Veritas eDiscovery Platform™

Upgrade Guide

9.0

VERITAS

Veritas eDiscovery Platform™: Upgrade Guide

Last updated: 2017-11-12

Legal Notice

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

Contents

Chapter 1

Preface

About this guide

This document provides detailed step-by-step installation and configuration instructions for successfully upgrading and setting up the Veritas eDiscovery Platform application. This guide assumes the reader is comfortable performing common system operations and is familiar with the Windows operating system. Before upgrading your system, be sure to read the *Veritas eDiscovery Platform Upgrade Overview Guide* to familiarize yourself with the changes in the release. If you are installing the Veritas eDiscovery Platform application on a machine for the first time, please read and follow the instructions outlined in the *Veritas eDiscovery Platform Installation Guide*.

Product documentation

The table below lists the 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 Veritas

Document	Comments
	eDiscovery Platform
Utility Node Guide	For customers using utility nodes, describes how to install and configure appliances as utility nodes for use with an existing Veritas eDiscovery Platform 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 9.x compared to 8.x and the user interface changes from 8.x compared to 7.x
Administrator's QuickStart Guide	Describes basic appliance and case configuration
Reviewer QuickStart Guide	A reviewer's reference to getting started using the *Analysis & Review* module in Veritas eDiscovery Platform
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 an appliance for Legal Holds, and use the Legal Hold module as an administrator in Veritas eDiscovery Platform
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

Document	Comments
User Guide	Describes how to perform searches, analysis, and review, including detailed information and syntax examples for performing advanced searches
Audio Search User Guide	Describes how to use the Audio Search feature to process, analyze, and search and export search media content
Export and Production Guide	Describes how to use, produce, and troubleshoot exports
Transparent Predictive Coding User Guide	Describes how to use the Predictive Coding feature in Veritas eDiscovery Platform to train the system to predict results from control set data and tag settings
Reference and Support	
Legal Hold	Legal Hold administrator's reference of how to create and manage holds
Collection	A quick reference card of how to collect data in Veritas eDiscovery Platform
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
Audio Search	A quick reference card for performing multimedia search tasks
Audio Processing	A quick reference card for processing multimedia sources
Online Help	
Includes all the above documentation (excluding Installation and Configuration) accessed by clicking **Help** in the Veritas eDiscovery Platform user interface.	
Release	
Release Notes	Provides latest updated information specific to the current product release

For the latest product information: https://www.veritas.com/product/a-to-z.html

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 eDiscovery Platform landing page.
- Veritas 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/

Chapter 2

Overview

This document provides instructions for upgrading the Veritas eDiscovery Platform from pre-9.0 to 9.0 release.

Installation Basics

The following list provides the details on what you need to do to successfully upgrade:

Note: This document is for upgrades only. For new installations, refer to the *Veritas eDiscovery Platform Installation Guide*.

1. Read the *Veritas eDiscovery Platform Upgrade Overview* to learn important insights about migration information and the release before upgrading.
2. Review this entire upgrade guide to understand what gets installed and uninstalled on your machine, the need for full node backup(s), potential reboots, and guidance on upgrading with minimal impact to your case and system environment.
3. Perform the Upgrade Pre-Installation Steps.
4. Review and perform the Upgrade Installation Steps.
5. Perform the Upgrade Post-Installation Steps.

Chapter 3

Upgrade Pre-Installation Steps

The following steps must be performed in preparation of the upgrade.

Upgrade Prerequisites

Machine Configuration

Confirm supported hardware configuration:

- Veritas eDiscovery Platform 8100 or 8200 appliance
- Supported number of CPU cores: 16, 24, 32, 48, 64

Note: Veritas recommends using a minimum of 16 CPU cores for better performance.

Note: The "Supported number of CPUs" refers to the number of cores detected by the Windows operating system and not the physical CPU count. It is possible that a physical CPU not only has multiple cores but can also have hyperthreading enabled (which doubles the number of CPUs detected by the Windows operating system).

- Supported RAM: 32, 64, 128, 144 GB
- **C: drive** – 80 GB minimum with recommended 10 GB of disk free space – the installer will display a warning and the system may not function correctly if this space requirement is not met.
- **D: drive or designated second drive** – Minimum of 1 TB or more of free disk space

IMPORTANT! For brevity and readability, this document hereinafter refers to the **D: drive**, but please note that an alternate drive can be substituted in place of the D: drive.

Note: The D: drive is used as a temporary cache for many of the processing components in Veritas eDiscovery Platform, therefore a D: drive of at least 1 TB is recommended.

- Page file is configured with no page file on C: drive and with system managed page file on the D: drive.

Operating System

Installed and activated:

- Windows Server 2008 R2 SP1 64-bit (Standard or Enterprise Edition)

IMPORTANT! Enterprise edition is required for systems with more than 32 GB.

- Windows Server 2012 R2 (Standard or Data Center edition)

Support Considerations:

1. Starting with releases v7.1.3, the Veritas eDiscovery Platform is no longer certified or supported on the Windows Server 2003 family of operating systems (including Windows Server 2003, Windows Server 2003 R2, both Standard and Enterprise editions). If you are running the product on these operating systems, please upgrade to a supported operating system.

Plan for Appropriate Down Time

Carefully determine the maximum downtime that is available and detail the upgrade tasks that have to be performed during that time window. This guide helps identify tasks and recommendations to minimize appliance downtime.

Software Requirement

- Internet Explorer 10 or 11
  Note: Make sure you have the latest version of Adobe Flash Player (ActiveX Control referred to as "Shockwave Flash Object" in IE Manage Add-ons) installed in the Internet Explorer browser to properly display the eDiscovery Platform. For Adobe Flash Player version information, see http://www.adobe.com/software/flash/about/.

  Note: In version 8.3 and later, 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.

SSL Configuration Details

By default, the SSL configuration in the eDiscovery Platform is set to accept 128-bit or greater ciphers and requires the use of the TLSv1.2 protocol. SSLv2, SSLv3.0, TLS1 and TLS1.1 are all disabled but 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.

For more information on secure LDAP SSL/TLS, refer to the *Veritas eDiscovery Platform System Administration Guide 9.0*.

Upgrade Prerequisite Checklist

After verifying the information in the previous sections, proceed and confirm the items on the following checklist prior to the upgrade. If you need more information, each of these items is covered in detail in the subsequent sections.

Step	Task
1	Plan for appropriate down time.
2	Download the 9.0 software from the MyVeritas Licensing portal. See Download 9.0 Software.
3	Read the 9.0 *Veritas eDiscovery Platform Upgrade Overview* document.
4	If applicable, identify de-dupe implications related to Outlook 2013. Refer to the *Veritas eDiscovery Platform Upgrade Overview Guide 9.0 for* more information.
5	Have resources available to support a system restart.
6	Verify that the Veritas eDiscovery Platform product version is upgradeable. If applicable, review and plan for cluster considerations. See Verify that the Veritas eDiscovery Platform Product Version is Upgradeable.
7	If you have a remote database server, you must update the DBMS standalone server to 5.6.36. This also applies to a configuration where the remote database server and cluster master are on the same appliance. See file "D:\CW\V90\utilities\DBMS\ReadMe-DBMS.txt"

Step	Task
8	Verify Windows service settings and Upgrade user account: • User account for Running Upgrade 1. Log in to the appliance as the Administrator. This must be the same user account that will be used for IGC services. 2. Ensure account has local administrator rights and permissions to "Interact with Desktop." • Ensure that the service accounts exist and you have passwords for them. Ensure that you follow the rules described in Guidelines for Domain User Accounts. • Check requirements for service "Log on As" accounts.
9	Verify Windows firewall settings.
10	Verify Veritas eDiscovery Platform cases before the upgrade.
11	Clean up the Veritas eDiscovery Platform jobs.
12	Verify system time zone settings.
13	Verify scheduled tasks.
14	Close Windows Explorer and all remote login sessions.
15	Optionally, uninstall any previous versions of Veritas eDiscovery Platform IGC software. **Note:** The installer automatically uninstalls previous versions of the software and prompts for a restart.
16	Check Microsoft Office Version, Activation and License Key Status.
17	Uninstall Trial Versions of Office 2010 Programs.
18	In 9.0, Veritas Enterprise Vault API Runtime 11.0.1 client) is installed. If applicable, determine whether you want to use 10.0.4, 11.0, or 12.x version of Veritas Enterprise Vault API Runtime.
19	**IMPORTANT!** Perform full node backups on all appliances. This is especially important for the MySQL upgrade.
20	Install Windows updates.
21	Verify appliance hardware.
22	Cluster considerations: • Upgrade all servers in the cluster starting with the master server. • Ensure all appliances are on the same version.

Step	Task
	• In case of a legacy cluster, make sure you have the firewall turned off on the master node, and during installation on the node you are validating against the master database.
23	Verify that no other Remote Desktop sessions or applications are open or running.
24	Product Installation • Run **InstallClearwell.bat** which is located in the V90 directory where you unzip the installation files. • Choose to upgrade to a new directory. • Verify the current version you are running.

Download 9.0 Software

Sign in and use the MyVeritas portal for downloading product software, licensing and support:

- Information and the replacement options are located here: www.veritas.com/docs/100040083
- For cumulative hotfix information and downloads, visit the support site Downloads area: https://www.veritas.com/content/support/en_US.html

You can download the appropriate Veritas eDiscovery Platform product files from the Veritas Entitlement Management System (VEMS), previously the Veritas Licensing Portal.

Read "Upgrade Overview"

Review the 9.0 *Veritas eDiscovery Platform Upgrade Overview Guide*. Ensure all the changes in behavior and functionality are understood when upgrading existing cases.

Check for De-Duplication Implications

If applicable to your upgrade scenario, identify potential de-dupe implications when upgrading to Outlook 2013. Refer to the *Veritas eDiscovery Platform Upgrade Overview Guide 9.0* for more information.

Verify that the Veritas eDiscovery Platform Product Version is Upgradeable

Veritas eDiscovery Platform 9.0 installation supports upgrades from the versions as listed in the following section. To verify that you are at the correct product level, logon to Veritas eDiscovery Platform and select **System > Appliances**. Select the appliance and verify it is at the correct product version.

Supported Upgrade Paths

From Release	To Release
8.1.1 GA and all CHFs	9.0
8.1.1 R1	9.0
8.2 GA and all CHFs	9.0
8.3 GA and all CHFs	9.0

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

If you are upgrading to pre-9.0 release, refer to the *Upgrade Guide* for the respective release.

Cluster

If you have a cluster of Veritas eDiscovery Platform appliances, you must:

- Upgrade all servers in the cluster at approximately the same time. The Master Server should be upgraded first, and then the non-master nodes. The appliances in the cluster will not start correctly if they are at incompatible version numbers.
- Depending on the order in which the upgrades complete, the non-Master nodes may come up "offline". If that is the case, from the **Manage Appliances** screen, make sure that every non-Master node is "enabled", and then stop and restart any non-Master node that was "offline" once its upgrade completes.

Remote Database Server Environments

If you are running a remote database server, then you need to update the DBMS standalone server to 5.6.36. The DBMS installer will take care of upgrading to the latest MySQL version & then tuning the database server. This also applies to a configuration where the remote database server and cluster master are on the

same appliance. See file "D:\CW\V90\utilities\DBMS\ReadMe-DBMS.txt"

When upgrading the DBMS server to 5.6.36, you must not abort the installation during the phase where the DBMS installer is installing MySQL 5.6.36.

Verify Windows Service Settings

Check **Windows > Services** to verify that Veritas eDiscovery Platform service accounts are setup correctly. When upgrading to 9.0, you can choose to keep the existing service account logon credentials.

User Account for Upgrade Installer

For the upgrade installation, log in to the appliance as the Administrator. This must be the same user account that will be used for IGC services.

Ensure this account also has local administrator rights and permissions to "Interact with Desktop".

Note: Three unique Veritas eDiscovery Platform service accounts are required, and a fourth unique Veritas eDiscovery Platform account is strongly recommend to optimize performance when doing MBOX/OST conversions. Make sure that the rules described in the Guidelines for Domain User Accounts section are followed. These policies should be verified to make sure no periodic domain policies override the local appliance settings to remove these.

Guidelines for Domain User Accounts

Before you start upgrading Veritas eDiscovery Platform software, you should verify the domain user accounts. Make sure that all of these domain user accounts have administrative privileges and are members of the Local Administrator group on the appliance. Also verify no Group security policies exist that will remove that new user from the Local Administrator group.

Veritas eDiscovery Platform uses Image Helper (also referred to as Muhimbi Document Converter) Service to convert Microsoft Office documents to PDF files before passing them to IGC.

