OK** to continue the installation.

Once the setup program begins running you will see the window below:

Then the first Setup Wizard like the one below will be displayed.

1. *Click* on the **Next** button to proceed to the next step of the installation.

The next step in the setup process is to allow e-BRIDGE Re-Search to check the web to see if there is a newer version of the software.
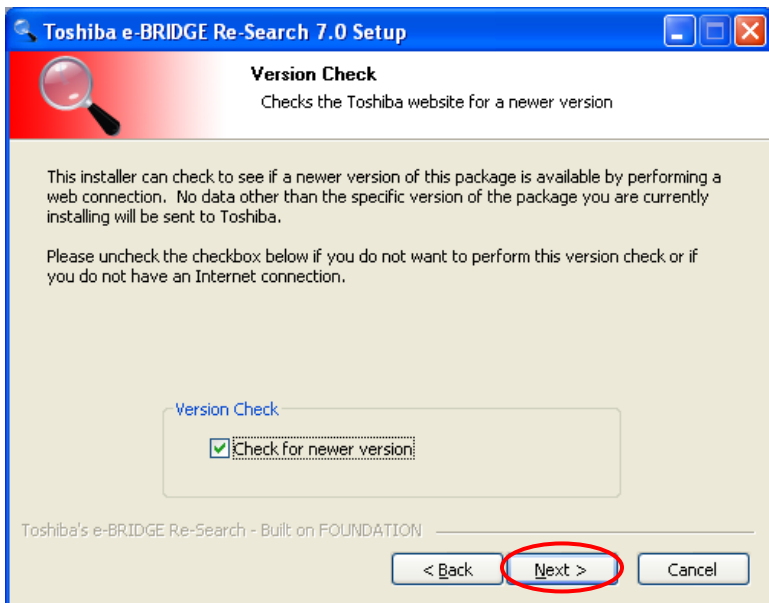

If you know that this release is the most current *Click* the **Check for newer version** checkbox off. If you want setup to check for a newer version, be sure that your system can connect to the Internet before proceeding.

1. *Click* on the **Next** button to proceed to the next step of the installation.

If you chose to have e-BRIDGE Re-Search proceed with the version check you will see the status window below:
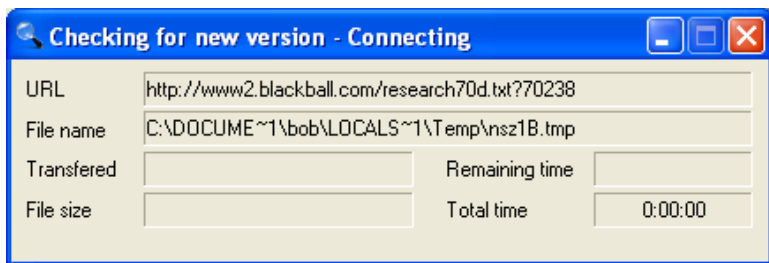
If the connection is good and there is a newer version available then you will see the following window:
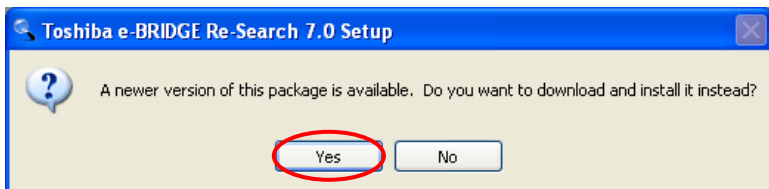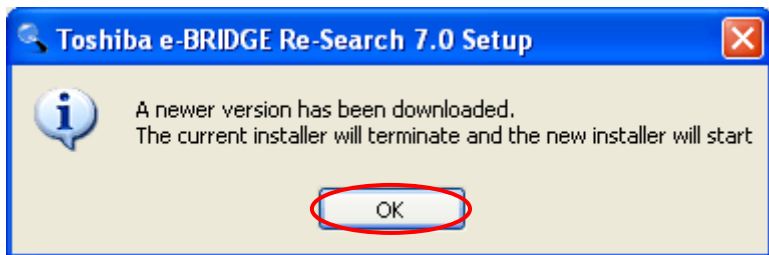

1. *Click* on the **Yes** button to proceed with the download.

You will see a status window as the newer version is downloaded:

🔍 Downloading build 70241... - Downloading, 1%			▢ ▢ ✕

URL	http://www2.blackball.com/researchd.exe		
File name	C:\DOCUME~1\bob\LOCALS~1\Temp\newbbsetup.exe		
Transfered	272 kB (136 kB/sec)	Remaining time	0:05:32
File size	44.39 MB	Total time	0:00:02
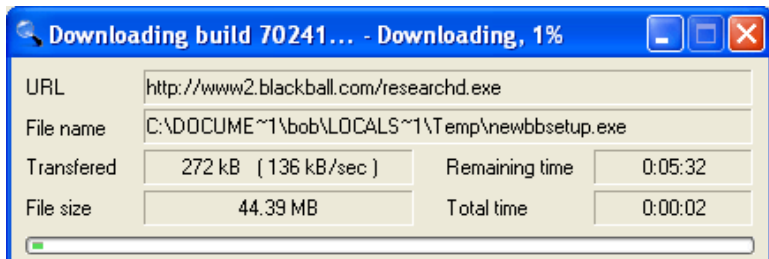
Once the download has completed the current setup process will end and a new one will be started using the newer version of the software:

🔍 Toshiba e-BRIDGE Re-Search 7.0 Setup

ⓘ A newer version has been downloaded.
The current installer will terminate and the new installer will start

OK

1. *Click* on the **OK** button to proceed.

When you have the latest version of the software the installation will proceed.

If the connection to the internet is not available, or if no newer version is found, you will be presented with a message box that you have the latest edition.

Toshiba e-BRIDGE Re-Search 7.0 Setup

No newer version can be found. Proceeding with normal install.

OK
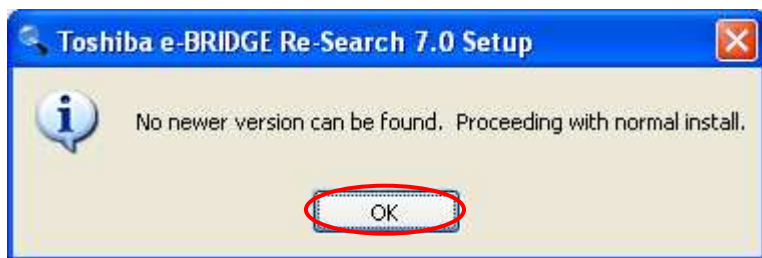
1. *Click* on the **OK** button to proceed.

The License Agreement window will then be displayed. Read the license agreement, and if you agree to the terms, proceed below.
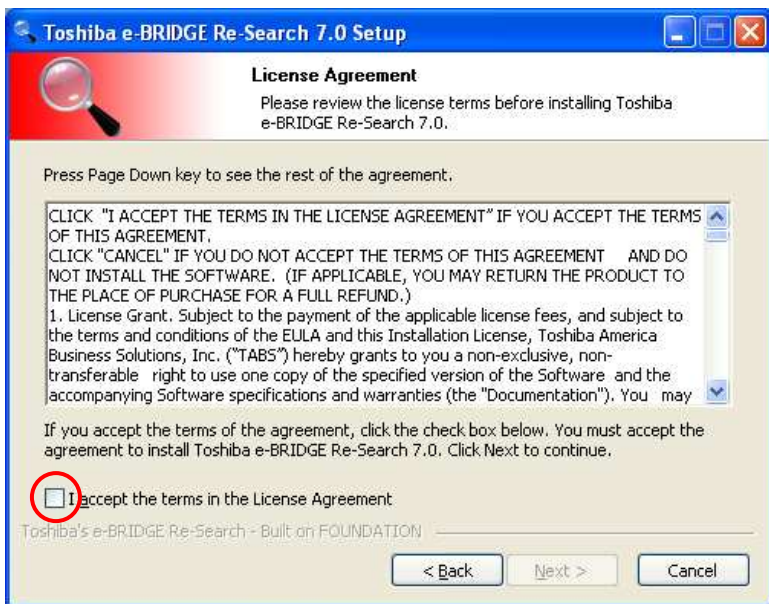
1. **C***lick* on the checkbox for **I accept the terms in the License Agreement.**

When you have checked the License Agreement acceptance checkbox, the Next button will un-gray and can be used to proceed to the next step.
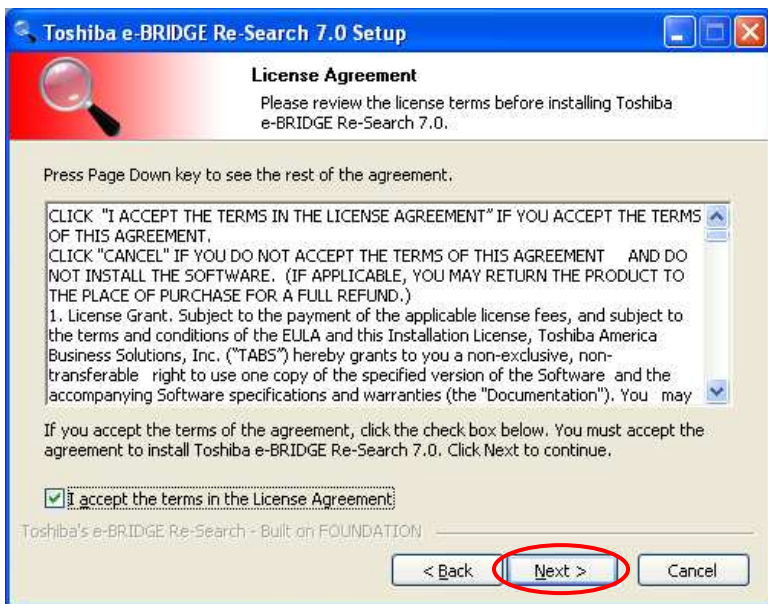
2. **Click** on the **Next** Button**.**

3 Component Setup

Once you have accepted the license agreement terms, you will be prompted to select the e-BRIDGE Re-Search component that you want to install on the computer. The components are broken down into two groups, Desktop/Laptop and Server system components.

