Veritas eDiscovery Platform™

Release Notes

8.3

VERITAS

Veritas eDiscovery Platform™: *Release Notes*

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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 the new features can be found in the documentation for that particular feature or enhancement. Each manual has a guide to the documentation in the Product Documentation section.

Upgrade Paths, Compatibility, and Notes

8.3 Upgrade Paths

From Release	To Release
7.1.5 GA and all CHFs	8.3
8.1.1 GA and all CHFs	8.3
8.1.1 R1	8.3
8.2 GA and all CHFs	8.3

For more information on supported upgrade paths, refer to: http://www.veritas.com/docs/000095769

Or

https://www.veritas.com/support/en_US/article.INFO2577

If you are on a previous version, upgrade to 7.1.5 (GA or all CHFs) before performing the 8.3 upgrade. To verify that you are at the correct product level, log on to Veritas eDiscovery Platform and select **System > Appliances**. Select the appliance and verify it is at the correct product version.

Refer to the *Veritas eDiscovery Platform Upgrade Overview* and *Veritas eDiscovery Platform Upgrade Guide 8.3* for more upgrade details.

- Veritas eDiscovery Platform Compatibility Matrix — http://www.veritas.com/docs/TECH211911

Case Backups and Upgrade Path

Veritas eDiscovery Platform supports upgrading cases from backups that were created up to two major releases previously. Cases that were backed up with versions 6.x, 7.x, and 8.0 can be restored in version 8.3. Case backups created in versions prior to 6.0 must follow a two-step process: the case backups must first be restored to 6.0 and then to 8.3.

Microsoft Rights Management Services (RMS) and eDiscovery Platform Support

RMS support was introduced back in version 7.1.5 to securely decrypt and collect documents (MSG/PST and loose files). Currently, it is only supported for upgraded systems.

IMPORTANT: Starting with version 8.0 and beyond, all new or clean eDiscovery platform installs do not support RMS.

Operational Notes

This section covers important operational notes for version 8.3.

Note: for other Operational Notes pertaining to previous releases, see the release notes for the last cumulative version. In this case, see the release notes for version 8.2. If you haven't upgraded to 8.2, read the 8.2 release notes for information about Access Groups and other changes before upgrading.

For additional information, refer to the *System Administration Guide*, *User Guide*, and other specific documentation available by clicking the "**Documentation**" link at the bottom of any pane from the platform's User Interface, or the "Help" link on the upper right corner of any pane to access the Veritas eDiscovery Platform Online Help.

Browser Support

Veritas eDiscovery Platform is certified to work with the following versions of Microsoft® Internet Explorer® (IE): IE 10 and IE 11. For more information on the supported versions of browsers, see the *Veritas eDiscovery Platform™ Compatibility Matrix guide*: http://www.veritas.com/docs/TECH211911.

Note: Installing and using Native Viewer requires the reviewer to be running the 32-bit version of Internet Explorer.
Note: In version 8.3, if Internet Explorer 10 users are unable to establish an https connection, make sure that the **Use TLS 1.2** check box is enabled. Go to the Internet Explorer's **Tools** menu > select **Internet Options** > click the **Advanced** tab > select the "**Use TLS 1.2**" check box > click **OK**.
If the appliance is running Internet Explorer 10, verify that the **Use TLS 1.2** check box is enabled.

Veritas eDiscovery Platform does not currently support non-Microsoft browsers such as Chrome, Firefox, or Safari. Users may access the Legal Hold confirmation page using Chrome or Firefox browsers. For security certificate and legal hold setup details, see the *Veritas eDiscovery Platform System Administration* and *Legal Hold Guides*.

Browser Security

Version 8.3 offers enhanced certificate management through Clearwell Commander. For more information about Web Services access, see the *System Administration Guide*: Appendix A, "Web Services Options".

Note: The default certificate that ships with the system is now generated using an RSA 2048-bit key size. If your policies require a DSA certificate and you do not already have one, see the *System Administration Guide*: Appendix A, "Web Services Options: Certificates".

There are changes to Secure LDAP configuration instructions, using Clearwell Commander to manage the provider-generated certificate. See the *System Administration Guide*: Managing Security of eDiscovery Platform, "Secure LDAP/SSL/TLS Support". If IT security policies require use of TLS v1.2 for creation of certificates for each server, see the details under ***SSL/TLS 1.2-related change in method for generating appliance certificates (*41311*)***.

See also the new feature information under Configurable Browser Cache.

Additional Notes

- The application does not currently support running multiple sessions in a single tab opened simultaneously on a single computer, you must either:
    - Launch a new IE session by choosing "File | New Session" from IE (press Alt to expose the IE menu bar if it is hidden in your toolbar)
    - Change your IE shortcut to launch IE with "iexplore -nomerge")

        If you launch a new session from an Internet Explorer shortcut icon, without adding the "-nomerge" option, it **will not** work, since the merged session cookie will log you out of your previous session.

- The use of the 'copy' feature in the Search Preview feature requires that IE be configured to allow programmatic clipboard access. Internet Explorer comes configured by default to allow this. If you encounter an issue, check the Internet zone settings under Internet Options Security.

- Your browser flash cache may affect how the time zone is accessed and shown when viewing Case Reports. Clearing your flash cache will fix this discrepancy. To do this, follow the instructions here:

    http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager07.html

Supported File Types

Veritas eDiscovery Platform supports over 500 different file types including all Microsoft Office 2013 formats. Refer to the *Supported File Types and File Type Mapping* section in the application's library (Online Help) for a detailed list of supported file types. (For additional user documentation sources, see Obtaining Product and Compatibility Information.

The following container file types are supported: ZIP (standard and self-extracting), GZIP, TAR, LZH (including LHA), UNIX compressed files, RAR (standard and self-extracting), BZ2, and 7Zip.

The NIST list version is 2.55 – (Dec 2016).

Note: Veritas eDiscovery Platform provides the ability for users to exclude both the standard NSRL (NIST list) files and to upload company-specific file hash lists into the system. See this tech note for details: http://www.veritas.com/docs/000017121. Customers can import the latest NIST list from http://www.nsrl.nist.gov/Downloads.htm.

Supported E-Mail Types

Microsoft Exchange/Outlook: Veritas eDiscovery Platform supports all PST and OST file versions (with limitations below). Supported Exchange server versions include 2007, 2010, 2013, and 2016. The supported Outlook version is 2013. EDB files are not currently supported.

