

Veritas eDiscovery Platform™

Release Notes

8.2 Cumulative Hotfix 4

Veritas eDiscovery Platform™ : *Release Notes 8.2 CHF4*

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Overview

These release notes describe updates related to installation, upgrades, and operational considerations, including resolved and known issues related to Veritas eDiscovery Platform software.

Detailed information on how to use the appliance and features products can be found in the documentation for that particular feature. Each manual has a guide to the documentation in the Product Documentation section.

8.2 CHF4 Installation & Upgrade Requirements

This section provides critical information necessary before installing or upgrading your system to Veritas eDiscovery Platform 8.2 CHF4.

What Files to Download?

Please sign in and use the MyVeritas portal for downloading product software, licensing, and support:

- Information and the replacement options are located here: https://www.veritas.com/support/en_US/article.000001129
- For cumulative hotfix information and downloads, visit the eDiscovery Platform support site: https://www.veritas.com/content/support/en_US/60705.html

A number of Veritas eDiscovery Platform installation files are available from the MyVeritas Licensing Portal. Use the information below to help you choose the appropriate set of files to download for your license and deployment.

If you are upgrading to 8.2 CHF4, use the following incremental installer (for the Master node and all nodes in the cluster and the Utility Node):

- Veritas_eDiscovery_Platform_v82_CHF4_Win_EN_Fix1.zip

If you are upgrading from a previous version, run the full product installer.

- Full Product Installer
Veritas_eDiscovery_Platform_Installer_8.2_R1_Win_EN.zip
- Legal Hold Installer (only applicable if you are licensed for the Legal Hold module):
Veritas_eDiscovery_Platform_ConfServer_Installer_8.2_Win_EN.zip
- Utility Node Installer (only applicable if you are licensed for the Review, Redaction and Production module)
Veritas_eDiscovery_Platform_UtilityNode_Installer_8.2_Win_EN.zip

IMPORTANT! Veritas eDiscovery Platform 8.2 CHF4 also requires a critical patch for ETrack-3896950/ESA-45997 installed afterward. For more background, see www.veritas.com/docs/000125017.

Install/Upgrade Instructions

Veritas eDiscovery Platform 8.2 CHF4 supports the following upgrade path:

- Veritas eDiscovery Platform Release 8.2
- Veritas eDiscovery Platform CHF1
- Veritas eDiscovery Platform CHF2
- Veritas eDiscovery Platform CHF3

If you are running above listed version, you must run the incremental installer to install 8.2 CHF4.

eDiscovery Platform does not support release upgrades that extend past a previous version release (for example, you cannot perform a direct upgrade from 8.1.1 to 8.2 CHF4). Instead, eDiscovery Platform requires intermediary upgrades to update the product to the latest version. In the case of 8.2 CHF4, your system must be running 8.2, 8.2 CHF1, 8.2 CHF2, or 8.2 CHF3 before running and applying the 8.2 CHF4 incremental install.

IMPORTANT! You may need to restart your system after upgrading to 8.2 CHF4, if prompted.

For more information about upgrade and associated best practices, refer to the 8.2 *Installation Guide* and the *Upgrade Guide*.

Distributed Architecture Deployment Updates

If you are using a distributed architecture deployment:

The 8.2 CHF4 installation retains the product version as 8.2.0.30.0.

All nodes in a cluster must be upgraded to the same version; otherwise nodes will not be available. To do this:

1. Stop all services on all nodes.
2. Install 8.2 CHF4 on the Master node first.
3. Continue to install 8.2 CHF4 on all other nodes in the cluster.

For more information about distributed architecture system requirements, refer to the *Distributed Architecture Deployment Guide*.

Product Documentation

For more information on supported upgrade paths, refer to:

<http://www.veritas.com/docs/000095769>

For more information on the supported operating systems and third party applications, refer to: <http://www.veritas.com/docs/000019811>

8.2 Release Notes and product documentation: https://www.veritas.com/support/en_US/article.000114478

Late Breaking News for eDiscovery Platform 8.2: <http://www.veritas.com/docs/000114974>

Hotfixes being cumulative in nature, all fixes made in earlier CHF's for V8.2 are carried forward in V8.2 CHF4.

For eDiscovery Platform 8.2 Cumulative Hotfix 1: <http://www.veritas.com/docs/000115827>

For eDiscovery Platform 8.2 Cumulative Hotfix 2: <http://www.veritas.com/docs/000116248>

For eDiscovery Platform 8.2 Cumulative Hotfix 3: <http://www.veritas.com/docs/000125047>

Need Help?

Customer Support Portal: <https://my.veritas.com/>

Contact Numbers: https://www.veritas.com/content/support/en_US/contact-us.html

Note: Access to the MyVeritas Technical Support Portal requires a Veritas Account. If you do not already have one, register for a new Veritas Account from the MyVeritas Technical Support Portal.

