# Veritas eDiscovery Platform™

Imaging Tool Upgrade Guide

10.1.2

**VERITAS**

# Veritas eDiscovery Platform™: Imaging Tool Upgrade Guide

The software described in this book is furnished under a license agreement and may be used only in accordance with the terms of the agreement.

Last updated:  2022-03-07

## Legal Notice

# Contents

# Preface

## About this guide

This document is about the Imaging Tool Upgrade feature. This guide describes how to perform imaging tool upgrade after the eDiscovery Platform application is upgraded to version 10.1, workflows that are affected when the cases are upgraded or not upgraded, and frequently asked questions (FAQs).

This tutorial is intended for experienced eDiscovery Platform administrators, and assumes that –

- eDiscovery Platform application has been upgraded to version 10.1
- Users are familiar with the eDiscovery Platform operations, such as processing, analysis, review, export, and production.

## Product documentation

Table 1 lists the end user documentation that is available for the Veritas eDiscovery Platform.

*Table 1: 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 eDiscovery Platform |

| Document | Comments |
|---|---|
| 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 |
| 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 10.x compared to 9.x, 8.x compared to 7.x, and the user interface changes from 7.x compared to 6.x |
| Administrator's QuickStart Guide | Describes basic appliance and case configuration |
| Reviewer 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 |
| User Guide | Describes how to perform searches, analysis, and review, including detailed information and syntax examples for performing advanced searches |

| Document | Comments |
|---|---|
| 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 |
| Imaging Tool Upgrade Guide | Provides details about the Imaging Tool Upgrade feature and how to perform Imaging Tool Upgrade after the eDiscovery Platform appliance is upgraded to version 10.1, workflows affected when the cases are upgraded or not upgraded, and frequently asked questions (FAQs). |
| 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/support/en_US/article.100040275

# 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:

DL-VTAS-eDiscovery-documentation@veritas.com

You can also see documentation information or ask a question on the Veritas community site: https://vox.veritas.com/

# Overview

## Upgrade basics

This document provides instructions for upgrading the Veritas eDiscovery Platform from 9.5.x and 10.0 to 10.1 release.

---

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

---

Enhancements that the new viewer brings to release 10.0

- Modern HTML5 compliant viewer
- Create redaction sets by uploading CSV file
- Faster conversion and rendering
- Significantly less errors compared to previous versions
- Auto-Cache of next 5 items if items not cached
- Auto-save of redactions or annotations
- Multiple reasons for one redaction
- Bulk-redact sensitive data and customizable Regular Expressions
- Comment and reply to comments on specific redactions or annotations
- Quick access menu to add redaction reason codes and comments
- Download/print a single redacted document with opaque or transparent redactions
- Full screen review
- Export transparent redactions

Veritas eDiscovery Platform version 10.0 has replaced the imaging tool IGC with a new imaging tool PrizmDoc. This enhancement affects the cases that were created in the previous versions.

The Imaging Tool Upgrade feature is introduced to retain the ability to review such cases after upgrading eDiscovery Platform to version 10.1 by burning in the redactions and annotations.

If you have any redactions or annotations in eDiscovery Platform versions prior to 10.1, you must first do an in-place upgrade to eDiscovery Platform version 10.1 from either 9.5.X or 10.1. Any case with locked production folders created before version 10.1 needs to be upgraded using Imaging tool upgrade process before performing any imaging-related operations in version 10.1.

The Imaging Tool Upgrade is NOT available for the Case Restore and the Node Restore workflows in a fresh installation of eDiscovery Platform version 10.1. To understand how to make image upgrade work on a fresh installation of eDiscovery Platform, see Q 20: Frequently Asked Questions. For disaster recovery scenarios, Veritas recommends users to use one of the following workflows:

- Deploy a standalone V9.5 VM environment and take a snapshot. Restore a node/case backup. Perform an in-place upgrade to version 10.1. After successful upgrade, run Imaging Tool Upgrade on required cases. Create a case backup and restore on production environment (hosting version 10.1).

- Save a copy of the IGC installer from the D:/CW/v91/utilities or D:/CW/v95/utilities folder on the eDiscovery Platform 9.1 or 9.5 and contact Veritas Support.

All the cases that are created in the previous versions are qualified for an upgrade. The imaging tool upgrade job supports the following activities:

- Checking the disk space that is required for the cases to be upgraded, before starting the imaging tool upgrade job.

- Selecting one or multiple cases for an upgrade. You can upgrade only one case at a time. The other cases that are submitted for an upgrade remain in a queue.

- Running the upgrade job immediately or scheduling the job to run at a specific date and time.

- Scheduling an automatic pause and resume action for the submitted upgrade job, so that users can perform their planned eDiscovery tasks during peak hours without any performance issue.

- Viewing the upgrade job status for the cases that are submitted and downloading a detailed report for the successful upgraded cases. The upgrade report provides details, such as the production folders that have been upgraded and the items in each production folder that failed to be upgraded with the error details.

# Hardware requirements

Based on the appliences used in the in a distributed architecture, the following table provides the hardware compatibility for the imaging tool.