The Desktop/Laptop selection will allow you to install:

- e-BRIDGE Re-Search Client
- e-BRIDGE Re-Search Workstation Agent

The Server selection will allow you to install:

- e-BRIDGE Re-Search Server
- e-BRIDGE Re-Search PC/Server Agent
- e-BRIDGE Re-Search Exchange Mail Agent
- e-BRIDGE Re-Search Archive Extension

3.1 Re-Search Client Setup

To install the Client component, in the Product Category dialog, select the Desktop/Laptop option.
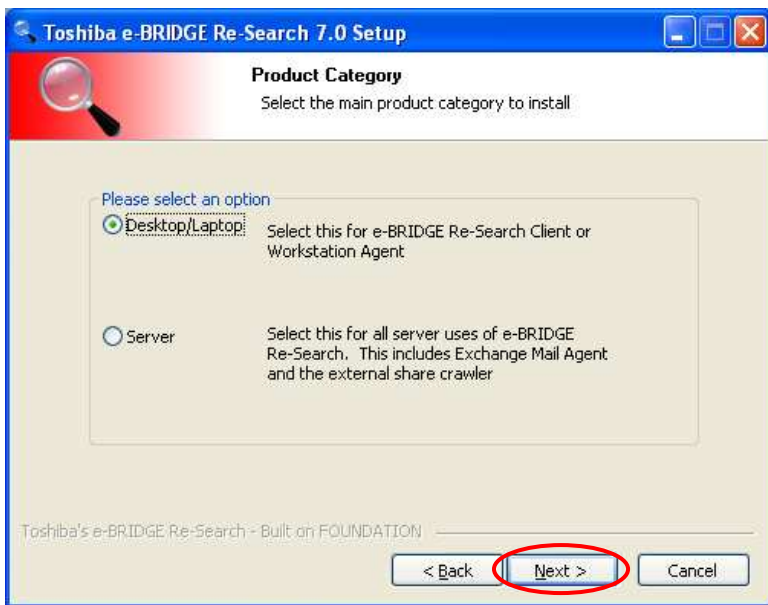
1. *Click* on **Next** button to continue.

To install the Client component, in the Choose Components dialog, select the Client checkbox.
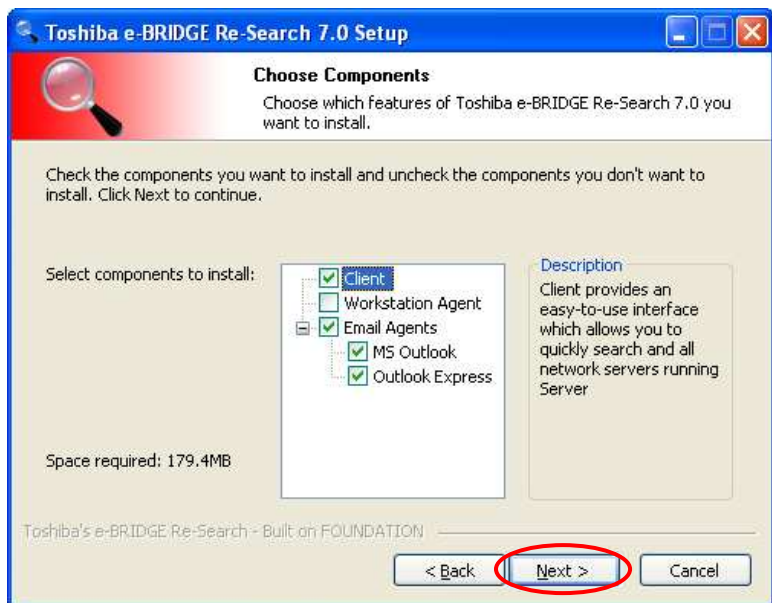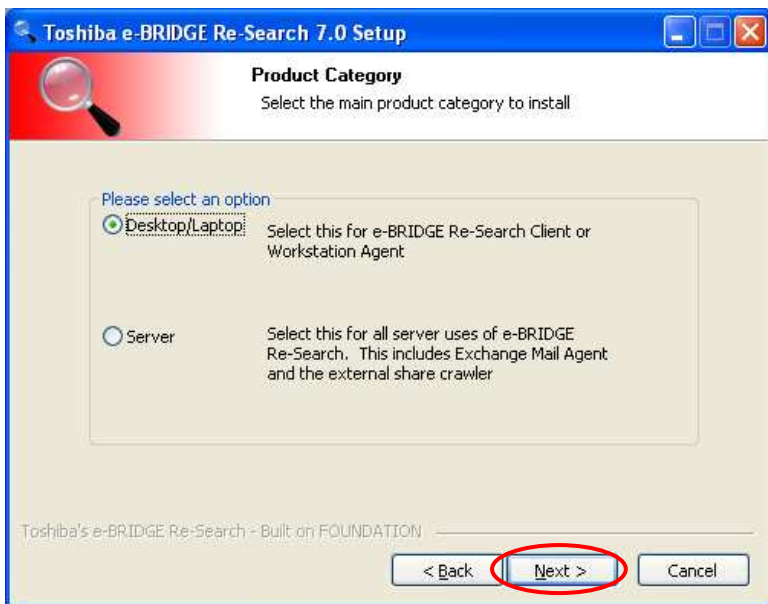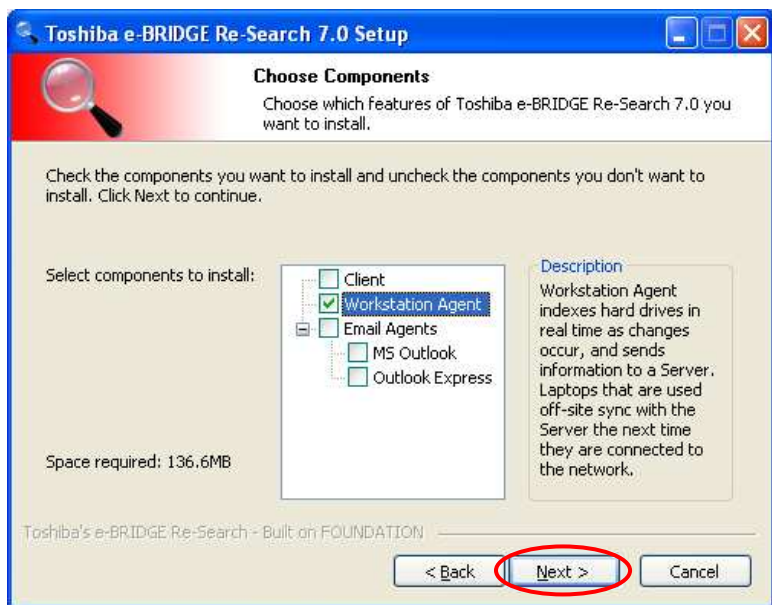

1. *Click* on **Next** button to continue.

3.2 Re-Search Workstation Agent Setup

To install the e-BRIDGE Re-Search Workstation Agent component, in the Product Category dialog, select the Desktop/Laptop option.

1. *Click* on **Next** button to continue.

To install the Workstation Agent component, in the Choose Components dialog, select the Workstation Agent checkbox.

2. *Click* on **Next** button to continue.

The Workstation Agent component requires that a e-BRIDGE Re-Search Server already be installed on the network. This is required in order for the indexes to be synchronized. This allows laptops to be removed from the network, and searches can still be performed on the synchronized index.

1. **Enter** a valid e-BRIDGE Re-Search Server name.

2. *Click* on **Next** button to continue.

If you enter an invalid e-BRIDGE Re-Search Server name, the following dialog will be displayed.

Toshiba e-BRIDGE Re-Search 7.0 Setup

The hostname entered, jedi, is invalid or is not running a e-BRIDGE Re-Search server.

