

Uploading Files

Uploading Files to DISCO

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Uploading input files is the first step to building a matter. Users select the input files and containers they want to use to upload their input files into the DISCO database. This upload process allows for loose and container files to be processed to determine which input files are ingested and which are non-ingested.

Self-Service Upload

Users can upload and ingest their own files using the self-service ingest feature, detailed below.

SFTP

Users must first complete a [New Matter Form](#) (NMF). DISCO support will email the user their FTP username and password once the NMF has been submitted. Clients can use these credentials with an FTP (file transfer protocol) software to upload the files. It is recommended to download and use [WinSCP](#) for SFTP.

Parcel Post

Users can shipping a physical drive to DISCO Support via Parcel Post

First, users must complete a [New Matter Form](#). Files and data exceeding 100 GB of data should be physically mailed to DISCO offices in an external hard drive. It is helpful to know what the physical media looks like for correct ingestion (e.g. color, brand of the external hard drive).

Address your parcel to:

ATTN: New Data
CS DISCO
4400 Post Oak Parkway
Suite 2700
Houston, TX 77027

The address for receiving mailed data is still in Houston until November 2018.

Uploading data to an already existing matter is different from uploading. To add data to an existing matter, fill out an '[Add Data to an Existing Matter](#)' form.

Supporting the High-Speed Uploader

The high-speed uploader allows users to directly upload their documents for use in self-service ingest. The following outlines how to support customers in downloading and installing the upload agent, using and upgrading the uploader, and troubleshooting errors.

Prerequisites

- To download and use the uploader, the user must be in a role with ingest manage permissions for their DISCO Review database.
- To install the uploader, administrative access on the local system is required.
- To upload files, the user must have read permissions for all of the files that will be uploaded.
- Access to the internet using HTTPS on port 443.
- We currently support the Chrome browser only.
- To use the uploader, the network firewalls must not block it and they cannot use a network proxy. We can work directly with their IT department if necessary.

Best Practices for Customers

| Recommended | Avoid |
|---|---|
| <ul style="list-style-type: none">• While the high-speed uploader can run on CPUs with 4 hardware threads, we recommend systems with a minimum of 8 hardware threads.• Break up very large uploads into more than one upload - ~500 GB per upload.• Have a dedicated GB pipeline for internet access.• If the data is on a fileshare, consider copying data to a staging area before uploading or restrict access to the source location. If multiple users are accessing those files, they will be locked and marked as failed in the report generated after the upload.• Organize data by custodian in top-level folders.• Ensure that the full path (including filename and extension) for each file does not exceed 1024 characters. | <ul style="list-style-type: none">• Don't upload top-level, password-protected container.• Don't break up large uploads into small uploads. ~500 GB per upload.• Don't break up small uploads into more than one upload.• Don't file a New Data Form. DISCO will be notified when you upload data. |

Recommended Methods for Uploading Data

To speed up the ingest process, we recommend **uploads with approximately 500 GB each**. While the uploader can handle larger sets of data, we have to wait for the entire data set to be downloaded before we can begin the ingest process. If they ingest a data set of 2 TB in 500 GB increments, we can start ingesting the first 500 GB well before the entire 2 TB is uploaded. This means that some documents will be available for review much more quickly.

Users may also decrease upload time by **using an additional computer**. If their network's internal and external bandwidth is high enough to support two concurrent uploads, we recommend installing the uploader on another computer and uploading different data sets on each computer. Users should monitor the transfer rate of both uploads regularly to ensure that the additional upload is not detrimental.

Ingesting Without the High-Speed Uploader

The **New ingest** button behaves differently depending on whether or not the user is currently running the high-speed uploader locally installed on their computer.

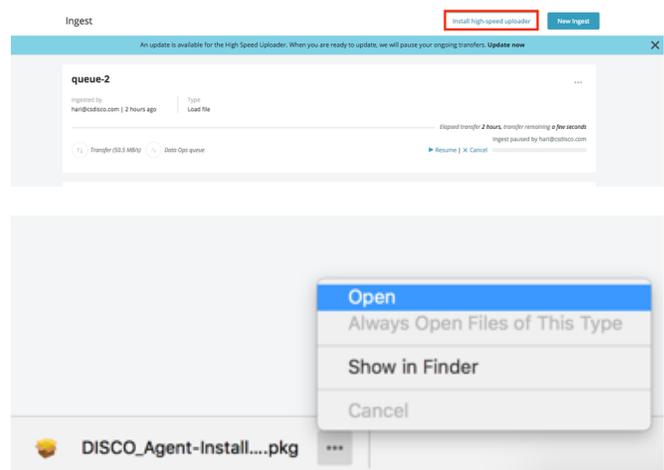
When the user is running the high-speed uploader, clicking the **New ingest** button will prompt the user to select between native file or load file ingest. Choosing either option will send the user to the ingest wizard, a guided UI to step the user through creating a new ingest from a set of files on their local computer.

When the user is not running the high-speed uploader, clicking the **New ingest** button will open a modal containing options to upload a single archive (.zip, .7zip) file directly to DISCO via a browser-based upload. This ingest experience has fewer options and has file size limitations inherent to the browser. This option is available to users who have a single small file they need to ingest and don't want to install the high-speed uploader. It is highly recommended to use the DISCO agent to upload.

Both versions of the buttons are disabled when the user's role does not have manage ingest permissions.

Downloading and Installing the Uploader

1. Select the main menu.
2. When the user is not running the high-speed uploader, a **Install high-speed uploader** button appear to the left of the **New ingest** button.
 - a. This button is hidden when the user is running the agent.
 - b. This button is disabled when the user's role does not have *Manage Ingest* permissions.
3. Select **Ingest**.
4. You may see an update banner if your agent is out of date. This prompt may be optional or mandatory depending on how old the high-speed uploader is. When the upgrade



is mandatory, the user is restricted from creating new ingests. Any existing ingests may also be paused until the user upgrades.

5. Select the **Install high-speed uploader** button.

Install the uploader by following these steps:

1. Select the DISCO Agent Installer file and open it.
2. If they see a window called "Windows protected your PC," click **More info**, then **Run anyway**.
3. Select the installation location and click the **Install** button.
4. When the installation is complete, close the window.

Once the program is installed, they can start using it to upload data.



Upload Speeds for Self-Service

| Your network upload speed in Mbps | How much data you can upload in 24 hours | |
|-----------------------------------|--|--------|
| | in GiB | in TiB |
| 25 | 251 | 0.25 |
| 50 | 503 | 0.49 |
| 100 | 1004 | 0.98 |
| 250 | 2519 | 2.46 |
| 500 | 5028 | 4.91 |
| 1000 | 10056 | 9.82 |

Uploading Limits

| Type of limit | Limit size | Notes |
|---|------------|-----------------------------|
| Upload - Max number of files to upload | 16,777,216 | |
| Upload - Max size of total upload | 4TB | 50gb a minute for 24 hours. |
| Upload - Maximum number of root folders | 4096 | |
| Upload description character limit | 512 | |
| Upload name character limit | 128 | |