OST Files: If upgraded from a license purchased prior to April 15 2013, OST files are recognized, automatically converted into PSTs, and stored in the application's managed email conversion area prior to processing. Licenses purchased after that date do not support the conversion. See this tech note for details: http://www.veritas.com/docs/000109381.

Lotus Notes: Veritas eDiscovery Platform supports Lotus Notes 8.5.2. Older versions of Notes often can be processed with no issues; however, there are some known issues with the Notes APIs that may cause problems. While these issues are outside of our direct control, we made some adaptations to the crawler to make it operate as smoothly as possible. Starting with 7.0, the application requires Lotus Notes client 8.5. If you restore an older case to a version 7.0 or

later installation where that case has processed NSF files using Lotus Notes 7, the messages may de-duplicate differently. Please refer to the Veritas *eDiscovery Platform Upgrade Overview* document section "Mandatory Upgrade to Outlook 2010 and Lotus Notes 8.5 clients on Veritas eDiscovery Platform appliances and its de-dupe implications" for more information.

Note: Installations with known deduplication issues should consider using the new 8.3 feature, Update checksum for emails.

Email Loose Files: When processing loose files, the application automatically processes .eml, .emlx, and .msg files as emails as long as they are compliant with the RFC822 specification (in the case of .eml files) or the Microsoft .msg specification (in the case of .msg files).

MBOX Files: Processing MBOX email containers (and derivative formats such as MBX) is also supported. These are converted into PST files and stored in the application's managed email conversion area prior to processing.

Distributed Review and Processing

Please refer to the Veritas *eDiscovery Platform Distributed Architecture Deployment Guide* for configuration, operational and installation information.

Supported Collection Sources

The following are supported sources for identification and collection using the Veritas eDiscovery Platform:

Microsoft Exchange 2007, 2010, 2013, 2016, Office 365, Lync 2013 with Exchange 2013

SharePoint 2007, 2010, 2013, SharePoint Online

Lotus Domino Server 8.x, 9.0

Veritas Enterprise Vault 10.0.4, 11.0, 11.0.1, 12.0*: From an Enterprise Vault source, you can collect data from Exchange Mailbox and Journal archives, SharePoint archives, Lotus Domino Journal and Mailbox archives, and File System archives. When Enterprise Vault 11.0.1 or later is used, you can also collect data from Exchange SMTP and Internet Mail archives.

Veritas Enterprise Vault.cloud

Windows File Shares: Veritas eDiscovery Platform can collect from file shares over the network.

Distributed File System (DFS)

PC/Desktops: The OnSite Collector can collect data from laptops, PCs, and Macs directly using a locally connected drive (USB for example).

Documentum, Livelink, and FileNet: Starting with 8.1, non-CMIS compliant data sources including Documentum, Livelink, and FileNet are not supported. Release 8.1 and later only support Documentum 6.7, FileNet 5.1.0, and Livelink 10.5 with CMIS (Content Management Interoperability Services) endpoint enabled on the server. Contact your System Administrator for enabling CMIS endpoints on your Documentum, Livelink, and FileNet servers.

For more information on supported data sources, see the *Veritas eDiscovery Platform™: Identification and Collection Guide 8.3*.

Legal Hold

Limits on the data or records exported in a survey response report (ESA-44550): Export of data or records in legal hold survey response report is limited by the maximum number of rows and columns supported by Microsoft Excel. This might result in lower number of survey questions being populated in the survey response report when the legal hold notice has large number of custodians and survey question.

A legal hold notice being modified by multiple users or in multiple browser windows causes custodians, survey questions, or other information to be lost after saving (ESA-31274): The potential for this to happen is eliminated by having one user modify settings for the legal hold in only one window until the hold notice has been sent.

New in Version 8.3

Certificate Management

Certificate management and propagation is now handled by the installation of this version.

Note: Review the ant log to make sure that the certificate propagation is successful to "Windows trust store." The ant log can be found at ***D:\CW\V83\logs\ant_output.log***. When the certificate propagation is successful, the log states: "*Build complete, deploying Certificate*"

When the deployment is unsuccessful, the ant log shows errors. Follow the instructions in the 8.3 *System Administration Guide*. contact Support and reference this article in the knowledge base: https://www.veritas.com/support/en_US/article.000116077

Storage Location Pointer Modification

Veritas eDiscovery Platform maintains references to the storage location of data collected as part of collection tasks and sets. The references are maintained in its database. Physically moving such collected data to a new storage location without also updating corresponding references in the database can leave such collection tasks and sets unusable. Veritas eDiscovery platform has provided the advanced support capability called "Collection locator modifier" to update references to collected data storage location. This capability is made available only to the administrators who have been granted support access. Work with Veritas technical support to use this capability.

Customizable Review

This feature adds the ability to collapse the yellow metadata area displayed in the different views of Review mode. In order to maximize the space available to load the document body being reviewed, a collapse option has been added to hide the yellow metadata within review mode. The user's selection is persisted across views and across documents.

Password Management

Password Management is now available in this version. When the System Administrator (User with the System Manager profile) launches Clearwell Commander from the desktop, **Manage Passwords** is available under **Actions**. The MySQL root and common passwords are now changeable through Clearwell Commander.

Configurable Browser Cache

Browsers, including IE, maintain a page repository (cache) that is used to expedite the process of retrieving previously viewed pages without sending another request to the server. If a user logs out of the eDiscovery application, it is possible to press the **Back** button to view the previous page of the authenticated user. This view remains visible for just a few seconds before reverting to the login page.

A configuration setting has been added to the Security configuration which can enable or disable browser cache. If disabled, the browser cache (for example, search results) will not be stored and access or retention of sensitive information is prevented during logout. To take advantage of the browser cache security, you must uncheck the cache enabled setting. The default setting is enabled.

IMPORTANT! Once the cache is disabled, the browser will require a page refresh (F5) when the **Back** button is used to revisit certain pages (for example, navigating back through search result pages).

For those concerned about the accidental release of information possibly contained in the browser cache during the logout process, you can disable it by unchecking the checkbox for **Cache Enabled**.

1. In the **System** view, click **Settings** > **Security**.
2. Uncheck the **Cache Enabled** checkbox (checked by default).
3. Click **Save**.

Index Repair

This feature solves an issue in which keyword searches were not accurate for content known to be present in the dataset for PDF, PPT, and Word files, where these files were first level attachments or loose files. Version 8.2 contained a fix for the issue itself, so cases created in 8.2 or greater do not have the problem.