OK

3.3 Re-Search Client Mail Agent Setup

To install the e-BRIDGE Re-Search Client Mail Agent component(s), in the Product Category dialog, select the Desktop/Laptop option.
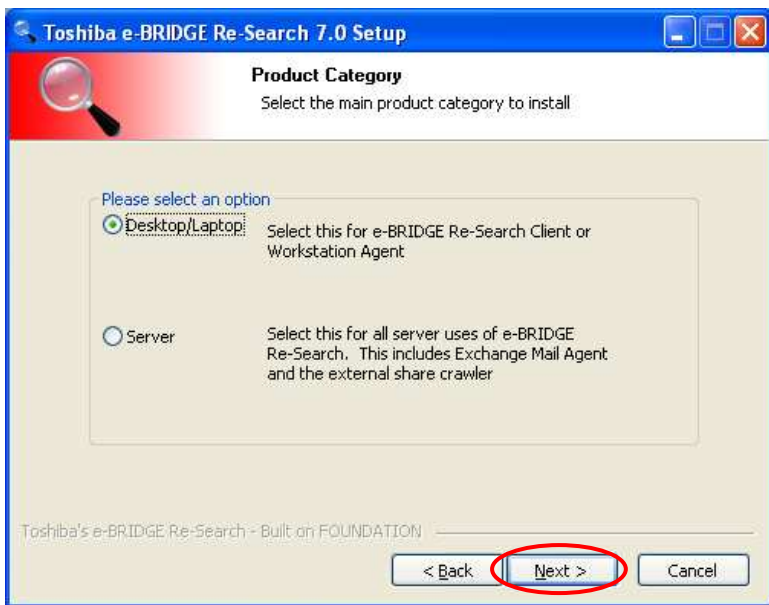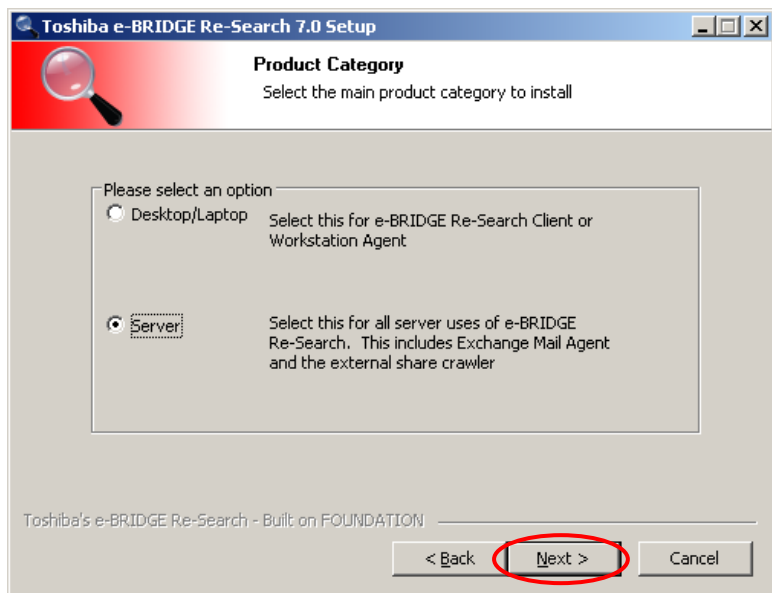

2. *Click* on **Next** button to continue.

To install the Client Mail Agent(s) component(s), in the Choose Components dialog, select the Email Agent checkbox. By default, the Outlook Express email agent checkbox will always be checked. The MS Outlook checkbox will only be checked by default if the system detects MS Outlook is installed. Otherwise, the MS Outlook checkbox will not be checked.
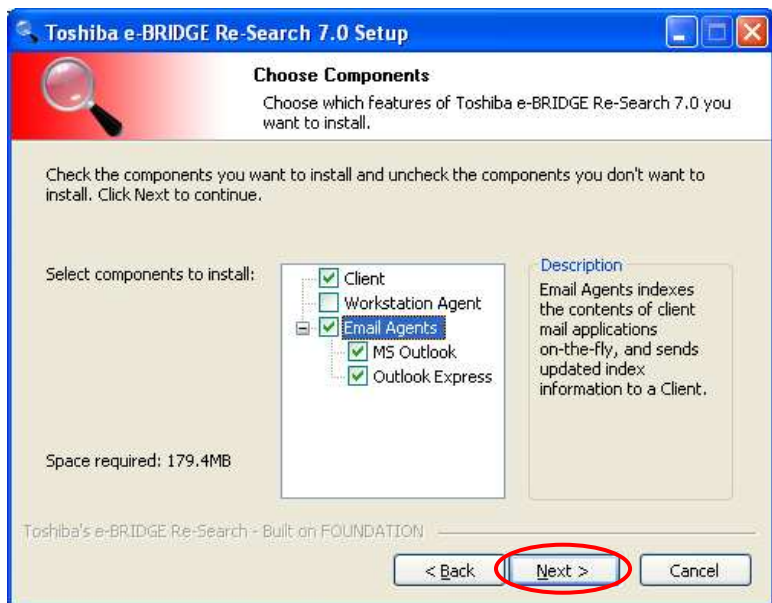
1. *Click* on **Next** button to continue.

3.4   Re-Search Server Setup

To install the e-BRIDGE Re-Search Server component, in the Product Category dialog, select the Server option.

1.   *Click* on **Next** button to continue.

To install the Sever component, in the Choose Components dialog, select the Server checkbox.
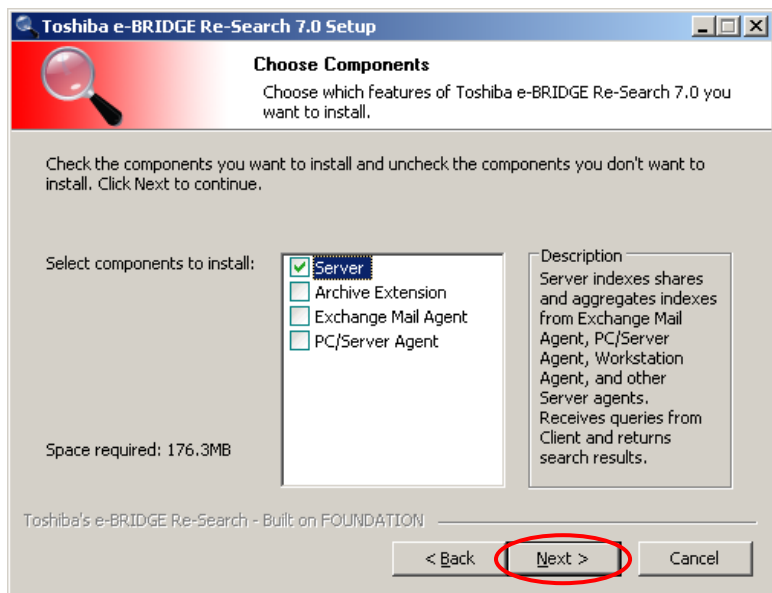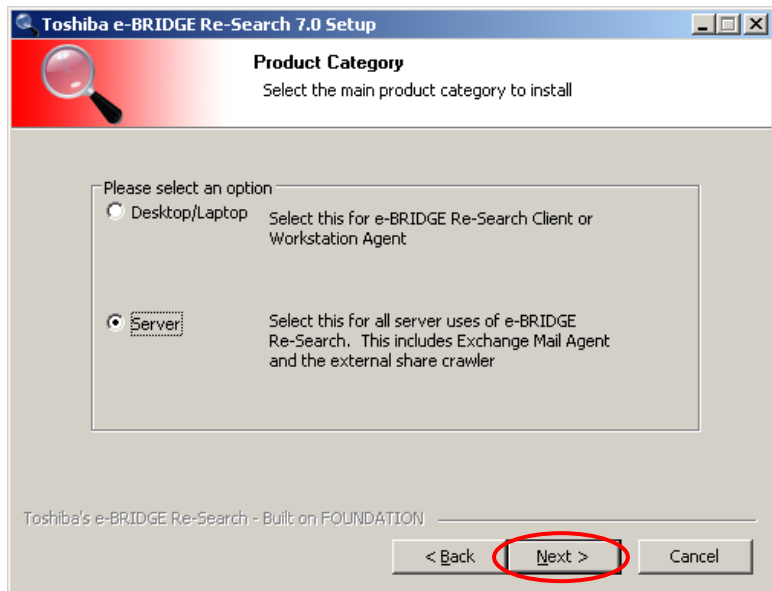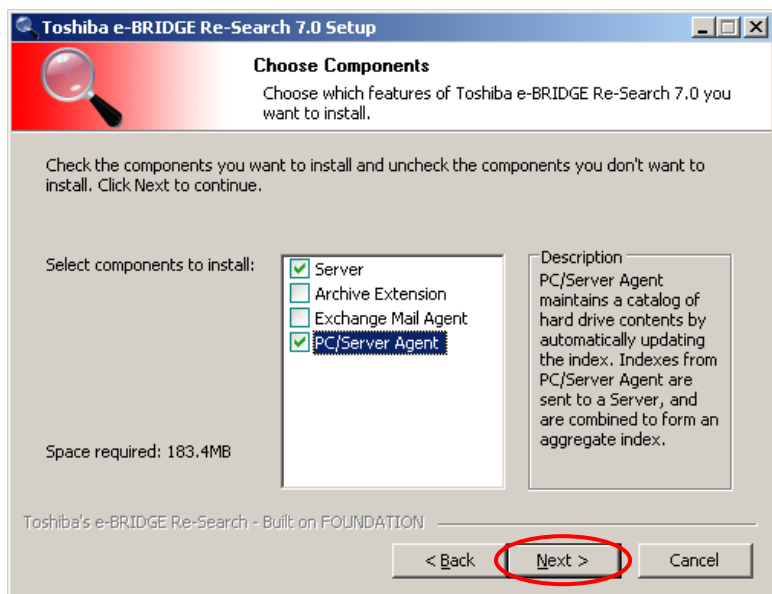

1. *Click* on **Next** button to continue.