New in Version 8.2 CHF4

Configurable Browser Cache

Browsers, including IE, maintain a page repository (cache) that is used to expedite the process of retrieving previously viewed pages without sending another request to the server. If a user logs out of the eDiscovery application, it is possible to press the **Back** button to view the previous page of the authenticated user. This view remains visible for just a few seconds before reverting to the login page.

A configuration setting has been added to the Security configuration which can enable or disable browser cache. If disabled, the browser cache (for example, search results) will not be stored and access or retention of sensitive information is prevented during logout. To take advantage of the browser cache security, you must uncheck the cache enabled setting. The default setting is enabled.

IMPORTANT! Once the cache is disabled, the browser will require a page refresh (F5) when the **Back** button is used to revisit certain pages (for example, navigating back through search result pages).

For those concerned about the accidental release of information possibly contained in the browser cache during the logout process, you can disable it by unchecking the checkbox for **Cache Enabled**.

1. In the **System** view, click **Settings > Security**.
2. Uncheck the **Cache Enabled** checkbox (checked by default).
3. Click **Save**.

Index Repair

This feature solves an issue in which keyword searches were not accurate for content known to be present in the dataset for PDF, PPT, and Word files, where these files were first level attachments or loose files. Version 8.2 contains a fix for the issue itself, so cases created in 8.2 or greater do not have the problem.

However, the ability to reindex files for a case that already had work in progress, or “reindexing in place”, was required for cases set up and worked in previous versions of the eDiscovery Platform. Once such a case is restored, the Index Repair feature allows a user with System Manager or Group Admin role to select Repair Index under **System > Support Features** for that case.

IMPORTANT! A custom property needs to be added in order to use this feature. See www.veritas.com/docs/000125139 for instructions, as well as feature background, case qualification criteria, workflow details, and FAQs.

Update checksum for emails

Deduplication of documents depends on matching checksums. Microsoft Office and Lotus Notes client have altered the way in which they calculate checksums. The result is that from version to version some email documents may not be deduplicated.

For example, Veritas eDiscovery Platform upgraded the version of Microsoft Office in release 8.1. For cases with previously indexed data, new emails indexed since version 8.1 may not deduplicate entirely against the emails already in the case. 8.2 CHF4 provides a feature that

allows a system manager (or group manager) access to the "Update Checksum for Emails" feature.

IMPORTANT! After upgrading to 8.2 CHF4, the System Manager should check to see if there is data needing the checksum update. Go to **System > Support Features** and choose **Update checksum for emails**. Only the cases that appear in the **Select the case** field are affected. The Case Administrator should coordinate the timing of running the "Update Checksum for Emails" feature against the affected cases.

For instructions on how to enable and use this feature, as well as feature background, case qualification criteria, workflow details, and FAQs, see <http://www.veritas.com/docs/000125859>.

Enhancement in EV Collection defensibility report

This feature solves an issue where the defensibility report for EV collection task showed incomplete information where the report did not show several settings that the user selected while creating the collection task. Now, enhancements are made so that the defensibility report shows detailed information about the custodian assignment, message types, custom attributes, retention categories and policies. The defensibility report now lists the custodians which were selected in the **Email to Custodian Mapping** tab, the message types that were selected or unselected, the custom attributes that were included or excluded, and the retention categories and policies that were selected or unselected while creating the collection task.

Known Issues in 8.2 CHF4

Legal Hold Authentication properties are overwritten after a node backup is restored (ESA-46015): When a node backup is restored, the LDAP properties are overwritten which results in the failure of Legal Hold authentication. The workaround is to manually set the properties from the **System > Settings > Legal Hold Authentication** tab. For more background, see www.veritas.com/docs/000125011.

User cannot restore node backup to 8.2 (ETTrack-3896950/ESA-45577/45997): Node backup fails to restore, generating the error code -6060. This issue was solved by the critical patch that needs to be installed on top of 8.2 CHF4. For more information, see www.veritas.com/docs/000125017.

IMPORTANT! 8.2 CHF4 requires this patch installed. The patch was first made available with 8.2 CHF3. If you installed the patch previously, you will not need to install it again after CHF4.

Case upgrade fails in legacy cluster after restoring node backup on worker node (ESA-45830): This issue occurs when the case on the restored worker node is not detected and the case does not appear in the UI. The workaround is to go to the **All Processing** tab > **Backups**, select the case that does not show up in the Cases list box next to All Cases, and click **Restore**. For more information, reference this article in the knowledge base: <http://www.veritas.com/docs/000122718>

Cannot add new worker node to DA after MySQL password is changed (ESA-45191): This is an issue encountered when the user changes database passwords on the master and tries to update the worker node. The user needs to do the following:

- Stop ESA services on the worker
- Use Password Manager to change passwords on worker to match the passwords on master
- Start ESA services on the worker
- Restart ESA services on the worker
- Add the worker on the master on the Appliances screen

For instructions, see https://www.veritas.com/support/en_US/article.000116715

Fixed in Version 8.2 CHF4

Legal Hold

Repeating status reminders for a Legal Hold System Admin Notice fail with NULL pointer exception (ETrack-3909864/ESA-46674): This fix resolves an issue where the repeating status reminders for a System Admin Notice fail with a null pointer exception. With this fix, the Reminders are sent correctly without any exceptions.

