

Veritas eDiscovery Platform™

Release Notes

9.5

VERITAS

Veritas eDiscovery Platform™: *Release Notes*

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Overview

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

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

Upgrade Paths, Compatibility, and Notes

9.5 Upgrade Paths

From Release	To Release
9.1 GA and all CHF's	9.5
9.0 GA and all CHF's	9.5

For more information on supported upgrade paths, refer to:

<http://www.veritas.com/docs/000095769>

If you are on a pre-9.0 version, upgrade to 9.0 GA before performing the 9.5 upgrade. To verify that you are at the correct product level, log on to Veritas eDiscovery Platform and select **System > Appliances**. Select the appliance and verify it is at the correct product version.

Refer to the *Veritas eDiscovery Platform Upgrade Overview* and *Veritas eDiscovery Platform Upgrade Guide 9.5* for more upgrade details.

Refer to the [Veritas eDiscovery Platform Compatibility Charts](#) for more information on the supported operating systems and third party applications.

Note: In pre-9.0 versions, Windows Time Sync was disabled during installation. Starting with version 9.0, Windows Time Sync is not altered during installation.

Operational Notes

This section covers important operational notes for version 9.5.

Note: For other Operational Notes pertaining to previous releases, see the release notes for the last cumulative version. In this case, see the release notes for version 9.1. If you haven't upgraded to 9.1, read the 9.1 release notes.

For additional information, refer to the *System Administration Guide*, *User Guide*, and other specific documentation available by clicking the "**Documentation**" link at the bottom of any

pane from the platform's User Interface, or the "**Help**" link on the upper right corner of any pane to access the Veritas eDiscovery Platform Online Help.

Browser Support

Veritas eDiscovery Platform 9.5 is certified to work with the following versions of Microsoft® Internet Explorer® (IE): IE 11 and Edge. For more information on the supported versions of browsers, see the *Veritas eDiscovery Platform™ Compatibility Matrix* linked in [Upgrade Paths, Compatibility, and Notes](#).

Starting Veritas eDiscovery Platform 9.5, Non-Microsoft browsers such as Google Chrome and Apple Safari are also Supported.

Note: Installing and using Native Viewer requires the reviewer to be running the 32-bit version of Internet Explorer.

Note: In version 8.3 or later, 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**.

Users may access the Legal Hold confirmation page using Chrome or Firefox browsers. For security certificate and legal hold setup details, see the *Veritas eDiscovery Platform System Administration* and *Legal Hold Guides*.

Supported File Types

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

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

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

Note: Veritas eDiscovery Platform provides the ability for users to exclude both the standard NSRL (NIST list) files and to upload company-specific file hash lists into the system.

See this tech note for how to update NIST list within eDiscovery Platform:
https://www.veritas.com/support/en_US/article.100038118.html

Customers can import the latest NIST list from <http://www.nsrl.nist.gov/Downloads.htm>.

See this tech note for details about custom NIST file creation:
<http://www.veritas.com/docs/000017121>.

Supported E-Mail Types

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

OST Files: For 9.0 and later users, OST files are recognized and automatically converted into PSTs and stored in the application's managed email conversion area prior to processing.

Lotus Notes: Veritas eDiscovery Platform supports Lotus Notes 8.5.2. Older versions of Notes often can be processed with no issues; however, there are some known issues with the Notes APIs that may cause problems. While these issues are outside of our direct control, we made some adaptations to the crawler to make it operate as smoothly as possible. Starting with 7.0, the application requires Lotus Notes client 8.5. If you restore an older case to a version 7.0 or later installation where that case has processed NSF files using Lotus Notes 7, the messages may de-duplicate differently. Please refer to the Veritas *eDiscovery Platform Upgrade Overview* document section "Mandatory Upgrade to Outlook 2010 and Lotus Notes 8.5 clients on Veritas eDiscovery Platform appliances and its de-dupe implications" for more information.

Note: Installations with known deduplication issues should consider using the Update Checksum for Emails feature. Consult this tech note for more details:
https://www.veritas.com/support/en_US/article.100039050.html

