Veritas eDiscovery Platform™

IGC Administration Notes

8.3

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Veritas eDiscovery Platform™: IGC Administration Notes

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Contents

IGC 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 IGC administrator account to a domain account, or uninstalling/reinstalling a corrupt IGC 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
June 2017	• Minor edits
July 2016	• Minor edits and branding
August 2015	• Modify instructions to match need for complete product uninstall/reinstall. • Remove Rights Management Guide
March 2015	• Image accessibility • Branding and minor edits
December 2013	• Initial version for the 7.1.4 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/

Informative Graphics Corporation (IGC)

The eDiscovery Platform integrates a subset of IGC (Informative Graphics Corporation) products for viewing image and text content. The integrated IGC capabilities are mainly used for the workflows in review, export and production.

- *"IGC Components" in the next section*

- *"Considerations" on page 7*

- *"Changing the IGC Service Account" on page 8*

- *"Uninstalling and Re-Installing IGC" on page 9*

IGC Components

IGC consists of the following programs and services:

Programs

- Brava! Enterprise

- IGC Writer

Services

- EsaIGCBravaLicenseService

- EsaIGCJobProcessor

Considerations

- You must already be logged in as the user to the new IGC account to be able to change the IGC service account. This is because IGC assumes the account that you are running is the correct new user account and will not prompt for the name of the user account. IGC does prompt for a user password. Make sure the IGC user account has administrator privileges on the server and, if in a distributed architecture or utility node configuration, has access to the UNC path used for exports and is a domain user account.

- Do not use the Windows Service Control Manager to change user accounts. To ensure that IGC runs correctly and has the proper owner permissions, follow the directions outlined in the appropriate section below.

Changing the IGC Service Account

To change the IGC service account:

1. Manually uninstall IGC with Microsoft Windows Add/Remove Program feature (follow the uninstall program directions that are appropriate for your version of the Microsoft Windows OS).

   A. Click the **Start** button, click **Control Panel**, and then click **Programs and Features**.

   B. Select **Brava! Enterprise** and then click **Uninstall**.

   C. Repeat Step B for **IGC Writer**.

2. Reboot the machine.

3. On the eDiscovery server where IGC is installed, log in as the new IGC service account.

4. Navigate to: D:\CW\<version>\Utilities\IGCAdmin and double-click **setup.exe**.

   Reinstall the IGC program.

5. Verify that the two IGC services reflect the proper IGC service account and that both show a "**Started**" Status.

6. Contact Technical Support for assistance with the two final checks below. See *"Technical Support" on page 6*

   A. Clear the temp cache for a few documents in a test case, and then re-render them from the Analysis & Review module.

   B. In Review mode, select to view "Native/Image" to check that the documents appear as expected.

Uninstalling and Re-Installing IGC

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

To uninstall and install IGC:

1. Manually uninstall IGC with Microsoft Windows Add/Remove Program feature (follow the uninstall program directions that are appropriate for your version of the Microsoft Windows OS).

    A. Click the **Start** button, click **Control Panel**, and then click **Programs and Features**.

    B. Select **Brava! Enterprise** and then click **Uninstall**.

    C. Repeat Step B for **IGC Writer**.

2. Reboot the machine.

3. On the eDiscovery server where IGC is installed, log in under the IGC service user account.

4. Navigate to: D:\CW\<version>\Utilities\IGCAdmin and double-click **setup.exe**.

5. Verify that the two IGC services reflect the proper IGC service account and that both show a "**Started**" status.

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
Componentized Virtualization Guide	Describes deployment of Veritas eDiscovery Platform utilizing multiple low-capacity virtual machines. Includes prerequisites and directions for configuration and installation.
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
Native Viewer Installation Guide	Describes how to install and configure the Brava Client for native document rendering and redaction for use during analysis and review
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 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

Veritas eDiscovery Platform Documentation

Document	Comments
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
Export and Production Guide	Describes how to use, produce, and troubleshoot exports
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