However, the ability to reindex files for a case that already had work in progress, or "reindexing in place", was required for cases set up and worked in previous versions of the eDiscovery Platform. Once such a case is restored, the Index Repair feature allows a user with System Manager or Group Admin role to select Repair Index under **System** > **Support Features** for that case.

IMPORTANT! A custom property needs to be added in order to use this feature. See www.veritas.com/docs/000125139 for instructions, as well as feature background, case qualification criteria, workflow details, and FAQs.

Update checksum for emails

Deduplication of documents depends on matching checksums. Microsoft Office and Lotus Notes client have altered the way in which they calculate checksums. The result is that from version to version some email documents may not be deduplicated.

For example, Veritas eDiscovery Platform upgraded the version of Microsoft Office in release 8.1. For cases with previously indexed data, new emails indexed since version 8.1 may not deduplicate entirely against the emails already in the case. This feature that allows a system manager (or group manager) access to the "Update Checksum for Emails" feature.

IMPORTANT! After upgrading, the System Manager should check to see if there is data needing the checksum update. Go to **System** > **Support Features** and choose **Update checksum for emails**. Only the cases that appear in the **Select the case** field are affected. The Case Administrator should coordinate the timing of running the "Update Checksum for Emails" feature against the affected cases.

For instructions on how to enable and use this feature, as well as feature background, case qualification criteria, workflow details, and FAQs, see http://www.veritas.com/docs/000125859.

Enhancement in EV Collection defensibility report

This feature solves an issue where the defensibility report for EV collection task showed incomplete information where the report did not show several settings that the user selected while creating the collection task. Now, enhancements are made so that the defensibility report shows detailed information about the custodian assignment, message types, custom

attributes, retention categories and policies. The defensibility report now lists the custodians which were selected in the **Email to Custodian Mapping** tab, the message types that were selected or unselected, the custom attributes that were included or excluded, and the retention categories and policies that were selected or unselected while creating the collection task.

Legal Hold Report by Custodian

Release 8.3 provides a new report, Legal Hold Report by Custodian, which provides a summary of custodians in an organization that are put on hold across cases and legal holds.

This report provides:

- List of all custodians on legal hold and the corresponding list of legal hold notices, legal holds and cases.
- Status of the custodians on hold and the date the last message was sent to the custodian.

This report helps administrators by following up with any custodians who are not responding to a notice or reminder. Also, the global view of the custodians provides for effective reporting and tracking of custodians.

Note: Only users with the System Manager or Legal Hold Admin privileges can generate this report. Users can only generate this report pertaining to the access groups that they have access to. By default, all the accessible legal holds and cases are included in this report.

The Legal Hold Report by Custodian report includes custodian information such as name, department, location, and email address, information related to the cases and legal holds, including the current status of the notice and email ID of the author of the notice. The report is predefined and sorted out by Custodian column, by default.

The "Repeating Reminder" status is purposefully not present in the report. This is so admins can take appropriate action against the other statuses of custodians.

Known Issues

This section contains known issues related to the usage of Veritas eDiscovery Platform.

Installation and Upgrade Issues

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

Legal Hold Issues

Legal Hold Activity Report and Defensibility Report are not generated correctly for i18n characters (ESA-47358): When a Legal Hold name contains i18n characters, the Activity Report and the Defensibility Report is generated without any extension. Such reports cannot be opened by clicking the download report link in the Jobs window. As a workaround, users should click on the report link in the Jobs window and choose the option to save the report. Users can add extension ".xlsx" while saving the report file so that they can open the report. Alternatively, users can find the correct report at the location mentioned in the log file available in the Jobs link.

Confirmation server properties do not work in distributed environment (ESA-44240): In an environment where the administration server and the confirmation server are installed on separate servers, setting the Confirmation Server Management properties "Clear_Confirmations" and "Clear_Confirmation_Server" using Property Browser does not yield any changes on the confirmation server. As a result, the data on the confirmation server does not get cleared**.**

Identification and Collection Issues

Enterprise Vault search task Traits filter does not work as desired for EML messages (42299): When attachment extensions are specified using the include/exclude options under the Traits filter for Enterprise Vault search tasks, the filter works correctly only for the MSG file types and not for the EML file types. For example, when the Traits filter is used for include any messages whose attachments have any of "PDF" extension, the result shows all MSG files with PDF attachments but it does not show EML files with PDF attachments. Instead of using the attachment extension option, users should use the message type option under the Traits filter.

Export Error File List option does not work for Enterprise Vault collection tasks (42192): For Enterprise Vault collection tasks finished with a "Partial Success" state, the exported CSV file does not show the failed items. The exported CSV file is blank where the list of files which failed or were uncollected is not displayed. Errored items can be identified for individual collection tasks using "Uncollected items log".

Collection tasks for Fileshare does not collect password protected Microsoft Word files (39840): The collection tasks targeted for Fileshare sources does not collect a password protected Microsoft Word file when the "Include Microsoft Word" option is selected under the File Type filter. To collect the password protected Word files, you can either use the "Other Type" option under the File Type filter or specify doc or docs file extension in File Extension filter under File Type filter.

An error is produced when a large number of archives are selected in the EV.cloud collection tasks (39635): While adding a collection task for an EV.cloud source, if you enable the ""Selected"" option on the Archives field and add a large number of archives (may be more than 150 archives), you might get a ""BAD_REQUEST"" error. If this happens, you should either remove some archives from the selection or you should create multiple collection tasks with fewer archives.

EV Search task cannot preview messages in a virtual environment (39300): In a virtual environment containing a Cluster Master Node and Sub-Nodes, when you run an EV Search Task, the "Sample Preview" doesn't show up the messages. This issue occurs only in a virtual environment and it is not observed when eDiscovery Platform runs on a physical appliance.

OnSite Collector for windows fails to be launched (37512): When launching the OnsiteWindowsPC collector from an MSI installation folder which name contains spaces, the Onsite Collector cannot be launched.

Direct Domino collection fails when Keywords are specified as criteria (36938): For direct collection from Domino sources, a collection task fails when keywords are specified as criteria. However, when keywords are not specified, the collection tasks are completed successfully. To avoid this situation, it is recommended to keep the retry counts more than zero.

Filtering options are not honored for SharePoint non-document items (35416): For SharePoint sources, when collection tasks are run with Keyword filter for non-documents, the task also collects the data that does not meet the Keyword filter criteria. It is recommended to use federated search for collecting non-documents.

