

Cohesity Alta SaaS Protection Release Notes

Cohesity Preface

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Veritas Services and Operations Readiness Tools (SORT)

Veritas Services and Operations Readiness Tools (SORT) is a website that provides information and tools to automate and simplify certain time-consuming administrative tasks. Depending on the product, SORT helps you prepare for installations and upgrades, identify risks in your datacenters, and improve operational efficiency. To see what services and tools SORT provides for your product, see the data sheet:

https://sort.veritas.com/data/support/SORT_Data_Sheet.pdf

Contents

Chapter 1	Enhancements and Fixes	5
	Enhancements	5
	Bug fixes	6
Chapter 2	Related documents	9
	Related documents	9

Enhancements and Fixes

This chapter includes the following topics:

- [Enhancements](#)
- [Bug fixes](#)

Enhancements

The new enhancements that are completed in the Veritas Alta SaaS Protection 3.9.1 release:

Table 1-1 Enhancements

Sr. No.	Enhancements
1.	Improved storage tiering efficiency to avoid performance slowdowns and memory issues caused by blobs with a large number of references, and verified that the new optimized processing flow is correctly applied to these blobs.
2.	Introduced a new alerting capability to help prevent connectors from exceeding configured site scope limits, ensuring continued protection and avoiding unexpected backup interruptions. The solution provides clearer visibility into connector usage and proactively notifies when thresholds are approached, improving monitoring and operational reliability.
3.	Improved handling of large files during backup and indexing. For very large items, such as a 100MB Excel file, metadata is now indexed while content indexing is skipped to prevent errors, ensuring smooth processing without impacting system stability.
4.	Introduced the ability to customize the restore/download pop-up dialog for SharePoint stubbing. Administrators can now optionally display their organization's logo instead of the default Cohesity ASP branding, helping reduce end-user confusion and support tickets while maintaining a consistent customer-facing experience.

Table 1-1 Enhancements (*continued*)

Sr. No.	Enhancements
5.	Improved tenant upgrades for environments with multiple StorSites by adjusting the upgrade sequence for search nodes.
6.	Improved reliability of EWS connector backups configured via PowerShell by adding robust retry mechanisms for transient failures. Updates include exponential backoff for initialization, thread-safe null checks, enhanced retry logic, and expanded exception handling ensuring backups complete successfully even under concurrent or error-prone scenarios.
7.	Introduced a hotfix for Slack connectors in Discovery API mode to allow selective workspace backup. Customers can now exclude specific workspaces from ingestion, preventing unnecessary license consumption and storage usage while continuing to back up only the desired workspace(s).

Bug fixes

The bugs fixed in the Veritas Alta SaaS Protection 3.9.1 release are:

Table 1-2

Sr. No.	Fixes
1.	Fixed an issue where customers encountered an error when exporting a OneDrive site from the End User Portal.
2.	Fixed an issue causing intermittent errors when accessing SharePoint and TeamSites through the End-User Portal.
3.	Fixed an issue where items in SPO Archiving storage locations failed to index and generated repeated errors, causing error thresholds to be exceeded. The fix ensures items are indexed correctly and prevents unnecessary error logging during archiving.
4.	Fixed an issue that could cause background processing threads to remain active even when no backup jobs were pending, primarily affecting OneDrive and EWS workloads in certain environments. The fix ensures system resources are released correctly during job throttling scenarios, preventing thread starvation and improving overall stability and reliability.
5.	Fixed an issue where folder restore operations could fail if expected folders or items were missing from the cache. The fix ensures restores continue smoothly without being interrupted by missing data, improving reliability and reducing restore errors.

Table 1-2 (continued)

Sr. No.	Fixes
6.	Fixed an issue where shared mailboxes were incorrectly counted against Exchange Online user licenses. Shared mailboxes now have a distinct type while maintaining the same backup and restore functionality as regular user mailboxes, ensuring accurate license reporting without affecting operations.
7.	Fixed an issue where newly configured Slack Connectors could encounter errors at the start of a run, preventing the Connector from proceeding.
8.	Fixed an issue where eligible items were not being deleted according to retention policies. The fix ensures that newly archived item versions are correctly tracked in StorStats, allowing deletion policies to process items as expected and maintain compliance without manual intervention.
9.	Fixed an issue where newly added values in the normalized strings dropdown would disappear after form submission and not appear in the main buckets list. The update ensures new entries are correctly created, submitted, and displayed, improving form reliability and user experience when adding custom values.
10.	Fixed an issue where ODB storage EDB processes could become stuck, fail, or show no progress. The fix improves monitoring and handling of EDB operations to ensure backups and restores continue reliably without interruptions.
11.	Fixed an issue where the Export Service was unavailable for restores in the EMEA region for certain tenants. The service startup errors have been fixed, ensuring restores can proceed reliably without .NET-related faults.
12.	Fixed an issue where a Stor shard exceeded its root location threshold due to duplicate connector shards being provisioned outside the standard workflow.
13.	Fixed an issue where new tenants were incorrectly configured with a unique directory provider app instead of the standard app.
14.	Fixed issues with the Policy Analytics feature where empty or missing policies could cause errors, inconsistent UI behavior, and incorrect default selections. The fix ensures the system correctly initializes and displays available policies, shows meaningful messages when no policies exist, and improves overall reliability and usability of the Policy Analytics interface.
15.	Fixed an issue where errors were preventing the backup of connector shards and Verified that Exchange connectors, including sharded connectors created via the PowerShell Management API, are now backing up successfully.

Table 1-2 (continued)

Sr. No.	Fixes
16.	Fixed an issue where SharePoint Online restores from the End-User Portal could fail for sites created via Teams. The fix ensures that restore permissions correctly verify the user as an owner or admin, including checks for Team sites, AD group–connected sites, and site admin roles—improving restore success and user experience.
17.	Fixed an issue where Google Drive backups could fail when encountering unsupported Google video files. The connector now automatically skips these files during crawling, allowing backups to complete successfully without errors, while supported files continue to be processed normally.
18.	Fixed an issue preventing tenants from being provisioned with the Fixed-Price model. Administrators can now provision Fixed-Price tenants successfully, and welcome emails will be automatically generated for these tenants.
19.	Fixed issues where some Cloud9 call recordings were not visible in the Administration portal due to upload and processing failures.
20.	Fixed an issue where some call metadata was not appearing in Cloud9 following an upgrade to the v2 connector. Enhancements ensure metadata files are consistently saved and backed up, even when multiple connector runs occur asynchronously.

Related documents

This chapter includes the following topics:

- [Related documents](#)

Related documents

You can download the Administrator's guide for Veritas Alta SaaS Protection from the following link:

[Related documents](#)