

Veritas eDiscovery Platform Release Notes

9.1.2

Veritas eDiscovery Platform Release Notes

Documentation version: 9.1.2.0

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Technical Support

Technical Support maintains support centers globally. Technical Support's primary role is to respond to specific queries about product features and functionality. The Technical Support group also creates content for our online Knowledge Base. The Technical Support group works collaboratively with the other functional areas within the company to answer your questions in a timely fashion.

Our support offerings include the following:

- A range of support options that give you the flexibility to select the right amount of service for any size organization
- Telephone and/or Web-based support that provides rapid response and up-to-the-minute information
- Upgrade assurance that delivers software upgrades
- Global support purchased on a regional business hours or 24 hours a day, 7 days a week basis
- Premium service offerings that include Account Management Services

For information about our support offerings, you can visit our website at the following URL:

www.veritas.com/support

All support services will be delivered in accordance with your support agreement and the then-current enterprise technical support policy.

Contacting Technical Support

Customers with a current support agreement may access Technical Support information at the following URL:

www.veritas.com/support

Before contacting Technical Support, make sure you have satisfied the system requirements that are listed in your product documentation. Also, you should be at the computer on which the problem occurred, in case it is necessary to replicate the problem.

When you contact Technical Support, please have the following information available:

- Product release level
- Hardware information
- Available memory, disk space, and NIC information

- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description:
 - Error messages and log files
 - Troubleshooting that was performed before contacting Technical Support
 - Recent software configuration changes and network changes

Licensing and registration

If your product requires registration or a license key, access our technical support Web page at the following URL:

www.veritas.com/support

Customer service

Customer service information is available at the following URL:

www.veritas.com/support

Customer Service is available to assist with non-technical questions, such as the following types of issues:

- Questions regarding product licensing or serialization
- Product registration updates, such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information about product updates and upgrades
- Information about upgrade assurance and support contracts
- Advice about technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs, DVDs, or manuals

Support agreement resources

If you want to contact us regarding an existing support agreement, please contact the support agreement administration team for your region as follows:

Worldwide (except Japan)

CustomerCare@veritas.com

Japan

CustomerCare_Japan@veritas.com

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Overview

This chapter includes the following topics:

- [Overview](#)
- [Important Announcement](#)

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 the new features can be found in the documentation for that particular feature or enhancement. Each manual has a guide to the documentation in the *Product Documentation* section.

Important Announcement

With the general availability of the next major release of eDiscovery Platform, the following components will be deprecated:

- Windows 2008 R2 SP1 (Standard or Enterprise) will not be a supported host operating system.
- EDRM XML and Email Servers will not be available as a source during pre-processing.
- Patches feature used to download and install CHF's will not be available.

Operational notes

This chapter includes the following topics:

- [What files to download](#)
- [Install/upgrade instructions](#)
- [Distributed architecture deployment updates](#)
- [Product documentation](#)
- [Need help?](#)

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.html

- For cumulative hotfix information and downloads, visit the eDiscovery Platform support site:
https://www.veritas.com/content/support/en_US/article.100038329.html
- 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 9.1.2, 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_v91_CHF2_Win_EN_Fix1.zip`

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

- Full product installer

Veritas_eDiscovery_Platform_Installer_9.1-Win-EN.zip

- Legal Hold installer (only applicable if you are licensed for the Legal Hold module):

Veritas_eDiscovery_Platform_ConfServer_Installer_9.1-Win-EN.zip

- Utility Node installer (only applicable if you are licensed for the Review, Redaction and Production module)

Veritas_eDiscovery_Platform_UtilityNode_Installer_9.1-Win-EN.zip

Install/upgrade instructions

Veritas eDiscovery Platform 9.1.2 supports the following upgrade path:

- Veritas eDiscovery Platform Release 9.1

If you are running above listed version, you must run the incremental installer to install 9.1.2 on the following:

- Master Node and all other nodes in the cluster
- Confirmation Server

Note: Note: If you are using a dedicated Confirmation Server, then you must run the 9.1.2 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 9.0 to 9.1.2). Instead, eDiscovery Platform requires intermediary upgrades to update the product to the latest version. In the case of 9.1.2, your system must be running 9.1 before running and applying the 9.1.2 incremental install.