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

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

Distributed Review and Processing

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

Supported Collection Sources

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

- Microsoft Exchange 2007, 2010, 2013, 2016, 2019, Office 365, Lync 2013 with Exchange 2013
- SharePoint 2007, 2010, 2013, 2016, SharePointonline Lotus Domino Server 8.x, 9.0
- **Veritas Enterprise Vault 11.0, 11.0.1, 12.0-12.5:** From an Enterprise Vault source, you can collect data from Exchange Mailbox and Journal archives, SharePoint archives, Lotus Domino Journal and Mailbox archives, and File System archives. When Enterprise Vault 11.0.1 or later is used, you can also collect data from Exchange SMTP and Internet Mail archives.
- Veritas Enterprise Vault.cloud
- **Windows File Shares:** Veritas eDiscovery Platform can collect from file shares over the network.
- Distributed File System (DFS)
- **PC/Desktops:** The Onsite Collector can collect data from laptops, PCs, and Macs directly using a locally connected drive (USB for example).
- **Documentum, Livelink, and FileNet:** Starting with 8.1, non-CMIS compliant data sources including Documentum, Livelink, and FileNet are not supported. Release 8.1 and later only support Documentum 6.7, FileNet 5.1.0, and Livelink 10.5 with CMIS (Content Management Interoperability Services) endpoint enabled on the server. Contact your System Administrator for enabling CMIS endpoints on your Documentum, Livelink, and FileNet servers.
- For more information on supported data sources, see the *Veritas eDiscovery Platform™: Identification and Collection Guide 9.5*.

New in Version 9.5

Installation

Support for Windows Server 2016 Standard or Data Center Platforms

Release 9.5 provides the ability to install eDiscovery Platform on Windows Server 2016 Standard or Data Center Editions.

Windows Server 2012 Standard or Data Center Editions will also continue to be supported platforms

Legal Hold

eDiscovery Platform Legal Hold Enhancements

- Edit and format footer text (previously inserted by Veritas).
- Sort & search for Legal Hold template by name in dropdown.
- Increase the characters supported in Legal Hold body to 30K
- Confirm the release of an individual custodian before job is kicked off.
- Mandatory questions on Legal hold Questionnaire Survey are clearly visible now.

Identification and Collections

Support for Enterprise Vault 12.5.0

Release 9.5 supports identification and collection of Archives from Enterprise Vault 12.5.0 Server

Support for Microsoft Exchange Server 2019

Release 9.5 supports identification and collection of Mailboxes from Microsoft Exchange Server 2019

Support for Microsoft SharePoint Server 2016

Release 9.5 supports identification and collection of Content from Microsoft SharePoint Server 2016

System Administration

Cross-Browser Compatability

Release 9.5 removed Adobe Flash from eDiscovery Platform. All pages have been made HTML5 compliant, which now provides the capability to use Google Chrome, Apple Safari, and Microsoft Edge to perform End User level activities, such as view charts, run Advanced Search, view search results, and so on.

These browsers can also be used to Administer the Identification & Collection and Legal Hold modules such as All Collections, Collections, All Cases. All Legal Holds, Case Home, All Processing, Processing and System Management Modules.

Viewing native images, redaction, and annotations are currently only supported in Internet Explorer 11. Certain sections of the application are not available in Internet Explorer 11. See the [Browser Compatibility Matrix](#) for more details.

Ability to change AES Key and AES key password

Release 9.5 provides a security enhancement where System administrators can use the Password Manager option of the Clearwell Commander to change the AES Key's password or to generate a new AES Key.

Support for SMB2 Protocol

eDP System Administrators can now use File Shares that have the much secure SMB2 Protocol Enabled to Collect, Process, Export Data.

Enhancements in password security

Release 9.5 enhances security by increasing the minimum requirements for user password in terms of password length and complexity.

Ability to create Processing Only Locations

As an added security enhancement eDiscovery Administrators can create locations that can be consumed only for processing

Ability to disable the Superuser Account

Release 9.5 introduces the ability to expire or disable the default system manager account superuser

TLS 1.2

TLS 1.0 is no longer supported, and TLS 1.2 would need to be enabled.

Fixed in Version 9.5

Note: In general, fixes included in Cumulative Hotfix (CHF) releases are rolled into the next product release, whether full or minor.

Infrastructure

Node backup is failing with due to Perl version difference (CFT-1706)

eDiscovery Platform appliance backup fails to initialize on the specific schedule. This fix resolves a problem while appliance backup was not initialized on the scheduled time

System Administration

ADSCrawler (CFT-1497)

ADSCrawler_Output log file is filled with unclear and confusing log messages when Exchange Server 2013 or 2016 is present in the environment. This issue is now fixed

Case Restoration (CFT-686)

Upon restoring a Case, the system doesn't provide information about the users who previously had access to the case. This issue is now fixed

Case Administration

Employee List – Filter Criteria (CFT-2109)

This fix ensures that the correct employee list adhering to the Filter criteria is exported

Case Restore – (ESA-50843)

Case description fields are lost when case backup is restored to a different appliance

Identification and Collection

Forbidden error when a user creates an Enterprise Vault Collection task (CFT-1472)

A Forbidden error was displayed when a user with a custom role creates an Enterprise Vault collection task. This issue is now fixed, and users can create an Enterprise Vault collection task.

Date filter in Enterprise Vault.Cloud collections allow incorrectly formatted dates to be entered Manually (CFT-1569)

Invalid date formats are not recognized while creating Enterprise Vault.Cloud collection task causing incorrect results to be collected This issue is now fixed.