Service	Username (example)	Rules for Account Credentials
EsaApplicationService	appadmin	• Run the *EsaPstCrawlerService* and *EsaPstRetrieverService* as "Local System." These services must use
EsaPstCrawlerService	appadmin	
EsaPstRetrieverService	pstretriever	

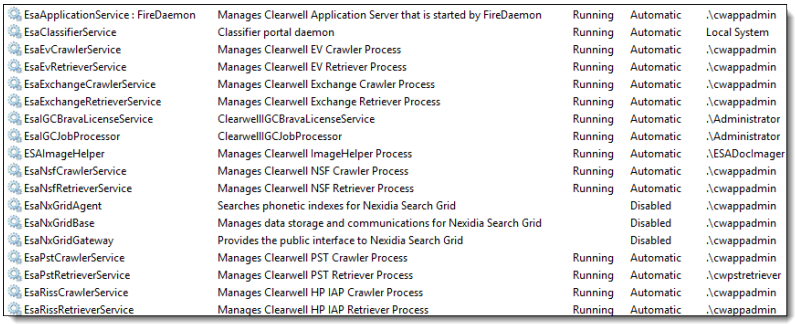
Service	Username (example)	Rules for Account Credentials
EsaNsfCrawlerService	appadmin	different "Log On As" accounts and must have read/write access to source data. • Use the same account credentials for *EsaApplicationService*, *EsaNsfCrawlerService*, *EsaNsfRetrieverService*, and *EsaPstCrawlerService* *EsaClassifierService* • The security settings must match the EsaApplicationService: FireDaemon "Log On As" credentials.
EsaNsfRetrieverService	appadmin	
EsaExchangeCrawlerService	appadmin	
EsaExchangeRetrieverService	appadmin	
EsaEvCrawlerService	appadmin	
EsaEvRetrieverService	appadmin	
EsaRissCrawlerService	appadmin	
EsaRissRetrieverService	appadmin	
IGCBravaLicenseService		• Use the same Administrator account that is used to login to the appliance.
IGCJobProcessorService		
EsaImageHelper	ESADocImager	• The user account for the service has the "Log On As" service right and is not an account that manages any other Clearwell services or IGC services. • At a minimum, the user account must be a domain user account and have UNC access (versus a drive letter) to read and write to the Veritas eDiscovery Platform appliance. For example, \\<*appliance-IPadddress*>*d$*\<*dir*>\<*dir*>\...
EsaClassifierService	appadmin	• Use the same account credentials used for *EsaApplicationService*

IMPORTANT! For the upgrade installation, log in to the appliance as the Administrator. This must be the same user account that will be used for IGC services. Once logged on, ensure that the Lotus Notes client was initialized correctly. If at any time you modify the "Log On As" accounts for these services, be sure the Lotus Notes client is initialized for that particular account.

An error or warning message is generated if service accounts are not members of the Local Admin group, or do not have the "Log on as Service" rights. If the rules defined above are not followed, an error message is displayed and you must change the credentials prior to proceeding.

Requirements for the Service "Log On As" accounts:

- Use the *Domain\Account* format instead of the *Account@Domain.com* format.
- Make sure these Domain accounts have full control (read/write) access to any appropriate network shares.
- Make sure these Domain accounts are members of the Local Administrator group
- Make sure no domain or group policies will remove these accounts from the "logon locally" or "logon as a service" rights.
- In the Veritas eDiscovery Platform UI **System > Settings**, you should enter the same "Log On As" account credentials as you used for the *EsaApplicationService* for the Windows authentication user name and password.
- If you change the "Log On As" credentials for the *EsaNSFCrawlerService* or *EsaNSFRetrieverService*, then you must logon to the appliance using the same user account specified and initialize the Lotus Notes Client (see 26 When the installer prompts for Lotus Notes initialization, click **Yes** to initialize Lotus Notes. in this document).

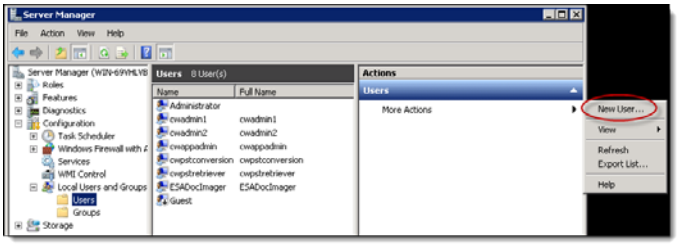


EsaApplicationService : FireDaemon	Manages Clearwell Application Server that is started by FireDaemon	Running	Automatic	.\cwappadmin
EsaClassifierService	Classifier portal daemon	Running	Automatic	Local System
EsaEvCrawlerService	Manages Clearwell EV Crawler Process	Running	Automatic	.\cwappadmin
EsaEvRetrieverService	Manages Clearwell EV Retriever Process	Running	Automatic	.\cwappadmin
EsaExchangeCrawlerService	Manages Clearwell Exchange Crawler Process	Running	Automatic	.\cwappadmin
EsaExchangeRetrieverService	Manages Clearwell Exchange Retriever Process	Running	Automatic	.\cwappadmin
EsaIGCBravaLicenseService	ClearwellIGCBravaLicenseService	Running	Automatic	.\Administrator
EsaIGCJobProcessor	ClearwellIGCJobProcessor	Running	Automatic	.\Administrator
ESAImageHelper	Manages Clearwell ImageHelper Process	Running	Automatic	.\ESADocImager
EsaNsfCrawlerService	Manages Clearwell NSF Crawler Process	Running	Automatic	.\cwappadmin
EsaNsfRetrieverService	Manages Clearwell NSF Retriever Process	Running	Automatic	.\cwappadmin
EsaNxGridAgent	Searches phonetic indexes for Nexidia Search Grid		Disabled	.\cwappadmin
EsaNxGridBase	Manages data storage and communications for Nexidia Search Grid		Disabled	.\cwappadmin
EsaNxGridGateway	Provides the public interface to Nexidia Search Grid		Disabled	.\cwappadmin
EsaPstCrawlerService	Manages Clearwell PST Crawler Process	Running	Automatic	.\cwappadmin
EsaPstRetrieverService	Manages Clearwell PST Retriever Process	Running	Automatic	.\cwpstretriever
EsaRissCrawlerService	Manages Clearwell HP IAP Crawler Process	Running	Automatic	.\cwappadmin
EsaRissRetrieverService	Manages Clearwell HP IAP Retriever Process	Running	Automatic	.\cwappadmin

Adding domain user account to the Local Admin Group on Appliance

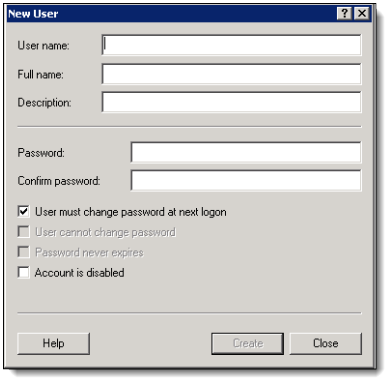
To add the service accounts to the Local Administrators Group on appliance:

1. Click **Start**, point to **Administrative Tools**, and then click **Server Manager** (Windows Server 2008) or **Computer Management** (Windows Server 2012).
2. (Windows Server 2008) Under **Configuration**, click **Local Users and Groups**.
   (Windows Server 2012) Under **System Tools**, click **Local Users and Groups**.
3. Click **Users**.



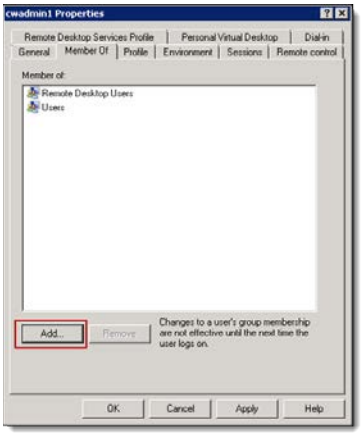
Under **Users**, click **More Actions**.

4. Click **New User**.



5. Enter the username in the **User name** field.
6. Enter the password in the **Password** field and the **Confirm password** field.
7. Clear the **User must change password at next logon** check box.
8. Click **Create**. The user will appear in the Users list.
9. Right-click on the user name, and then click **Properties**. Alternatively, under **Actions** > **<user name>** > **More Actions**, click **Properties**.

10. On the <user name> Properties dialog, click the **Member Of** tab.



11. Click **Add**.
12. On the Select Groups dialog, enter the group name (Administrators) in the **Enter the object names to select** field, and then click **Check Names**. The group name (Administrators) appears in the **Enter the object names to select** field.
13. Click **OK**. The (Administrators) group will appear in the **Member of** list on the <user name> Properties dialog.
14. Click **OK**. The user gets added to the (Administrators) group.

Verify Windows Firewall Settings

Go to **Start > Settings > Control Panel > Windows Firewall**. Note whether the Firewall is configured to be On or Off. After the 9.0 upgrade, you should verify this setting is set to Off. If you have communication problems with nodes in the cluster after you have upgraded to 9.0, then you may need to turn the firewall Off after the installation.

Verify eDiscovery Platform Cases Before the Upgrade

In Veritas eDiscovery Platform, go to **All Processing > Processing > Cases** tab and verify that all cases are online before the upgrade. You should also verify that no cases are in a "Processing" status indicating that new data is being processed, or that no exports are in progress. Additionally, you should verify that you do not have any more than 100 cases active in a non-clustered configuration.

IMPORTANT! If your case backups are stored locally, Veritas recommends first backing them up to a remote location before continuing with the upgrade. Refer

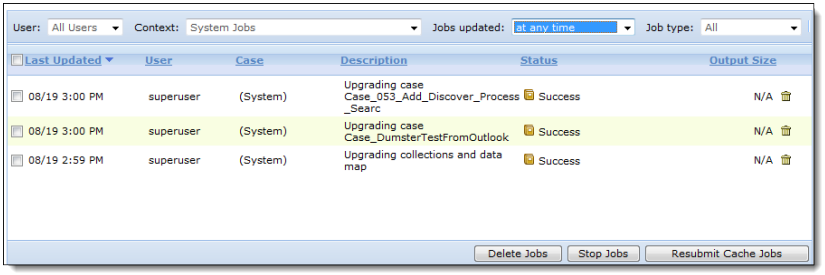
to the "Backup and Restore" section of the *Veritas eDiscovery Platform System Administration Guide* to back up your cases to a remote location.

Cleanup Veritas eDiscovery Platform Jobs

1. From within the Veritas eDiscovery Platform **System > Jobs** screen, change the Context to "All Jobs" and change the Jobs updated "at any time"
2. Select the Status column to sort by Status and verify that no jobs are in an "unfinished" status.

   Once you upgrade to 9.0, you will not be able to "Retry" or "Finish" any jobs that were partially completed.
3. You should also stop any Pending jobs as they will need to be rerun again once the upgrade has completed.
4. Ensure that there are no LEF processes (E01)running after the jobs stop.
5. Select the "Output Size" column to sort by size to verify if there are several large export jobs still remaining in the system.
6. If there are several large export/print jobs that are no longer needed, delete them now to save considerable time during the full node backups. If the exports are still needed, they should be saved to another location and then deleted from Veritas eDiscovery Platform.

Note that if the export jobs were not zipped, the size will display as N/A, so these jobs should be checked as well to see if there is a large amount of backup content.



Verify System Time Zone Settings

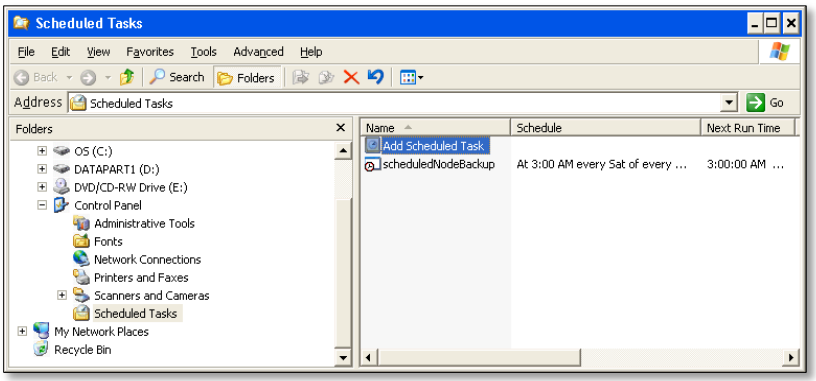
Verify the Windows time zone setting to make sure it is set appropriately for your environment.

For a cluster configuration, verify that all servers in the cluster are configured to the same time zone with their clocks within two minutes of each other. Otherwise, the systems will not be able to be clustered together.

During installation, when Veritas eDiscovery Platform services are being installed, the Date and Time dialog may also appear, allowing you to change the date/time, and/or change the time zone.)

Verify Scheduled Tasks

Verify if there are any scheduled tasks to perform routine full node backups. Go to **Start** > **Settings** > **Control Panel** > **Scheduled Tasks** or **Start** > **Settings** > **Control Panel** > **Administrative Tools** > **Task Scheduler** (on Win2008). Review the list of tasks to see if there any Veritas eDiscovery Platform full node backups are scheduled. If so, disable or delete this scheduled task. After the 9.0 upgrade, a new task will need to be scheduled pointing to the backup script in the new 9.0 directories.



Close Windows Explorer and all Remote Login Sessions

Ensure Windows Explorer, and all Microsoft programs and prompts are closed, so that no folder will be locked during installation. Also, be sure to close all remote login sessions, to prevent other users' login sessions from interfering with remote drive installation (<Second Drive>:\MySQL) so that the folder can be accessed by Veritas eDiscovery Platform.