3.5 Re-Search PC/Server Agent Setup

To install the e-BRIDGE Re-Search PC/Server Agent component, in the Product Category dialog, select the Server option.

1. *Click* on **Next** button to continue.

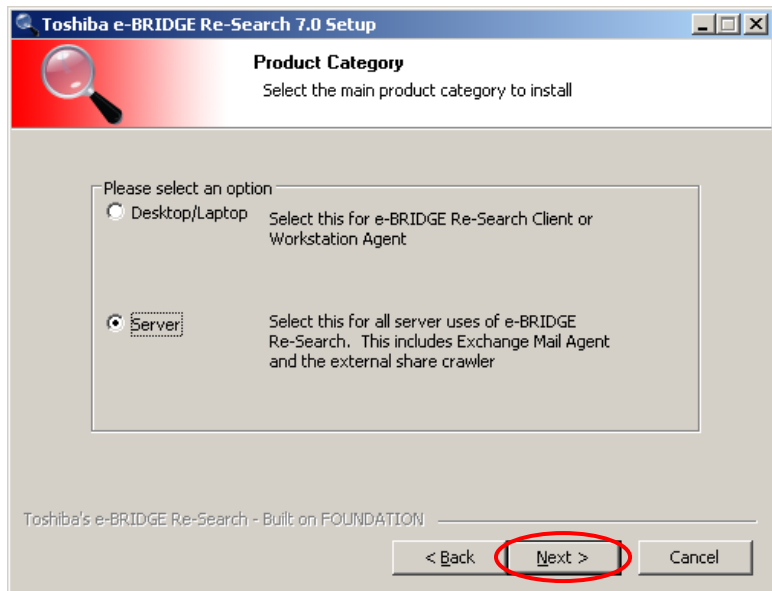To install the PC/Server Agent component, in the Choose Components dialog, select the PC/Server Agent checkbox.

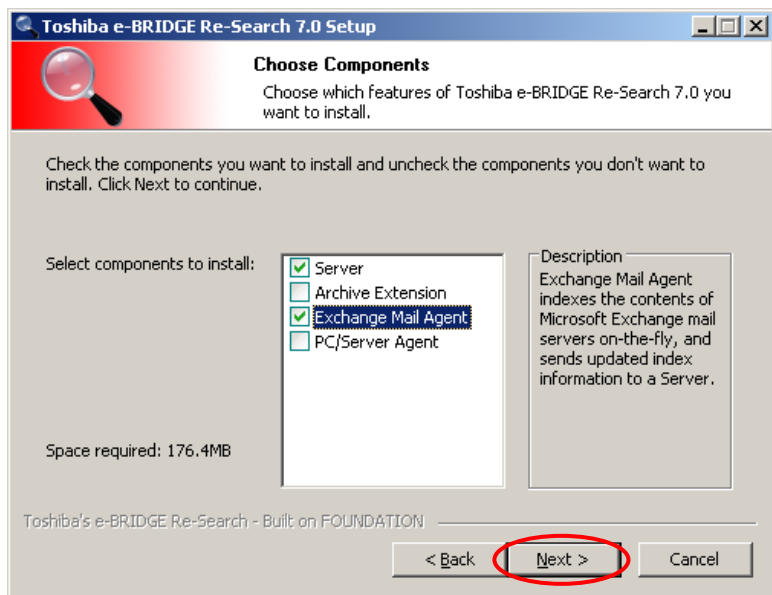1. *Click* on **Next** button to continue.

3.6 Re-Search Exchange Mail Agent Setup

To install the e-BRIDGE Re-Search Exchange Mail Agent component, in the Product Category dialog, select the Server option
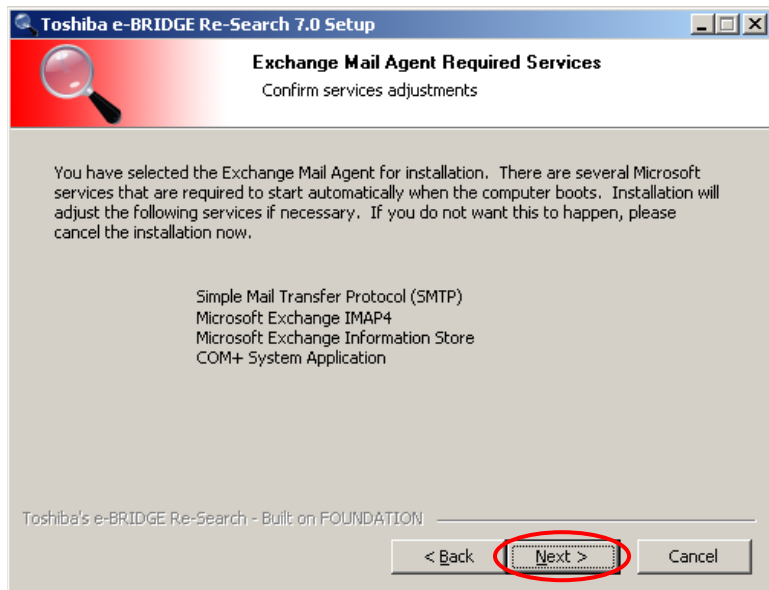

1. *Click* on **Next** button to continue.

To install the Exchange Mail Agent component, in the Choose Components dialog, select the Exchange Mail Agent checkbox.
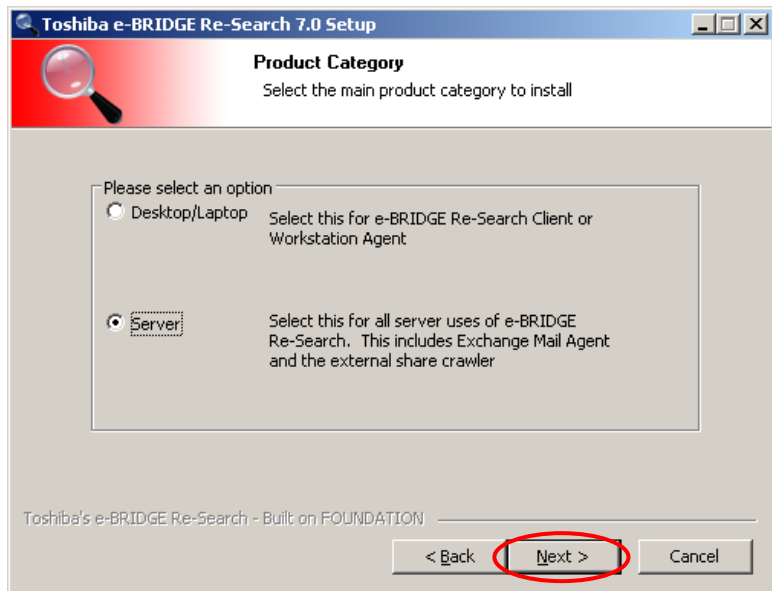

1. *Click* on **Next** button to continue.

The next step will be to confirm the necessary adjustments to the Microsoft Exchange services. This is required to ensure proper functionality of the Exchange Mail Agent.
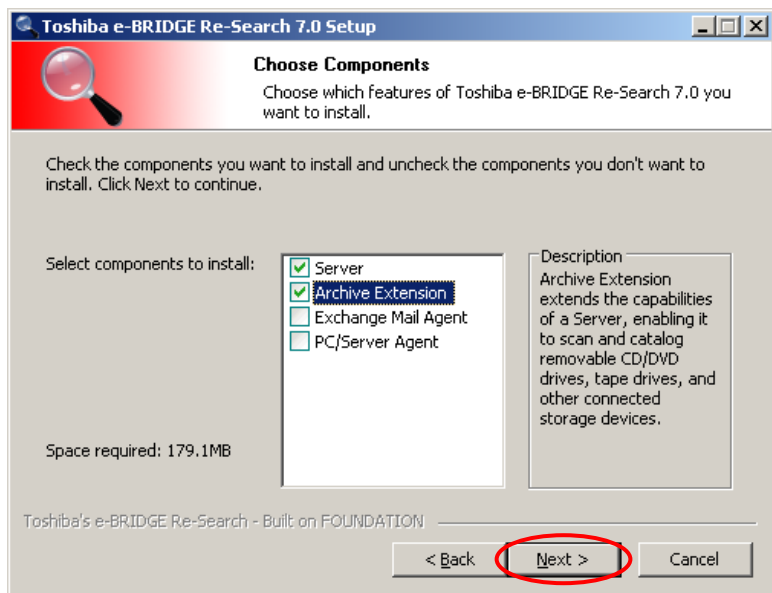

1. *Click* on **Next** button to continue.