Identification and Collection

Enterprise Vault search preview fails with utility nodes (ETrack-3907597/ESA-46718): This fix resolves an issue where Enterprise Vault search preview fails when a utility node is used. With this fix, Enterprise Vault search preview is successful even with utility nodes.

“Last Archived Time” is incorrectly displayed in the archive picker dialog for EV collection task (ETrack-3907864/ESA-46487): This fix resolves an issue where “Last Archived Time” is incorrectly displayed in the archive picker dialog for an Enterprise Vault collection task. With this fix, the value of “Last Archived Time” is displayed correctly.

Archive picker does not display Enterprise Vault mailbox archives in sorted order (ETrack-3909565/ESA-46654): This fix resolves an issue where the archive picker window for an Enterprise Vault collection task does not display the mailboxes in sorted order. With this fix, the mailboxes are displayed in sorted order.

Enterprise Vault collection fails when the destination folder name contains Germanic characters (ETrack-3909663/ESA-46641): This fix resolves an issue where an Enterprise Vault collection task fails when the destination location includes some special characters, for example, "ü". With this fix, the collection task completes successfully.

Office 365 collection fails to collect data from certain domains (ETrack-3910703/ESA-46813): This fix resolves an issue where Office 365 collection fails to collect data when the mailbox is present on a different domain. With this fix, data can be collected from different domains.

For this fix, the following property must be set using **Support Feature > Property Browser**.

Property: ***esa.icp.exchange.online.sao365emaild.User_Name***

Value: Email address of the source account from where you would be running the collection

For example:

Property: ***esa.icp.exchange.online.sao365emaild.go365sourceaccount***

Value: ***go365sourceaccount@xyz.com***

Office 365 collection task fails in auto-discovery phase with a timeout error (ETTrack-3910963/ESA-46814): This fix resolves an issue where an Office 365 collection task fails in the auto-discovery phase due to a timeout error. With this fix, the Office 365 collection task completes successfully.

Case Administration

A user with a trailing space in its name cannot be edited from the Case Home > Users tab (ETTrack-3909888/ESA-46653): This fix resolves an issue where editing a user with a trailing space in its name fails with an error. With this fix, a user with trailing space in its name can be edited from the **Case Home > Users** tab.

Processing

Processing fails when case name contains a special character (ETTrack-3905223/ESA-46538): This fix resolves an issue where processing fails when the case name contains a special character. This happens because Windows does not allow creating a folder with a special character. With this fix, processing is completed even when the case name contains a special character.

Production

Text extraction fails for items ingested via load file (ETTrack-3908210/ESA-46803): This fix resolves an issue where text extraction fails during export for some items ingested via load file. Here the metadata and production exports against a load file source do not behave as expected, when extracted text is included as an option. With this fix, the text extraction for such files is now successful.

Production export does not provide an extracted text file even if the option is selected (ETTrack-3909988/ESA-46639): This fix resolves an issue where the text extraction is skipped for documents flagged as "Check for embedded content failed" during indexing. With this fix, the text extraction is completed successfully.

LFI/EDRM

Supplementary Unicode characters are not detected during discovery of a Load File Import (ETTrack-3907185/ESA-46427): This fix resolves an issue where discovery process for a load file failed with an error: "*Path contains supplementary Unicode characters that are not supported*". This happened because the load file contained unsupported supplementary Unicode characters. With this fix, the supplementary Unicode characters are now supported, and the discovery process now completes successfully.

Review

Navigating to the first document in search results shows incorrect custom attributes in the "Related Items" panel (ETrack-3908502/ESA-46563): This fix resolves an issue where for the source data ingested as LFI with custom attributes, navigating between items during review do not properly update the "Related Items" panel. With this fix, the "Related Items" panel is correctly updated.

Enterprise Vault Domino collection for journal archives fails (ETrack-3909906/ESA-46657): This fix resolves an issue where an Enterprise Vault Domino collection with journal archive fails when the archive includes items that are migrated from EV.cloud to On-premise via TransVault. With this fix, the collection task completes successfully for such archives.

Reviewing takes longer for items and attachments (ETrack-3911828/ESA-46840): This fix resolves an issue where reviewing time between items take longer than the anticipated time. With this fix, reviewing items is performed at the desired pace.

Search

Incorrect count displayed for keywords in the search report (ETrack-3909637/ESA-46802): This fix resolves an issue where the "Keywords" section in the search report for an item-level search shows incorrect count. With this fix, the search report displays an accurate count for keywords.