*Table 2 - Appliance Compatibility Options*

| Appliance Type | Environment | Appliance Function | CPUs RAM | Disc | VM* |
|---|---|---|---|---|---|
| All-In-One (Standalone) | Standalone | Hosts Cases and Review and performs Processing. Includes Legal Holds and Collections. | 32-Core CPU x 128 GB RAM | 1.5 TB (1500 IOPs) | Y |
| Utility | | Caching, Retrieval, Export | 8-Core CPU x 32 GB RAM | 500 GB on D: | Y |
| Case Home and Processing | Distributed Architecture | Hosts Cases and Review and performs Processing. | 24-Core CPU x 96 GB RAM | 1.5 TB (1500 IOPs) | Y |
| Review and Processing | Distributed Architecture | Hosts Review and performs Processing. | 24-Core CPU x 96 GB RAM | 1.5 TB (1500 IOPs) | Y |
| Case Home Only | Distributed Architecture | Hosts Cases. | 24-Core CPU x 96 GB RAM** | 1.5 TB (1500 IOPs) | Y |
| Review Only | Distributed Architecture | Hosts Review. | 24-Core CPU x 96 GB RAM | 1.5 TB (1500 IOPs) | Y |
| Processing Only | Distributed Architecture | Performs Processing. | 16-Core CPU x 64 GB RAM** | 1.5 TB (1500 IOPs) | Y |
| Cluster Admin | Distributed Architecture | Administers the Distributed Architecture cluster and hosts Legal Holds and Collections. | 32-Core CPU x 128 GB RAM | 1.5 TB (1500 IOPs) | Y |

| Appliance Type | Environment | Appliance Function | CPUs RAM | Disc | VM* |
|---|---|---|---|---|---|
| Cluster Admin /Database | Distributed Architecture | Hosts the Distributed Architecture shared database, administers the Distributed Architecture cluster and hosts Legal Holds and Collections. | 32-Core CPU x 192 GB RAM | 1.5 TB (1500 IOPs) | Y |
| Shared Remote Database MySQL | Distributed Architecture | Database Server | 24-Core CPU x 128 GB RAM | 1.5 TB (1500 IOPs)**** | N*** |

**Note**: The number of cores in the above table is the total number of logical processors (with hyper-threading enabled) on the machine, and not just the physical cores.

\* VM performance is lesser than that of a physical machine.
\** This is the minimum required configuration, but the recommended configuration is 32-Core CPU.
\*** A physical machine is recommended, but a VM of equivalent performance (on dedicated hardware) can be used if required by local IT policies.
\**** You might need 2 TB or higher if the number of cases and items is too high and multiple concurrent activities happen on the system.

Chapter 3

# Pre-Upgrade Tasks

**Caution**: When you use the Imaging Tool Upgrade feature, all the redactions and annotations that are not part of a locked production folder will be lost after you upgrade to eDiscovery Platform version 10.1. To preserve any desired markups, you need to identify and lock the cases that have unlocked production folders.

Before you initiate the in-place upgrade, perform the following tasks:

1. Upgrade the system hardware on any node to be used for imaging, as recommended in Hardware requirements section.
2. Identify any case backups that have unlocked production folders, and restore these backups into V9.1.X or V9.5.X environment.
3. Identify the unlocked production folders that need to be locked for restored or existing cases.
4. Lock the production folders.
5. Refer the upgrade guide to understand the best practices, which include the section to explain how to create a node backup that includes case backups.
6. Perform an in-place upgrade to version 10.1.

# Post-Upgrade Tasks

This chapter describes the tasks that you need to perform after upgrading the appliance for eDiscovery Platform version 10.1

## Executing the imaging tool upgrade

While executing the imaging tool upgrade, you need to perform the following operations:

- Analyzing the disk space (recommended)
- Generating a report
- Submitting an imaging tool upgrade job (mandatory)
- Canceling the previously submitted upgrade job
- Downloading upgrade reports

## Analyzing the disk space

To avoid space failures during the imaging tool upgrade, Veritas recommends analyzing the disk space proactively before you submit an upgrade job.

If caches are stored on the hard drive where application is installed, the disk space may be fully used during the imaging upgrade. It happens when the previous (permanent and temporary) caches are only deleted after a case is upgraded using the image upgrade tool.

**To analyze the disk space**

1. Select **System** > **Support Features** > **Imaging Tool Upgrade**.



2. In the **Operation to perform** drop-down, select **Analyze disk space**.

3. Select the cases for which you want to analyze the disk space.

4. Click **Submit**.

# Generating a report

You can generate a report after analyzing the disk space and add the total estimated space that is needed for the upgrade. If space is limited on the existing drive, you need to change the cache location to a network location, which has more available space.

**To generate a report**

1. Back up the Clearwell appliance before moving cached data off the appliance.

2. Select **System** > **Support Features**.

3. From the **Choose a support feature** drop-down list, select **Property Browser**.

4. Choose an appliance where you want to move cached data.

5. For selecting the case (or system), select **System**. (Moving cached data applies to the appliance only.)

6. For name of property to change, type:   esa.cluster.externalBaseDir

7. To return to the default settings for cached data on the appliance, leave the **New value** field blank.

   This removes the property to revert to the default location on the local appliance.

8. To move cached data off the Clearwell appliance, for the **New value** field, type the UNC path: \\[sharename]

9. Select the **Confirm change. Are you sure?** option.

10. Click **Submit**.

    **Note**: Appliance does not use the new value until the services restarts.

11. Stop services on the appliance.

12. Move the existing local extdata and exttemp directories to the new external path.

    a. Move  <esa.home>/extdata/<esa.common.db.dbname> to <externalBaseDir>/extdata/<esa.common.db.dbname>

    b. Move <esa.home>/scratch/exttemp/<esa.common.db.dbname>  to <externalBaseDir>/scratch/exttemp/<esa.common.db.dbname>

    **Note**: For a typical environment, there is only one "esadb" directory for <esa.common.db.dbname>. It is generally safe to move the entire extdata directory to the external location. While performing the cache relocation, keep the target location empty.

13. Restart services on the appliance, and log on to Clearwell.

    **Note**: In a cluster, the above-mentioned steps should be performed for each appliance in the cluster. Each appliance must use a distinct value for the external directory. If the appliances are going to share the same device, each appliance must be configured to write into a different subdirectory on the device.