IMPORTANT! You may need to restart your system after upgrading to 9.1.2, if prompted.

Distributed architecture deployment updates

If you are using a distributed architecture deployment, the 9.1.2 installation retains the product version as 9.1.2.0.

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

To upgrade the nodes

- 1 Stop all services on all nodes.
- 2 Install 9.1.2 on the Master node first.
- 3 Continue to install 9.1.2 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

9.1.2 and hotfixes product documentation:

https://www.veritas.com/support/en_US/article.100044239

9.1 Late Breaking News:

https://www.veritas.com/support/en_US/article.100043230

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 Release 9.1.2

This chapter includes the following topics:

- [Support for Java SE Development Kit 8, Update 221 \(JDK 8u221\)](#)
- [Support for MySQL Server 5.6.45](#)
- [Introduction of Processing Only location type](#)
- [Upgrades of internal Veritas components](#)

Support for Java SE Development Kit 8, Update 221 (JDK 8u221)

Veritas eDiscovery Platform 9.1.2 is certified to work with Java SE Development Kit 8, Update 221 (JDK 8u221). After the eDiscovery Platform environment is upgraded to the 9.1.2 release, you need to update the Java SDK on the eDiscovery Platform server using the installer available as part of

`Veritas_eDiscovery_Platform_9.1.2.zip`.

How to install Java SE Development Kit 8, Update 221 (JDK 8u221)

A separate standalone installer for Java SE Development Kit 8, Update 221 (JDK 8u221) is available as part of the eDiscovery Platform 9.1.2.

To install Java SE Development Kit 8, Update 221 (JDK 8u221) using the standalone installer

- 1 Download the file `Veritas_eDiscovery_Platform_9.1.2.zip` from the eDiscovery Platform 9.1.2 Release Technote.
- 2 Extract the content. You will see a folder `Java_SE_Development_Kit_8_Update_221 (JDK 8u221)` containing the following files:

- `JDKUpgrader.exe`
 - `ReadMeFirst`
- 3 Read the `ReadMeFirst.txt` for the detailed installation instructions.
 - 4 Run `JDKUpgrader.exe` to install the `Java_SE_Development_Kit_8_Update_221`(JDK 8u221).
 - 5 Perform these steps on all eDiscovery Platform appliances (Standalone, Cluster Master, Worker, Utility Node, Confirmation Server, Remote MySQL Database) in the environment.

Support for MySQL Server 5.6.45

After the eDiscovery Platform environment is upgraded to the 9.1.2 release, run the MySQL Upgrade installer to upgrade the MySQL to version 5.6.45 to meet the security needs. Perform the MySQL upgrade using the installer available as part of the `Veritas_eDiscovery_Platform_9.1.2.zip`.

How to install MySQL Server 5.6.45

To install MySQL Server 5.6.45

- 1 Download the file `Veritas_eDiscovery_Platform_9.1.2.zip` from the eDiscovery Platform 9.1.2 Release Technote.
- 2 Extract the content. You will see a folder `MySQL Server 5.6.45` containing the following files:
 - `MySQLUpgrader.exe`
 - `ReadMeFirst`
- 3 Read the `ReadMeFirst.txt` for the detailed installation instructions.
- 4 Run `MySQLUpgrader.exe` to install MySQL Server 5.6.45.
- 5 Perform these steps on all eDiscovery Platform appliances (Standalone, Cluster Master, Worker, Utility Node, Legal Hold Confirmation Server, Remote MySQL Database) in the environment.

Introduction of Processing Only location type

A new **Processing Only** location type is introduced. This location type is used for processing a case. **Processing Only** location type can be used either to add a collection set, add a case source folder or add an LFI source. With this enhancement, access to browse the directories can be restricted.

To enable Processing Only location type:

Set the browser property from `System > Support Features > Property Browser`.

Add the `esa.enable.processingonly.location` property and set it to **True**.

