

HOW TO FIX RELATIVITY ISSUES



Relativity Issues

Relativity is the gold standard for document review software. Government agencies, law firms and blue chip corporations all regularly use the program to find needles in haystacks of documents. Sometimes though, the program will “act up” due to too many users, too little bandwidth, an unpaid electric bill, an unresolved bill with an Internet company or an expired credit card. When faced with these kind of problems, this practical manual will serve as a guide to get your through those times when the program is acting up, dividing by zero or has become suddenly nearsighted and couldn’t find a brick wall if it were only two inches away.

We’ve got you.

First Steps

The first troubleshooting step is turn your router off, wait fifteen seconds and then turn it back on. During these off/on sessions, fifteen seconds can seem like an eternity. It's perfectly alright to wait for a longer period. In fact, why not have a refreshing beverage while you wait? There's nothing like a refreshing, ice-cold Coca-Cola™ drunk right out of the bottle while you wait for your router to reset.

Has it reset? Great! Now go back and see if Relativity is behaving. It's probably not, as this solution almost never works. We try it because some people never turn off their router and what the hell—every single technical manual we've ever seen says, "tell them to turn the shit off and then turn it back on. What the hell—it might work." So now we've told you? Any luck?

Of course we figured that wouldn't work, so let's go to the second step: turn the computer off and turn it back on. Don't be so clumsy as to just flip the switch or pull the fuse to the room where you've got the computer—and unmounted drive that suddenly loses power can cause greater issues. Greater even, than the ones we know how to deal with. Can you say, "Calling Crash Cargo?" Of course you can. Shut down the computer by clicking on Start=>Shut Down. I think that's the sequence. Of course, it might be slightly different. You see, while I was waiting for my router to restart, I added just a wee smidgen of rum to my ice-cold Coca-Cola™. Well, maybe more than a smidgen. To take the edge off.

Now, turn the computer back on. Wait while it cycles through all of the nonsense in the boot sequence. I don't even remember half of what it's supposed to do. When you see the welcome screen, click on it, type in yet another meaningless password that a hacker could defeat in a few seconds, and power up Relativity. This is no trivial task. I hope you remember your Username and password. For security's sake, we insist on 2FA: that's a technical term for "Two Factor Authentication." Nothing to worry about, as long as you've paid your T-Mobile bill on time. Make sure that you do.

When Relativity finally starts, try to login. Can't do so? I'm not surprised. Usually, turning a computer off and on has nothing to with any underlying problems that are probably on our end. Time for a beverage and this time, I'll add just a little bit more than a smidgen of you-know-what.

This is normally the time when you'd call your Relativity™ partner and ask for technical support. Keep in mind that only our sales phone lines are connected. Technical support response will elicit your contract number, which of course you don't have. We figure this will keep you busy for an hour while you look for it, and there's a chance you will give up. It really doesn't matter anyway, because we don't monitor the technical support lines in any case. We'll direct you to our web page, our out-of-date FAQ—basically anything to avoid human interaction of any kind.

Next Steps

If the procedures we've outlined above fail—and they probably will—we ask you to fill out the detailed form on our web page. The interns we don't pay say it can take up to a half hour to fill out the form, a document which contains requests for information that could not possibly have anything to do with your technical issues. And that is fine, because not only do we have no intention of working on your problem, but we want to make it seem as if a fix is just important to us as it is to you. Here's a news flash: we really could care less and hope you just go away.

By filling out the form, we're creating the illusion that we're elevating your issue to the next level, whatever that means. We expect and plan on taking no action whatsoever. Eventually, the program should start running again. If it doesn't, feel free to add a little rum to your ice-cold Coca-Cola™.

If All Else Fails

Give up. We really don't care what you do.

Thank you!

Thanks from your team here at Relativity.

Relativity Software
123 Main Street
Anytown, USA
(202) 867-5309
Email: noreply@relativity.com