

Veritas eDiscovery Platform™

Release Notes

8.2 Cumulative Hotfix 5

Veritas eDiscovery Platform™ : *Release Notes 8.2 CHF5*

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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 CHF5 Installation & Upgrade Requirements

This section provides critical information necessary before installing or upgrading your system to Veritas eDiscovery Platform 8.2 CHF5.

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 CHF5, use the following incremental installer (for the Master node and all nodes in the cluster and the Utility Node):

- Veritas_eDiscovery_Platform_v82_CHF5_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 CHF5 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 CHF5 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

If you are running above listed version, you must run the incremental installer to install 8.2 CHF5.

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

IMPORTANT! You may need to restart your system after upgrading to 8.2 CHF5, 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 CHF5 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 CHF5 on the Master node first.
3. Continue to install 8.2 CHF5 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 CHF5.

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>

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 CHF5

Users may now download a zip file in DA environment

Previously users in a Distributed Architecture environment were not able to download requested export packages, such as production, metadata, and native exports. The user was given an info bubble with a location for the zipped file. In a DA environment, not all users will have permissions allowing them access to the designated location on the specified appliance.

In this fix users will have a choice. Selecting the **Create downloadable (zip) file** radio button gives the user the option to download the export package, instead of accessing it from the specified appliance location.

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

Known Issues in 8.2 CHF5

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 (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 CHF5. For more information, see www.veritas.com/docs/000125017.

IMPORTANT! 8.2 CHF5 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 CHF5.

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>

Fixed in Version 8.2 CHF5

System Administration

Users with the "Allow Legal Hold access" access rights were erroneously allowed to update Settings under the All Cases tab (CFT-111): This fix resolves an issue where users with "Allow Legal Hold access" access rights could update **Settings** under the **All Cases** tab. With this fix, an appropriate error message is shown to the user.

A wrong access profile is selected and shown when user details in the case are edited (CFT-289): This fix resolves an issue where the access profile was defaulting to an incorrect one for the user once edited.

User with "No case admin rights" in their role for a case is misassigned full Case Admin rights by their access profile (CFT-306): This fix ensures that the role assigned to users for a case correctly takes precedence over their access profile, even for cases they create themselves.

Legal Hold

Export of Legal Hold Survey Report fails when Custodian ID is not present in the database (CFT-268): This fix resolves an issue where Legal Hold Survey Report cannot be exported when some custodians are missing from the database.

Identification and Collection

Archive Picker fails to search for or correctly display the German character "Eszett" (ß) (CFT-109): This fix resolves an issue where the Archive Picker fails to search for or correctly display the German character "Eszett" (ß). With this fix, the "ß" character is displayed properly, and can be searched in the Archive Picker.

Collection Set document count preview does not update when the Date filter is applied (CFT- 217): This fix resolves an issue where in the Windows 2012 environment, the preview count of email documents to be included in the Collection Set does not change when the Date filter is applied. With this fix, the preview count is updated as expected.

For Enterprise Vault collection, re-collection of previously errored items fails (CFT-105): This fix resolves an issue where for Enterprise Vault collection, re-collection of previously errored items fails with an *"Items was not specified for retrieval"* error. With this fix, re-collection for errored item works as intended.

Collections from Office 365 halts when keyword filter is used (CFT-116): This fix resolves an issue where Office 365 collection halts frequently and randomly when keywords are used in filter criteria. With this fix, environmental issues are handled efficiently.

Case Administration

Case Custodian Export report takes longer to generate (CFT-119): This fix resolves an issue where the Case Custodian Export report takes longer to generate in some circumstances where it consumes significant appliance resources. With this fix, the report is generated quickly.

Processing

Histogram does not include the email timeline when the eDiscovery Platform system uses some Windows time zones (Windows 2012 Specific) (CFT-125): This fix resolves an issue where in the Windows 2012 environment, the email timeline (sent dates) is missed from the histogram that is generated during discovery when the eDiscovery Platform appliance is configured to use some Windows time zones. With this fix, the email timeline is shown as expected.

Issues with editing an existing Processing Template (CFT-263): This fix resolves an issue where users cannot edit existing processing templates available under the **All Processing > Templates** tab.

PST files that were indexed successfully in pre-8.2 releases fail with indexing errors in v 8.2 (CFT-118): This fix increases Processing module resilience when handling corrupt messages that are part of PST files.

Review

Tagging documents produces an error: "Failed to Retrieve tags:null" (CFT-191): This fix resolves an issue where an error occurs when certain documents are tagged. With this fix, tagging for such documents works as expected.

Search

Advanced search using the "Imported Number" option with "List" operator fails when the input is provided in Number-Suffix format (CFT-216): This fix resolves an issue where advanced search using the "Imported Number" option with "List" operator fails when the input is in Number-Suffix format. An example of Number-Suffix format: 123-ABC

Advanced search using the "Imported Number" option with "Number Between" operator fails when input is provided in non-digit characters (CFT-224): This fix resolves an issue where advanced search using the "Imported Number" with "Number Between" operator does not produce results when the input is in non-digit characters.

Advanced search using the "Imported Number" option with "List" operator does not produce correct results for different combination of inputs (CFT-226): This fix resolves an issue where advanced search using the "Imported Number" option with "List" operator does not yield correct results for the different combination of inputs.

Keyword section of Search Report shows incorrect total count for attachment and loose files (CFT-286): This fix resolves an issue where the keywords section showed inconsistent total counts.

Export

Native Export job runs slow due to corrupt messages being present in the batch (CFT-167): This fix enhances the overall resiliency of a Native Export job while dealing with corrupt items.

"Print to PDF" for attachment header results in missing information (CFT-318): This fix resolves an issue where "Print to PDF" was causing incorrect values in attachment headers.