For more details, please contact Veritas Support.

Upgrades of internal Veritas components

With this release the following Veritas technologies are upgraded. No user action required to use the latest versions.

- Veritas Index Classifier (VIC) is upgraded to version 2.1.7.
- Veritas Quick Assist (VQA) is upgraded to version 2.3.151.19.

Known issues

This chapter includes the following topics:

- [Known issues in 9.1.2](#)

Known issues in 9.1.2

This section describes the known issues in Veritas eDiscovery Platform™ Release 9.1.2.

ESA-51548 - Footer text columns do not get created in 't_lithold_settings' table in database when V91 ICLH backup is restored on V911 appliance

When user restores any previous version of ICLH backup on V911, the following UI pages fail to load and the error message - `Unable to load hold settings details` is displayed.

- Global as well as Per Legal Hold Settings
- Details of Legal Hold Notices that are restored from ICLH backup

As a result, the user fails to create new Legal Holds or use existing legal hold notices to send reminders, escalation etc.

Workaround

Remote Desktop into the eDiscovery appliance and restart the Tomcat (EsaApplicationService: FireDaemon) service from Services panel.

ESA-51411 - Unable to remove the hyperlink from the footer text

The user is not able to remove the hyperlink from the footer text that is specified in Footer Text section. If user selects the already hyperlinked text and clicks the **Hyperlink** button again, it does not remove the hyperlink.

Workaround

Delete the hyperlinked text, type the text again and then select text to insert the hyperlink.

Fixed issues

This chapter includes the following topics:

- [Fixed issues in Release 9.1.2](#)

Fixed issues in Release 9.1.2

The following issues are fixed in Release 9.1.2:

Identification and collection

Table 5-1 Fixed issues in Identification and collection

Issue number	Description
CFT-1772	The solution ensures that defensibility reports for Enterprise Vault Collection are generated successfully in all situations.
CFT-1883	This fix in the Enterprise Vault Collection Task for File System and SharePoint archive ensures that user-provided Keywords are searched in both Content and Subject or Title of archived items and correct set of data is collected.
CFT-1884	As part of this fix, Traits option is introduced under the Filtering tab when you create the Collection Task. You can provide custom attributes as part of search criteria.
CFT-1907	This fix resolves Microsoft Exchange collection task failures involving discovery search mailbox when search count exceeds a certain value. With this change, collection completes successfully.

Table 5-1 Fixed issues in Identification and collection (*continued*)

Issue number	Description
CFT-1941	This fix rectifies the authentication issue and lets you perform collection from custom root sites that are hosted on SharePoint Online. Note: The Source Account that is used for SharePoint Online Collection must be a cloud-only account. For example, john.smith@onmicrosoft.com OR User@onmicrosoft.com
CFT-2039	This fix enhances the underlying infrastructure of data collection from Enterprise Vault SMTP archives and improves the collection performance.

Processing

Table 5-2 Fixed issues in Processing

Issue number	Description
CFT-1760	This fix resolves a problem in LFI processing where certain items had missing records after a semi-colon. With this fix, correct indexing happens for all records.
CFT-1947	This fix resolves the issue of post-processing failing in Search Analytics phase due to malformed SQL query.

System Administration

Table 5-3 Fixed issues in System Administration

Issue number	Description
CFT-686	Upon restoring a Case, the system doesn't provide information about the users who previously had access to the case. This issue is now fixed.

Review

Table 5-4 Fixed issues in Review

Issue number	Description
CFT-1917	This fix ensures that Document Log (CSV) for a Print job gets exported to a user-selected external location.

Legal Hold

Table 5-5 Fixed issues in Legal Hold

Issue number	Description
CFT-1917	This fix rectifies the problem of the corrupted file path in the Legal Hold Notice body. With this fix, a file path can be opened correctly and used further by the custodians upon receiving the Legal Hold Notice.

Case Administration

Table 5-6 Fixed issues in Case Administration

Issue number	Description
CFT-2109	This fix ensures that the correct employee list adhering to the Filter criteria is exported.