(Optional but recommended) Uninstall Prior Versions of Veritas eDiscovery Platform IGC Software

If you are upgrading from an earlier release to 9.0 and a previous version of one or more IGC software components is installed on the system, Veritas recommends uninstalling the IGC software first. Even though IGC is installed/upgraded as part

of the regular installer, if this step is completed in advance, reboots may not be required during the Veritas eDiscovery Platform upgrade process.

To uninstall previous versions of IGC software:

1. Stop all Veritas eDiscovery Platform services which may currently be running.
2. Go to **Start** > **Control Panel** > **Add/Remove Programs**, and uninstall the following IGC software components:
   - IGC Printer Driver software

     (Referred to as IGC writer X.0 or Net-It Now 5.0)
   - Brava Server software

     (Referred to as Brava! Enterprise or Brava! Enterprise and Redact-It Enterprise)
3. **IMPORTANT!** After uninstalling these IGC components, you must also delete the directory **D:\IGC folder**.
4. Reboot the appliance.

Check Microsoft Office Version and Activation Status

Veritas eDiscovery Platform only supports version 2013 of Microsoft Office application. To avoid compatibility and license key issues, check the appliance to see what version of Microsoft Office is currently installed and the product activation state.

To check MS Office version and activation status

1. On the appliance to be upgraded, open any Microsoft Office 2013 application and click **Help** on the **File** menu. To the right of the dialog box, under the Microsoft Office logo, a message displays with either "**Product Activated**" or "**Product Activation Required**".

   If you have Office 2013 with "Product Activated", then you do not need to obtain a license key for the upgrade.

Uninstall Trial Versions of Microsoft Office 2010 Programs

The 9.0 installer uninstalls existing trial versions of Office 2010 Home and Business version, but NOT the Microsoft Office Professional Plus 2010 version. You must manually uninstall the trial version of Office Professional Plus 2010. The 9.0 installer installs trial version of Office Professional Plus 2013. You must manually activate Office 2013.

Veritas Enterprise Vault API Runtime

- If applicable to your environment, decide whether to use 10.0.4, 11.0, or 12.x version of Veritas Enterprise Vault API Runtime or accept the installation of Veritas Enterprise Vault API Runtime 11.0.1.

  IMPORTANT! The Enterprise Vault API Runtime client must be compatible with the Enterprise Vault server version. Also, ensure that your appliance is in the same domain as the Enterprise Vault Directory server.

If your environment requires 10.0.4, 11.0, or 12.x version of Veritas Enterprise Vault, do the following:

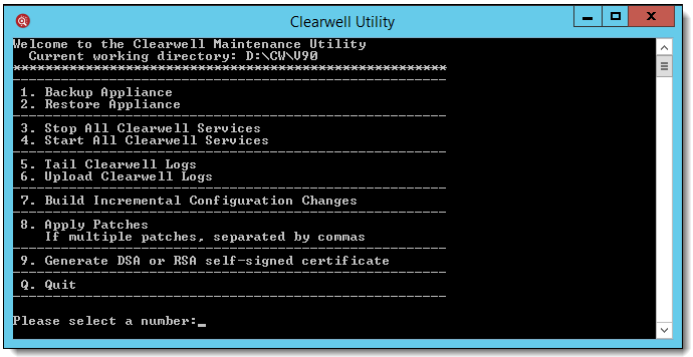
1. Select the **Custom** install option.
2. Deselect the **Veritas Enterprise Vault API Runtime11.0.1** selection.
3. Allow the Veritas eDiscovery Platform install to complete.
4. Install the required EV client runtime libraries to match the version of your EV server.

Perform Full Node Backups on All Appliances

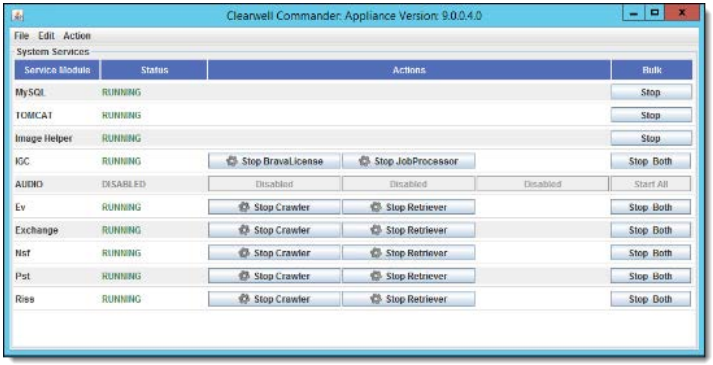
Before upgrading to 9.0, the following steps must be taken.

1. Verify space and backup locations in preparation for performing a full node backup. Verify the following on the system:
   - Total space available on the D: drive is at least 1 TB.
   - Total number of files in the <*installation directory*>*data* directory. If there are more than 100,000 files in this directory, then you most likely have several export jobs still in the **System** > **Jobs** location on the Veritas eDiscovery Platform appliance. See Cleanup Veritas eDiscovery Platform Jobs section for more information.
   - Target location for the full node backups: (Default is <*installation directory*>*backups* unless this has been configured to backup elsewhere).
   - Target location for the case backups: (Default is <*installation directory*>*caseBackups* unless this has been configured to backup elsewhere).
2. Review backup policies to make sure case and system backups are scheduled periodically and preferably in a location off of the appliance. For more information, refer to the *Veritas eDiscovery Platform System Administration Guide*.

3. Using Option 1 in the Clearwell Utility on the Appliance desktop, perform a Full Node Backup. When prompted "Would you like to include case backups? (y,n)", select **n**.



Alternatively, you can perform a backup using the **Action** > **Backup Appliance** option on the Clearwell Commander on the Appliance desktop.



Full node backups will take potentially several hours depending on the number and size of cases on the appliance. Typical full node backup rates are approximately 20 minutes per 1 million documents assuming that export jobs have been cleaned up as described in the previous section, "Cleanup Veritas eDiscovery Platform Jobs." Times may vary depending on the specifics of your deployment.

Perform Windows Updates

Make sure that the latest Windows updates are installed at the time of the upgrade. Remember to stop all Veritas eDiscovery Platform Services before restarting Windows.

Note: The best practice is to stop all Veritas eDiscovery Platform services cleanly whenever possible before restarting Windows. To stop all services, use the Clearwell Utility on the desktop. Select number 3 to "Stop All Clearwell Services." Alternatively, use the **Action** > **Stop Appliance Services** option on the Clearwell Commander.

Verify Appliance Hardware

It is recommended you take the opportunity during this maintenance window to verify that all hardware components are operating effectively. If you have a Dell appliance, it is recommended to install the Dell DSET application if you do not currently have it installed. See http://www.dell.com/support/contents/us/en/555/article/Product-Support/Self-support-Knowledgebase/enterprise-resource-center/system-e-support-tool?c=us&l=en&s=biz&cs=555.

This will run some Hardware diagnostics and flag any errors. Manually inspect the server to ensure that there are no red warning lights needing attention.

Chapter 4

Upgrade Installation Steps

The following steps provide instructions for upgrading an appliance from pre-9.0 version to 9.0.

Cluster Considerations

If you have a cluster of Veritas eDiscovery Platform appliances, **you need to upgrade all servers in the cluster at approximately the same time**. The appliances in the cluster will not start correctly if they are at incompatible version numbers.

Be sure to upgrade your components in the following order:

(1) the remote database server

Note: If you have a remote database server, you must run the DBMS utility installer first irrespective of whether the remote database server is located on the same node as the cluster master or on a remote server.

---

(2) the Master server

Note: The Master server should be upgraded first followed by the non-master nodes.

---

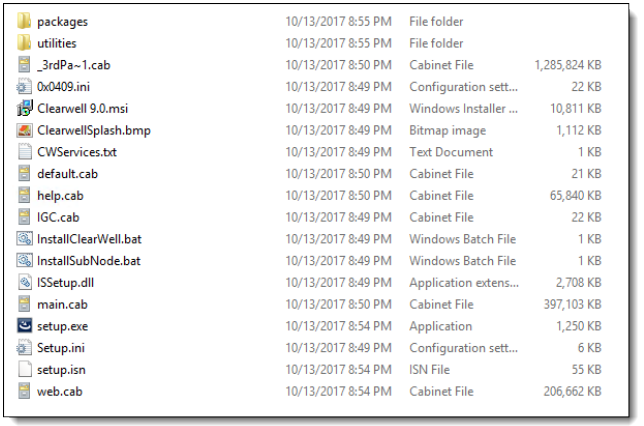
(3) any non-master appliances

Veritas eDiscovery Platform Product Installation/Upgrade Instructions

1. Complete the Pre-Installation steps required in the previous sections.
2. Confirm that a Full Node backup was completed (on all appliances in case of a Cluster configuration).
3. Verify that no other Remote Desktop sessions are open with windows or applications running that may interfere with the installation.
4. Close ALL Internet Explorer browsers and other applications prior to the upgrade. Unzip the installer into a temporary directory (D:\tmpInst directory).
5. **IMPORTANT!** For the upgrade installation, log in to the appliance as the Administrator. This must be the same user account that will be used for IGC services.
6. Navigate to the directory where you want to download the file and unzip the installer zip file. For example:
   D:\CW\Installer\Distributions\<Release>

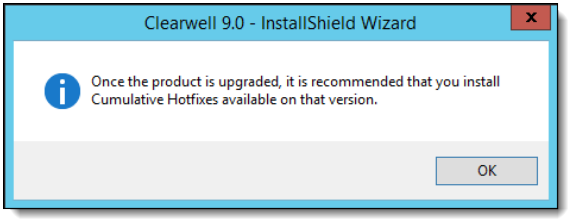
Note: The installer file naming convention is:
Veritas_eDiscovery_Platform_Installer_<release>_Win_EN.zip.

Double-click on the **InstallClearwell.bat** program.



7. Click **Next** on the Clearwell 9.0 screen.
8. Read and acknowledge acceptance of the terms of the Veritas license agreement. Click **Next**.

A warning about installing Cumulative Hotfixes available for the upgraded version is displayed.



Upon accepting license terms and clicking **OK** for the above warning, Veritas eDiscovery Platform stops services before continuing the installation. Click **Yes** to continue.

9. A warning will appear if Veritas eDiscovery Platform detects that the appliance doesn't meet the minimum requirements, or there are Windows features that should be disabled in order to maximize space on the C: drive:

    A. Ensure you have enough (or free up) space on the C: Drive before continuing the installation.

    B. Veritas recommends disabling the "Windows Error Reporting and Problem Reports and Solutions" feature to maximize space on the C: Drive before continuing the installation.

    To disable, follow the steps for the Windows Server 2008 R2 operating system:

    Go to **Control Panel** > **System and Security** > **Action Center** > **Maintenance** > **Settings** > **Change report settings for all users** and select the option to **Never check for solutions (not recommended).** Click **OK**.

    You can also type "System and Security" in the search box and then go to **Action Center** > **Maintenance** > **Settings** and select **Never check for solutions (not recommended)** and click **OK**.

    Follow the steps for the Windows Server 2012 R2 operating system:

    Go to **Control Panel** > **System and Security > Action Center** > **Maintenance** > **Settings** > select the option " **I don't want to participate, and don't ask me again**" > click **OK**.

    IMPORTANT! If you still do not have sufficient drive space available, contact Veritas Technical Support, who can advise on a remediation approach.

C. Veritas recommends disabling the "Windows memory dump" feature to maximize space on the C: Drive before continuing the installation.

To disable, follow the steps for the Windows Server 2008 R2 and Windows Server 2012 R2 operating system.

Go to **Control Panel** > **System and Security** > **System** > **Advance System Settings** and click **Settings** in **Startup and Recovery**, under the **Write debugging information** drop-down menu, select **(none)** and click **OK**.

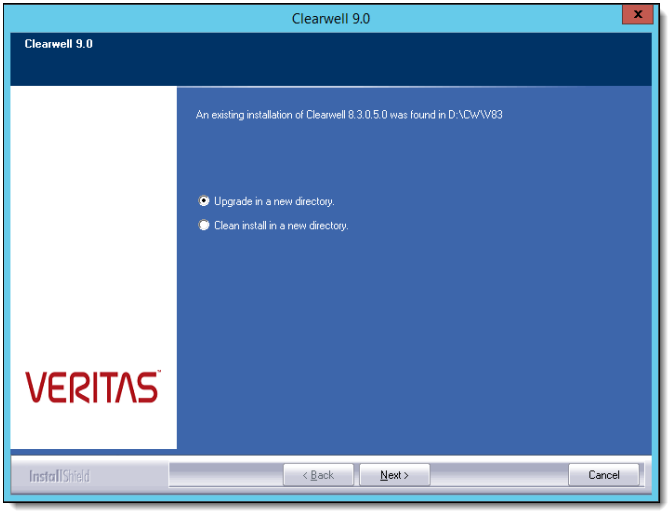
Click **Yes** to continue.

10. At the prompt, click **Yes** to confirm stopping Veritas eDiscovery Platform services and to continue with the installation.

Note: Veritas eDiscovery Platform will automatically check for previous (upgradeable) versions. If a non-upgradeable version is installed, upgrade to the supported upgradable version before proceeding.