## Submitting an imaging tool upgrade job

This is a mandatory task. You must have the System Manager roles and permissions.

**To submit an imaging tool upgrade job**

1. Log on to the eDiscovery Platform web interface using an account with the System Manager credentials.

2. Select **System** > **Support Features** > **Imaging Tool Upgrade**.

3. In the **Operation to perform** drop-down, select **Submit an upgrade job**.

4.  Enter the following information. An asterisk (*) indicates a required field.

| Field | Description |
|---|---|
| Operation to perform* | Select Submit an upgrade job. |
| Select cases* | Select one or more cases to submit for Imaging Tool Upgrade. You can also see the status of the submitted upgrade jobs and download the report for successfully completed jobs. |
| Schedule | Schedule the upgrade job to start at a specific date and time or leave blank to start the job immediately. |
| Enable pause/resume for upgrade job | Select the check box to schedule the pause or resume functionality for an upgrade job. |
| Pause time | Provide the time at which the running upgrade job will pause daily. |
| Resume time | Provide the time at which the running upgrade job will resume daily. |
| Save output to file as TXT | Save the output as a unique .TXT file. |

5.  Click **Submit** to apply the change.

6.  Click **Refresh** to refresh the status of the submitted case upgrade job and other cases.

7.  Check for the status of upgrade job under **Upgrade Status** field. The case can have the one of the following statuses:

    a.  UPGRADE_NOT_REQUIRED: Either the case is created in eDiscovery Platform version 10 or later, or the case does not have any Image or Mixed mode locked production folders.

    b.  NOT_STARTED: Imaging Tool Upgrade job has not been submitted on this case which has a locked production folder created before version 10.1

    c.  SUBMITTED: Imaging Tool Upgrade job is submitted, but has

not yet been picked up for execution.

d. IN_PROGRESS: Imaging Tool Upgrade job is in progress for this case.

e. PAUSED: Imaging Tool Upgrade job is currently paused for this case, since user has chosen pause-resume feature while scheduling the job.

f. STOPPED: Imaging Tool Upgrade job is explicitly stopped for this case through "Cancel Previously Submitted Upgrade Job" option.

g. PARTIAL_SUCCESS: One or more items in some locked production folder(s) of the case that is failed to convert during Imaging Tool Upgrade job.

h. SUCCESS: All items in locked productions folders of the case are successfully converted during Imaging Tool Upgrade job.

i. FAILED: Imaging Tool Upgrade job failed for this case due to some unexpected error.

## Time requirement to run imaging tool upgrade job

After submitting the upgrade job, you cannot submit another upgrade job until the previous one is completed. The performance is largely dependent on the following factors:

- Single node vs distributed architecture. Distributed architecture being more performant.
- Hardware configuration of machines
- Data characteristics, that is, size of files and the number of pages

The following table provides the criteria on which the imaging tool upgrade job is performed.

| Production Folder | Item Count | Data Size | No. of pages produced | Time | System Configuration |
|---|---|---|---|---|---|
| Production Folder 1 | 50000 | 1 MB – 100 MB | 1963980 | 7 Hours | 32-Core CPU x 128 GB RAM |
| Production Folder 2 | 50000 | 500 KB – 5 MB | 1745712 | 5 Hours | 32-Core CPU x 128 GB RAM |
| Production Folder 3 | 50000 | 1 MB – 10 MB | 1608603 | 5 Hours | 32-Core CPU x 128 GB RAM |
| Production Folder 4 | 22993 | 1KB -10 MB | 58035 | 2 Hours | 32-Core CPU x 128 GB RAM |

# Canceling the previously submitted upgrade job

You can cancel the previously submitted upgrade job. This is an optional task.

**To cancel the previously submitted upgrade job**

1. Select **System** > **Support Features** > **Imaging Tool Upgrade**.
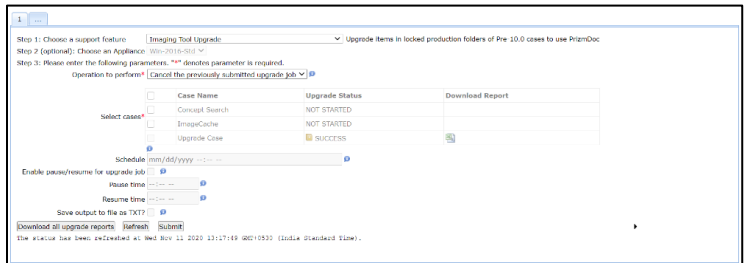


2. In the **Operation to perform** drop-down, select **Cancel the previously submitted upgrade job**.

3. Click **Submit**.

# Downloading upgrade reports

You can download the upgrade report. This is an optional task.

**To download upgrade reports**

1. Select **System** > **Support Features** > **Imaging Tool Upgrade**.

2. In the **Operation to perform** drop-down, select any option, preferably **Submit an upgrade job**.

3. To download an upgrade report for a specific case that has been upgraded successfully (Status as SUCCESS or PARTIAL_SUCCESS), select the **Download** icon that appears in front of the name of that case in the **Select cases** field.

4. To download upgrade reports for all upgraded cases in one attempt, click **Download all upgrade reports**.

   A zip file containing all reports is downloaded.

# Creating and importing redaction sets

Redaction sets created before eDiscovery Platform version 10.1 cannot be used post-upgrade. Therefore, any case where items that need to be reviewed post-upgrade phase, create a new redaction set. Existing redaction sets can be exported and be imported back to create a new redaction set

once a unique redactions set is part of the CSV.

For property configuration details, refer to *eDiscovery Platform 10.1 Case Administration Guide*.