Custodian assignment not working properly for certain filtering rules (33130): If you are assigning custodians for OnSite Macintosh collection tasks using the following Custodian Assignment filtering rules, then a custodian is created and all collection tasks are assigned to this custodian. If you assign the same Custodian Assignment filtering rules for subsequent collection tasks and assign custodians, the custodian assignment happens to the first user only irrespective of the user profiles or Macintosh version.

Custodian Assignment filtering rules:

Assign Items to Custodian in priority order as follows: Assign to Custodian based on item's domain/owner name or SID

If No Match is Found: Create a New Custodian using the item's SID and associated owner name.

Disallowing options to collect everything from a subset or all Exchange/Domino servers (32955): Veritas strongly recommends not to select the **Include all mailboxes** or **Include only the following servers** options to avoid over-collection from the Exchange and Domino Mailbox sources, and to avoid overload on your email messaging system.

Analysis and Review Issues

I Selecting a folder constraint (such as "any", "all", or "none") and triggering an error, then clicking "Back" to edit the search triggers this. Avoid using the back button in this case: use the search navigation links (such as the "Advanced Search" link) to revise the search.

Audio case is processed with multiple languages, but only one is shown in the yellow message or attachment header box (38739): The yellow box will not show both languages, but searches will work in them both.

Audio search: for certain audio files, number of search hits can vary when the confidence threshold is changed (33202): This is a vendor issue and is currently being addressed.

Audio search: When media player is not available, clicking the page control doesn't advance the document (33150): If Windows Media Player is not installed as the CW installer indicates, the user may see a blank white box while trying to listen to the audio hits, and there will be loss of the ability to navigate the documents. Please refer to the *Installation Guide*.

Audio search: General Search Error displays when running two searches and the first one goes to the background (33012): When this happens, users are still able to run searches by going to the Advance Search tab. In the Advance Search page, users can change the threshold and run another search.

With consumption license enabled and mode set to standard, user cannot do native review: case settings can't be set to enable review (31400): If a case has an LFI source, if consumption license is enabled and mode is set to standard, the user will not be able to enable review from case setting once data is indexed. The case needs to be already set for review during case.

Tool used for indexing is not used for html view post fix 31343; this can result in anomalies and inconsistencies in product behavior (20110/31425):
20110: Because the indexer is now tracking the tool that was used for text extraction for a particular document, there is greater consistency in matching the exported extracted text to the indexed text. Users may notice some differences in extracted text between exports done in 7.1.3 when compared to the same export done in 7.1.2 and earlier.

Also, export will now flag text as having a text extraction error in audit files if "extended metadata" is selected for export and an error is encountered. This is new to 7.1.3.

31425: However, for loose files and attachments the same tool may not be used. Due to a limitation of the third party programs, the same tool may not be used to create text review or detail snippet view of a document, causing some inconsistencies in product behavior.

Audio search: No indication of how much audio license is in a case archive/backup (32862): Currently there is no way of indicating to the user how much audio data is within a case backup or archive. This may be addressed in a future release.

Audio search: Nexidia Search Grid fails to process files with incorrect extension (32190):
Files with an incorrect file extension (as opposed to no extension at all) are unlikely to be processed successfully. Incorrect extensions are likely to cause codecs to misinterpret the file, in which case the best result is a "Cannot Convert" error, and the worst result is a corrupt audio stream.

If the file extension is unknown to the **available** codecs, then Search Grid gives each codec an opportunity to decode the file. If a codec reports that the file can be validly decoded, processing will continue.

With consumption license enabled and mode set to standard, user cannot do native review: case settings can't be set to enable review (31400): If a case has an LFI source, if consumption license is enabled and mode is set to standard, the user will not be able to enable review from case setting once data is indexed. The case needs to be already set for review during case creation.

Load File Import Issues

User is not alerted to errors and finds no image files being loaded at all during native view (32314): Externally imaged items imported into the system will typically require:

- A load file referencing their content
- An Opticon file referencing the corresponding images.

If users incorrectly match items and their corresponding images between the load and Opticon files, the images will not be imported into the system. Users are advised to test mappings in a test environment prior to trying this in a production system.

For some LFI cases, user cannot sort by imported number (32763): There should be at least one custom attribute mapping for the user to sort by imported bates number in search UI. As a workaround, the user can add a dummy custom attribute mapping, and we should be able to sort an additional column by Imported Bates number on the search UI. See this knowledge base article:
http://www.veritas.com/business/support/index?page=content&id=TECH217228

Export and Production Issues

For IE 8 users, clicking on the "Export" menu a second time in review mode will not work (40404): In IE8 selecting Export in the review mode for the second time will not display the Export window, and the error notification appears on the bottom of the page. To get around this, go to List Mode (**Basic**, **Snippet**, **Simple Detail**, **or Full Detail**) and click **Actions > Export**. The Export window will display correctly.

Export and Production with Image Help enabled seeing "file no longer exists" errors when doing a caching job for data from LEF (36960): When running a cache job for files from LEF source, multiple files fail caching with error "File no longer exists", due to resource contention. Retry the cache job when this occurs.

Metadata export failure of ~2,000,000 items fails after ~650,000 items retrieved (29991): For memory and database performance considerations, internal testing has shown that the best practice is to restrict metadata exports to 500k docs or fewer. For larger quantities, breaking them into subgroups to be exported separately is advised.

During review, the list of available redaction reason codes displayed are limited to those which had been applied at the time the current document was loaded into the native viewer (29786): This is a known issue due to a change in the Brava client. Redaction reasons applied in other documents will appear if the page is reloaded.

System Administration Issues

Editing a collection set displays the access groups which the user is not part of (42877): When a collection set, source, or location is part of more than one access group, and the user is not included in all of these access groups, then while editing a collection set, the user can still see the other access group of which he/she is not a member.

Collection Admins might be able to see groups that they are not a part of, while editing entities such as sources, locations, or collection sets. However, these will appear disabled and the collection admin will not be able to assign entities to such groups. The collection admin will be able to assign entities to groups only if he/she is a member of those groups.

A non-administrator can also see secured sources, locations, and collection sets (42845):
When a non-admin user is assigned "Allow group management" privileges, the user can see all of
the sources, locations, and collection sets that are secured by Access Group feature. The user can
see these entities even when these are not included in the access group in which the user is
added.

System Managers by default have "Allow group management" privileges. When access groups are
created, system managers are not included in them by default. It is recommended to add system
managers to access groups based on the security requirements and resource partitioning model
for your organization. However, note that unless "Allow group management" privileges are
revoked for a system manager, he/she can add himself/herself to other access groups. If your need
is to create system managers for specific access groups, then consider revoking this privilege using
a custom role.