Enterprise Vault Hold tasks showing mismatched search hit counts for items held counts (CFT-1653)

Retries of Enterprise Vault Hold Task wrongly increased Item Held counts on eDiscovery Platform UI (CFT-1604)

This fix resolves a problem of inaccurate statistics of Item Held count for Enterprise Vault Hold task during task retry situations.

Incomplete ADSync disables valid Exchange mailbox display flag (CFT-1667)

Exchange Mailboxes are marked as disabled after an incomplete ADSync run. This fix resolves the way eDiscovery Platform deals with environment situations during the AD Sync process. The fix is multifold and solves different environmental problems observed in the field.

- Retry on DirectoryServicesCOMException (0x800700EA)

- The solution will make 5 retry attempts after receiving this exception. Number of retries is configurable using the following property:
- Property name - esa.adscrawler.searcher.directoryserviceexception_maxretrycount
- Default value is 5.
- Disable mailboxes only if it is not discovered in the current ADSync run and its last discovered date is older than a specific number of days.
 - This solution resolves problems around transient errors received from Active Directory. A mailbox will be consider disabled during ADSync only when it is not discovered in the current ADSync and the last discovered date for the mailbox is older than a specific number of days (Default is 15 Days).
 - Property name - esa.ad.discovery.validate.maxundiscovereddays
 - Default value - 30
- The functionality of disabling mailboxes during validation is configurable using the following property.
 - Property name - esa.ad.discovery.disable_undiscovered_mailboxes
 - Default value - true
 - Enable the discovered mailbox again if it is found to be disabled in eDiscovery Platform.

No record of who deleted a (non EV-hold) collection task (CFT-1679)

For Enterprise Vault Collection task and Search tasks, logs do not mention the user who deleted them. This fix resolves the problem and enhances logging with by storing details of user who deleted Enterprise Vault Collection and Search tasks.

Enterprise Vault collection ends in a false SUCCESS when an Index Server fails (CFT-1739)

Enterprise Vault collection task falsely end with Success state when one or more Enterprise Vault Index Server fails to respond in the stipulated time (CFT-1585). This fix resolves the problem and ensures that the Enterprise Vault collection task shows the correct job status at the end of the run.

Enterprise Vault collections threads causes Enterprise Vault to go down (CFT-1786)

Multiple collection requests to the Enterprise Vault Server causes services to go down. The fix introduces a control mechanism to ensure that Enterprise Vault collection tasks raised by eDiscovery Platform are not overloading Enterprise Vault services and allow them to function smoothly.

Collections from Enterprise Vault.Cloud fail with error EVcloud export failed for exportURL due to null after Enterprise Vault.Cloud update (CFT-1795)

Enterprise Vault.Cloud collections tasks fail while collecting data from Enterprise Vault.Cloud environment. This fix resolves the integration related issue between eDiscovery Platform and EV. Cloud. With the fix eDiscovery Platform should be able to collect to Enterprise Vault.Cloud mailboxes and download messages which match the filter criteria of the collection task.

Defensibility Reports for Enterprise Vault (CFT-1772)

The solution ensures that defensibility reports for Enterprise Vault Collection are generated successfully in all situations

Enterprise Vault Collection Task (CFT-1883)

This fix in the Enterprise Vault Collection Task for File System and SharePoint archive ensures that user-provided Keywords are searched in both Content and Subject or Title of archived items and correct set of data is collected

Traits option (CFT-1884)

As part of this fix, Traits option is introduced under the Filtering tab when you create the Collection Task. You can provide custom attributes as part of search criteria

Microsoft Exchange Collection Task (CFT-1907)

This fix resolves Microsoft Exchange collection task failures involving discovery search mailbox when search count exceeds a certain value. With this change, collection completes successfully

Sharepoint Online Collections (CFT-1941)

This fix rectifies the authentication issue and lets you perform collection from custom root sites that are hosted on SharePoint Online. Note: The Source Account that is used for SharePoint Online Collection must be a cloud-only account. For example, john.smith@onmicrosoft.com OR User@onmicrosoft.com

Enterprise Vault SMTP Archives (CFT-2039)

This fix enhances the underlying infrastructure of data collection from Enterprise Vault SMTP archives and improves the collection performance

Office 365 Collections (CFT-2416)

This fix improves the overall reliability of Office 365 Collection (user's normal mailbox and user's archive mailbox) using the eDiscovery Platform

Enterprise Vault Search (CFT-2397)

This fix ensures that after the existing Enterprise Vault Search and Hold Tasks are copied, the previously disabled archives are automatically dropped from the targeted archives list. This ensures that the Search or Hold task runs against the correct set of archives

Legal Hold

Legal Hold Notice body (CFT-1917)

