

Veritas eDiscovery Platform™

PrizmDoc Administration Notes

10.1

Veritas eDiscovery Platform™: PrizmDoc Administration

Notes

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Contents

| | |
|------------------------|---|
| About This Guide | 5 |
| Revision History | 5 |
| Technical Support | 6 |
| Documentation | 6 |
| Documentation Feedback | 6 |

PrizmDoc 7

| | |
|---|---|
| PrizmDoc Components | 7 |
| Service Module | 7 |
| Actions | 7 |
| Services | 7 |
| Considerations | 7 |
| Changing the PrizmDoc Service Account | 8 |
| Uninstalling and Re-Installing PrizmDoc | 9 |

Appendix A: Product Documentation 11

PrizmDoc Administration Notes

This section contains the following sections:

- [“About This Guide” in the next section](#)
- [“Revision History” on page 5](#)
- [“Technical Support” on page 6](#)
- [“Documentation” on page 6](#)
- [“Documentation Feedback” on page 6](#)

About This Guide

This guide provides information for either changing the PrizmDoc administrator account to a domain account, or uninstalling/reinstalling a corrupt PrizmDoc on the main appliance.

Revision History

The following table lists the information that has been revised or added since the initial release of this document. The table also lists the revision date for these changes.

| Revision Date | New Information |
|----------------------|---|
| December 2021 | • Updated version for release 10.1. |
| March 2021 | • Initial version for the 10.0 release. |

Technical Support

Technical Support maintains support centers globally. All support services will be delivered in accordance with your support agreement and the then-current enterprise technical support policies.

For information about our support offerings and how to contact Technical Support, visit our website:

<https://www.veritas.com/support>

You can manage your Veritas account information at the following URL:

<https://my.veritas.com>

If you have questions regarding an existing support agreement, please email the support agreement administration team for your region as follows:

Worldwide (except Japan)

CustomerCare@veritas.com

Japan

CustomerCare_Japan@veritas.com

Documentation

Make sure that you have the current version of the documentation. The latest documentation is available from:

- **Documentation** link at the bottom of any page in the Veritas E-Discovery Platform landing page.
- **Veritas Technologies LLC. All rights reserved. Products Web site:** <https://www.veritas.com/product/a-to-z>

Documentation Feedback

Your feedback is important to us. Suggest improvements or report errors or omissions to the documentation. Include the document title, document version, chapter title, and section title of the text on which you are reporting. Send feedback to:

eDiscovery.InfoDev@veritas.com

You can also see documentation information or ask a question on the Veritas community site.

<https://vox.veritas.com/>

PrizmDoc

The eDiscovery Platform integrates a subset of PrizmDoc products for viewing image and text content. The integrated PrizmDoc capabilities are mainly used for the workflows in review, export and production.

- [“PrizmDoc Components” in the next section](#)
- [“Considerations” on page 7](#)
- [“Changing the PrizmDoc Service Account” on page 8](#)
- [“Uninstalling and Re-Installing PrizmDoc” on page 9](#)

PrizmDoc Components

PrizmDoc consists of the following programs and services:

Service Module

- PrizmDoc

Actions

- PrizmDoc Sever
- PrizmDoc App Server

Services

- EsaPrizmDocServer
- EsaPrizmApplicationServices

Considerations

- The eDiscovery Platform installer creates the EsaPrizmDocAdmin local user with admin privileges for PrizmDoc services.
- If organization policies do not allow creation of local admin users, you can use a domain user to run PrizmDoc services.
- The local/domain user should not be used for any other eDiscovery Platform services apart from PrizmDoc services.
- The local/domain user should be part of a local admin group. If this is not the case, then Installer will automatically add the user to the local admin group.

Changing the PrizmDoc Service Account

To change the PrizmDoc service account:

1. Ensure that the service account for both EsaPrizmDocServer as well as EsaPrizmApplicationServices should be same.
2. Browse to **Start Menu > Programs > Administrative Tools > Services**.
3. Stop the PrizmDoc Services.
4. Right-click on the PrizmDoc services and in the Log On tab, enter the user details and click **OK**.
5. Please ensure that the above-mentioned considerations are followed.
6. After changing the user name, start both services and wait for them to be in the **"Started"** state.
7. Contact Technical Support for assistance with the two final checks below. See ["Technical Support" on page 6](#)
 - A. Open **Start Menu > Accusoft > PrizmDoc > PrizmDoc Server Admin Page** or browse to <http://localhost:18681/admin> and ensure that all services are healthy.
 - B. In Review mode, select to view "Native/Image" to check that the documents appear as expected.