---

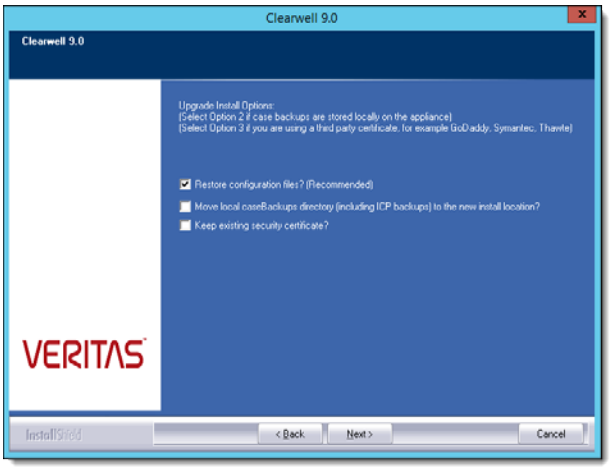
11. Select **Upgrade in a new directory** unless you want to remove all of your Veritas eDiscovery Platform cases and start clean with 9.0 and click **Next**.



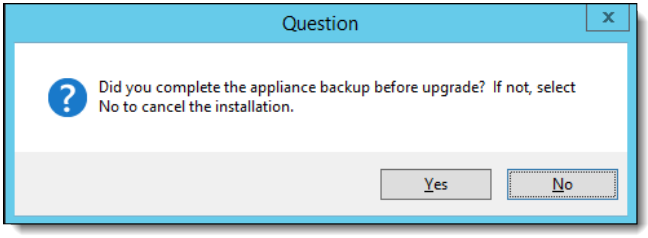
12. Choose the appropriate selection and click **Next**:
    - Option 1: Restore configuration files? (Recommended)
    - Option 2: Move local caseBackups directory (including ICP backups) to the new installation

      IMPORTANT! Option 2 should only be selected if case backups are stored locally on the appliance.
    - Option 3: Keep existing security certificate

      IMPORTANT! Option 3 should only be selected if you are using a third party certificate.



13. The following dialog serves as a reminder to perform the appliance backup outside of this installation if it has not already been done. Click **Yes**.



14. On the Choose Destination Location screen, leave the default 9.0 installation directory as is, and click **Next**.

    IMPORTANT! Virus scanning exclusion rules must also be updated or changed to the new installation directory. Refer to the *Virus Scanning Guidelines* section in the *Veritas eDiscovery Platform System Administration Guide*.

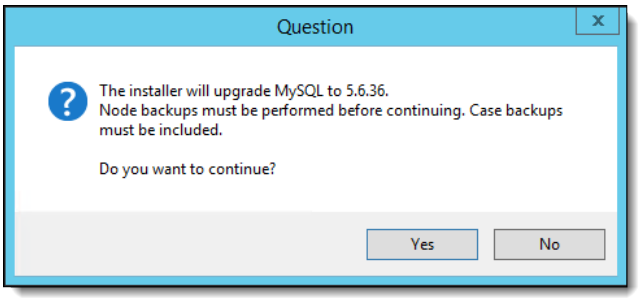
For Setup type, leave the default selection, **Complete**, and click **Next**. The installer will only install the software components that are missing from the appliance or need upgrade.

IMPORTANT! Select **Custom** only to view the individual software components that will be installed, but do not change any of the default selections which are required as part of the installation. Selecting **Custom** displays the Select Features screen showing the third party components to be installed with 9.0. Click **Next**.

Note: Veritas Enterprise Vault API Runtime 11.0.1 is installed with 9.0. If your environment requires the 10.0.4, 11.0, or 12.x version of Veritas Enterprise Vault API Runtime, then do the following:

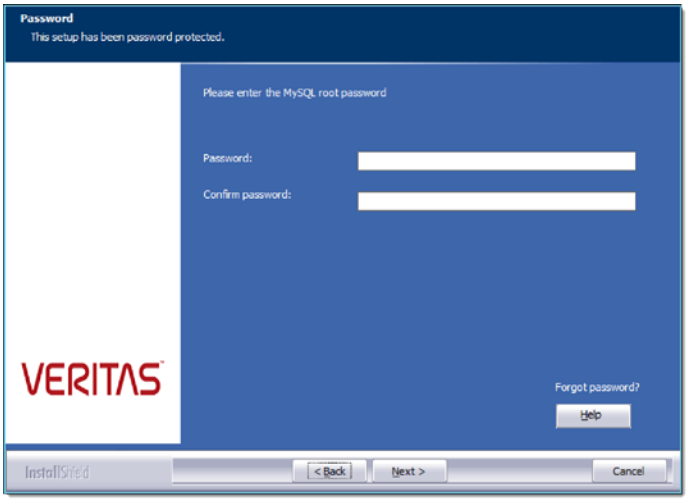
1. Select the **Custom** install option.
2. Deselect the **Veritas Enterprise Vault API Runtime 11.0.1** selection.
3. Allow the Veritas eDiscovery Platform install to complete.
4. Install the required EV client runtime libraries to match the version of your EV server.

A warning is issued to upgrade MySQL to 5.6.36. Node backup must be performed before continuing. Click **Yes**.

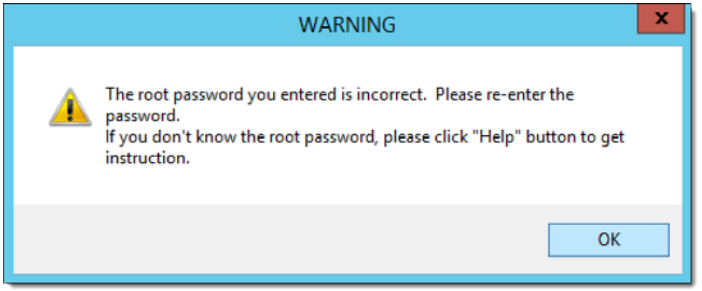


If you have changed the MySQL root password for your earlier version of installation, the system prompts you to enter and confirm the MySQL root password.

Enter your MySQL root password, and then click **Next**.



If an incorrect password is entered, a warning appears. Click **OK** to go back to the Password screen.



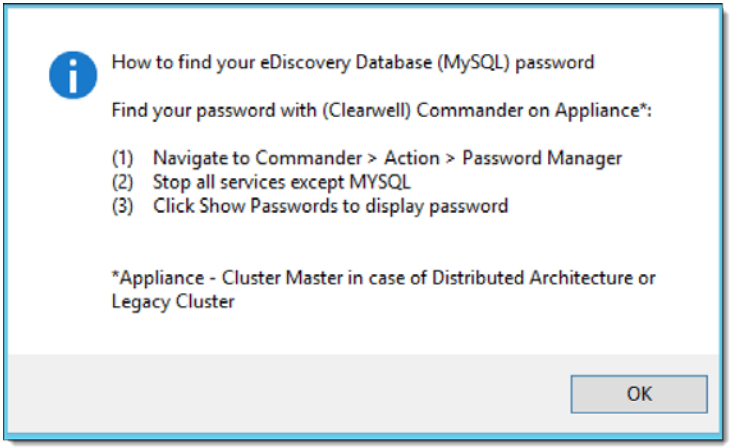
If you do not remember your MySQL root password, click the **Help** button.

A. Navigate to **Clearwell Commander** > **Action** > **Password Manager**.

B. Stop all services except MySQL.

C. Click **Show Passwords** to display the password.

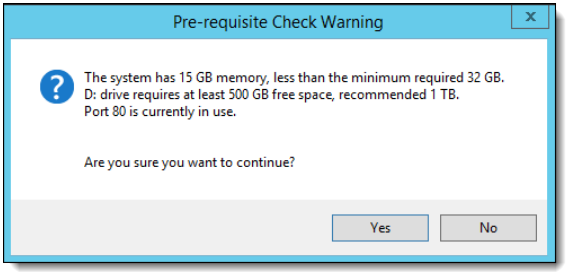
Instructions to find the password are shown in the dialog message that displays.



A warning is issued to enable Desktop Experience. Users with an Enterprise Audio Processing license should enable Desktop Experience only after the Veritas eDiscovery Platform installation is complete.

Click **OK** to continue the installation.

A warning is issued about memory space and Windows Updates requirements. Click **Yes**.



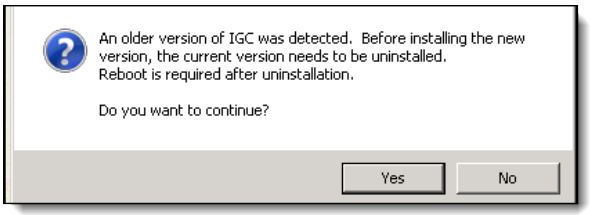
IMPORTANT! After Enterprise Vault is uninstalled, the following pop up will notify you of the same and a restart of the appliance will be required. Click **OK**.

Note: If older versions of both EV and IGC are detected, a warning is issued about uninstalling the older versions of EV and IGC together. Hence the installer asks for a single reboot after uninstalling the older versions of EV and IGC. Another reboot will be required only after the upgrade is completed as mentioned in step 35.

After the reboot, the installer starts automatically. If not, rerun **InstallClearwell.bat**. Repeat the steps 7 to 15.

A warning is issued about matching the Enterprise Vault versions. Click **OK**.

15. For 9.0 upgrades a new version of IGC is installed. Before installing, Veritas eDiscovery Platform checks for previous versions of IGC and if it finds a previous version of IGC, it uninstalls the older version of IGC, and reboots the system. Click **Yes** to continue. (If the IGC uninstall was already completed prior to install, skip to step 17.)



After IGC is uninstalled the following pop up will notify you of the same and a restart of the appliance will be required. Click **OK**.

Note: If older versions of both EV and IGC are detected, a warning is issued about uninstalling the older versions of EV and IGC together. The installer asks for a single reboot after uninstalling the older versions of EV and IGC. Another reboot will be required only after the upgrade is completed as mentioned in step 33.

After the reboot (see the IMPORTANT note to determine the account to log in to for installation), if the installer does not start automatically, rerun **InstallClearwell.bat**.

IMPORTANT! The IGC installation must be installed under the account that is desired to be used for the IGC Services. Do NOT select an account that will be removed from the “Logon As A Service” or “Logon Locally” rights when any domain policies take effect.

16. Choose a location where you want to install the IGC components. Click **Next**.

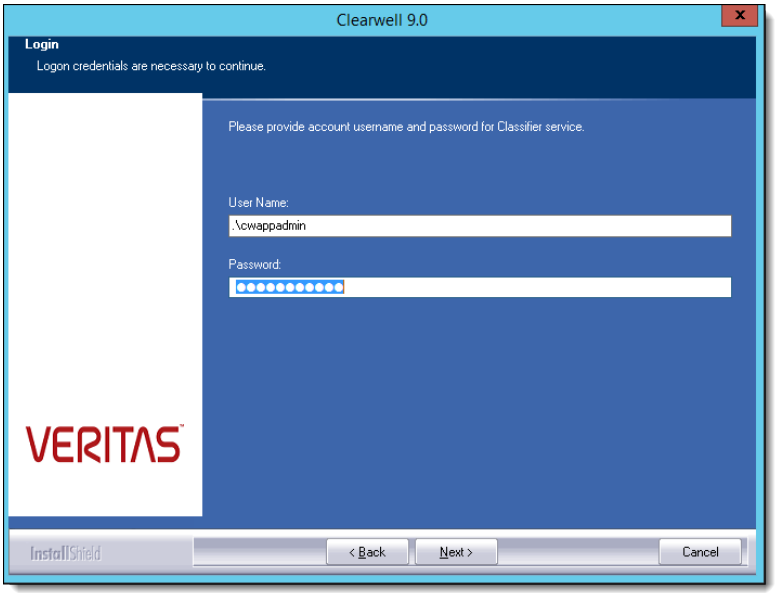
IMPORTANT! You will need the password of an administrative account. The installation program will use the default IGC installation account to match the current logged on account. The two IGC services will be set up using this account as the “Log On As” Service account.

Please do not select an account that will be removed from the “Logon As A Service” or “Logon Locally” rights when any domain policies take effect.

On the IGC User Credentials screen, enter the account password, and click **Next**.

17. Check that the time zone settings are correct, and click **OK**.
18. On the Setup Type screen, select **Yes** if you want to keep the Veritas eDiscovery Platform service accounts with all their credentials the same as in a prior version.
    The system prompts you to enter credentials for Classifier service . Enter account username and password, and then click **Next**.

Note: The Classifier service account is required to use the automatic classification of information feature. The Classifier service allows the eDiscovery Platform to access the information classifier policies using the interface accessed by Veritas products. For details, see the User Guide 9.0.

