

Veritas eDiscovery Platform™

Release Notes

8.2 Cumulative Hotfix 6

Veritas eDiscovery Platform™ : *Release Notes 8.2 CHF6*

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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 CHF6 Installation & Upgrade Requirements

This section provides critical information necessary before installing or upgrading your system to Veritas eDiscovery Platform 8.2 CHF6.

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 CHF6, use the following incremental installer (for the Master node and all nodes in the cluster and the Utility Node):

- Veritas_eDiscovery_Platform_v82_CHF6_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 CHF6 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 CHF6 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

If you are running above listed version, you must run the incremental installer to install 8.2 CHF6.

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

IMPORTANT! You may need to restart your system after upgrading to 8.2 CHF6, 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 CHF6 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 CHF6 on the Master node first.
3. Continue to install 8.2 CHF6 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 CHF6.

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

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 CHF6

Page load time enhancements

The 8.2 CHF6 release provides several system navigation performance enhancements where loading time of several UI pages have been improved when large numbers of entities are present in those pages.

Pages improved include:

- All Processing > Cases, Templates, Archives, and Backups tabs
- Case Home > Users,
- System > Users
- Case Home
- All Cases > All Cases
- All Cases > Dashboard

This results in a faster loading of these pages.

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 CHF6. For more information, see www.veritas.com/docs/000125017.

IMPORTANT! 8.2 CHF6 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 CHF6.

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 CHF6

Installation wizard incorrectly shows old prompts (ESA-47507): When 8.2 CHF build is installed successfully, the installer still 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 CHF6

Infrastructure

Cases cannot be recovered in a Distributed Architecture environment (CFT-227): This fix resolved an issue where in a Distributed Architecture environment, when the worker node is removed and then added back, the cases with the Case Home on that worker node failed to be recovered.

New case templates return a blank page when navigating to Groups, Folders or Tags (ESA-47838): This fix resolved an issue where after creating a new case template (**All Processing > Templates**), a blank page was returned when attempted to navigate to the **Groups, Folders** or **Tags** tab.

Merging default.properties during patching process (ESA-47042): Added ability for patches to add/update entries in default.properties.

System Administration

Unable to upload an SLF license file on the System > License page (ESA-47979): This fix resolved an issue where users were unable to upload an SLF license file on the **System > License > Update License** screen. On browsing the SLF license, users were only getting an option to open or save the SLF file. With this fix, the SLF license file can be uploaded successfully. If the user still fails to upload the SLF file, it is recommended to recheck if the SLF file is incorrect or corrupt, and then try uploading a correct SLF license file.

Case archives are not displayed under the Show drop-down list on the All Processing > Archives screen (CFT-398): This fix resolved an issue where the case archives were not displayed under the **Show** drop-down list on the **All Processing > Processing > Archives** tab. It only displayed the "**All Case Archives**" option.

"All Processing" page displays an error on the UI during page load (CFT-408): This fix resolved an issue where the "All Processing" page displays an error on the UI during page load when the case backup name contained certain special characters. With this fix, the error is no longer displayed.

Legal Hold

Legal Hold Authentication properties are overwritten after a node backup is restored

(ESA-46015): This fix resolved an issue where the LDAP properties were overwritten after restoring a node backup which resulted in the failure of Legal Hold authentication. As a workaround, users needed to manually set the properties from the **System > Settings > Legal Hold Authentication** tab. With this fix, the Legal Hold Authentication properties are not overwritten even after a node backup is restored.

The Legal Hold Activity tab shows an error while displaying employee legal hold activity

(CFT-124): This fix resolved an issue where the Legal Hold Activity tab displays the "Comparison method violates its general contract" error when an attempt was made to display the legal hold activity of an employee who is associated with a large number of Legal Holds.

Identification and Collection

Direct Exchange and Enterprise Vault collections fail when the source account password contains system reserved characters (CFT-193):

This fix resolved an issue where the source account having system reserved characters in its password were causing failures of Direct Exchange and Enterprise Vault collections. With this fix, collection for these sources completes successfully.

Collection from SharePoint sources fails to collect from subsites due to an unmarshalling exception (CFT-254):

This fix resolved an issue where collection from SharePoint sources failed to collect from subsites for a specific SharePoint site when trying to enumerate child elements. With this fix, collections run successfully for subsites as well.

Enterprise Vault collections fail when the Author value is more than 255 Characters (CFT-360):

This fix resolved an issue where collection from Enterprise Vault failed when the author name of any message was longer than 255 characters.

"Browse and Add" feature does not work for the SharePoint collections (CFT-478):

This fix resolved an issue where the "Browse and Add" feature did not work as desired for the SharePoint collection. With this fix, this feature works as expected.

Analysis view of an Enterprise Vault search task shows a blank Email Address column

(CFT-107): This fix resolved an issue where email addresses were not getting populated in the Analysis view for an Enterprise Vault search task that targeted Enterprise Vault Journal type archives.

Improvements to the defensibility report of Enterprise Vault search and hold tasks (CFT-444):

This fix provides enhancements to the existing defensibility report of Enterprise Vault search and Enterprise Vault hold tasks. Now the defensibility report for these tasks provides a list of custodians provided in the **Filters** option while creating the task.

Case Administration

In a Distributed Architecture environment, errors occur when navigating from the Processing tab to the Collection tab (CFT-353): This fix resolved an UI navigation error in a Distributed Architecture environment where navigating from the **Processing** tab to the **Collection** tab produced an *"Unknown menu"* error when Collection Tasks are associated with the case.

Custom Employee Attribute data is not displayed properly for custodians associated with a case (CFT-352): This fix resolved an issue where the custom employee attribute data is not displayed properly when the custodian is associated with a case. With this fix, custom attribute data is displayed correctly.

Processing

Wildcard search under the Processing > Participants tab does not show expected results (CFT-339): This fix resolved an issue where a wildcard search under the **Processing > Participants** tab did not yield the expected results.

Post-processing fails at the Centralized Merge phase (CFT-464): This fix resolved an issue where post-processing failed at the Centralized Merge phase during the processing job run. With this fix, post-processing does not fail.

Review

"Text" view for a loose file does not work properly (CFT-355): This fix resolved an issue where "Text" view for a loose file in a specific scenario resulted in an *"Unable to retrieve content, the source cannot be found"* error on the Review page. With this fix, the "Text" view works as desired for loose files.

Production

Production Export job fails in specific cases (CFT-202): This fix resolved an issue where the Production Export job can fail, due to failures in image conversion and text extraction. With this fix, the production export is more resilient to such failures.

LFI-EDRM

Records with special ASCII characters do not get ingested during Load File import (CFT-482): This fix resolved an issue where records having certain special ASCII characters skipped ingestion during Load File import. With this fix, such records are successfully ingested.