3.7 Re-Search Archive Extension Setup

To install the e-BRIDGE Re-Search Archive Extension component, in the Product Category dialog, select the Server option.
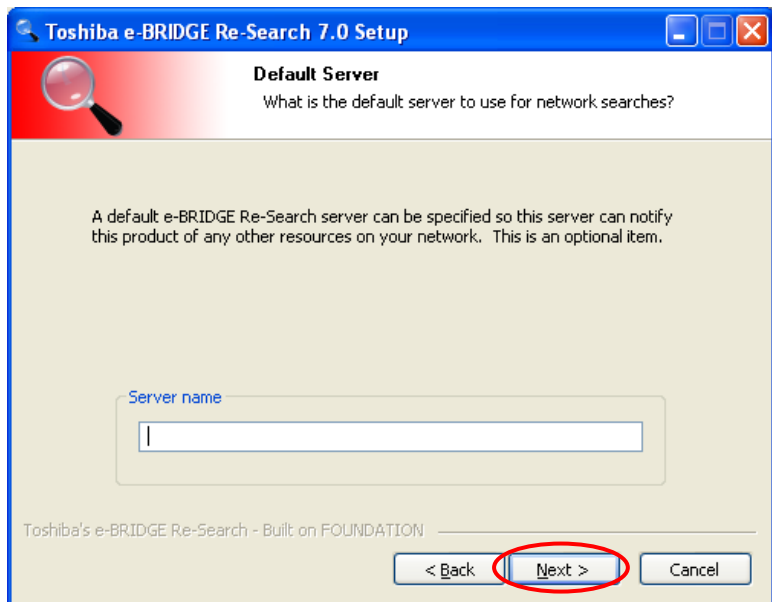

1. *Click* on **Next** button to continue.

To install the Archive Extension component, in the Choose Components dialog, select the Archive Extension checkbox.

1. *Click* on **Next** button to continue.

4 Final Steps

There are only a few steps left to finish the installation of any component of the e-BRIDGE Re-Search system. The Default Server is the main e-BRIDGE Re-Search Server for a client setup. This step is optional.

1. *Click* on **Next** button to continue.

You are now ready to choose the location where your e-BRIDGE Re-Search product will be installed. The screen below shows the "Choose Install Location" dialog box. In most cases you should accept the default location for the installation directory, which is the C:\Program Files\Toshiba\e-BRIDGE Re-Search.

1. *Click* on the **Next** button to accept the default location and proceed.
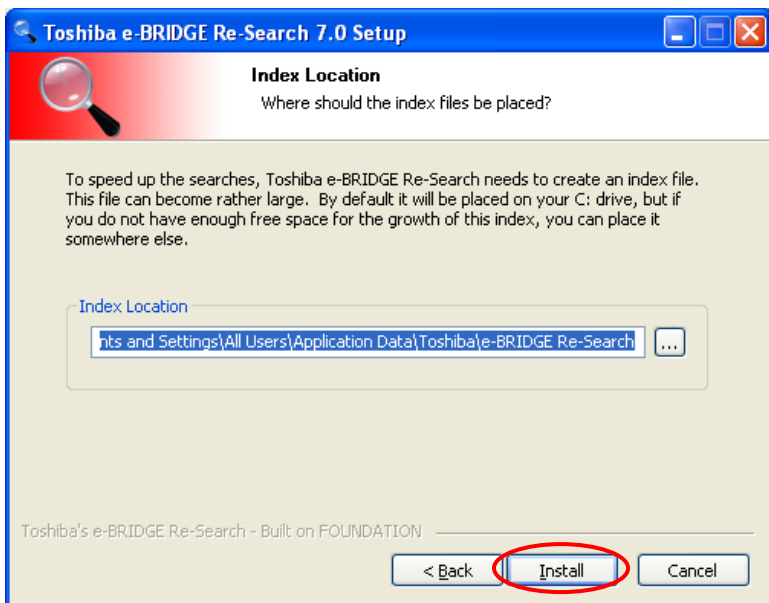
If you would like to change the default install location:
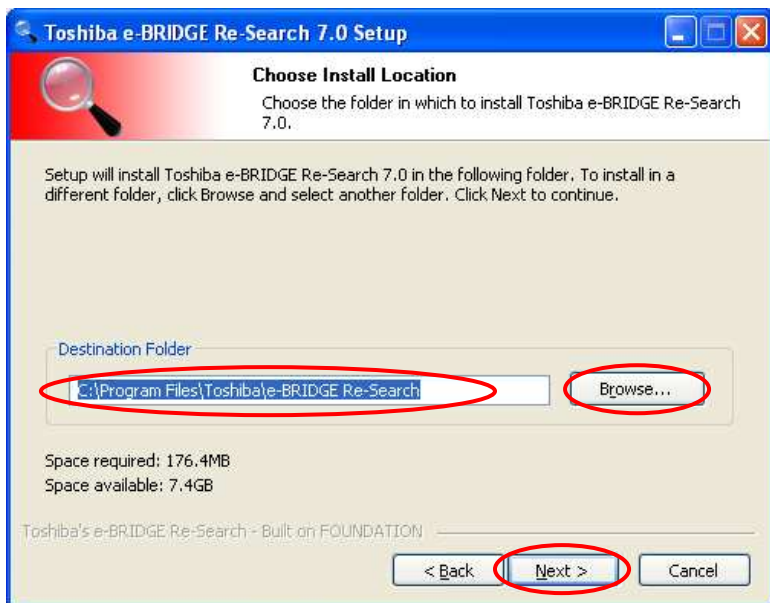
1. **Type** the destination location directly into the "Destination Folder" input box

   or

2. **Click** on the **Browse** button that will launch a directory tree navigation menu to help you choose the install location.

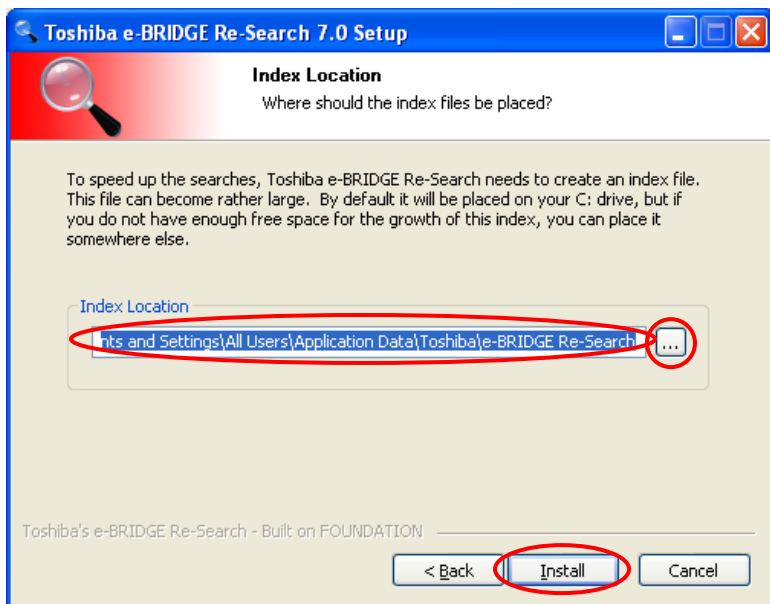3. **Click** on the **Next** button to proceed.

The next step in the setup is to select the folder location where e-BRIDGE Re-Search will store your index file. You will not need to specifically access this file on its own but do make sure it is in a location that can access available disk space as the index file grows in size as you add more data to your system. The screen below shows the window where you can select the index file location. The default location is the My Documents folder for the user logged into the system at the time of installation.