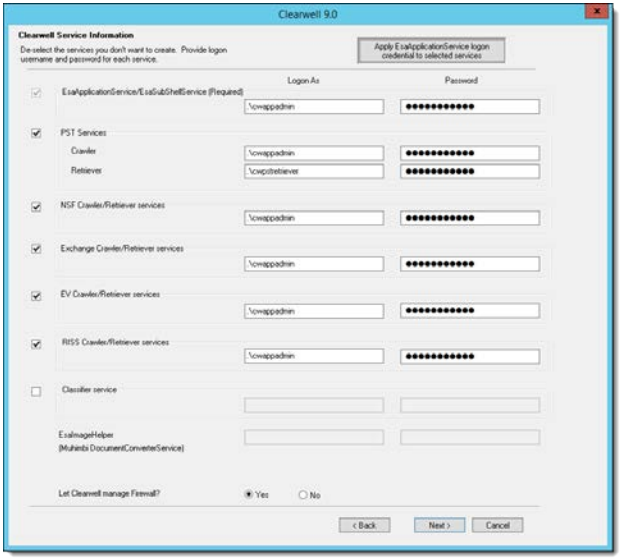


If you select **No**, then a prompt appears with a window where all the service accounts can be selected/deselected and logon accounts can be configured per service. The accounts are setup with the default appliance *cwappadmin* and *cwpstretriever* local account logon credentials. Click **Next**.

Selecting **No** may also prompt the Date and Time dialog, allowing you to change the WindoAws defaults, and/or the time zone settings. Click **OK**.

Default credentials for the various services are populated, but can be changed. When finished, click **Next**.

Selecting **Yes** and clicking **Next** prompts Veritas eDiscovery Platform to verify all service accounts. The system automatically checks whether the specified accounts have sufficient permissions to be used as service accounts.



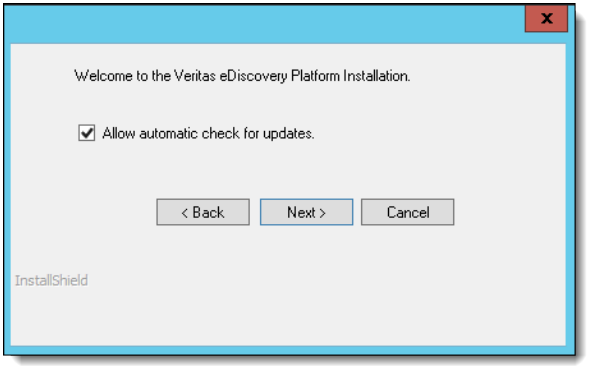
Note: Credentials can be changed on the Clearwell Service Information screen, if required. See Guidelines for Domain User Accounts.

A warning is issued if the "Log On As" account used for the Image Helper Service Account (Image Helper Service Account) overlaps with other service accounts or the IGC service account. Make sure you use a "Log On Account" as mentioned in the Guidelines for Domain User Accounts section. Click **OK** to continue the installation.

If correct "Log On As" service accounts are used, a message confirming the same appears. Click **OK** to continue the installation.

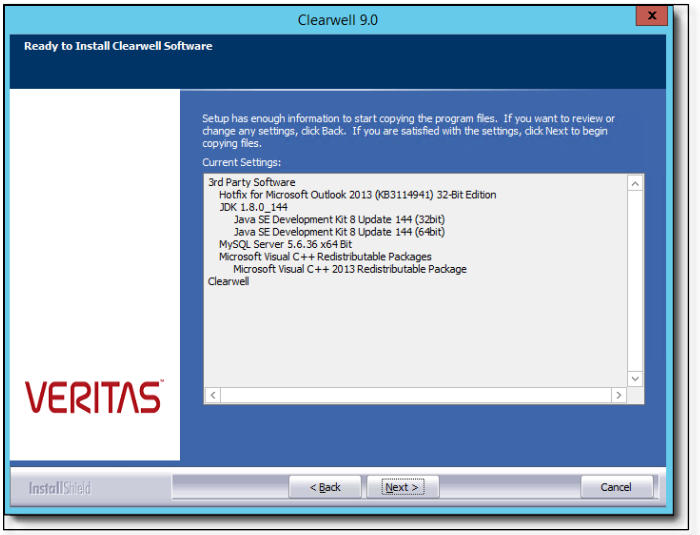
19. At the prompt, to confirm that Veritas eDiscovery Platform will manage your firewall (recommended), click **Yes**.

20. Select **Allow automatic check for updates** to see if updates are available for your system. This check informs users of updates but does not automatically apply them. Users with System Administrator rights will be able to apply or dismiss the notifications.



Click **Next** to continue.

21. The Ready to Install Clearwell Software screen displays the program files selected for installation. Click **Next**.



22. You may get an error that the directory is in use if any of the following are true:
    - Veritas eDiscovery Platform services were not shut down
    - DOS prompt has a lock on the previous Veritas eDiscovery Platform installation directory
    - If there are file shares in place locking the directory

    A pop-up will appear to ensure that all processes are not already running.

    Important: If you click **Yes**, and you have Microsoft KB 2993651 installed, the font `D:\cw\vXXX\config\templates\jasperreports\ARIALUNI.TTF` will be locked and a "File in use" message is displayed by the Windows OS system.

    Note: There are several changes in font behavior that are associated with security update KB 2993651 (formerly called KB 2982791)

    To mitigate this situation, the question pop-up is displayed to confirm the font file. If you are sure that this font file is the ***ONLY*** file in use, click **Yes** to continue.

    Check **Windows > Task Manager** and confirm that there are no Veritas eDiscovery Platform or Lotus Notes processes running such as cwjava.exe, *crawler.exe, *retriever.exe, firedaemon*, lef*.exe, ntmulti.exe, nnotesmm.exe, nlnotes.exe, nslsvice.exe and scandir.exe.

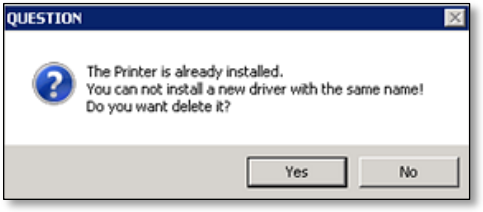
    If any of these processes are present, stop any Veritas eDiscovery Platform services if they are still running. If this does not resolve the issue, then end the process or processes with Task Manager.

    If you cannot determine which application is "locking" the prior Veritas eDiscovery Platform installation directory, the Windows Process Explorer Utility can be used to find it. You can download the Process Explorer utility is from: http://technet.microsoft.com/en-us/sysinternals/bb896653. Once downloaded, run the **procexp.exe** program. If you are unable to determine the cause of a lock, contact Veritas technical support for assistance.

    1 Select **Find > Find Handle or DLL…** Enter the locked directory (d:\cw\v82) and then click **Search**.

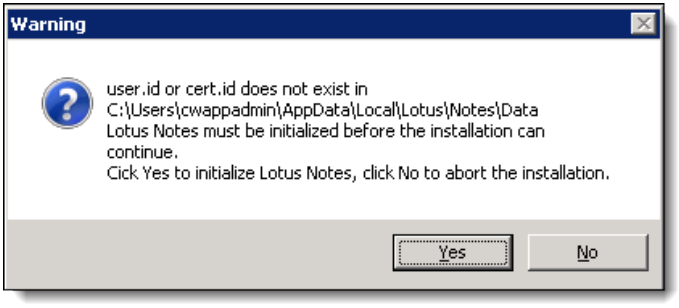
    2 Once you are able to locate the program locking the installation directory, end that program, and then quit the Process Explorer program.

23. The Veritas eDiscovery Platform installation will proceed to install the necessary components. Click **Next**.
24. The first step involves installation of IGC. (If the printer was not successfully removed while uninstalling IGC, the following dialog appears. Click **Yes** to continue.



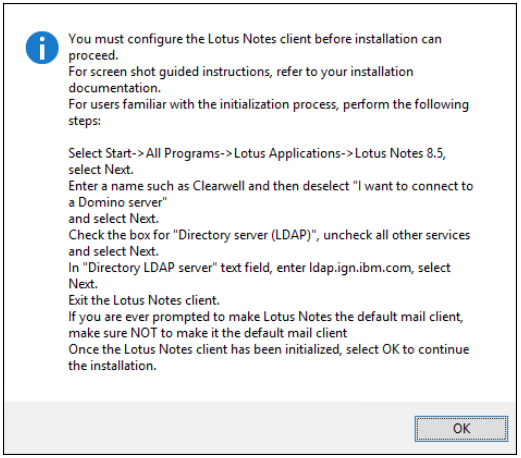
Note: IGC v7.2 installation takes a long time (approximately 10 to 15 minutes).

25. If Lotus Notes 8.5.2 is not installed in an earlier release of eDiscovery Platform, the 9.0 installer installs Lotus Notes 8.5.2. If Lotus Notes 8.5.2 is already present on the system, skip to Step 33.
26. When the installer prompts for Lotus Notes initialization, click **Yes** to initialize Lotus Notes.



Initialization instructions and screenshots are documented in the next steps, but are also shown in the dialog message that displays.

If Lotus Notes is already initialized you may not see this screen.

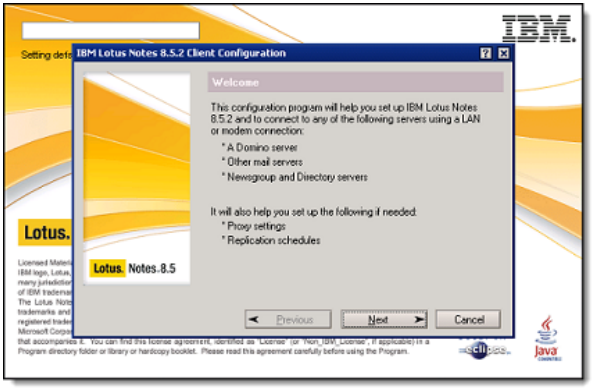


Click **OK** to continue. You must perform the next steps to manually initialize Lotus Notes.

Note: Even if you do not have a Domino server, you must complete the Lotus Notes installation to complete the installation of Veritas eDiscovery Platform.

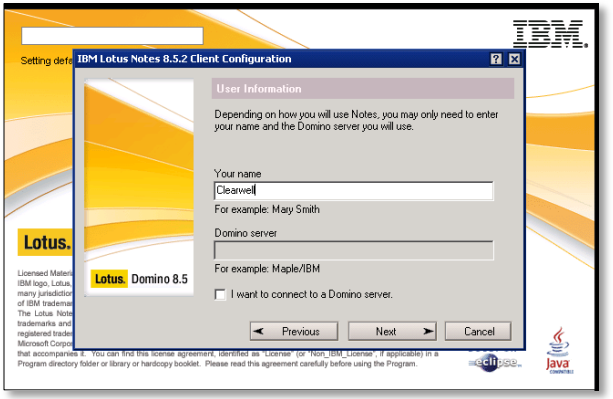
---

27. Use Remote Desktop to the server with a second connection in order to proceed with the initialization of Lotus Notes. Logon to the appliance with the account credential provided in the NSF Retriever or Crawler service (if you have not already done so).
    Go to **Start** > (**All**) **Programs** > **Lotus Applications** > **Lotus Notes 8.5** to launch the Notes client. Click **Next**.

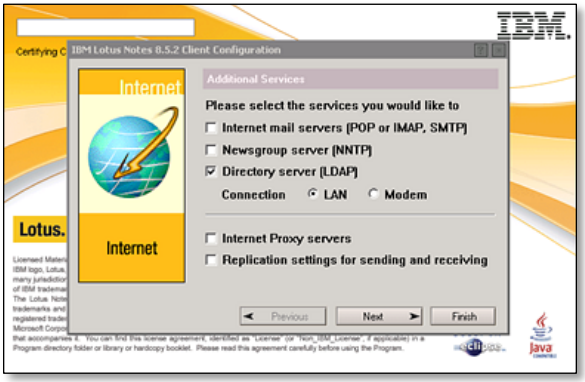


28. Enter **Clearwell** in the name field and clear (deselect) the option **I want to connect to a Domino server**. Click **Next**.

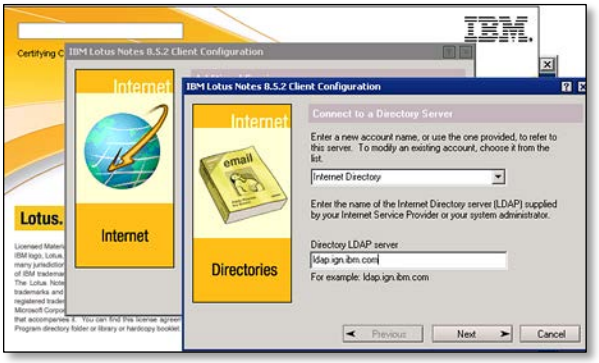
Note: If you are using a Domino server, then keep the option I want to connect to a Domino server selected and then enter the Domino settings on the following screens.



29. Select **Directory server (LDAP)**. Click **Next**.



30. Enter **ldap.ign.ibm.com** in the text box labeled **Directory LDAP server**.

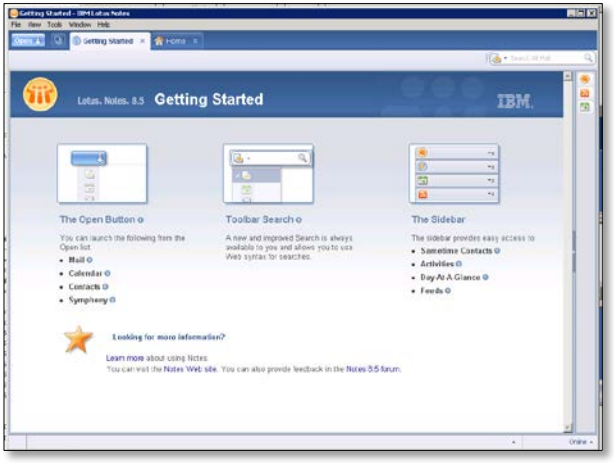


Click **Next** to complete Lotus Notes setup.