Moving an access group from "Included" or "Available" does not have any impact if All Sources,
Include All Location and Include All Collection Sets options are enabled for the access group.

Fixed in Version 8.3

Note: In general, fixes included in Cumulative Hotfix (CHF) releases are rolled into the next product release, whether full or minor. Fixes from 8.2 CHF1, CHF2, CHF3, and CHF4 are included in 8.3.

System Administration

Clearwell Commander Shortcut Fails to Launch in Fresh Install (Windows Server 2012 R2) (ESA-44846): This fix resolves an issue where Clearwell Commander failed to launch from the desktop shortcut. With this fix, Clearwell Commander launches as expected. See Tech Note: https://www.veritas.com/support/en_US/article.000115769

Incorrect logs related to Distribution List membership in Active Directory Sync log file (ETrack-3889617 /ESA-44804): This fix resolves an issue where incorrect logs are shown while syncing the members from Distribution List as part of Active Directory sync. With this fix, correct logs are shown for Active Directory sync.

Deprecation of the option to upload logs to Support site using FTP (ESA-44796): Earlier users were allowed to upload logs to the Support site using FTP. For improved security the option to use FTP protocol for uploading logs is no longer available from the UI or Clearwell Commander. Users can still choose HTTPS protocol or generate a ZIP file to send logs manually.

Tag notification email displays incorrect tag information (ETrack-3900774/ESA-45718): This fix resolves an issue where tag notification email displays incorrect tag information, such as mentioning previous product name, not providing case information and using internal IP address of the eDiscovery Platform appliance instead of using FQDN. With this fix, all this information is rectified in the tag notification email.

Upload Log option from the System > Logs screen results in a blank screen after the relevant details are submitted (ETrack-3904027/ESA-45908): This fix resolves an issue where the Upload Log option under **System** > **Logs** results in a blank screen after the relevant details are submitted.

During Active Directory sync, eDiscovery Platform randomly receives an error from Active Directory (ETrack-3904039/ESA-46139): This fix resolves an issue where an error *"(0x8007203A): The server is not operational"* is received during Active Directory sync which causes the failure at record level. With this fix, eDiscovery Platform makes five retries at an interval of 10 seconds to deal with these environmental issues.

Users cannot log into eDiscovery Platform when case restore is in progress (ETrack-3904213/ESA-45918): This fix resolves an issue where users cannot log into eDiscovery Platform while case restore is in progress.

SSL/TLS 1.2-related change in method for generating appliance certificates (41311): By default, the SSL configuration in the eDiscovery Platform is set to accept 128-bit or greater ciphers and requires the use of TLSv1 protocol or better. SSLv2 and v3.0 are disabled. The set of supported ciphers and protocols can be modified if needed. Consult your IT department's security specialists to determine secure settings for your browser.

Note: If your policies require the use of ***TLSv1.2***, certificates for all appliances **must** be issued by an external certificate issuing authority and installed on your servers by your own IT department. As of version 8.1, these certificates will need to be generated using a DSA authentication key. **Important!** Previously generated certificates generated with an RSA authentication key will need to be re-generated using a DSA authentication key. For certificate generation instructions, see the ***System Administration Guide***.

For details on how to work with SSL backward compatibility, see technical article: http://www.veritas.com/docs/TECH226376.

Case Administration

Errors while editing the 'Case Custodian Email Digest' scheduled task (ETrack-3886178/ESA- 44877): This fix resolves an issue where any attempt to edit 'Case Custodian Email Digest' scheduled task resulted in error: "An email digest task for this case already exists." With this fix, an edit operation for such tasks works as intended.

Deadlock errors are populated in the server logs (ETrack-3898151/ESA-45635): This fix resolves an issue where multiple requests to display "All Cases" made on the eDiscovery Platform UI sometimes cause a deadlock populating the server log with multiple deadlock errors. With this fix, deadlock errors are not populated in the server log.

Incorrect case access profile is assigned to case users by the System Manager during Case Access Profile restriction (ETrack-3901447/ESA-45703): This fix resolves an issue where the System Manager employing 'Case Access Profile' to restrict access rights for Case Users (through the **System** > **User** option), gives the user unauthorized access to cases. With this fix, case users are assigned the correct Case Access profile with proper permissions.

Data Analytics displays incorrect values for produced items (ETrack-3906055/ESA-46199): This fix resolves an issue where the Data Analytics page shows incorrect values for produced items. With this fix, the Data Analytics page shows correct values.

A user with a trailing space in its name cannot be edited from the Case Home > Users tab (ETrack-3909888/ESA-46653): This fix resolves an issue where editing a user with a trailing space in its name fails with an error. With this fix, a user with trailing space in its name can be edited from the **Case Home** > **Users** tab.

Infrastructure

System fails to initialize due to issues in the Esent repair process (ETrack-3891325/ESA-44897): This fix solves an issue where the system fails to complete the initialization phase due to issues in the Esent repair process which waits for user inputs. With this fix, system initialization completes as expected.

Enhancement to create a shortcut for Clearwell Commander on a Confirmation server (ESA-44939): Earlier versions did not have a Clearwell Commander desktop shortcut for the Confirmation server; the shortcut existed only when the full installer was run on the main appliance. With this enhancement, a shortcut for Clearwell Commander is created when the installer is run on a Confirmation server.

The free disk space value is not displayed when eDiscovery Platform is not installed on D: drive (ETrack-3904405/ESA-46017): This fix resolves an issue where free disk space value is not displayed under the **System** > **Appliances** tab when eDiscovery Platform is not installed on the D: drive. With this fix, even when the eDiscovery Platform is not installed on the D: drive, the free disk space value is correct.

Identification and Collection

Issues with accessing remote directory while creating a location (ESA-45090/44952): When upgraded to v8.2, users fail to access remote directories using UI options such as "Test connection" and "Browse and Add" while creating a location. With this fix, the *WinAuth* password is used correctly so that users can access remote directories and then create a location.

Browse and Add functionality fails for SharePoint, CMIS, and FileShare sources (ESA-45091/44726): For SharePoint, FileShare, and CMIS sources (Documentum, Livelink, and FileNet), users fail to select a particular folder by using the "Browse and Add" functionality. With this fix, the source account credentials are used correctly. The "Browse and Add" functionality now works as desired for these sources.

An incorrect remote path is created while adding a remote path as a collection location (ESA-44730): This fix resolves an issue where an incorrect remote path gets created while adding a collection location with Directory browser. Instead of a remote path, a local location folder was created. With this fix, a correct remote path is created.