1. *Click* on the **Next** button to accept the default location and proceed.
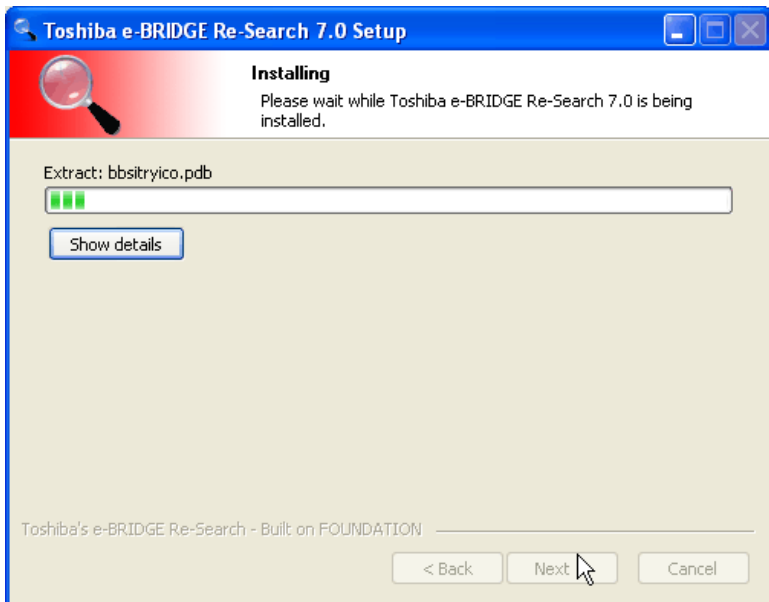
If you would like to change the default index location:

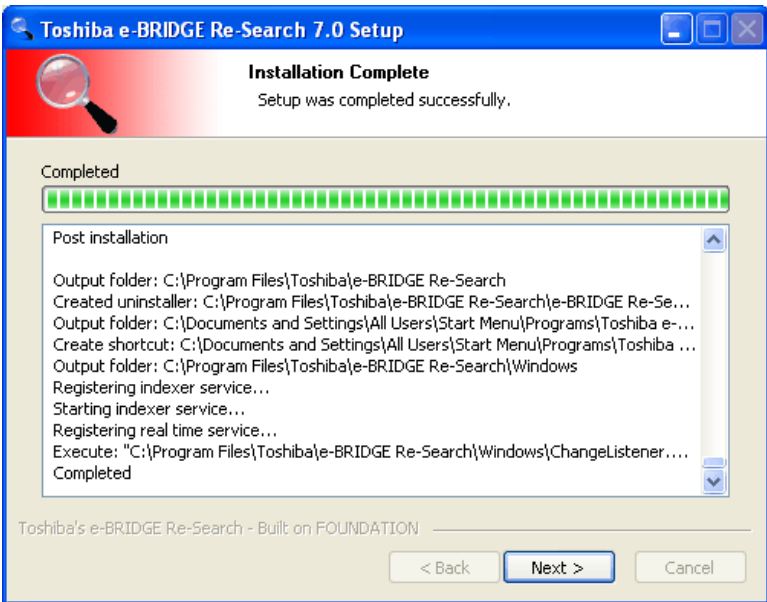1. *Type* the destination location directly into the "Index Location" input box.

or

2. *Click* on the **Browse** button that will launch a directory tree navigation menu to help you choose the install location.

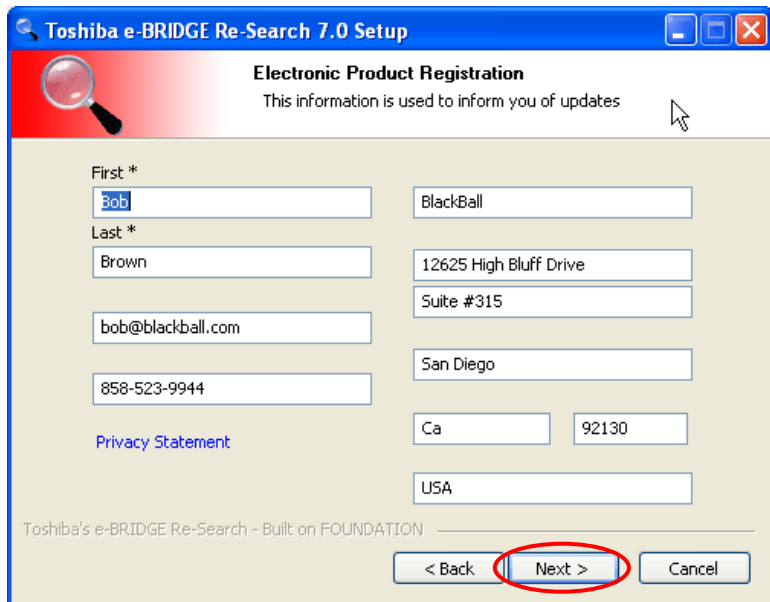3. *Click* on the **Install** button to proceed to the next step.

Once you have answered the previous dialog box, the progress dialog box below appears.

Toshiba e-BRIDGE Re-Search 7.0 Setup

Installation Complete

Setup was completed successfully.

Completed

Post installation

Output folder: C:\Program Files\Toshiba\e-BRIDGE Re-Search
Created uninstaller: C:\Program Files\Toshiba\e-BRIDGE Re-Search\e-BRIDGE Re-Se...
Output folder: C:\Documents and Settings\All Users\Start Menu\Programs\Toshiba e-...
Create shortcut: C:\Documents and Settings\All Users\Start Menu\Programs\Toshiba ...
Output folder: C:\Program Files\Toshiba\e-BRIDGE Re-Search\Windows
Registering indexer service...
Starting indexer service...
Registering real time service...
Execute: "C:\Program Files\Toshiba\e-BRIDGE Re-Search\Windows\ChangeListener....
Completed

Toshiba's e-BRIDGE Re-Search - Built on FOUNDATION

< Back   Next >   Cancel

The next step is to fill out the Electronic Product Registration information. This information is required to enable your product to work properly. You must fill out each of the fields with an * next to it. The other fields are optional and may be left empty.

1. *Type* in your information.

2. *Click* on the **Next** button to continue.

The next step is to enter the 25 character license key you received.
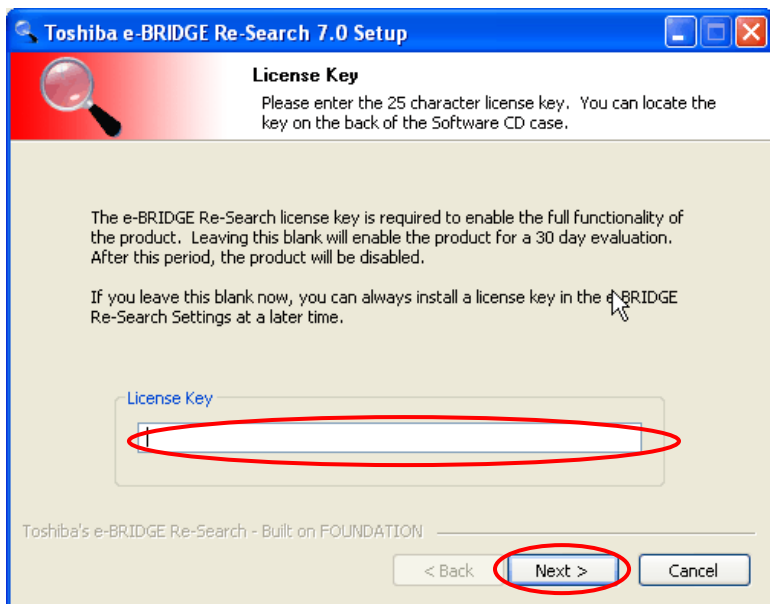
1. *Type* in your 25 character license key without any dashes.

2. *Click* on the **Next** button to continue.

   NOTE: If you do not enter a license key, the install will default to a 30-day evaluation copy.

After you have completed setting the initial configuration, the Setup is complete dialog will be displayed.

1. *Click* the **Finish** button to proceed.

Once all of the components have been installed you will be presented with the e-BRIDGE Re-Search Settings console. The Filter tab will be selected, and at this point you may add, edit, or remove items to include or exclude from indexing.

Note that these settings will be used to create the complete index of your system. Give some thought

to what files and directories you want indexed to maximize your search results.

Here you can select which folders you want e-BRIDGE Re-Search to include when it is indexing files. e-BRIDGE Re-Search will ONLY use the locations specified here. The default path is set to: **C:\Document and Settings.** This includes all subdirectories within that path.
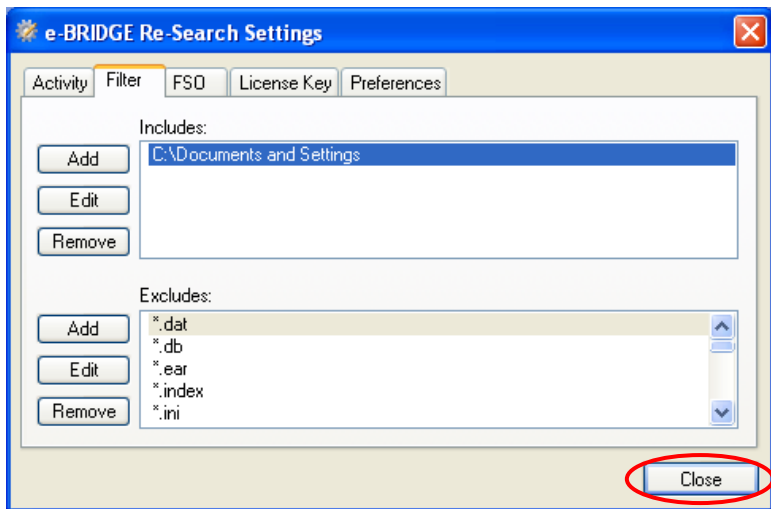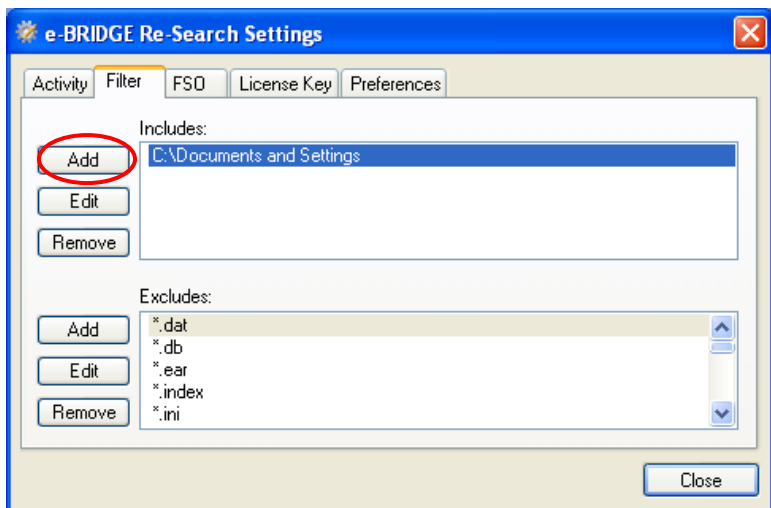