**To create or import from a CSV file**

**Note**: This option must be selected at the time of redaction set creation, and cannot be changed later on.

1. Click **Add**.
2. Select from:
   - Add redaction set with free text reason code
   - Add redaction set with preset reason code
   - Import preset redaction set using CSV - see step 3 if you choose this option.

     **Note**: Free text reason codes allow reviewers to enter reason codes. Preset reason codes allow the administrator to control which codes are applied, for consistent tag searches using the codes. In this example, Add redaction set with preset reason code is selected.

     **\*** In eDiscovery Platform 10.1 and later versions, the import and export functionality is supported for the redaction sets with the preset reason codes. However, it is not supported for the redaction sets with the free text reason code.

     **\*** The import CSV file contains a redaction set with preset reason code Redaction Set only. Before you import the CSV file, you need to change the redaction set name to avoid duplicate entry error.

3. Navigate to **Case Home** > **Redaction Sets** > **Add** > Import preset redaction set using CSV and download the example CSV or an existing redaction set,
   a. Enter a name for the redaction set in column A.
   b. Enter description for the redaction set in column B .
   c. Choose whether the redaction set is visible or hidden in column C. By default, the value is False. Visibility can be edited later.
   d. Enter one reason code per row in column D.
   e. Save the CSV.
   f. On the Redaction Sets page, select Add and then select **Import preset redaction set using CSV**. The Import From CVS dialog appears.
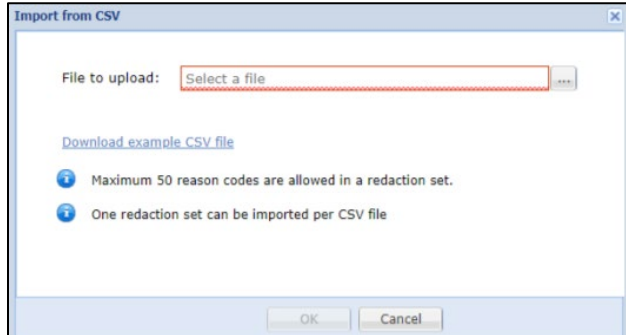
g.   Browse and select the CSV file to upload.

**Note**: Only one redaction set can be imported per CSV file, and that redaction set can only contain a maximum of 50 reason codes, by default.

If you have more than 50 reason codes, you can use the Import option multiple times. It is recommended to be careful while importing or adding a redaction set as these cannot be deleted once added or imported.

The CSV file must be in a specific format. You can see an example of CSV file by clicking **Download example CSV file**.

h.   Click **OK**.

4.   Click **OK** to add the new set to the list.

# Disabling IGC services

After upgrading all cases, you can disable all the needless services related to IGC. This frees up the system resources that can be used for other processes.

It is recommended to disable the IGC component services for the secondary nodes by using the Imaging Tools Management Support Feature.
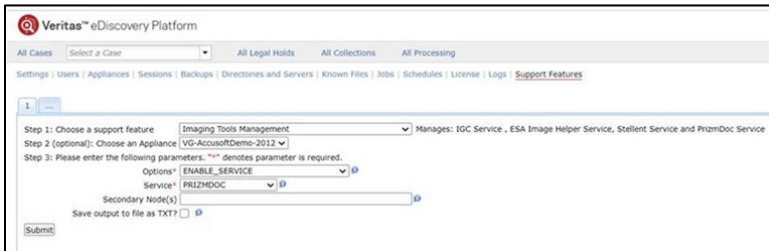
**To disable IGC Windows services**

1.   Click **Run** and type *services.msc*

2.   Select *EsaJobProcessor* and *EsaIGCBravaLicenseService* Windows services, and change the **Startup type** from Automatic to Disabled.
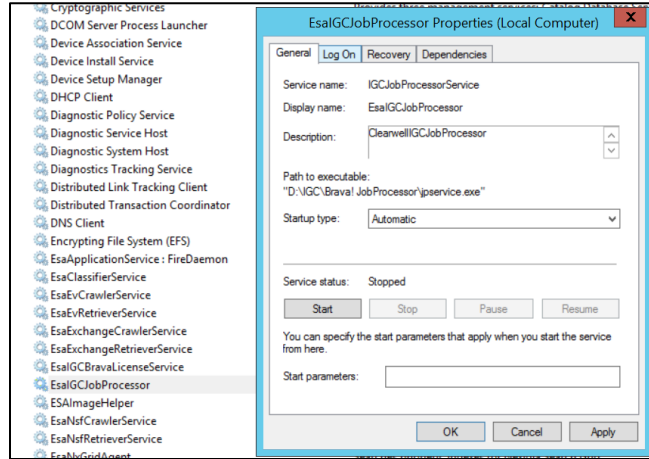
# Enabling PrizmDoc Services

Use the **Imaging Tools Management Support Features** option to enable
PrizmDoc component services for secondary nodes.



# [Optional] Deleting the locked production folder for pre-version 10.1 upgraded cases

You cannot delete the locked production folders on eDiscovery Platform.
You need to unlock the folders before it can be deleted. Locked production
folders in the pre-version 10.1 cases cannot be unlocked. Therefore, you
cannot delete those folders through the regular workflow.

If the locked production folders are no longer needed, or you need to free
up the disc space that is occupied by caches which are created during the
Imaging Tool Upgrade job for these folders, you may need to delete these
folders. eDiscovery Platform version 10.1 provides us a way to delete these
pre-version 10.1 locked production folders.

**Note**: When you delete the locked production folders, the corresponding production folders' redacted cache1 files are also deleted.

With the **Delete Pre-V10 Production Folder** support feature, you can delete one or multiple locked production folders for a case that has been upgraded using the Imaging Tool Upgrade support feature.

