

Veritas eDiscovery Platform™

Release Notes

8.2 Cumulative Hotfix 8

Veritas eDiscovery Platform™ : *Release Notes 8.2 CHF8*

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Veritas Technologies LLC
500 East Middlefield Road
Mountain View, CA 94043
<http://www.veritas.com>

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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 CHF8 Installation & Upgrade Requirements

This section provides critical information necessary before installing or upgrading your system to Veritas eDiscovery Platform 8.2 CHF8.

What Files to Download?

Please sign in and use the Veritas Support portal for downloading product software, licensing, and support: https://www.veritas.com/content/support/en_US/eDiscoveryPlatform.html

- For cumulative hotfix information and downloads, visit the eDiscovery Platform support site: https://www.veritas.com/support/en_US/article.000114974
- For information on how to obtain license key and installation download: https://www.veritas.com/support/en_US/article.000100418

Several Veritas eDiscovery Platform installation files are available from the Veritas Support Portal Downloads area. 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 CHF8, use the following incremental installer (for the Master node and all nodes in the cluster and the Utility Node):

- Veritas_eDiscovery_Platform_v82_CHF8_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 CHF8 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 CHF8 supports the following upgrade path:

- Veritas eDiscovery Platform Release 8.2
- Veritas eDiscovery Platform CHF1
- Veritas eDiscovery Platform CHF2
- Veritas eDiscovery Platform CHF3
- Veritas eDiscovery Platform CHF4
- Veritas eDiscovery Platform CHF5
- Veritas eDiscovery Platform CHF6
- Veritas eDiscovery Platform CHF7

If you are running above listed version, you must run the incremental installer to install 8.2 CHF8 on the following:

- Master Node and all other Nodes in the cluster
- Confirmation Server
 - Note:** If you are using a dedicated Confirmation Server, then you must run the 8.2 CHF8 incremental installer on the Confirmation Server.
- Utility Node

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 CHF8). Instead, eDiscovery Platform requires intermediary upgrades to update the product to the latest version. In the case of 8.2 CHF8, your system must be running 8.2, 8.2 CHF1, 8.2 CHF2, 8.2 CHF3, 8.2 CHF4, 8.2 CHF5, 8.2 CHF6, or 8.2 CHF7 before running and applying the 8.2 CHF8 incremental install.

IMPORTANT! The MySQL service must be running to fully install any CHF. Whether MySQL is hosted on a Clearwell server (master or worker nodes) or on a remote server, the service must be running.

You may need to restart your system after upgrading to 8.2 CHF8, 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 CHF8 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 CHF8 on the Master node first.
3. Continue to install 8.2 CHF8 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: https://www.veritas.com/support/en_US/article.000019811

8.2 Release Notes and product documentation:

https://www.veritas.com/support/en_US/article.100040253

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

Hotfixes being cumulative in nature, all fixes made in earlier CHF8s for V8.2 are carried forward in V8.2 CHF8.

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>

For eDiscovery Platform 8.2 Cumulative Hotfix 4: <http://www.veritas.com/docs/000125899>

For eDiscovery Platform 8.2 Cumulative Hotfix 5:

https://www.veritas.com/support/en_US/article.000126980

For eDiscovery Platform 8.2 Cumulative Hotfix 6:

https://www.veritas.com/support/en_US/article.100034410.html

For eDiscovery Platform 8.2 Cumulative Hotfix 7:

https://www.veritas.com/support/en_US/article.100040517

Need Help?

Customer Support Portal: https://www.veritas.com/support/en_US.html

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

Note: Access to some areas of the Support Portal may require a Veritas Account. If you do not already have one, register for a new Veritas Account from the Support Portal Licensing area.

Operational Notes

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

User cannot restore node backup to 8.2 (ETrack-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 CHF7. For more information, see www.veritas.com/docs/000125017.

IMPORTANT! 8.2 CHF8 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 CHF8.

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>

Known Issues in 8.2 CHF8

Installation wizard incorrectly shows old prompts (ESA-47507): When the 8.2 CHF build is installed successfully, the installer continues to display the message "Computing space requirements". Users can however continue to start the eDiscovery Platform services.

SLF license upload fails for Windows 10 and Internet Explorer 11 (ESA-48432): When eDiscovery Platform is accessed from a Windows 10 machine using Internet Explorer 11, uploading an SLF license file fails on the **System > License > Update License** screen. As a workaround, the administrator can access their eDiscovery Platform appliance using Windows 7 or remote desktop (RDP) to server, and then upload the SLF license file from the appliance. This issue is not observed with all supported versions of Internet Explorer on Windows 7.

Fixed in Version 8.2 CHF8

Identification and Collection

Office® 365 collection fails with an error (ESA-49702): This fix resolved an issue where Office® 365 collection tasks failed with an error: *"Invalid parameters passed to CreateStoreEntryID2."* To troubleshoot this issue, users were required to delete the existing profile *"eDP-O365-MapiHttp-TemplateProfile-Do not Delete"* and then manually create a new profile. With this fix, manual steps are not required, and the new outlook profile is created correctly, resulting in the successful collection of the Office® 365 data.

Case Administration

Case report downloaded from the Processing > Reports tab becomes corrupt when the case name includes non-ASCII characters (CFT-759): This fix resolved an issue where the case report downloaded from the **Processing > Reports** tab became corrupted when the non-ASCII characters are present in the case name. With this fix, case report is generated successfully.

Processing

Attachments in the attCacheDir directory remain unprocessed in certain situations in DA environment (CFT-707): This fix resolved an issue where if the default location of the *attCacheDir* directory was changed using the *esa.altAttachmentsDir* property to a local directory, then some of the attachments in that directory were not processed. With this fix, all attachments from the *attCacheDir* directory are processed as desired.

Database errors occurred during the Indexer and Message Threader stages (CFT-746): This fix resolved an issue where database errors occurred during the Indexer and Message Threader stages when an EML with HTML-only content includes a derived email with extended Unicode characters in the subject text. Post processing, these items do not display the participant information on the Review screen. With this fix, the Indexer and Threader stages are completed without any database error.

Production/Export

Export transform shows an incorrect status for folder membership when the folder name contains a Tab character (CFT-652): This fix resolved an issue where for a folder with a tab character in its name, the Export transform functionality showed the documents that were members of a folder incorrectly as non-members of the folder in the generated DAT/CSV file. With this fix, a validation is done to disallow a tab character while creating a folder name.

“Print” option on the Analysis & Review page does not generate a PDF file for LFI source data (CFT-279): This fix resolved an issue where the “Print” option on the Analysis and Review page failed to generate PDF files for specific documents ingested via LFI source. With this fix, PDF files are generated properly for such documents.