1. *Click* **Close** to accept the default setting.

e-BRIDGE Re-Search filters allow the system to only monitor what makes sense. You may select which directories and/or files to be included or excluded from the monitoring and indexing process.
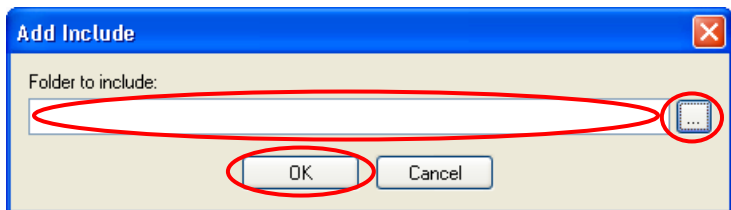
48

To add additional locations for indexing:

1. *Click* on the **Add** button.

Add Include

Folder to include:

[   ] [...]

[OK]   [Cancel]
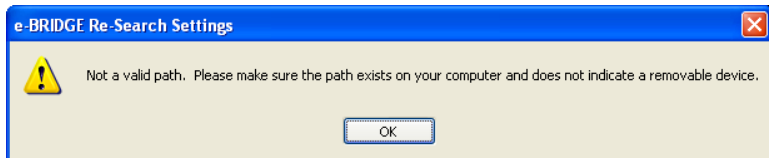
2. *Type* in the path of the folder to include

Or

3. *Click* on the **Browse** button to select the location.

4. *Click* on the **OK** button to save.

NOTE: You can only add paths that are physically on the computer you are using. If you attempt to add a mapped network drive you will receive the following error message:

e-BRIDGE Re-Search Settings

⚠ Not a valid path. Please make sure the path exists on your computer and does not indicate a removable device.

[OK]

1. *Click* on the **OK** button to proceed.

TIP: If you want to be able to search a mapped network drive then you should purchase the appropriate e-BRIDGE Re-Search Server or Agent license that supports the operating system of the network server or application. For more information contact your Toshiba dealer or go to
http://copiers.toshiba.com/DealerLocator/search.jsp
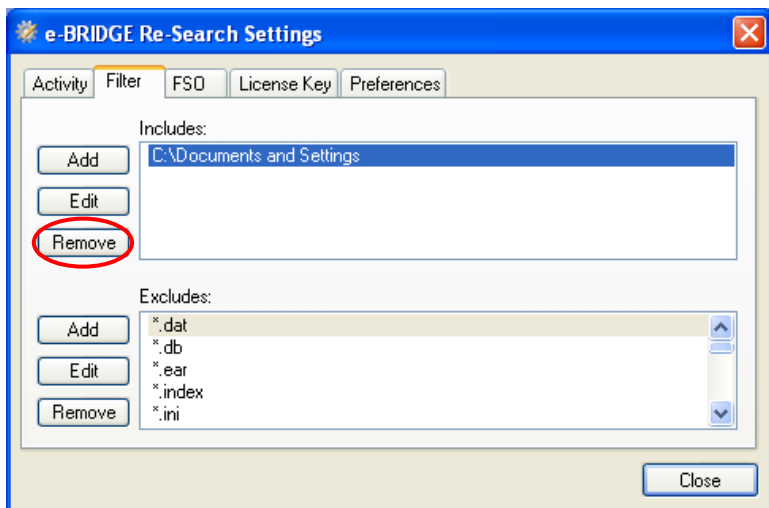
To change a current path:
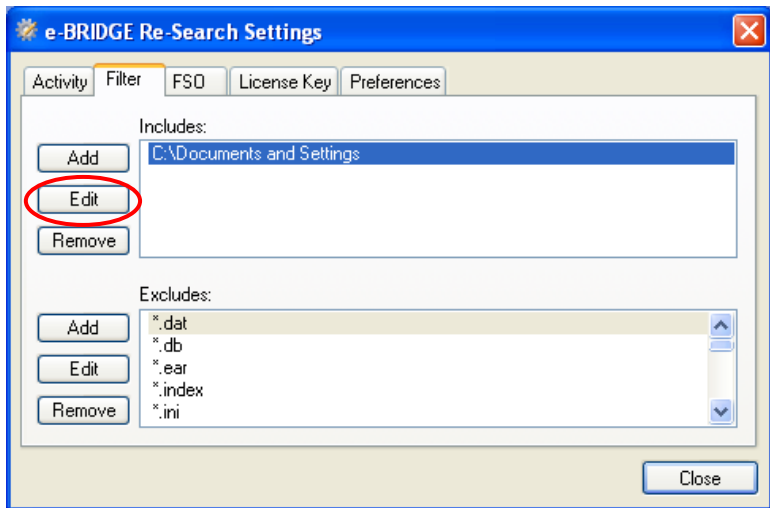
1. *Click* on the **Edit** button.

2. **Edit** the path name in the pop-up window or simply delete it and type in a new value.
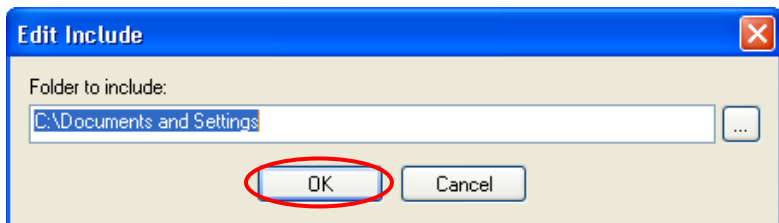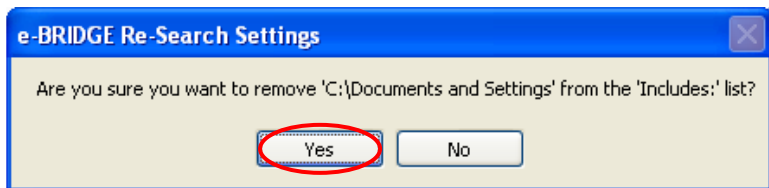
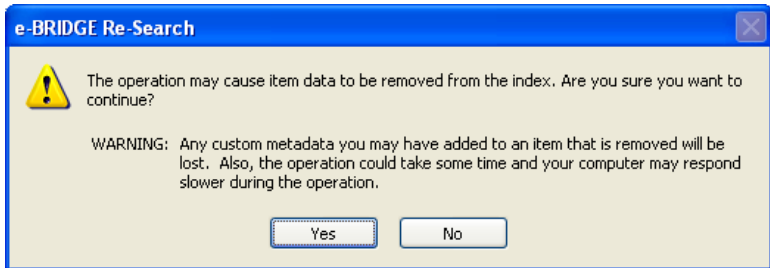

3. *Click* **OK** to save the changes.

To remove a path:

1. *Click* on the selected path you want to remove.

2. *Click* on the **Remove** button.

3. *Click* **Yes** on the confirmation window.

You will then be presented with a message that asks if you want e-BRIDGE Re-Search to re-index the system during the next start-up because the "includes" paths have changed.

1. *Click* **Yes** to re-index.

or

2. *Click* **No** to skip it.