Note: You might receive a popup box stating: "Lotus Notes is not currently set as your default email program. Would you like to set it now?" Make sure that Lotus Notes is not set as the default mail client during the Lotus Notes client installation. Microsoft Office Outlook should be the default mail client.

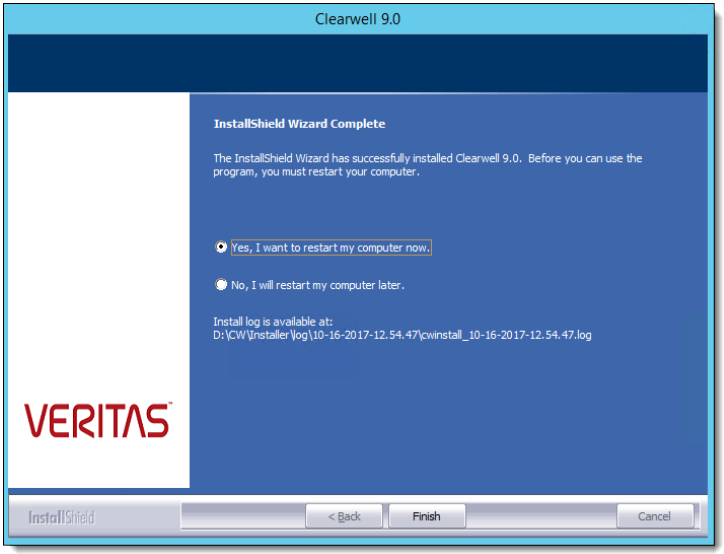
---

31. On the **Getting Started** screen, close **Lotus Notes** and select the option **In the future, exit without prompting**.



32. Go back to the InstallShield dialog and click **OK** to continue.

33. Veritas eDiscovery Platform continues the installation. After installation completes, select **Finish** to reboot the system.



(Optional) Setting Up Your System for Audio Processing

Users who have purchased the Audio Processing option can process and search the audio or media files for new cases created on the 9.0 release. This section describes the prerequisites and the installation steps for installing the Audio Search tools.

Note: Perform the procedures described in this section and if you have purchased the optional Audio Processing feature. If you already have set up your system for audio processing in earlier release and now upgrading to 9.0, you do not need to perform these procedures.

After you complete the upgrade of Veritas eDiscovery Platform, you should perform the following steps to set up your system for audio processing:

1. Make sure that you have an Enterprise Audio Processing license.
2. Exclude the Audio Search directories from antivirus scans.
3. Configure firewall software.
4. Start the start audio search services and then check if audio search services are running.
5. Install Windows Desktop Experience.
6. Install Windows Media Player ActiveX Control Plugin (only when you set up your system on client-side).

These steps are explained in detail in the following sections.

Setting Up Your System: Server-Side

You must meet the following prerequisites to successfully pre-process, analyze, search and run analytics and reports on your audio content.

Prerequisites

Audio License

Veritas eDiscovery Platform offers an Enterprise Audio Processing license which is a usage model based on the number of hours of audio content that has been processed. The system maintains an up-to-date inventory of the number of hours of audio content that has been consumed and the number of hours available. For more information, see the *Veritas eDiscovery Platform Audio Search Guide*.

Note: The system does not charge for duplicate audio processed files that have the same language pack.

Antivirus Exclusions

By default, the Audio Search software components and a series of language packs is installed when you complete the installation of Veritas eDiscovery Platform. The Audio Search software is installed into the following directories and subdirectories. To avoid interference with critical media operations, be sure to disable virus and malware scanning software. In particular, Malwarebytes Anti-Malware, Kaspersky Endpoint Security, and Microsoft Security Essentials are known to interfere with media operations. Make sure to exclude these directories from antivirus scans:

Directory	Description
C:\Program Files(86)\Nexidia	Language Packs
C:\Program Files(86)\Nexidia\Language Packs	Language-specific Search documentation
C:\Program Files\Nexidia\Search Grid 2.0	Search Grid
D:\Nexidia	Search Grid data and logs
C:\Users\<username>\AppData\Local\Temp	Temporary folder for the account under which Search Grid services run

Firewall Configuration and TCP Port Usage

Make sure you configure any firewall software or other port filtering technology to allow incoming audio-related TCP connections on the ports listed in the following table:

Component	Port #
esa.firewall.port.nexidiapublic.desc=Nexidia Search Grid Gateway Public Port esa.firewall.port.nexidiapublic.port=25002	25002
esa.firewall.port.nexidiamsgbrkr.desc=Nexidia Search Grid Message Broker Port esa.firewall.port.nexidiamsgbrkr.port=25100	25100
esa.firewall.port.nexidiadatabase.desc=Nexidia Search Grid Gateway Database Port esa.firewall.port.nexidiadatabase.port=25101	25101
esa.firewall.port.nexidiagtwyhttp.desc=Nexidia Search Grid Gateway HTTP Port esa.firewall.port.nexidiagtwyhttp.port=25102	25102
esa.firewall.port.nexidiabasehttp.desc=Nexidia Search Grid Base HTTP Port esa.firewall.port.nexidiabasehttp.port=25122	25122

Audio Search Services

By default, the Audio Search software components are installed when you complete the installation of Veritas eDiscovery Platform. Three Nexidia audio search grid services are created (but are not started!) in the Services control panel. Before proceeding any further with the audio search setup, you must start these services.

Name	Service	Description
Nexidia Search Grid Agent Service	EsaNxGridAgent	Performs search and other CPU-intensive operations like phonetic index creation, classification, and language identification
Nexidia Search Grid Base Service	EsaNxGridBase	Manages data storage and communications for Nexidia Search Grid
Nexidia Search Grid Gateway Service	EsaNxGridGateway	Provides the public interface to Nexidia Search Grid

To start audio search services

When you are first starting audio services, use the start audio services command.

- To start the audio services
  Enter the following from a command prompt:
  b start-audio-services (starts only the audio services)
- To start all of the Veritas eDiscovery Platform services including audio
  b start-services

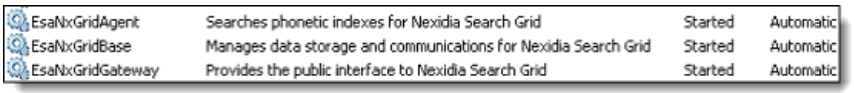
To stop and disable audio search services

Use the stop command when audio processing and search is no longer needed.

- Stop audio search services from a command prompt:
  b stop-audio-services

To check if audio search services are running

If you see the three audio grid services running via the Windows Services control panel then you have successfully installed Audio Search.



Note: The procedure for accessing the Services control panel varies, depending upon the version of Microsoft Windows you are using. For example, on Windows Server 2008 R2, locate the Services control panel by selecting **Start** > **Control Panel** > **Administrative Tools** > **Services**.

Media Players

After you have successfully installed Audio Search, install the following Windows Desktop Experience tool.

Windows Desktop Experience

Required to install and enable Windows Media Player (v 12)

To install Desktop Experience on Windows Server 2008 R2 SP1:

1. Click **Start**, point to **Administrative Tools**, and then click **Server Manager**.
2. In Server Manager, click **Features**, and then in the Server Manager details pane, under **Features Summary**, click **Add features**. The Add Features Wizard starts.
3. In the **Features** list, select **Desktop Experience**, and then click **Install**.
4. After the Desktop Experience feature is installed, click **Close** to exit the Add Features Wizard, and then click **Yes** to restart the computer.

To install Desktop Experience on Windows Server 2012 R2:

1. Click **Start**, and then click **Server Manager**.
2. In **Dashboard**, under **Manage**, click **Add roles and features**. The Select installation type Wizard starts.
3. Select **Role-based or feature-based installation**, and then click **Next**.
4. Select a server from the server pool.
5. Click **Next** to skip select server roles.
6. In the **Features** list, select or expand **User Interface and Infrastructure**, and then select **Desktop Experience**.
7. After the Desktop Experience feature is installed, click **Close** to exit the Add Features Wizard, and then click **Yes** to restart the computer.

Setting Up Your System: Client-Side

Windows Media Player ActiveX Control Plugin

Audio Search requires the web browser Windows Media Player (WMP) ActiveX plugin in order to play embedded audio and video content on the user's computer.

Note: If "Run ActiveX controls and plug-ins" is not enabled in the Internet Explorer security settings then the ActiveX control will not run.

To check and install ActiveX plugin

1. Start Internet Explorer.
2. On the Tools menu, click **Manage Add-ons**.
   View and manage your Internet Explorer add-ons menu displays.
3. Check to see that the Windows Media Player ActiveX Control is enabled and present in the List of Currently loaded add-ons in Internet Explorer.
4. If it is not listed, look in the list of All add-ons that have been used by Internet Explorer. If the Windows Media Player Plugin is not listed, update your browser and the ActiveX plug-in should automatically install.

9.0 Installation Verification and Log Files Review

To verify that 9.0 is installed correctly, log on to Veritas eDiscovery Platform and select **System > Appliances**. Select the appliance and verify that it matches Product Version 9.0.0.7.0.

Note: If you have a cluster of Veritas eDiscovery Platform appliances, repeat the verification steps above on ALL appliances in the cluster. All appliances in a cluster must be at the same product version to operate correctly.

It is always a good idea to upload logs to Veritas eDiscovery Platform support following an upgrade.

Go to **System** > **Logs** > **Upload to support** and upload log files.

After the installation completes, the upgrade of all cases may take several minutes or more than an hour depending on the size of cases active in the system at the time of the upgrade. The Veritas eDiscovery Platform appliance should upgrade relatively quickly (approximately 5 minutes), and then all the case

upgrades will be kicked off as jobs.

IMPORTANT! You should wait for any upgrade related jobs (case backup) to complete *before* applying any patches or restarting the system. For example, if you opt to move the case backups into the new repository, then it may take several minutes before the backups or archive jobs display.

Once the "Please wait while the Veritas eDiscovery Platform appliance finishes its initialization" warning disappears, then log on to Veritas eDiscovery Platform to track the case upgrade progress. The cases will be upgraded in order of the time the cases were created, with the newest cases being upgraded first. If you want to modify the case upgrade order, then be sure to stop all the upgrade jobs that were automatically submitted, and then manually upgrade the cases in the order you prefer. It is best to stop the upgrade jobs in the first two minutes when Veritas eDiscovery Platform is first available for logging on when cases are still in a "Pending" status.

In order to track the progress of the case upgrades, check the job in the Jobs window, or from the **System** > **Jobs** screen.

Each case upgrade job will have a job log that can be used to track case upgrade performance. Each case will step through a similar upgrade workflow:

- Applying upgrade of case tables
- Applying upgrade of index tables
- Applying upgrade of email_locator table
- Applying upgrade of case_temp tables
- Applying upgrade of case_appliance tables
- Applying upgrade of case_group tables
- Checking consistency of case tables

Once cases are upgraded, a post-processing job is automatically started in every case.

Processing jobs can be viewed in the **System > Jobs** screen (by changing the Job Context to "All Jobs").

Chapter 5

Upgrade Post-Installation Steps

The following steps should be performed *after* the Veritas eDiscovery Platform appliance has been successfully upgraded to 9.0.

Post-upgrade Checklist

After upgrading the Veritas eDiscovery Platform, use the following checklist to ensure that you have set up the software correctly. Review all of the procedures in the checklist (some procedures may not be required).

Step	Task
1	Validate upgrade 1. Run **cwpostinstall** script using the icon located on the desktop 2. Resolve Microsoft Office license product key issues (if applicable) 3. Review install logs 4. Confirm correct Veritas eDiscovery Platform version (on all nodes if cluster environment)
2	Apply the latest v.9.0 patch (if applicable)
3	Verify the Veritas eDiscovery Platform license
4	Enable Desktop Experience.
5	Install the latest version of Adobe Flash Player (ActiveX Control referred to as “Shockwave Flash Object” in IE Manage Add-ons) in the Internet Explorer browser.

