Veritas eDiscovery Platform™

Release Notes

8.3 Cumulative Hotfix 2

VERITAS

Veritas eDiscovery Platform™: *Release Notes 8.3 CHF2*

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Legal Notice

Veritas Technologies LLC
500 East Middlefield Road
Mountain View, CA 94043
https://www.veritas.com

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Overview

These release notes describe updates related to installation, upgrades, and operational considerations, including resolved and known issues related to Veritas eDiscovery Platform software.

Detailed information on how to use the appliance and features products can be found in the documentation for that particular feature. Each manual has a guide to the documentation in the Product Documentation section.

8.3 CHF2 Installation & Upgrade Requirements

This section provides critical information necessary before installing or upgrading your system to Veritas eDiscovery Platform 8.3 CHF2.

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/DocumentBrowsing.html?product=eDiscovery%20Platform
- 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 CHF2, use the following incremental installer (for the Master node and all nodes in the cluster, the Confirmation Server and the Utility Node):

- Veritas_eDiscovery_Platform_v83_CHF2_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 CHF2 supports the following upgrade path:

- Veritas eDiscovery Platform Release 8.3
- Veritas eDiscovery Platform Release 8.3 CHF1

If you are running above listed version, you must run the incremental installer to install 8.3 CHF2 on the following:

- Master Node and all other Nodes in the cluster
- Confirmation Server
  Note: If you are using a dedicated Confirmation Server, then you must run the 8.3 CHF2 incremental installer on the Confirmation Server.
- Utility Node

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 CHF2). Instead, eDiscovery Platform requires intermediary upgrades to update the product to the latest version. In the case of 8.3 CHF2, your system must be running 8.3 before running and applying the 8.3 CHF2 incremental install.

IMPORTANT! You may need to restart your system after upgrading to 8.3 CHF2, if prompted.

OST to PST Conversion Libraries

If OST conversion was previously enabled, the upgrade process automatically removes older conversion libraries (such as Datanumen) and replaces them with new OST conversion libraries. This means that if OST conversion was in use prior to the upgrade, the conversion service will continue to function but will use the newly installed library. See "New Conversion Libraries Replacing Old Ones" in technical article:
https://www.veritas.com/support/en_US/article.000128050

For general 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 CHF2 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 CHF2 on the Master node first.
3. Continue to install 8.3 CHF2 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: eDiscovery Platform Compatibility Matrix

8.3 Release Notes and product documentation:
https://www.veritas.com/support/en_US/article.000126695

Hotfixes being cumulative in nature, all fixes made in earlier CHFs for V8.3 are carried forward in V8.3 CHF2.

For eDiscovery Platform 8.3 Cumulative Hotfix 1:
https://www.veritas.com/support/en_US/article.000127340

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 CHF2

Automatically convert OST to PST Data Files for processing

The eDiscovery Platform can now seamlessly convert OST files to PST files for processing.

Starting with 8.3 CHF2, OST data files are converted to PST data files during the discovery phase. Upon successful completion of this operation, normal PST processing is applied to the files for easy access, review, and analysis. See technical article for details: https://www.veritas.com/support/en_US/article.000128050

Integrated Windows Authentication Single Sign-On for Legal Hold

Starting with 8.3 CHF2, Veritas eDiscovery Platform supports Integrated Windows Authentication (IWA) Single Sign-On (SSO) for Legal Hold authentication. When IWA SSO is configured, the logged-in Windows credentials of the custodian are used for authentication, and the custodian is subsequently directed to the Legal Hold Confirmation page without the need to enter login credentials. To use the SSO option, LDAP must be configured and enabled against the Active Directory domain from which Windows users will be authenticating. See technical article for details: https://www.veritas.com/support/en_US/article.000128049

Office® 365 connection using MAPI/HTTP

Microsoft is deprecating support for RPC over HTTP on October 31st 2017. With 8.3 CHF2, the Veritas eDiscovery Platform will now use MAPI/HTTP to connect to Office 365 in support of this change.

After the 8.3 Cumulative Hotfix 2 is installed, Administrators who want to collect data from Office® 365 mailboxes must also download and install the KB3114941 updates for Outlook 2013 32-Bit Edition that enables Office® 365 connection using MAPI/HTTP to the eDiscovery Platform servers connecting to Office 365.

Administrators can download the KB3114941 Outlook update from https://www.microsoft.com/en-us/download/details.aspx?id=51720 and then manually install it.