**To delete locked production folders**

1. Select **System** > **Support Features** > **Delete Pre-V10 Production Folder**.



2. In the **Upgraded Case(s)** field, select the case for which you want to delete locked production folders.

   **Note**: Only those cases that have been upgraded using the Imaging Tool Upgrade feature appear in the list.

3. Click **Refresh** to display the list of latest production folders.

4. Select the production folder(s) that you want to delete.

5. Select the **Save output to file as TXT** check box if you want to save the output file as a .TXT file.

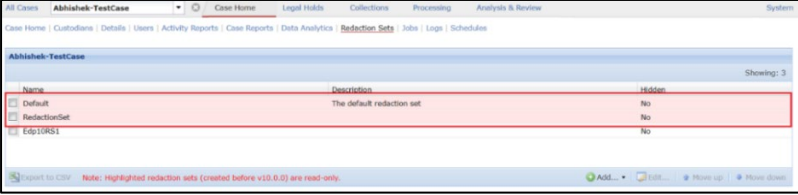6. To delete the selected locked production folders, click **Delete**.

   The **Delete** functionality is disabled unless any production folder is selected.

# Affected Workflows
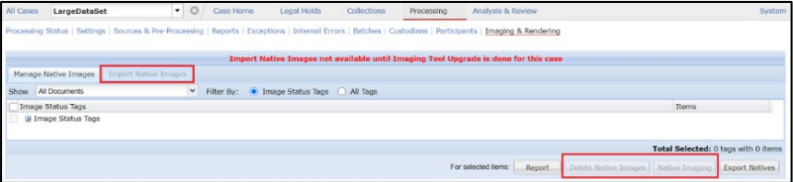
## Workflows affected for cases before running imaging tool upgrade

The following table describes the eDiscovery Platform workflows that are affected when you have upgraded to eDiscovery Platform version 10.1 and are yet to upgrade the cases using the Imaging Tool Upgrade support feature.

*Table 3: Workflows affected for cases before running imaging tool upgrade*

| Feature | Description |
|---------|-------------|
| **Case Home** > **Redaction Sets** | In eDiscovery Platform version 10.1, you can only view the redaction sets created in previous versions. You cannot edit these redaction sets. Such redaction sets are highlighted on the User Interface in the image below. You can still view the Preset Reason Codes of these redaction sets in the **Edit** window and export the redaction set to CSV as well.<br><br><br><br>*Workaround*: Create a new redaction set by importing a CSV file. |

| Feature | Description |
|---|---|
| **Processing** > **Imaging & Rendering** | The following operations are not available until Imaging Tool Upgrade is run for that case: <br><br> • Manage Native Images > Delete Native Images <br> • Native Imaging > Manage Native Images <br> • Import Native Images <br><br>  <br><br> *Workaround*: None |
| **Analysis & Review** > **Documents** | The following sections are not available until Imaging Tool Upgrade is run for that case: <br><br> • Bulk actions menu [⚙▾] > Cache <br> • Bulk actions menu [⚙▾] > Redact <br> • Bulk actions menu [⚙▾] > Export > Production <br> • Review: Native, Redaction, and Production View <br><br> The UI section or the UI Menu or options are greyed out. <br><br> *Workaround*: None |

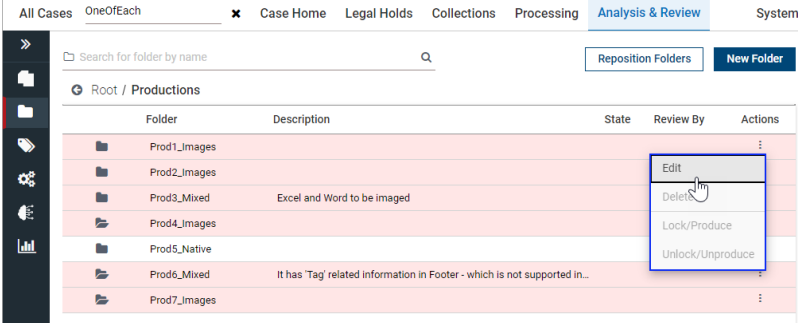| Feature | Description |
|---|---|
| **Folders** > **Production Folders** | In eDiscovery Platform version 10.1, the production folders of Images and Mixed types created in previous versions are marked as Read-Only. For these Read-Only production folders, the following operations are not available:<br><br>• Lock/ Produce production folder<br>• Unlock/ Unproduce production folder<br>• Edit production folder<br><br>You can still copy documents in the Read-Only Unlocked production folders. However, you will not be able to perform any other operation as these folders cannot be locked.<br><br><br><br>*Workaround*: Create a new production folder with a new redaction set created in version 10.1. However, any imaging operation like locking this production folder will not be available until *Imaging Tool Upgrade* is performed on this case. |
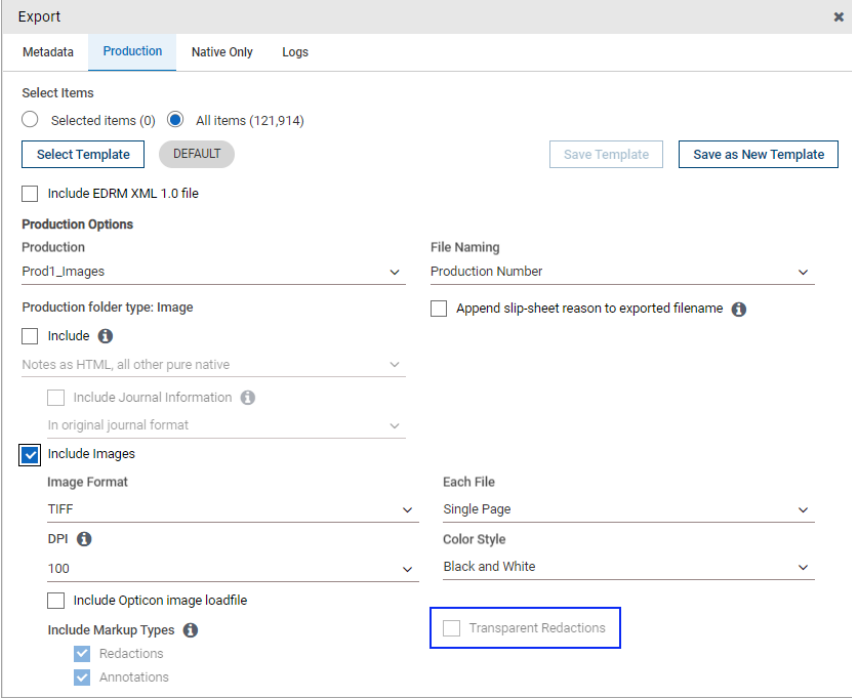
# Workflows affected for cases after running imaging tool upgrade

