

Veritas eDiscovery Platform™

Release Notes

8.3 Cumulative Hotfix 4

Veritas eDiscovery Platform™ : *Release Notes 8.3 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.

8.3 CHF4 Installation & Upgrade Requirements

This section provides critical information necessary before installing or upgrading your system to Veritas eDiscovery Platform 8.3 CHF4.

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.100039146
- For information on how to obtain license key and installation download: https://www.veritas.com/support/en_US/article.000100418

A number of 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 8.3 CHF4, use the following incremental installer (for the Master node and all nodes in the cluster, the Confirmation Server and the Utility Node):

- Veritas_eDiscovery_Platform_v83_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_8.3_Win_EN.zip
- Legal Hold Installer (only applicable if you are licensed for the Legal Hold module):
Veritas_eDiscovery_Platform_ConfServer_Installer_8.3_Win_EN.zip
- Utility Node Installer (only applicable if you are licensed for the Review, Redaction and Production module)
Veritas_eDiscovery_Platform_UtilityNode_Installer_8.3_Win_EN.zip

Install/Upgrade Instructions

Veritas eDiscovery Platform 8.3 CHF3 supports the following upgrade path:

- Veritas eDiscovery Platform Release 8.3
- Veritas eDiscovery Platform Release 8.3 CHF1
- Veritas eDiscovery Platform Release 8.3 CHF2
- Veritas eDiscovery Platform Release 8.3 CHF3

If you are running above listed version, you must run the incremental installer to install 8.3 CHF4 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 8.3 CHF4 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 8.2 to 8.3 CHF4). Instead, eDiscovery Platform requires intermediary upgrades to update the product to the latest version. In the case of 8.3 CHF4, your system must be running 8.3 before running and applying the 8.3 CHF4 incremental install.

IMPORTANT! You may need to restart your system after upgrading to 8.3 CHF4, if prompted.

Distributed Architecture Deployment Updates

If you are using a distributed architecture deployment:

The 8.3 CHF4 installation retains the product version as 8.3.0.5.0.

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 8.3 CHF4 on the Master node first.
3. Continue to install 8.3 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:

https://www.veritas.com/support/en_US/article.000095769

For more information on the supported operating systems and third-party applications, refer to: https://www.veritas.com/support/en_US/article.000019811

8.3 Release Notes and product documentation:

https://www.veritas.com/support/en_US/article.000126695

Hotfixes being cumulative in nature, all fixes made in earlier CHF4s for V8.3 are carried forward in V8.3 CHF4.

For eDiscovery Platform 8.3 Cumulative Hotfix 1:

https://www.veritas.com/support/en_US/article.000127340

For eDiscovery Platform 8.3 Cumulative Hotfix 2: <https://www.veritas.com/docs/000128033>

For eDiscovery Platform 8.3 Cumulative Hotfix 3:

https://www.veritas.com/support/en_US/article.100041152

For information on performance improvements on Utility Nodes machines, see the tech notes:

- [Optimizing Utility Nodes performance by lowering the IGC threads](#)
- [Optimizing performance of Utility Nodes with 8GB RAM by setting Tomcat process heap size](#)

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.

New in Version 8.3 CHF4

Improvements in archive filtering for Enterprise Vault Collection, Search, and Hold tasks

8.3 CHF4 provides an enhancement in archive selection while creating Enterprise Vault Collection, Search, or Hold tasks. When archives are deleted on Enterprise Vault after you perform the Enterprise Vault discovery on eDiscovery Platform, these deleted archives do not appear in the Archive Picker while selecting archives to add to the Collection, Search, or Hold task. This enhancement prevents the Collection, Search, or Hold tasks resulting into Partial Success when vault store is selected instead of individual archives as the deleted archives are correctly filtered from the vault store.

Enhancements in collection set management

Earlier, the default option on the Create Collection Set screen was "Metadata only." Now you can change the default collection set type by setting the ***esa.icp.collection.set.create.default_type*** property using the Property Browser. The values can be set to set the default collection set type to METADATA_ONLY or METADATA_AND_CONTENT.

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:

1. Stop ESA services on the worker.
2. Use Password Manager to change passwords on worker to match the passwords on master.
3. Start ESA services on the worker.
4. Restart ESA services on the worker.
5. Add the worker on the master on the Appliances screen.

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

Known Issues in 8.3 CHF4

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, 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 on Windows 7 with any version of Internet Explorer.

Fixed in Version 8.3 CHF4

Infrastructure

An exception error occurs when review activities are performed for items with exceeded size of Esent cache (CFT-898): A support feature named 'Esent Cache Management' is introduced to deal with items that exceed the defined size limit for Esent cache. When review activities like Tagging or Foldering are performed for such items, the following error is displayed:

"Tag operation failed: [#124013] Tagging Manager Error - [#124006] Tagger - Persistence Exception - While updating doc tagging data"

If you encounter this issue, please contact Veritas Technical Support for assistance.

System Administration

Page load time improved for user profiles with restricted access to cases (CFT-795): This fix provides improvements in page load times across eDiscovery Platform for user profiles with restricted access to cases.