Step	Task
6	Verify Veritas eDiscovery Platform services started without errors
7	Verify system settings
8	Verify security settings
9	Verify Indexing settings
10	Verify custom logo
11	Verify Veritas eDiscovery Platform configuration settings
12	Verify firewall settings
13	Reconfigure LDAP authentication after upgrade
14	Reconfigure full node scheduled backup tasks
15	Update virus scanning software (if applicable)
16	Disable Adobe automatic update
17	Verify Clearwell Utility
18	Clear browser cache
19	Configure Browser Cache Security (Optional)
20	Verify IGC – Brava client
21	Verify Veritas eDiscovery Platform cases
22	Verify Controlled Prediction Accuracy Test data
23	Associate Legal Hold and Collections with upgraded cases
24	Verify post-processing success on all cases
25	Check for need to run update checksum for emails
26	Check for need to run Index Repair
27	OST to PST Conversion Libraries

Post-Upgrade Installation Steps

Validate Install

- Run the ***cwpostinstall*** script using the icon on the desktop to set the customerID property, to indicate to technical support who is initiating a log upload.
- Microsoft Office Professional Plus 2013 requires you to enter a valid license product key in order to activate the product. If you do not activate Office2013 after you install it, the program cannot operate in a fully functional mode. For information on how to activate Office 2013, see Activate Microsoft Office Professional Plus 2013.
- Review the install log to make sure there were no errors encountered. If additional log files need to be reviewed, all the logs for this installation will be located in the `D:\CW\Installer\log\mm-dd-yyyy-hh.mm.ss` directory and the name of the log file is: `cwinstall_mm-dd-yyyy-hh.mm.ss.log`.

  If any of the services fail to start after the upgrade (possibly due to invalid username or password entered on the Installation Services tab), then you will get an error indicating which services were not started. Correct the services after the installation to make sure they all start successfully.

  IMPORTANT! If a reboot is required, the CW services are intentionally not started so you can restart the appliance and then start the upgrade.
- To verify that the correct version of Veritas eDiscovery Platform was installed, log on to Veritas eDiscovery Platform and select **System** > **Appliances**. Select the appliance and verify that it matches the Product Version 9.0.0.7.0.

Note: The Veritas eDiscovery Platform product requires Adobe Flash Player. You are prompted to install it if it is not already present on your system.

Activate Microsoft Office Professional Plus 2013

After installing the Veritas eDiscovery Platform 9.0, you must activate Office 2013.

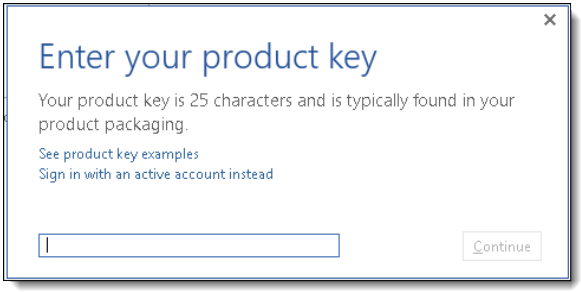
To activate Office 2013:

1. From **Start** > **All Programs** > **Microsoft Office 2013**, open Outlook 2013 or any other Microsoft Office 2013 application such as Word. The Microsoft Office Activation Wizard appears.

Alternatively, you can run the ***cwpostinstall*** script using the icon on the desktop and then follow the commands.

2. Click **Change Product Key** on the Microsoft Office Activation Wizard.

3. Enter your 25 characters long product key for Microsoft Office and then click **Continue**..

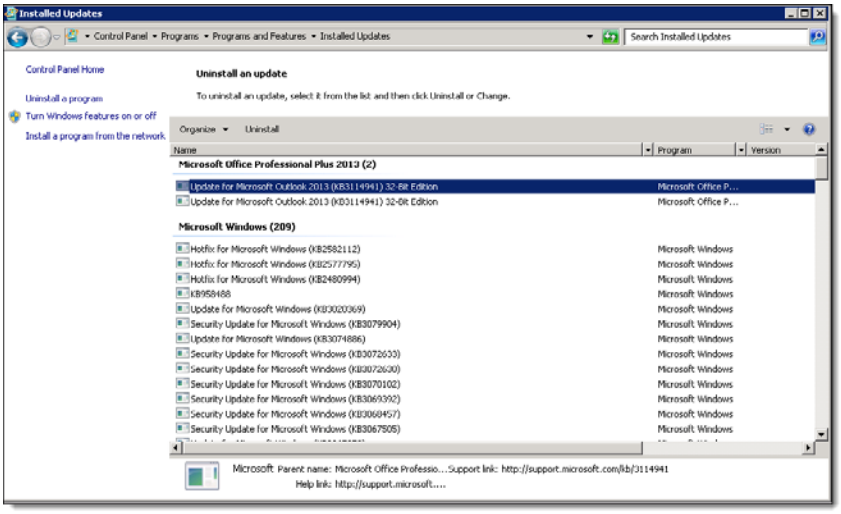


4. Your Office 2013 gets activated.
5. To confirm the activation, open a Word file and then go to **File** > **Help**. You will see the Office 2013 activation status.

Validate if Outlook is enabled to connect to Office® 365 using MAPI/HTTP

Starting with 9.0, eDiscovery Platform now connects to Office® 365 using MAPI/HTTP protocol instead of RPC/HTTP. When you install or upgrade to 9.0, the eDiscovery Platform installer installs the KB3114941 updates for Outlook 2013 32-Bit Edition that enables Office® 365 connection using MAPI/HTTP.

It is recommended to validate if the update (KB3114941) is installed before you start collection from Office® 365 mailboxes. To see the installed updates, go to **Control Panel** > **Programs and Features** > **View Installed Updates** > Search Installed Updates for KB3114941.



If you do not see the KB3114941 Outlook update installed, download it from https://www.microsoft.com/en-us/download/details.aspx?id=51720 and then manually install it.

Apply the Latest 9.0 Patch (if applicable)

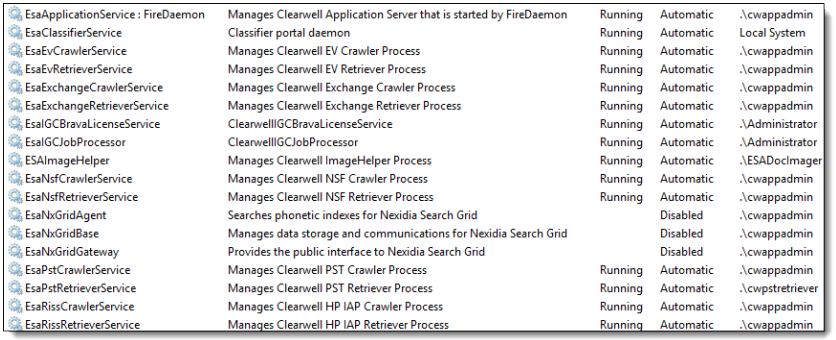
After making sure that the appliance is fully operational and all upgrade scripts have been completed, apply the latest 9.0 Patch if applicable.

Verify the Veritas eDiscovery Platform License

Go to **System > License** to verify your Veritas eDiscovery Platform license. Verify the license type and Evaluation End Date. Contact your Veritas Solution Consultant for any requested license key changes.

Verify Veritas eDiscovery Platform Services

Check the **Windows** > **Services** to verify the Veritas eDiscovery Platform services are setup correctly.



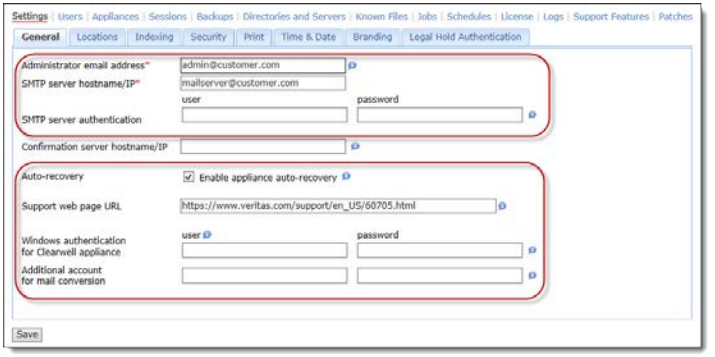
EsaApplicationService : FireDaemon	Manages Clearwell Application Server that is started by FireDaemon	Running	Automatic	.\cwappadmin
EsaClassifierService	Classifier portal daemon	Running	Automatic	Local System
EsaEvCrawlerService	Manages Clearwell EV Crawler Process	Running	Automatic	.\cwappadmin
EsaEvRetrieverService	Manages Clearwell EV Retriever Process	Running	Automatic	.\cwappadmin
EsaExchangeCrawlerService	Manages Clearwell Exchange Crawler Process	Running	Automatic	.\cwappadmin
EsaExchangeRetrieverService	Manages Clearwell Exchange Retriever Process	Running	Automatic	.\cwappadmin
EsaIGCBravaLicenseService	ClearwellIGCBravaLicenseService	Running	Automatic	.\Administrator
EsaIGCJobProcessor	ClearwellIGCJobProcessor	Running	Automatic	.\Administrator
ESAImageHelper	Manages Clearwell ImageHelper Process	Running	Automatic	.\ESADocImager
EsaNsfCrawlerService	Manages Clearwell NSF Crawler Process	Running	Automatic	.\cwappadmin
EsaNsfRetrieverService	Manages Clearwell NSF Retriever Process	Running	Automatic	.\cwappadmin
EsaNxGridAgent	Searches phonetic indexes for Nexidia Search Grid		Disabled	.\cwappadmin
EsaNxGridBase	Manages data storage and communications for Nexidia Search Grid		Disabled	.\cwappadmin
EsaNxGridGateway	Provides the public interface to Nexidia Search Grid		Disabled	.\cwappadmin
EsaPstCrawlerService	Manages Clearwell PST Crawler Process	Running	Automatic	.\cwappadmin
EsaPstRetrieverService	Manages Clearwell PST Retriever Process	Running	Automatic	.\cwpstretriever
EsaRissCrawlerService	Manages Clearwell HP IAP Crawler Process	Running	Automatic	.\cwappadmin
EsaRissRetrieverService	Manages Clearwell HP IAP Retriever Process	Running	Automatic	.\cwappadmin

Note: Make sure that you follow the guidelines described in the Guidelines for Domain User Accounts section.

Verify System Settings

Log on to the Veritas eDiscovery Platform User Interface, then set up the appropriate customer information in the **System** > **Settings** > **General** tab. Enter an "Administrator email address", "SMTP server hostname/IP" and the customer "Support web page URL" (which will appear as the Support link at the bottom of the screen). Add a new account for Windows authentication and/or MBOX/OST to PST file conversion.

IMPORTANT! This PST conversion account cannot overlap with any of the existing service account logon credentials and the account must be a member of the Local Administrator group with read and write permissions (or, at a minimum modify permissions) set to access the source data.

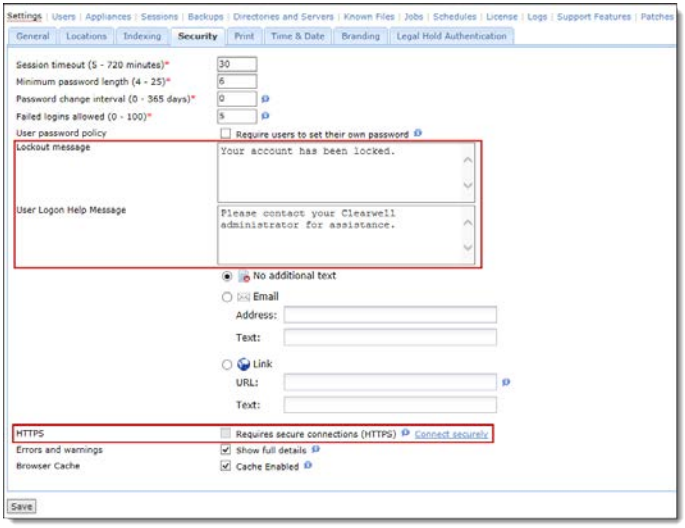


Verify Security Settings

If the system was configured for HTTPS redirection before the 9.0 installation, make sure it is enabled after the upgrade. You can verify the HTTPS redirection setting on the **System > Settings > Security** tab.

IMPORTANT! Check the "New user password policy" option. If selected after an upgrade, it will prompt all existing users to change their password. It is also critical to set up a meaningful "User Logon Help Message" text. This is the message that the end users will see on the Logon screen when they click **Need Help?**. The information should route users to the appropriate Veritas administrator, and *not* to contact Veritas Customer Support.

On the **System > Settings > Security** tab, enter your Lockout message and User Logon Help message. (Check that the **Requires secure connections (HTTPS)** option is enabled).



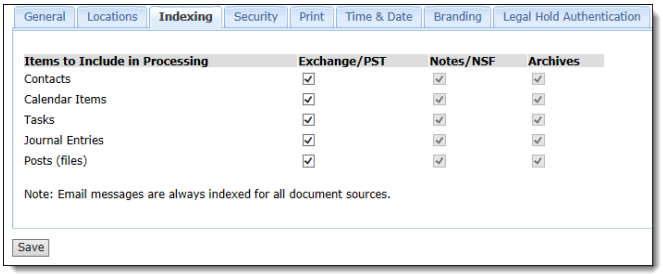
If you are using an SSL imported in your server.keystore, the upgrade should have copied the *server.keystore* file into the new installation directory. If you are still getting security warnings in Internet Explorer after the upgrade, you may need to verify the server.keystore was updated correctly.

- Verify that the `D:\CW\V90\config\templates\tomcat\server.keystore` is the correct keystore file you want to use on the server.
- Run Option 7 in the Clearwell Utility to "Build Incremental Configuration Changes". If using Clearwell Commander, use the **Action** > **Build Incremental Configuration Changes** option.