After upgrading cases using the Imaging Tool Upgrade support feature, the following areas of eDiscovery Platform are impacted.

*Table 4: Workflows affected for cases after running imaging tool upgrade*

| Feature | Description |
|---|---|
| **Analysis & Review** > **Folders** | The following options on the Mixed and Images type production folders created before in previous versions are not available:<br><br>• Unlock/Unproduce locked production folders<br>• Lock/Produce unlocked production folders<br>• Edit locked/unlocked production folder<br><br>*Workaround*: None |

| Feature | Description |
|---|---|
| **Documents** > **Export** | In Production Export, if you select the upgraded production folders, the **Transparent Redactions** option is not available for productions folders created before version 10.1.<br><br><br><br>*Workaround*: None |
| **Case Home** > **Redaction Sets** | Redaction sets created in previous versions are marked as Read-Only in version 10.1. Editing of these redaction sets is no longer available. Such redaction sets are highlighted on the UI. You can still view preset reason codes of these redaction sets in the Edit window and export these redaction sets in CSV format. Following operations are not allowed for the pre-v10.1 redaction sets.<br><br>• Redaction view of items in the native viewer.<br>• Add, delete, or modify redactions in the native viewer.<br>• Delete all Redactions feature in the native viewer.<br>• Create a new production folder.<br>• Bulk Redaction of items.<br><br>*Workaround*: Create new redaction sets if more redaction is needed for a case created before version 10.1 |

# Impact on production folders

Production folders of type Images and Mixed are only affected in Imaging Tool Upgrade. For Native type production folders, all operations are available before, during and after the Imaging Tool Upgrade is performed.

The following table summarizes the operations that are available/not available for production folders.

*Table 5: Impact on production folders*

| Imaging Tool Upgrade job status | Unlocked production folder created in pre-v10.1 release | Locked production folder created in pre-v10.1 release | New production folder using redaction set created in version 10.1 |
|---|---|---|---|
| Before / In Progress | **Not Available**:<br>• Lock/Produce | **Available**:<br>• Export – Native and Metadata, Privilege Logs, Redaction Logs<br><br>**Not available**:<br>• Unlock/Unproduce (users cannot apply incremental redactions on the items of these production folders)<br>• Add/remove/move items to these folders<br>• Production View in the native viewer | **Available**:<br>• Create a new production folder of Mixed/Image/Native type<br>• All operations for native production folders<br>• Metadata export<br><br>**Not available**:<br>• Lock production folder for Mixed/Image type production folders |

| Imaging Tool Upgrade job status | Unlocked production folder created in pre-v10.1 release | Locked production folder created in pre-v10.1 release | New production folder using redaction set created in version 10.1 |
|---|---|---|---|
| Success | **Not Available**:<br>• Lock/Produce | **Available**:<br>• Export – Native and Metadata, Production, Privilege Logs, Redaction Logs<br>• Review: Native and Production View<br><br>**Not available**:<br>• Unlock / Unproduce (users cannot apply incremental redactions on the items of these production folders)<br>• Add/remove/move items to these folders<br>• Hide Redaction Reasons and generate translucent Redactions in production export | **Available**:<br>• Lock / Produce<br>• Unlock / Unproduce<br>• Edit<br>• Export – Native, Metadata, and Production, Privilege Logs, Redaction Logs<br>• Review: Native, Redaction, Production |

# Frequently Asked Questions (FAQs)

Q 1:     Why you should upgrade to eDiscovery Platform version 10.1?

Q 2:     What is the difference between case upgrade and imaging tool upgrade?

Q 3:     What happens when an Imaging Tool Upgrade job fails?

Q 4:     How do I know whether the Imaging Tool Upgrade job on a case is successful or not?

Q 5:     Where can I view the failed documents from the Imaging Tool Upgrade job?

Q 6:     How can I include failed items of locked production folder(s) in Production Export in version 10.1?

Q 7:     Can I use Redaction Sets created before eDiscovery Platform version 10.1?

Q 8:     How can I create a new redaction set in version 10.1 with the same reason codes as in the pre-v10.1 redaction set?

Q 9:     How to preserve case backups of the older eDiscovery Platform versions (before v9.1) with unlocked production folders in version 10.1?

Q 10:    How can a user add, delete, or modify redaction in the items in the locked production folders of the cases that are created in previous versions of eDiscovery Platform?

Q 11:    How can I generate Privilege or Redaction logs on a subset of items in Production Folder created pre-10.1 and a subset of items in Production Folder created in version 10.1?

Q 12:    Are the redactions or annotations done for items in unlocked productions retained post-upgrade?

Q 13:    What happens to redactions in a case backup with unlocked productions?