Legal Hold

Legal Hold notices erroneously made accessible for users with restricted access (CFT-919): This fix resolved an issue where users with restricted access to Legal Hold notices could access those Legal Holds they were not authorized to view. With this fix, such users will only be able to view the Legal Hold notices they are authorized to view.

Legal Hold Custodian Release Notice did not include a link to the Legal Hold Confirmation Portal (CFT-789): This fix resolved an issue where Legal Hold Custodian Release notice was missing a link to the Legal Hold Confirmation Portal. With this fix, the link to the Legal Hold Confirmation Portal is included in the Custodian Release Notice.

Escalation manager cannot be assigned to custodians using the Employee List > Details page (ESA-49982): This fix resolved an issue where the custodian picker was not displayed while associating an escalation manager to the custodians using the **Browse** button on the **Employee List > Details** page. With this fix, an escalation manager can be assigned to custodians as the Custodian picker is populated properly.

Identification and Collection

Custodian assignment fails for collections targeting Enterprise Vault User Mailbox Archives in a certain scenario (CFT-507/ESA-49721): This fix resolves an issue where custodian assignment for collections targeting Enterprise Vault User Mailbox Archives is failed as email addresses that are associated to the Enterprise Vault Mailbox Archive cannot be identified. This issue arises in a certain scenario where the on-premise Exchange Mailboxes are first migrated to Office 365 and then archived in Enterprise Vault using SMTP archiving.

A new mechanism to correctly identify and assign custodians is introduced in 8.3 CHF4. With this fix, eDiscovery Platform identifies the correct employee email address that is associated with the archive and the custodian assignment is done correctly.

When multiple email addresses belong to the same person or multiple employees have the same email address, then you should follow the instructions as described in this article: https://www.veritas.com/support/en_US/article.100042507.html.

Allow spaces in collection name (CFT-1034): Earlier, collection name can only include letters, numbers, and underscores. With this fix, collection name can include spaces as well.

Collection tasks targeted for Enterprise Vault Journal Archives fail with "DUPLICATE SEGMENT entry" error (CFT-754): This fix resolved an issue where collection tasks targeted for Enterprise Vault Journal Archives failed with the "DUPLICATE SEGMENT entry" error in certain situation. With this fix, such collection tasks are completed successfully.

Enterprise Vault collection task fails while recollecting errored items (CFT-826): This fix resolved an issue where Enterprise Vault collection tasks for previously errored items failed with the "Retrieved file" error. With this fix, recollection of errored items works as desired.

Direct collection from certain Exchange servers fail due to an "inactivity timeout" error (CFT-698): This fix resolved an issue where direct collection from certain Exchange servers failed due to "inactivity timeout" error. With this fix, direct collection from such Exchange servers completes successfully.

Hold on Enterprise Vault tasks not released when the collection name includes certain special characters (CFT-798): This fix resolved an issue where hold on items was not released from Enterprise Vault database when the associated Enterprise Vault Hold task was deleted from eDiscovery Platform. This happened because the collection name included certain special characters. With this fix, the hold on items is released properly in Enterprise Vault when the associated Enterprise Vault Hold task is deleted in eDiscovery Platform.

Exchange 2010 collection task fails when the mailbox name includes a special character (CFT-824): This fix resolved an issue where collections from Exchange 2010 mailboxes failed when the names of the mailboxes contained certain special characters. With this fix, collection tasks complete successfully for such Exchange 2010 mailboxes.

Case Administration

Case report downloaded from the Processing > Reports tab becomes corrupt when the case name includes non-ASCII characters (CFT-764): 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.

Jobs Pickup window is not auto-refreshed when a report is generated from the Processing > Exceptions page (CFT-767): This fix resolved an issue where the Jobs Pickup window was not getting auto-refreshed properly for a report generated from the **Processing > Exceptions** page. With this fix, the Jobs Pickup window is refreshed properly.

User with "Allow new case creation, case backup, restore, deletion, template creation" rights cannot change the case access for another user with the same privileges (CFT-989): This fix resolved an issue where a user with a custom role and "Allow new case creation, case backup, restore, deletion, template creation" rights was unable to change the case access for another user having the same privileges.

Processing

Database errors occurred during the Indexer and Message Threader stages (CFT-719): 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.

EML files are wrongly categorized as "Loose Files" and then processed as plain text documents (CFT-551): This fix resolved an issue where certain EML files were categorized as "Loose files" and then processed as plain text documents. With this fix, such files are now identified and processed as EML files.

Print/Export

Item notes are not exported during metadata export (ESA-46309/Etrack-3853630): In current behavior, no item notes are included in the Export Load file (CSV/DAT file) when the "Include item notes" option is selected. Export of item notes works only when both "Include item notes" and "All Tags in one column" options are selected.

8.3 CHF4 provides a fix to ensure item notes are exported as expected when the "Include item notes" option is selected.

Native export for processed collection sets fails when the directory path contains special characters (CFT-890): This fix resolved an issue where native export for the processed collection set fails when the directory path contains certain special characters. With this fix, items from such collection sets are natively exported correctly.