Uninstalling and Re-Installing PrizmDoc

There may be occasions where you need to install a later version of PrizmDoc or repair a failed or corrupt PrizmDoc installation. You do this by completely uninstalling and then re-installing PrizmDoc.

Note: PrizmDoc stand-alone installers uninstalls and re-installs PrizmDoc server and client. PrizmDoc Server should be installed first and then PrizmDoc Client. PrizmDoc Client is required only on the Primary node and it should not be installed on Utility node system.

To uninstall and install PrizmDoc:

1. On the eDiscovery server where PrizmDoc is installed, log in as a local/domain user.
2. Navigate to: D:\CW\\Utilities\PrizmDoc and double-click **PrizmDocServer.exe**.
3. When done with **PrizmDocServer.exe**, double-click **PrizmDocClient.exe**.
4. Verify that the two PrizmDoc services reflect the proper PrizmDoc service account and that both show a "**Started**" status.
5. Complete the installation process and provide the required account user when prompted by the installer.
6. Restart the machine after the installation is completed.

Appendix A: Product Documentation

The table below lists the administrator and end-user documentation that is available for the Veritas eDiscovery Platform product.

Veritas eDiscovery Platform Documentation

| Document | Comments |
|---|---|
| Installation and Configuration | |
| Installation Guide | Describes prerequisites, and how to perform a full install of the Veritas eDiscovery Platform application |
| Upgrade Overview Guide | Provides critical upgrade information, by version, useful prior to upgrading an appliance to the current product release |
| Upgrade Guide | Describes prerequisites and upgrade information for the current customers with a previous version of the software application |
| Utility Node Guide | For customers using utility nodes, describes how to install and configure appliances as utility nodes for use with an existing software setup |
| Distributed Architecture Deployment Guide | Provides installation and configuration information for the Review and Processing Scalability feature in a distributed architecture deployment |
| Getting Started | |
| Navigation Reference Card | Provides a mapping of review changes from 10.x compared to 9.x, 8.x compared to 7.x and the user interface changes from 7.x compared to 6.x |
| Administrator's QuickStart Guide | Describes basic appliance and case configuration |
| Reviewer's QuickStart Guide | A reviewer's reference to using the Analysis & Review module |
| Tagging Reference Card | Describes how tag sets and filter type impact filter counts |
| User and Administration | |
| Legal Hold User Guide | Describes how to set up and configure appliance for Legal Holds, and use the Legal Hold module as an administrator |
| Identification and Collection Guide | Describes how to prepare and collect data for processing, using the Identification and Collection module |
| Case Administration Guide | Describes case setup, processing, and management, plus pre-processing navigation, tips, and recommendations. Includes processing exceptions reference and associated reports, plus file handling information for multiple languages, and supported file types and file type mapping |
| System Administration Guide | Includes system backup, restore, and support features, configuration, and anti-virus scanning guidelines for use with Veritas eDiscovery Platform |
| Load File Import Guide | Describes how to import load file sources into Veritas eDiscovery Platform |
| User Guide | Describes how to perform searches, analysis, and review, including detailed information and syntax examples for performing advanced searches |

Veritas eDiscovery Platform Documentation

| Document | Comments |
|--|---|
| Imaging Tool Upgrade Guide | Provides details about the Imaging Tool Upgrade feature and how to perform Imaging Tool Upgrade after the eDiscovery Platform appliance is upgraded to version 10.1, workflows affected when the cases are upgraded or not upgraded, and frequently asked questions (FAQs). |
| Export and Production Guide | Describes how to use and produce exports, productions, and logs (privilege and redaction logs) |
| Transparent Predictive Coding User Guide | Describes how to use the Transparent Predictive Coding feature to train the system to predict results from control data and tag settings |
| Audio Search Guide | Describes how to use the Audio Search feature to process, analyze, search and export search media content |
| Reference and Support | |
| Audio Processing | A quick reference card for processing multimedia sources |
| Audio Search | A quick reference card for performing multimedia search tasks |
| Legal Hold | A quick reference card of how to create and manage holds and notifications |
| Collection | A quick reference card of how to collect data |
| OnSite Collection | A quick reference for performing OnSite collection tasks |
| Review and Redaction | Reviewer's reference card of all redaction functions |
| Keyboard Shortcuts | A quick reference card listing all supported shortcuts |
| Production | Administrator's reference card for production exports |
| User Rights Management | A quick reference card for managing user accounts |
| Online Help | |
| Includes all the above documentation (excluding Installation and Configuration) to enable search across all topics. To access this information from within the user interface, click Help . | |
| Release | |
| Release Notes | Provides latest updated information specific to the current product release |