Q 14:    Can I edit redactions in locked production folder post-upgrade?

Q 15:    Can I unlock locked production folders post-upgrade?

Q 16:    Can I lock unlocked production folders post upgrade?

Q 17:    Can I export an upgraded locked production folder with transparent redactions post-upgrade?

## Q 1:    Why you should upgrade to eDiscovery Platform version 10.1?

You can upgrade to eDiscovery Platform version 10.1 to get the following functionalities:

- Modern HTML5 compliant viewer
- Create redaction sets by uploading CSV file
- Faster conversion and rendering
- Significantly less errors compared to previous versions
- Auto-Cache of next 5 items if items not cached
- Auto-save of redactions or annotations
- Multiple reasons for one redaction
- Bulk-redact sensitive data and customizable Regular Expressions
- Comment and reply to comments on specific redactions or annotations
- Quick access menu to add redaction reason codes and comments
- Download/print a single redacted document with opaque or transparent redactions
- Full screen review
- Export transparent redactions

## Q 2:    What is the difference between case upgrade and imaging tool upgrade?

**Case upgrade** prepares the case to be functional in the version the system was upgraded to. This can automatically run during the case restore, or when the system is upgraded to version 10.1.

**Imaging Tool Upgrade** creates new images of redacted documents as the previous tool, IGC, has been retired. Imaging Tool Upgrade job on a case has to be run explicitly after upgrading the system to version 10.1.

**Q 3:** What happens when an Imaging Tool Upgrade job fails?

If the Imaging Tool Upgrade job fails for a case, the user can resubmit the job. On resubmission, the job tries to upgrade the failed cases again.

If it fails consequently, contact Veritas technical support.

**Q 4:** How do I know whether the Imaging Tool Upgrade job on a case is successful or not?

If the upgrade status of a case is **SUCCESS**, it means there are no failures in imaging tool upgrade job.

If the upgrade status of a case is **PARTIAL_SUCCESS**, it means one or more items failed during the imaging tool upgrade job.

If the upgrade status of a case **FAILURE**, it means one or more items failed during the imaging tool upgrade job.

**Q 5:** Where can I view the failed documents from the Imaging Tool Upgrade job?

Failed documents can be identified in two ways:

- Imaging Tool Upgrade job report, which can be downloaded from the **Support Features** -> **Imaging Tool Upgrade.**

- Users can also view the failed documents in the **Search & Analysis** > **Folders** section of the case.

In the **Folders** section, a new folder, **Imaging Tool Conversion Failure**, gets created, as shown in the following figure.
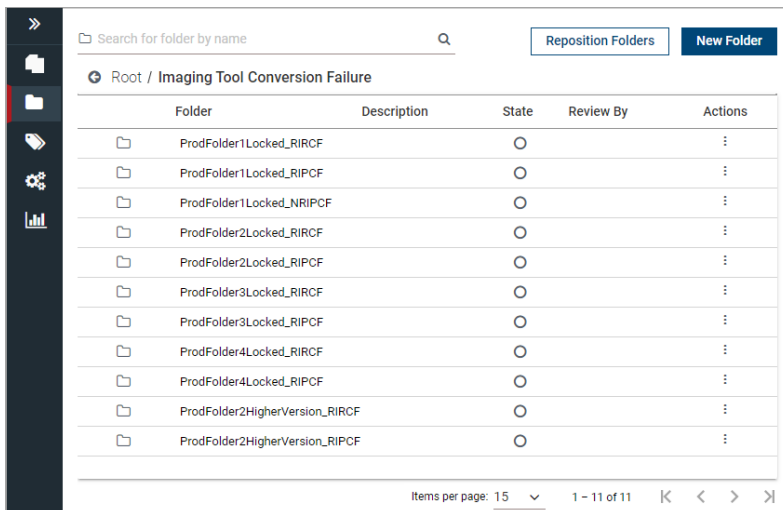
Following is the structure for the failed items:

**F1_RIRCF**: Redacted Items Redacted Cache[1] Failed – Failed to cache the redacted copy of the redacted produced item. *Users will have to re-redact these items in version 10.0.*

**F1_RIPCF**: Redacted Items Plain Cache[1] Failed – Failed to cache the original of the redacted produced item

**F1_NRIPCF**: Non-Redacted Items Plain Cache Failed – Failed to cache the original copy of the non-redacted produced item.

## Q 6: How can I include failed items of locked production folder(s) in Production Export in version 10.0?

Consider the example in the above question. Here are the steps to do a production export on failed items of locked production folder(s)
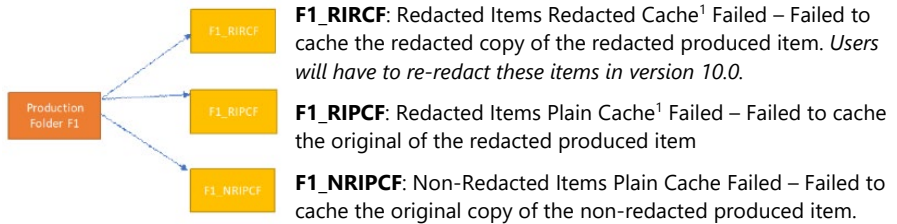
1. Assuming that Production Folder F1 is associated with Redaction Set RS1, create a new redaction set RS1_V10 with the same set of reason codes as in Redaction Set RS1. Refer to FAQ How can I create a new redaction set in version 10.1 with the same reason codes as in the pre-v10.1 redaction set? for how to do this.