The other portion of the Filter settings window is the Excludes section. In this section folders, files and file suffix values, are listed that will NOT be indexed by e-BRIDGE Re-Search. These settings are also very important to the effectiveness of e-BRIDGE Re-Search. Use forethought and caution when changing these settings.
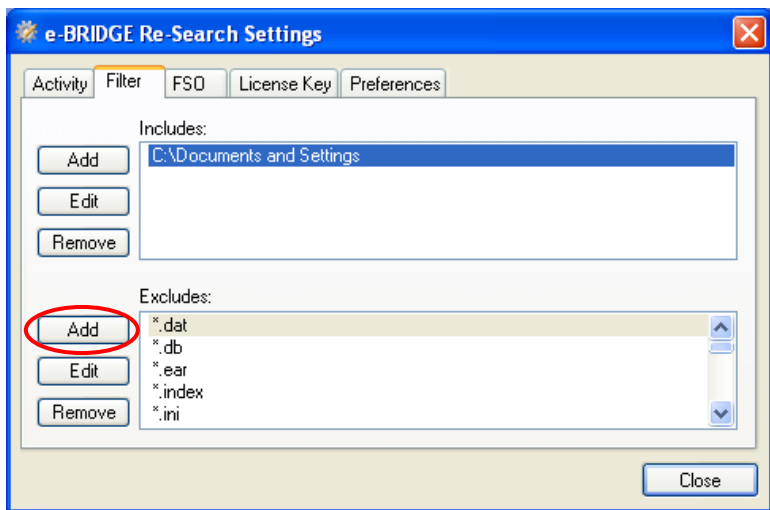
By default e-BRIDGE Re-Search has the following exclusions:

File suffixes:	*.dat *.db *.ini *.lnk *.sys *.tmp *.url
Folder suffixes:	*\Application Data *\bbsi *\Cookies *\cvs *\I386 *\Local Settings *\recycled *\recycler *\Temp *\tmp
Folder paths:	C:\Program Files\Toshiba\e-BRIDGE Re-Search\ Windows C:\WINDOWS

These settings prevent the majority of system files that support Windows and core applications from being indexed. Most users will never need to search on these files.
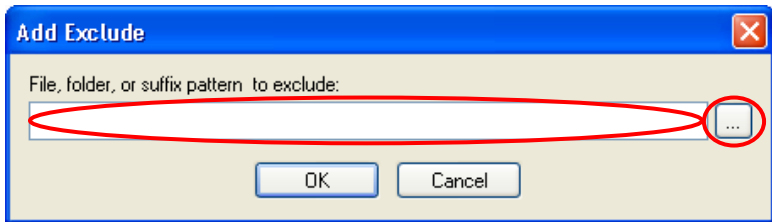
To add items to the "excludes" list:

1. **Click** on the **Add** button.

Add Exclude

File, folder, or suffix pattern to exclude:

`[                                                    ]` `[...]`

OK   Cancel

2. *Type* in the filename, path of the folder to exclude or file suffix pattern (extension like *.exe or *.doc).

Or

3. *Browse* to select the folder location.

4. *Click* **OK** to save the selection.

NOTE: You can only add paths that are physically on the computer you are using. If you attempt to add a mapped network drive you will receive the following error message:

---

e-BRIDGE Re-Search Settings

⚠️ c:\invalidfolder appears to be invalid.

OK

To change a current "excludes" item:

1. ***Click*** on the **Edit** button.

2. ***Type*** in the filename, path of the folder to exclude or file suffix pattern (extension like *.exe or *.doc).
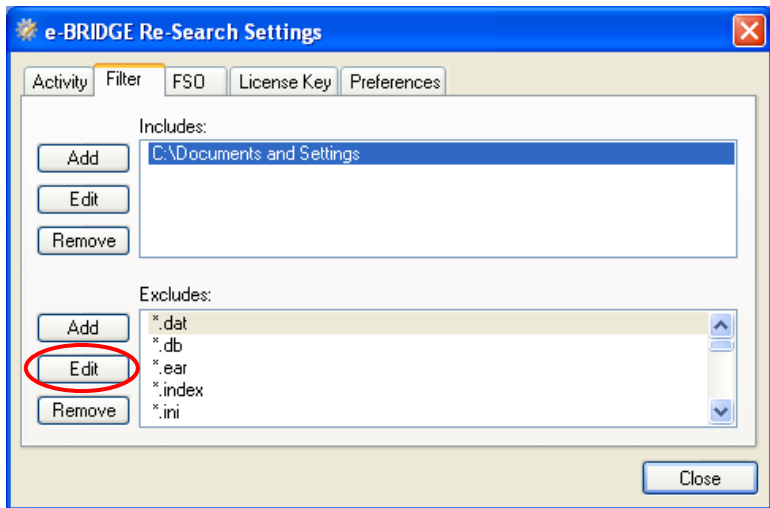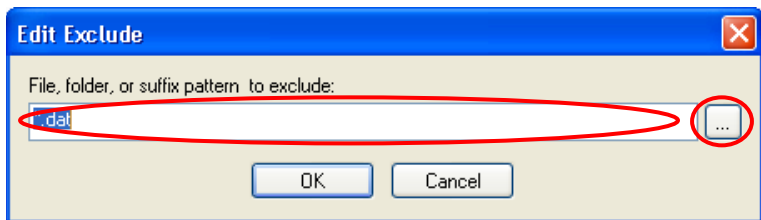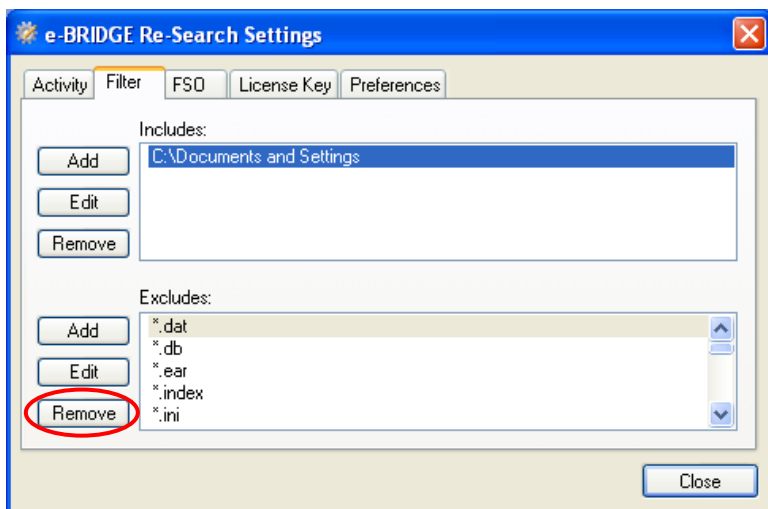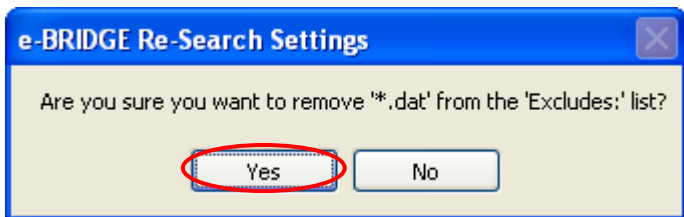
                                    or

3. ***Browse*** to select the folder location.
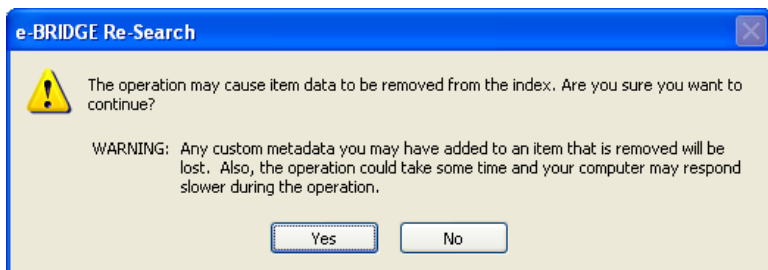
4. *Click* **OK** to save the changes.

To remove a path:

1. *Click* on the selected path you want to remove.

2. *Click* on the **Remove** button.

e-BRIDGE Re-Search Settings

Are you sure you want to remove '*.dat' from the 'Excludes:' list?

[Yes]   [No]

3. *Click* **Yes** on the confirmation window.

You will then be presented with a message that asks if you want e-BRIDGE Re-Search to re-index the system during the next start-up because the "excludes" paths have changed.

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⚠ The operation may cause item data to be removed from the index. Are you sure you want to continue?

WARNING: Any custom metadata you may have added to an item that is removed will be lost. Also, the operation could take some time and your computer may respond slower during the operation.

[Yes]   [No]

3. *Click* **Yes** to re-index.

or

4. *Click* **No** to skip it.

5 Troubleshooting

e-BRIDGE Re-Search has been tested with a wide variety of applications. However, if you experience issues with an application, please let us know about this.

Please contact us if you have any issues, questions, or feature enhancements. The first point of contact is your locate Toshiba dealer. To locate your dealer, go to:

copiers.toshiba.com, then select the dealer locator link.

Phone support: 888-879-8247

5.1 Before Calling Technical Support

If you find yourself in a situation where you need help, before you call technical support, try these first:

- Check FYI for the latest downloads and patches.

- Review the FAQ's on FYI.

- Make sure your Operating System has the latest patches installed.

If you still are having trouble after trying the above, make sure to have the following information ready when you call technical support:

Name:
Address:
Phone Number:
eMail Address:
Company Name:
e-BRIDGE Re-Search Component:
e-BRIDGE Re-Search Version Number:
License Key:

Computer Configuration
Make:
Model:
Processor Speed:
Memory:
Hard Disk Space:
Operating System:
Operating System Patches:

e-BRIDGE Re-Search
Setup Guide