Active Directory Employee Synchronization rejects user email address having more than 100 characters in length (ETrack-3880068/ESA-44805): This fix resolves an issue where Active Directory Employee Synchronization rejects user email addresses that have more than 100 characters. With this fix, email addresses of maximum 255 characters can be stored in eDiscovery Platform.

Collection from O365 mailboxes does not work in environments with proxy-based internet access (ETrack-3880066/ESA-45051): This fix resolves an issue where collection from Office 365 mailboxes does not work for an environment with proxy-based internet access. With this fix, collection from O365 mailboxes continues to work in these environments.

Enterprise Vault Search Task fails with a null pointer exception (ETrack-3889384)/ESA-44719): This fix handles *Nul/PointerException* in Enterprise Vault Search Task. With this fix, the Enterprise Vault Search task now finishes successfully.

Collections from EV Mailbox Archives fail when mailbox name contains certain characters (ETrack-3881061 /ESA-44832): This fix resolves an issue where collections from EV mailbox archives fail when the mailbox name contains some unhandled characters from Extended ASCII. With this fix, collections work as expected for such mailbox names.

Defensibility report for SharePoint Collection task does not show correct statistics for scanned and collected count (ETrack-3880482/ESA-44984): This fix resolves an issue where the Defensibility report for SharePoint Collection task shows incorrect details for scanned and collected count. With this fix, the Defensibility report shows correct details.

Same value is shown for both Archived Created Date and Last Archived Time on Vault Store list (ETrack-3889948/ESA-44803): This fix resolves an issue where incorrect Archive Created Date was displayed on the UI. With this fix, correct values are displayed for Archive Created Date and Last Archived Time on the Vault Store list.

Direct Collection from Exchange 2013 mailbox fails (ETrack-3880723 /ESA-44831): This fix resolves an issue where direct collection from Exchange 2013 mailboxes fails with MAPI_E_NETWORK_ERROR. With this fix, direct collections from Exchange 2013 mailboxes work as expected.

Unable to preview sample documents when Enterprise Vault Search task contains multiple keywords (ETrack- 3844764/ESA- 44224): This fix resolves an issue where preview of documents for an Enterprise Vault Search task does not work for multiple keywords. With this fix, the preview works for Enterprise Vault Search task with multiple keywords specified in task configuration.

Preview task for Enterprise Vault Search results shows incorrect status (ETrack-3893290/ESA- 45013): This fix resolves an issue where the Preview task for Enterprise Vault Search results shows success on the UI even though an error occurs in the background which prevents the task from finishing properly. With this fix, correct status of the Preview task is displayed.

Exchange collections take longer to complete when a keyword filter is used (ETrack-3898634/ESA-45765): This fix resolves an issue where an Exchange collection task takes longer to complete when a keyword filter is used. With this fix, the collection task completes in the normal time.

Incremental AD sync takes longer to complete (ETrack-3899966/ESA-45695): This fix resolves an issue where incremental AD sync takes more time to complete. With this fix, the AD Sync completes much faster.

Collection Defensibility Report shows incorrect information when Traits filter is used for Enterprise Vault collection task (ETrack-3900977/ESA-46049): This fix resolves an issue where the Collection Defensibility Report shows incorrect information when date-based attributes with the "Between" operator in the Traits filter are used for an Enterprise Vault collection task. With this fix, the collection defensibility report shows correct information.

Incorrect versions of Exchange servers are captured (ETrack-3905134/ESA-46152): This fix resolves an issue where the *ADSCrawler_Output* log file does not correctly capture the details of the Exchange server versions when Exchange 2013 or Exchange 2016 is present in the environment. With this fix, the Exchange server versions are correctly captured.

Incorrect status for Exchange 2013 collection tasks is displayed (ETrack-3906165/ESA-46154): This fix resolves an issue where an incorrect failed status displays for Exchange 2013 collection tasks even when the collection task is completed successfully. With this fix, a correct status is shown for Exchange 2013 collection tasks.

Collection from Exchange takes longer to complete (ETrack-3903980/ESA-46153): This fix resolves an issue where Exchange collections with keyword filtering take longer to complete under certain circumstances. For this fix, the following property must be set using **Support Feature** > **Property Browser**.

Property: *esa.cleancontent.processing.tool.defaultparams*

Value: *${esa.common.jvm.gc.coreFlags} -cp ${src.home}/web/app/WEB-INF/classes;${src.home}/web/app/WEB-INF/lib/CleanContent-2010.2.2137.jar;${src.home}/web/app/WEB-INF/lib/languageStar-1.2.jar;${src.home}/web/app/WEB-INF/lib/log4j-1.2.17-cw.jar;${src.home}/web/app/WEB-INF/lib/guava-12.0.1.jar com.teneo.esa.common.containerfile.analyzer.CCAnalyzer*

IMPORTANT! Once the above property is set, you need to launch Clearwell Utility or Clearwell Commander, and then run the option: **Build Incremental Configuration Changes**.

This fix ensures that the collection from Exchange works as expected.

Enterprise Vault search preview fails with utility nodes (ETrack-3907597/ESA-46718): This fix resolves an issue where Enterprise Vault search preview fails when a utility node is used. With this fix, Enterprise Vault search preview is successful even with utility nodes.

"Last Archived Time" is incorrectly displayed in the archive picker dialog for EV collection task (ETrack-3907864/ESA-46487): This fix resolves an issue where "Last Archived Time" is incorrectly displayed in the archive picker dialog for an Enterprise Vault collection task. With this fix, the value of "Last Archived Time" is displayed correctly.

Archive picker does not display Enterprise Vault mailbox archives in sorted order (ETrack-3909565/ESA-46654): This fix resolves an issue where the archive picker window for an Enterprise Vault collection task does not display the mailboxes in sorted order. With this fix, the mailboxes are displayed in sorted order.

Enterprise Vault collection fails when the destination folder name contains Germanic characters (ETrack-3909663/ESA-46641): This fix resolves an issue where an Enterprise Vault collection task fails when the destination location includes some special characters, for example, "ü". With this fix, the collection task completes successfully.

Office 365 collection fails to collect data from certain domains (ETrack-3910703/ESA-46813): This fix resolves an issue where Office 365 collection fails to collect data when the mailbox is present on a different domain. With this fix, data can be collected from different domains.

For this fix, the following property must be set using **Support Feature** > **Property Browser**.