2. Create a new Production Folder, say F1_V10 and copy all items of folder F1_RIRCF in it.

3. Re-redact items in F1_V10 using the new native viewer

## Q 7: Can I use Redaction Sets that are created before eDiscovery Platform version 10.1?

Redaction Sets created before eDiscovery Platform version 10.1 are Read-Only. Following are the affected workflows:

- **Production Folder**: A user can create a new Production Folder using Redaction Sets created in eDiscovery Platform version 10.1 only.

- **Bulk Redact**: A user can bulk Redact for Redaction Sets created in eDiscovery Platform version 10.1 only.

- **Redaction View**: A user can only see Redaction View for documents redacted using Redaction Sets created in eDiscovery Platform version 10.1.

## Q 8: How can I create a new redaction set in version 10.1 with the same reason codes as in the pre-v10.1 redaction set?

In eDiscovery Platform version 10.1, users can export an existing redaction set to a CSV file and import a redaction set by uploading a CSV file.

1.  Export pre-v10.1 redaction set using **Case Home** > **Redaction Sets** > **Export as CSV file**.
2.  Change the name of the redaction set in the CSV file to a new name as two redaction sets cannot have the same name.
3.  Import this CSV file to create a new redaction set in the case using **Case Home** > **Redaction Sets** > **Add > Import preset redaction set using CSV**.

**Q 9:** How to preserve case backups of the older eDiscovery Platform versions (before v9.1) with unlocked production folders in version 10.1?

1.  The user first needs to restore those cases in eDiscovery Platform v9.1 or 9.5 and lock these production folders.
2.  Take case backup after locking the production folders.
3.  Restore the case backup (taken in step 2) on the eDiscovery Platform version 10.1 setup and initiate the Imaging Tool Upgrade job for this case.

**Q 10:** How can a user add, delete, or modify redaction in the items in the locked production folders of the cases that are created in previous versions of eDiscovery Platform?

Let us consider the following scenario.

There is a pre-existing locked production folder PF1 with 1000 items, and it is mapped to redactions set RS1. After the Imaging Tool Upgrade is run, the user wants to add, delete, or modify redactions in 10 out of these 1000 items.

Since PF1 cannot be unlocked and re-locked, here is the workaround:

1.  The user creates a new redaction set, RS2, with the same redaction reasons as that of RS1.
2.  The user creates a new production folder PF2 that is mapped to RS2 with these 10 items in it.
3.  The header, footer, and watermark settings of PF2 need to be the same as that of PF1.
4.  The starting bates number of PF2 should be 1 more than the last bates number of PF1.
5.  Apply redactions on these 10 items under Redaction Set RS2 using Native Viewer and lock the production folder PF2.
6.  Use advanced search to find all items in PF1 but not in PF2. This would exclude the 10 items of PF2. Run production export on these 990 items.
7.  Run production export on 10 items in PF2.

**Q 11:** How can I generate Privilege or Redaction logs on a subset of items in Production Folder created pre-10.1 and a subset of items in Production Folder created in version 10.1?

Using the previous example from the question before this

1.   Use advanced search to find all items in PF1 but not in PF2.
2.   Use **Action** > **Export** > **Logs**. Select PF1 as the production folder.
3.   Submit privilege or redaction logs job.
4.   Now search for all items in PF2.
5.   Use **Action** > **Export** > **Logs**. Select PF2 as the production folder.
6.   Submit privilege or redaction logs job.

**Q 12:** Are the redactions or annotations done for items in unlocked productions retained post-upgrade?

No. All redactions or annotations done before eDiscovery Platform version 10.1 AND part of unlocked production folders cannot be retained. You need to lock the production folders before upgrading to version 10.1

**Q 13:** What happens to redactions in a case backup with unlocked productions?

All redactions or annotations that are part of unlocked production folders in a case backup cannot be retained. You can restore the case backup into a version before version 10.1, and lock the production folders before upgrading to version 10.0

**Q 14:** Can I edit redactions in locked production folder post-upgrade?

No. Redaction or annotations can be burned in and cannot be edited because locked production folders before version 10.1 cannot be unlocked post-upgrade. Furthermore, redaction sets used before version 10.1 cannot be reused after upgrade.

**Q 15:** Can I unlock locked production folders post-upgrade?

No. The locked production folders before version 10.1 cannot be unlocked after upgrade.

**Q 16:** Can I lock unlocked production folders post upgrade?

No. You cannot lock the unlocked production folders after upgrade.

**Q 17:** Can I export an upgraded locked production folder with transparent redactions post-upgrade?

No. Redactions in locked production folders will be burned in. Export transparent redaction before upgrading.

**Q 18:** Can I export an upgraded locked production folder with "Extract redacted Text" option enabled post-upgrade?

Yes. Option to export the redacted text is enabled for the locked production folders after upgrade.

**Q 19:** Can I run any Imaging jobs on old cases until Imaging Tool upgrade is run?

No. All caching, production export, and native view jobs for a case are not available until the image upgrade tool is run for the case.

**Q 20:** What are my options if I clean the installed version 10.1 and did a node restore?

There are two options:

- Deploy a standalone V9.5 VM environment and take a snapshot. Restore a node/case backup. Do an in-place upgrade to version 10.1. Once upgraded, run Imaging Tool Upgrade on required cases. Finally, create a case backup and restore on to production environment (hosting version 10.1).
- Save a copy of the IGC installer of the D:/CW/v91/utilities folder or D:/CW/v95/utilities folder on the eDiscovery Platform 9.1 or 9.5 and contact Veritas Support.

**Q 21:** Will default redaction set be available post-upgrade?

No. The default redaction set is not available for cases created before version 10.1. Create a new redaction set.

**Q 22:** Why am I not able to open the document in redaction view after running Imaging Tool Upgrade?

This is because there are no redaction sets available in the case. You need to create at least one redaction set to enable the redaction view.