Veritas eDiscovery Platform™

Release Notes

8.3 Cumulative Hotfix 1

VERITAS

Veritas eDiscovery Platform™: *Release Notes 8.3 CHF1*

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Contents

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.

8.3 CHF1 Installation & Upgrade Requirements

This section provides critical information necessary before installing or upgrading your system to Veritas eDiscovery Platform 8.3 CHF1.

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
- 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 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 8.3 CHF1, use the following incremental installer (for the Master node and all nodes in the cluster and the Utility Node):

- Veritas_eDiscovery_Platform_v83_CHF1_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 CHF1 supports the following upgrade path:

- Veritas eDiscovery Platform Release 8.3

If you are running above listed version, you must run the incremental installer to install 8.3 CHF1.

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 CHF1). Instead, eDiscovery Platform requires intermediary upgrades to update the product to the latest version. In the case of 8.3 CHF1, your system must be running 8.3 before running and applying the 8.3 CHF1 incremental install.

IMPORTANT! You may need to restart your system after upgrading to 8.3 CHF1, if prompted.

For more information about upgrade and associated best practices, refer to the 8.3 *Installation Guide* and the *Upgrade Guide*.

Distributed Architecture Deployment Updates

If you are using a distributed architecture deployment:

The 8.3 CHF1 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 CHF1 on the Master node first.
3. Continue to install 8.3 CHF1 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

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 on, register for a new Veritas Account from the MyVeritas Technical Support Portal.

New in Version 8.3 CHF1

Redaction sets with preset reason codes

Currently, case reviewers can add free text as a reason for redaction while redacting a document. With 8.3 CHF1, new functionality is available so the Case Administrator can define preset reason codes. Reviewers will then be able to redact documents by applying reason codes consistently.

- The Case Administrator can create redaction sets with either predefined reason codes or free text reason codes.
- Case reviewers can apply the preset reason codes to redaction markups.
- Case reviewers can search, filter, or export documents based on the preset reason codes.

Annotations in review mode

In addition to the existing capability to redact a document, the 8.3 CHF1 release adds the ability to annotate a document in review mode.

- Case reviewers can annotate a document by adding comments or graphical stamps, or strike out some text.
- Case reviewers are also allowed to delete annotations.
- Case reviewers can also search the document for the Redacted Tag.
- Once annotated, the document can be reviewed by another reviewer, who can also add annotations.

Case Backup Integrity

During an eDiscovery Platform backup, empty directories may be created in the backup structure. If a case backup directory is then moved and empty directories are not copied, a restore job will subsequently fail. With 8.3 CHF1, restore job for a case backup with empty directories does not fail. With the Case Backup Integrity feature, a checksum of the case backup directory is created during both the backup and the restore job. The checksum file created during the restore job is compared with the checksum file created during the backup job. If any empty directory is identified, then these empty directories are created at their specific paths during restore. This results in the success of the restore jobs.

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 8.3 CHF1

Unable to upload SLF license due to "open or save" prompt that prevents completion (ESA-47979): If attempting to upload a license produces this error, contact Support with article number 000127193.

Fixed in Version 8.3 CHF1

Infrastructure

Cases cannot be recovered in Distributed Architecture environment (CFT-380): This fix resolves an issue where in 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.

System Administration

Users with the "Allow Legal Hold access" access rights were erroneously allowed to update Settings under the All Cases tab (CFT-229): 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-290): 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-307): 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.

Case archives are not displayed under the Show drop-down list on the All Processing > Archives screen (CFT-424): This fix resolves 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.

Legal Hold

Export of Legal Hold Survey Report fails when Custodian ID is not present in the database (CFT-309): This fix resolves an issue where the Legal Hold Survey Report cannot be exported when some custodians are missing from the database.

The Legal Hold Activity tab shows an error in certain circumstances (CFT-370): This fix resolves 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

Archive Picker fails to search for or correctly display the German character "Eszett" (ß) (CFT-206): 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- 218): 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-363): 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-238): This fix resolves an issue where Office 365 collection halts frequently and randomly when keywords were used in filter criteria. With this fix, environmental issues are handled efficiently.

Collection from Office 365 sources fails with a Null Reference exception (CFT-349): This fix resolves an issue where Office 365 collection failed during the Auto Discovery phase with a Null Reference exception. With the fix, collection from Office 365 sources runs as expected.

Collection from SharePoint sources fails to collect from subsites due to an unmarshalling exception (CFT-387): This fix resolves 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-395): This fix resolves an issue where collection from Enterprise Vault failed when the author name of any message was longer than 255 characters.

Case Administration

In a Distributed Architecture environment, errors occur when navigating from the Processing tab to the Collection tab (CFT-399): This fix resolves 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.

Processing

PST files having corrupt messages are left unprocessed due to indexing errors (CFT-366): This fix increases Processing module resilience when handling corrupt messages that are part of PST files.

Wildcard search under the Processing > Participants tab does not show expected results (CFT-409): This fix resolves an issue where a wildcard search under the **Processing** > **Participants** tab did not yield the expected results.

Review

Tagging documents produces an error: "Failed to Retrieve tags:null" (CFT-192): This fix resolves an issue where an error occurred when certain documents were tagged. With this fix, tagging for such documents works as expected.

Search

Advanced search using the "Import Number" option with "List" operator fails when the input is provided in Number-Suffix format (CFT-247): This fix resolves an issue where advanced search using the "Import Number" option with "List" operator failed when the input is in Number-Suffix format. An example of Number-Suffix format is "123-ABC".

Advanced search using the "Import Number" option with "Number Between" operator fails when input is provided in non-digit characters (CFT-242): This fix resolves an issue where advanced search using the "Import Number" with "Number Between" operator did not produce results when the input contained non-digit characters.

Advanced search using the "Import Number" option with "List" operator does not produce correct results for different combination of inputs (CFT-258): This fix resolves an issue where advanced search using the "Import Number" option with "List" operator did not yield correct results for the different combination of inputs.

Keyword section of Search Report shows incorrect total count for attachments and loose files (CFT-287): This fix resolves an issue where the keywords section showed inconsistent total counts.

Export

Native Export job runs slowly due to corrupt messages in the batch (CFT-293): 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-319): This fix resolves an issue where "Print to PDF" was causing incorrect values in attachment headers.