For more information, refer to the *System Administration Guide*.

Verify Indexing Settings

On the **System > Settings > Indexing** tab, optionally setup a directory for customer specific NIST lists. Also, review if Contacts should be enabled by default. Customers may want to index contacts and then exclude them with filtering if not relevant. The Veritas eDiscovery Platform crawler services need to be restarted after making changes to these system-wide security settings. Please note that these case defaults can also be overridden.



Verify Custom Logo Settings

If the system was configured to use a custom logo before the 9.0 upgrade, then setup the custom branding after the upgrade on the **System > Settings > Branding** tab. Select **Enable branding**. The recommended logo dimensions are shown on the screen.

Note: Images must be created (or saved) using RGB color model. Attempting to upload an image in CMYK will cause the following error: "Unsupported File Type"

Verify Configuration Settings

From the **System > Support** screen, select the **Property Browser** support feature, make sure the master appliance is selected in Step 2 and then select "Submit".

Review the properties that are returned. Make sure that the *esa.uploader.customerID* property is set to your customer name. Also verify that the location for case backups is setup to an appropriate location.

Verify Firewall Settings

In Windows, go to **Start** > **Control Panel** > **Windows Firewall** to verify and modify settings if needed. If nodes in a cluster are not communicating correctly, then you may want to disable the firewall on all nodes to verify communications. You can do this by going to **Start** > **Control Panel** > **Windows Firewall** > **Turn windows firewall on or off** > "**Turn off windows firewall (not recommended)**".

If you are having problems accessing Veritas eDiscovery Platform remotely, verify the Webserver JVM in the Programs and Services list on the Exceptions tab. If access problems persist, contact Veritas Customer Support for steps to disable, reconfigure and then re-enable the Firewall making sure it points to the appropriate Veritas eDiscovery Platform application paths.

Reconfigure LDAP authentication after upgrade

If your LDAP login fails after the upgrade is complete, perform the following steps to reconfigure the LDAP authentication. Be sure to also read the accompanying note regarding LDAP passwords and encryption:

1. Logon to your appliance as an administrator.
2. From the **System** > **Support Features** screen, select the **Property Browser** feature.
3. Select **System** from the **Select the case (or system)** list.
4. Enter the following property in the **Name of property to change** field.

   esa.ldap.connectionPassword
5. Enter your new values in the **New value (leave blank to remove)** field.
6. Select the **Confirm change. Are you sure?** check box.
7. Click **Submit**.

Note: If the LDAP password is configured to use encryption using the property ***esa.ldap.connectionPassword.enc***, clear the value for this property (***esa.ldap.connectionPassword.enc***) by executing steps 1 through o 7 specifying property ***esa.ldap.connectionPassword.enc*** in step 4 and removing the "New value" field in step 5 by leaving it blank.

A confirmation message about successful removal of the System Property ***esa.ldap.connectionPassword.enc*** appears. The LDAP logins should now work. The system doesn't need a restart.

Reconfigure Full Node Scheduled Backup Tasks

If there are scheduled task in place to perform routine full node backups, verify that they are updated to point to the new *D:\CW\V90* directory. Go to **Start > Settings > Control Panel > Scheduled Tasks** or **Start > Settings > Control Panel > Administrative Tools > Task Scheduler** (on Win2008) and review the list of tasks to see if there are any updates needed.

Update Virus Scanning Software (if applicable)

Be sure to update your virus scanning exclusion rules after the install to account for any changes in folders and directory structure. For more information see "Virus Scanning Guidelines", in the *Veritas e Discovery Platform System Administration Guide*.

EXCLUDE the following directories:

Image Helper

For the Image Helper to work properly, allow access to port 41734.

```
D:\Clearwell Packages\Muhimbi Document Converter
```

JDK Software

```
C:\jdk-8u144-windows-x32
C:\jdk-8u144-windows-x64
```

MySQL Database Software

```
D:\mysql
D:\MySQLData (Clearwell v7.1.4+)
D:\mysqltemp
D:\CW\<current_version>
```

Note: `D:\CW\<current_version>` contains a subfolder that needs to be scanned:
`D:\CW\<current_version>\scratch\temp\esadb\attCacheDir\`

Because you can only exclude directories from a virus scan, move the attachments directory (attCacheDir) to a different location and then update the path. For more information see, the *System Administration Guide*.

Platform Installation

```
D:\CWShared
```

Rights Management

This directory only exists if you use the Rights Management feature

```
C:\Users\<username>\AppData\Local\Microsoft\DRM
```

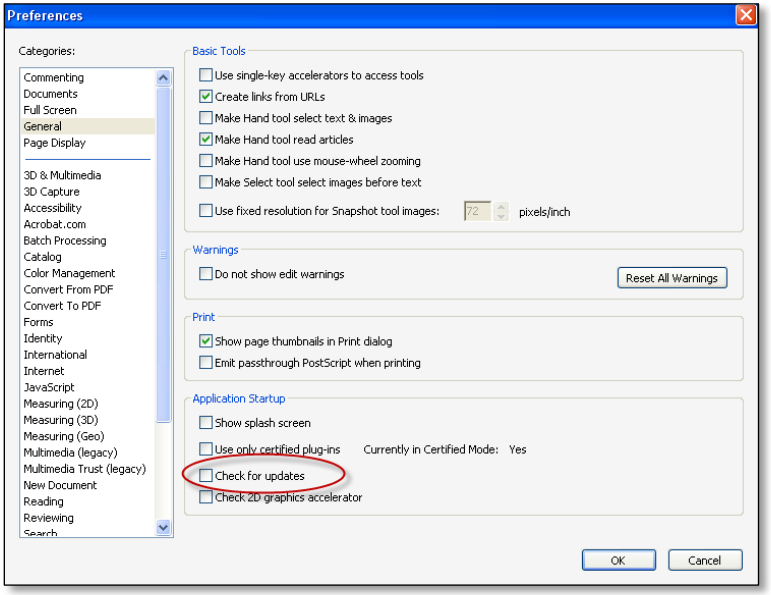
Antivirus Exclusions for Audio Search

By default, the Audio Search software is installed into the following directories and subdirectories. To avoid interference with critical media operations, be sure to disable virus and malware scanning software. In particular, Malwarebytes Anti-Malware, Kaspersky Endpoint Security, and Microsoft Security Essentials are known to interfere with media operations. See (Optional) Setting Up Your System for Audio Processing for directory details.

```
C:\Program Files(86)\Nexidia
C:\Program Files(86)\Nexidia\Language Packs
C:\Program Files\Nexidia\Search Grid 2.0
D:\Nexidia
C:\Users\<username>\AppData\Local\Temp
```

Disable Adobe Automatic Updates

Disable Adobe Reader automatic updates as follows. Launch Adobe Reader Select **Edit > Preferences > General** and make sure that the "Check for updates" option in the Application startup section is not selected.



Verify Clearwell Utility

Open the Clearwell Utility (icon on the desktop) and verify the "Current working directory" points to the current Veritas eDiscovery Platform installation directory (for example: *D:\CW\V90*).

As a final verification, upload all logs for Veritas eDiscovery Platform validation. Go to **System > Logs**, enter a Name, and then select Submit leaving the default settings.

Clear Browser and Internet Cache

Your internet browser's cache stores certain information about the previous version of Veritas eDiscovery Platform. A number of significant changes were made to the user interface from pre-9.0 versions to 9.0. In order to have the application display the new pages properly, you need to clear the browser cache for Internet Explorer.

Configure Browser Cache Security

Browsers, including Internet Explorer, 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**.

Verify IGC- Brava Client

If the new IGC Brava client does not download and update automatically, even after clearing the browser cache, you may have to manually uninstall the old version.

To uninstall older version of the IGC – Brava client:

4. In Windows Explorer, delete the Brava Client control (*BravaClientXWrapperCtrl Class*) from the C:\WINDOWS\Downloaded Program Files folder.
5. To unregister the BravaClientX.dll, from a Windows **Start>Run dialog**, type **cmd** and press **Enter**
6. In the Command Shell, type cd to change directory to the homepath directory where the DLL is located. For example:
    - For Win2k3 – C:\Documents and Settings\<user profile>\IGC\x6_2
    - For Win2k8 – C:\Users\<user profile>\IGC\x6_2

    Then type **regsvr32 /u BravaClientX.dll** and press **Enter**.

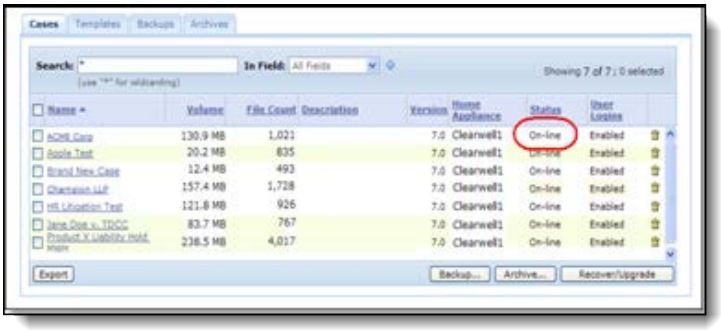
    Repeat using **regsvr32 /u BravaClientXWrapper.dll** and press **Enter**.
7. Once removed, if you load a page in Brava again, the latest client is downloaded and registered.

Note: For instructions on deploying the Brava client using an administrative installation, refer to *Native Viewer Installation Guide*.

Verify Veritas eDiscovery Platform Cases

Go to the **All Processing** > **Processing** > **Cases** tab, and verify that all the cases that were previously online are still online for access. If there were any upgrade issues with a particular case, it will be listed as unavailable.

Note: Cases from prior versions that do not have any case data will show up in All Cases as not fully upgraded, and require you to click on a link to finish upgrading.



Verify Controlled Prediction Accuracy Test Data

If you have run a Controlled Prediction Accuracy Test for a case in previous release, then after you upgrade to 9.0, you must recreate the initial and additional test sample data for the upgraded cases. For more information on Controlled Prediction Accuracy Test, refer the *Veritas eDiscovery Platform™ Transparent Predictive Coding User Guide*.

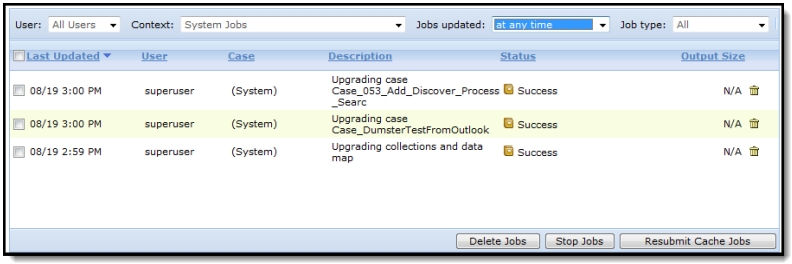
Associating Legal Holds and Collections with 9.0-Upgraded Cases

If you have cases containing Legal Holds and/or Identification and Collection tasks (contained in a collection), these can be associated with a case once upgraded to 9.0. Additionally, the Dashboard (overall view of all cases on the system), Case Home Dashboards (overall view of a specific case), and Data Analytics will reflect the changes brought by the association of the Collections and/or Legal Holds.

For more information on Legal Hold or Collection, see the *Veritas eDiscovery Platform Legal Hold User Guide* and the *Veritas eDiscovery Platform Identification and Collection Guide*.

Verify Post-Processing Success on all Cases

The upgrade process should have kicked off post-processing in every case after successfully upgrading. You can view the progress of processing jobs on the **System > Jobs** screen. Be sure to select the "System Jobs" Context. Typical post-processing rates are approximately 500,000 documents per hour. Times may vary depending on the specifics of your deployment.



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. 9.0 provides a feature that allows a system manager (or group manager) access to the "Update Checksum for Emails" feature. This check for "Update Checksum for Emails" should be run before indexing more data.

IMPORTANT! After upgrading to 9.0, 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.

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 contains 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 Repair Index feature allows a user with System Manager or Group Manager role to select Repair Index under **System** > **Support Features** for that case.

Index repair involves running a scan on each of the cases on a system. It does not need to run immediately after upgrade. Users will be able to index more data after installation, and the new data will not be affected. However, if the following two criteria apply to cases on the system, the data for these cases should be scanned as soon as is practical.

- Cases that could be affected must have been created in an eDiscovery Platform version prior to 8.2. Cases created in version 8.2 or later do not need repair.
- During the case creation Save & Setup Processing step: under "**Configure processing parameters and features**" > "**Hidden, Inserted and Embedded Content**" must have any of the check boxes selected. Case Setup default setting is "**Identify and Extract**" > "**Identify All Hidden Content**" and "**Extract all documents**". If the default values were used during case setup and there are problems with saved searches, the case is a candidate for Index Repair.
  Note: Word and PPT files affected, are from Office97 or later.

Contact the Case Administrator for cases that comply with these two points to determine whether case data should be scanned and repaired, and to coordinate timing.

IMPORTANT! See tech note 125139 at https://www.veritas.com/support for instructions, as well as feature background, case qualification criteria, workflow details, and FAQs.

OST to PST Conversion Libraries

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. For more details, see https://www.veritas.com/support/en_US/article.000128050?.