Property: *esa.icp.exchange.online.sao365emailId.User_Name*
Value: Email address of the source account from where you would be running the collection.

For example:

Property: *esa.icp.exchange.online.sao365emailId.go365sourceaccount*

Value: *go365sourceaccount@xyz.com*.

Office 365 collection task fails in auto-discovery phase with a timeout error (ETrack-3910963/ESA-46814): This fix resolves an issue where an Office 365 collection task fails in the auto-discovery phase due to a timeout error. With this fix, the Office 365 collection task completes successfully.

Legal Hold

Incorrect date/time information is captured for Custodian Status in Legal Hold Defensibility report (ETrack-3880018/ESA- 44938): This fix resolves an issue where the Legal Hold defensibility report shows incorrect date/time information for Custodian Status. With this fix, Custodian Status displays the correct date/time information.

Legal Hold notice status icon is not updated after resending the notice successfully (ETrack-3880052 /ESA-45022): This fix resolves an issue where a previously failed legal hold notice does not update the status icon when sent successfully. With this fix, the status icon correctly reflects the notice status.

Legal Hold Activity tab in Employee record does not show Legal Hold information in certain situations (ETrack-3890261/ESA-44835): This fix resolves an issue where the **Legal Hold Activity** tab fails to render any information due to null records in the database. With this fix, correct information is shown the for **Legal Hold Activity** tab.

Incorrect number of legal holds is displayed under the Notices column (ETrack-3896129/ESA-45633): This fix resolves an issue where the Notices column under **All Legal Holds** > **Legal Holds** page displays the incorrect number of legal holds. With this fix, the Notices column displays correct value.

Deleting recipients from Legal Hold "Saved" And "Not Sent" notices accidentally deletes all recipients from it (ETrack-3897665/ESA-45419): This fix resolves an issue where deleting recipients from Legal Hold "Saved" and "Not Sent" notices accidentally deletes all other recipients. With this fix, only selected recipients are deleted.

A list of cases and a yellow triangle is erroneously shown for a user with only Allow Legal Hold access rights (ETrack-3898223/ESA-45637): This fix resolves an issue where a yellow triangle is shown next to the user name when the user was assigned only "Allow Legal Hold access" rights. A list of cases was erroneously accessible for such users. With this fix, a yellow triangle or a list of cases is not displayed for such users with only Allow Legal Hold access rights.

The Legal Hold email Job shows incorrect status as success (ETrack-3899766/ESA-45693): This fix resolves an issue where the Legal Hold email job under **System** > **Jobs** shows the job status as successful even though the notice fails to deliver. With this fix, the job status is correctly displayed.

Editing survey questions in a Legal Hold notice fails even after multiple attempts (ETrack-3901232/ESA-45641): This fix resolves an issue where editing survey questions in a Legal Hold notice fails even after multiple attempts. With this fix, the edit option for the survey questions works correctly.

Repeating status reminders for a Legal Hold System Admin Notice fail with NULL pointer exception (ETrack-3909864/ESA-46674): This fix resolves an issue where the repeating status reminders for a System Admin Notice fail with a null pointer exception. With this fix, the Reminders are sent correctly without any exceptions.

Incorrect status of Legal Hold notice is shown for resend notices (ESA-43974)*:* When a failed initial legal hold notice is resent, the initial notice sending failure continues to display on the UI even when the notice is successfully resent. The status on the UI does not change and remains as 'Sending hold notice failed'.

Processing and Post Processing

Post-Processing fails to complete due to errors in Validator phase (ETrack- 3891316/ESA-44983): This fix resolves an issue related to null values causing problems during the Validator phase of post-processing. With this fix, post-processing completes successfully.

Post processing freezes at the Distributed merge phase (ESA-44548): While two nodes were processing in Distributed Architecture setup, post-processing froze for a long time during the Distributed merge phase. With this fix, processing completes as designed.

Additional columns added on the Processing Exceptions report are not provided in CSV export (ETrack-3892643/ESA- 44958): This fix resolves an issue where some columns available in the **Processing** > **Exceptions report** tab are not exported in the CSV file although they are visible on the UI. With this fix, all the available columns are exported.

PSTs in collection sets are not reported in Dropped Mailbox Exceptions Report (ETrack-3893788/ESA- 45050): This fix resolves an issue where PSTs in collection sets are not reported in the Dropped Mailbox Exceptions Report. With this fix, the PSTs are reported in the correct report.

Export template data is not loaded in first attempt (ETrack-3893808/ESA- 45052): This fix resolves an issue where the UI does not show the export template data in the first attempt but shows it properly in second attempt onwards. With this fix, the UI performs as expected.

Post-processing fails at the Search Analytics phase with errors (ETrack-3899081/ESA-45636): This fix resolves an issue where post-processing fails at the Search Analytics phase with an error: *Fatally shutting down component due to errors: Fatal Failure*. With this fix, post-processing completes successfully.

PSTs with encrypted journal messages are not indexed properly (ETrack-3899895/ESA-45592): This fix resolves an issue where a PST with encrypted journal messages is not indexed correctly. This issue also affects different modes of review. With this fix, PST files with encrypted journal messages are indexed properly.

EML files with specific MIME type attachments fail to process (ETrack-3901555/ESA-45700): This fix resolves an issue where EML files having specific MIME types as attachments fail to process in eDiscovery Platform. With this fix, such files can be processed.

Post-processing fails at the Search Analytics phase with errors (ETrack-3903909/ESA-45894): This fix resolves an issue where post-processing fails at the Search Analytics phase because of a SQL syntax error under certain circumstances. With this fix, Search Analytics works as expected.

Discovery errors are observed at the time of processing in some instances (ETrack-3904787/ESA-46046): This fix resolves an issue where discovery errors were observed at the time of processing in some instances. With this fix, processing completes successfully.

eDiscovery Platform cannot process PST files containing corrupt messages (ETrack-3905045/ESA-46236): This fix resolves an issue where eDiscovery Platform cannot process PST files containing corrupt messages due to issues in the newer version of Microsoft Mail API

(Office 2013 onwards). With this fix, the PST files containing corrupt messages are handled gracefully.

Processing fails when case name contains a special character (ETrack-3905223/ESA-46538): This fix resolves an issue where processing fails when the case name contains a special character. This happens because Windows does not allow creating a folder with a special character. With this fix, processing is completed even when the case name contains a special character.

Review

Doc ID does not update while moving to the next item in Review mode (ETrack-3880023/ESA- 44624): This fix resolves an issue where Doc ID does not update on the UI while moving to the next item in Review mode. This specifically happens when an attachment is part of multiple emails. With this fix, Doc ID updates properly.