See technical article for details and troubleshooting steps: https://www.veritas.com/support/en_US/article.000128048

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 CHF2

SLF license upload fails for Windows 10 and Internet Explorer 11 (ESA-48432): When eDiscovery Platform is accessed from a Windows 10 machine using Internet Explorer 11, uploading an SLF license file fails on the **System** > **License** > **Update License** screen. As a workaround, administrator can access their eDiscovery Platform appliance using Windows 7 or remote desktop (RDP) to server, and then upload the SLF license file from the appliance. This issue is not observed on Windows 7 with any version of Internet Explorer.

Collection tasks for Office® 365 source fail randomly (ESA-48838): When more than four collection tasks are run for Office® 365 source, some collection tasks fail randomly. Some of these tasks are completed successfully while some of them fails. As a workaround, logon to the eDiscovery Platform appliance using the credentials of the "Source Account" for which the collection tasks were failed and then delete the "***eDP-O365-MapiHttp-TemplateProfile-Do not Delete***" Outlook template profile. Then rerun the collection tasks. For detailed troubleshooting steps, see technical article: : https://www.veritas.com/support/en_US/article.000128048

No longer supported in 8.3 CHF2

Starting with 8.3 CHF2, on-site collection from the Apple Mac OS versions 10.6 and 10.7 is no longer supported. Only Apple MAC OS 10.8 is supported.

Fixed in Version 8.3 CHF2

Infrastructure

Exceeding the datastore limit prevents creation of new cases and processing of data into existing cases (CFT-456): This fix resolved an issue where creation of new cases and processing data into existing cases was failing when the datastore limit of 64,535 was exceeded. With this fix, creation of new cases and processing data into existing cases works as desired.

Case restoration fails due to invalid type manager ID (CFT-541): This fix resolved an issue where the restore of v7.1.5 case backup on v8.2 failed in certain situations. With this fix, the case restore works as expected.

System Administration

"All Processing" page displays an error on the UI during page load (CFT-418): This fix resolved an issue where the "All Processing" page displays an error on the UI during page load when the case backup name contained certain special characters. With this fix, the error is no longer displayed.

Identification and Collection

Enterprise Vault collections fail when the source account password contains system reserved characters (CFT-340): This fix resolved an issue where the source account having system reserved characters in its password were causing failures of Enterprise Vault collections. With this fix, collection for these sources completes successfully.

Analysis view of an Enterprise Vault search task shows a blank Email Address column (CFT-460): This fix resolved an issue where email addresses were not getting populated in the Analysis view for an Enterprise Vault search task that targeted Enterprise Vault Journal type archives.

"Browse and Add" feature does not work for the SharePoint collections (CFT-479): This fix resolved an issue where the "Browse and Add" feature did not work as desired for the SharePoint collection. With this fix, this feature works as expected.

Improvements to the defensibility report of Enterprise Vault search and hold tasks (CFT-491): This fix provides enhancements to the existing defensibility report of Enterprise Vault search and Enterprise Vault hold tasks. Now the defensibility report for these tasks provides a list of custodians provided in the **Filters** option while creating the task.

Collection from On-premise Exchange 2013 fails due to Active Directory issues (CFT-545): This fix resolved an issue where the collection from Exchange 2013 server was failing in certain situations because of missing "*ServiceBindingInformation*" in the Active Directory. With this fix, collection from Exchange 2013 server works as expected.

Collection from Office® 365 sources intermittently results in over collecting items (CFT-106): This fix resolved an issue where collection tasks for Office® 365 sources were over collecting items, displaying the incorrect total collected data size. With this fix, the accurate size is shown.

Case Administration

Custom Employee Attribute data is not displayed properly for custodians associated with a case (CFT-438): This fix resolved an issue where the custom employee attribute data is not displayed properly when the custodian is associated with a case. With this fix, custom attribute data is displayed correctly.

Processing

Post-processing fails at the Centralized Merge phase (CFT-465): This fix resolved an issue where post-processing failed at the Centralized Merge phase during the processing job run. With this fix, post-processing does not fail.

Review

"Text" view for a loose file does not work properly (CFT-447): This fix resolved an issue where "Text" view for a loose file in a specific scenario resulted in an "*Unable to retrieve content, the source cannot be found*" error on the Review page. With this fix, the "Text" view works as desired for loose files.

Search

Advanced search for tags provides incorrect results (CFT-526): This fix resolves an issue where the search on tags returns incorrect results. With the fix, the search on tags returns correct results.

Export

"Print to PDF" output does not maintain the "Analysis & Review" sorting order (CFT-476): This fix resolved an issue where the "Print to PDF output did not maintain the sorting order for the "Date" column on the "Analysis & Review" screen. With this fix, the sorting order for the "Date" column is maintained in the "Print to PDF" output.

LFI-EDRM

Records with special ASCII characters do not get ingested during Load File import (CFT-449): This fix resolved an issue where records having certain special ASCII characters skipped ingestion during Load File import. With this fix, such records are successfully ingested.