Bird Marella
IT Systems Issue FAQ (Frequently Asked Question)

Topic: Working With Documents

Applicability: All employees

In case of a power outage at the office or other scenarios that impact the firm's systems you may still access and work on documents.

Unless otherwise noted, the following holds true for both VPN sessions (i.e., firm laptops) and Citrix sessions.

1) Cached Documents

VPN only (not applicable to Citrix) – Recent versions of your iManage documents can be found on your computer at [C:\nrtecho\bmbw](C:\nrtecho\bmbw) under the folder with your username.

Example: C:\nrtecho\bmbw\gmf

2) Recent documents as emailed attachments

You may be able to access documents that were attachments in emails.

3) Egnyte (FTP)

Some documents may be available on the firm's FTP site.

4) iManage Documents

Unless the firm "spins-up" its back-up servers you will not be able to access documents in iManage.   The data is backed-up but the servers necessary to access the data will not be functional.

In case of an extended outage the firm will "spin-up" servers in the cloud. You will be notified when this happens and will be provided an IP address via email/text which will allow you to logon to Citrix.

5) Network drives (e.g., K:, P:, R:)

In the event of a system disruption, network drives will not be available while the disruption is being assessed. If there is an extended outage, cloud services will "spin-up" and users will receive notification via Mimecast or text message via SendWordNow, which will include instructions on how to access the network using a designated IP address. Once connected to the IP address, network drives will be available via Citrix.

6) Relativity

In the event of system disruption, Relativity will not be accessible until all network systems have been fully restored.

7) Case map/text map

In the event of a system disruption, network drives will not initially be available while the issue is being assessed. If there is an extended outage, cloud services will "spin-up" and users will receive notification via Mimecast or text message via SendWordNow, which will include instructions on how to access the network using a designated IP address. Once connected to the IP address, Casemap/Textmap will be available via Citrix.

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