Reviewers assigned a folder are not presented with Begin Review or Complete Review for the edit folder option (ETrack-3898967/ESA-45494): This fix resolves an issue where a user with Review permission does not have the required rights to complete the review process. With this fix, such users get the required rights to complete the review process.

"Related Items" panel for a document with custom attributes displays incorrect Long Text values when de-docked (ETrack-3900267/ESA-45706): This fix resolves an issue where 'Related Items' pane for an item ingested using LFI with custom attributes displays an incorrect Long Text value when de-docked. With this fix, the correct Long Text value is displayed when item is de-docked.

During Transparent Predictive Coding (TPC) workflow, the 'Move to Folder' action for the 'Next Training Set' option fails with an error in job log (ETrack-3900344/ESA-45243): This fix resolves an issue on the Review UI where during the TPC workflow, the '**Move to Folder**' action under '**Next Set**' dialog with '**Next Training Set**' option fails with an error in the job log. With this fix, the '**Move to Folder**' action works as expected.

Attachments cannot be retrieved for HTML view when documents are processed from EDRM XML source (ETrack-3906052/ESA-46204): This fix resolves an issue where the attachments cannot be retrieved for HTML view in a case that used EDRM XML as a source. With this fix, the attachments are retrieved as expected.

Retrieval of messages with large journal envelopes fails (ETrack-3906180/ESA-46287): This fix resolves an issue where retrieval of emails with large journal envelopes fails during Review and Export in some instances. With this fix, such emails can be retrieved successfully.

Navigating to the first document in search results shows incorrect custom attributes in the "Related Items" panel (ETrack-3908502/ESA-46563): This fix resolves an issue where for the source data ingested as LFI with custom attributes, navigating between items during review do not properly update the "Related Items" panel. With this fix, the "Related Items" panel is correctly updated.

Enterprise Vault Domino collection for journal archives fails (ETrack-3909906/ESA-46657): This fix resolves an issue where an Enterprise Vault Domino collection with journal archive fails when the archive includes items that are migrated from EV.cloud to On-premise via TransVault. With this fix, the collection task completes successfully for such archives.

Reviewing takes longer for items and attachments (ETrack-3911828/ESA-46840): This fix resolves an issue where reviewing time between items take longer than the anticipated time. With this fix, reviewing items is performed at the desired pace.

Search

Advanced Search does not work for specific case restores (ETrack-3880176/ESA- 45011): This fix resolves an issue where Advanced Search does not work on a restored case that includes Prediction Sets. With this fix, Advanced Search continues to work for such cases.

Exporting a report from Search results in a Tomcat Internal error (ETrack-3896809/ESA-45720): This fix resolves an issue where exporting the search report shows Tomcat Internal error. With this fix, the export report functionality works as expected.

Advanced search for tags provides incorrect results (ETrack-3906160/ESA-46203): This fix resolves an issue where the search on tags returns incorrect results. With the fix, the search on tags returns correct results.

Incorrect count displayed for keywords in the search report (ETrack-3909637/ESA-46802): This fix resolves an issue where the "Keywords" section in the search report for an item level search shows incorrect count. With this fix, the search report displays an accurate count for keywords.

Production and Export

Lock operation on Production folder fails with error (ETrack-3880728/ESA-45010): This fix resolves an issue where the lock operation on a Production folder fails due to an Esent error. The Esent calls have now been optimized with subtle configuration changes. With this fix, a lock operation on production folder works as intended.

MailFile_Exceptions CSV file does not contain details of all PST Files which are placed under the Mailfile_Exceptions folder (ETrack-3905252/ESA-46045): This fix resolves an issue where the MailFile_Exceptions CSV file does not contain details of all PST files which are placed under the MailFile_Exceptions folder.

Metadata Exports fail when the document count is high (ETrack-3906048/ESA-46205): This fix resolves an issue where the Metadata Exports fail when the document count is high. With this fix, Metadata exports work as expected.

Text extraction fails for items ingested via load file (ETrack-3908210/ESA-46803): This fix resolves an issue where text extraction fails during export for some items ingested via load file. Here the metadata and production exports against a load file source do not behave as expected, when extracted text is included as an option. With this fix, the text extraction for such files is now successful.

Production export does not provide an extracted text file even if the option is selected (ETrack-3909988/ESA-46639): This fix resolves an issue where the text extraction is skipped for documents flagged as "Check for embedded content failed" during indexing. With this fix the text extraction is completed successfully.

LFI/EDRM

Supplementary Unicode characters are not detected during discovery of a Load File Import (ETrack-3907185/ESA-46427): This fix resolves an issue where discovery process for a load file failed with an error: "*Path contains supplementary Unicode characters that are not supported*". This happened because the load file contained unsupported supplementary Unicode characters. With this fix, the supplementary Unicode characters are now supported, and the discovery process now completes successfully.

Deprecated Features

This section lists features and options that Veritas eDiscovery Platform is deprecating. To assist customers with planning, the section includes features targeted for deprecation in the future.

Support for Microsoft Internet Explorer version 9 was deprecated in 8.3.

Under consideration to be deprecated in a future release:

- Data source options for Processing
  - Exchange

    Direct processing from Exchange is being deprecated. Users must collect data from Exchange for processing.
  - EV

    Direct processing from Enterprise Vault is being deprecated. Users must collect data from EV for processing.
  - HP IAP
- EDRM XML Import
- Smart Tagging
- Topics
- Windows Server 2008 R2

Note: This deprecation list is subject to change pending product direction.

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

Licensing Portal

If your Veritas product requires registration or a license key, access our Licensing Portal:

> Veritas Licensing Portal: https://my.veritas.com
> Note: Access to the MyVeritas Technical Support Portal requires a MyVeritas account. If you do not already have one, register for a new MyVeritas account from the MyVeritas Technical Support Portal.

Obtaining Product and Compatibility Information

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 eDiscovery Platform landing page.
- Veritas Products Web site: https://www.veritas.com/product/a-to-z

Support Portal

- Release Documentation: http://www.veritas.com/docs/DOC7085

- Compatibility Charts: http://www.veritas.com/docs/000019811

Download All 8.3 Software

Previous links and website portals (FileConnect/FlexNet and all Symantec specific sites) for downloading product software, licensing and support have changed. Please sign in and use the MyVeritas portal instead:

- 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

You can download the appropriate Veritas eDiscovery Platform product files from the MyVeritas Licensing portal.