This fix rectifies the problem of the corrupted file path in the Legal Hold Notice body. With this fix, a file path can be opened correctly and used further by the custodians upon receiving the Legal Hold Notice

Legal hold – Addition of custodians (CFT-2357)

This fix resolves the issue of initially added custodians in the Legal Hold Notice receiving the original Legal Hold Notice multiple time when a new set of custodians are added in the same notice. This fix ensures that the notice only gets sent to the newly added custodians

Processing and Post Processing

The From field has multiple sender email addresses. The source is NSF file (CFT-1518)

NSF file that has multiple mail addresses in the Sender field is not correctly processed. The fix has resolved the issue where the processing engine incorrectly strips our email addresses stamped on each message coming from the NSF file of Lotus Domino

EMLs with embedded images never index (CFT-1535)

EML messages with embedded images cause the Indexer to crash. This fix resolved an issue where the indexer was crashing because of EML messages with embedded images.

As a workaround, you can truncate the message body to process EML messages successfully by changing the value of the esa.crawler.eml.droplargebodyeml property to false. As a result, EML messages will not be dropped even if the body size is greater than the defined value. You can define the body size for the truncated messages by reducing the value of PROPERTY_ESA_EML_MSG_BODY_SIZE property. The default value is 1024000 bytes

All entries in BCC fields are not index due to too many listed (CFT-1599)**Emails with multiple Bcc fields in message header are not getting indexed correctly (CFT-1486)**

This fix resolves dataset specific issue where items with multiple Bcc fields in message header were not getting indexed in its entirety. This change ensures that all the recipient values are indexed and searchable in eDiscovery Platform.

Search and Review

Custom field Advanced Search fails until the first eDiscovery Platform restart (or first case of backup and restore) – (CFT-1699)

Advanced Search using the Custom Fields section fails to find responsive documents until the eDiscovery Platform services are restarted or until the case is backed-up and then restored. This fix resolves a problem where advanced search using the Custom Fields section fails to find responsive documents

Retrieval of EML files failing (CFT-1635)

Retrieval of EML files failing with error: [#41047] Unable to retrieve email content: Retrieval timed out.

Reviewing EML Files (CFT-1383)

Reviewing specific EML files results in an error “[#41047] Unable to retrieve email content: Retrieval timed out”. This issue is now fixed

LFI Processing (CFT-1760)

This fix resolves a problem in LFI processing where certain items had missing records after a semi-colon. With this fix, correct indexing happens for all records

Post Processing (CFT-1947)

This fix resolves the issue of post-processing failing in Search Analytics phase due to malformed SQL query.

Document Log (CFT-1917)

This fix ensures that Document Log (CSV) for a Print job gets exported to a user-selected external location

Production and Export

Production Export Slipsheet (CFT-1264)

When generating the Production Export Slipsheet, the IGCTargetFile path to be greater than 255 characters when you select Create downloadable (zip) file

Known Issues in Version 9.5

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

Identification and Collection

SharePoint Collections fail when Federated Search is enabled (ESA-53685)

Collections on Sharepoint 2016 will fail when federated Search is enabled.

Deprecated Features

This section lists features and options that Veritas eDiscovery Platform eDP 9.5 is deprecating.

- Windows Server 2008 R2 is no more a supported Install Platform.
- Collections
 - “All Collections” Analytics tab has been deprecated.
- Processing
 - Removed Sub-tab “Groups”
 - EDRM XML Source is deprecated as a source during pre-processing.
 - Email Servers and Archives is deprecated as a source during pre-processing.
 - RISS Crawler and Retrievers are now deprecated.
- Analysis & Review
 - Concept Search – Removed temporarily. Will be added back in a later release.
- System
 - Update of License – Option to Paste License is removed.

- Schedules – Removed HP IAP Discovery as task type.
- Patches UI – Removed the option to download and install eDP Patches.
- Directories and Servers – Removed “Rights Management”
- Directories and Servers – Removed “HP IAP” as Source Type.
- Starting with version 8.0 and beyond, all new or clean eDiscovery Platform installs do not support RMS.

Under Consideration for Future Deprecation

This section lists features and options that are under consideration to be deprecated in the next major release of Veritas eDiscovery Platform.

- Windows Server 2012 R2 is no more a supported Install Platform.

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, how to contact Technical Support, and how to manage your Veritas account information, visit our website:

<https://www.veritas.com/support>

If you have questions regarding an existing support agreement, please email the support agreement administration team for your region as follows:

Worldwide (except Japan):

CustomerCare@veritas.com

Japan:

CustomerCare_Japan@veritas.com

Licensing Portal

If your Veritas product requires registration or a license key, access our Support Portal Licensing area. From the Veritas Support Portal, please log in under **Licensing** to use Veritas Account Manager. If you do not have an account, please register for one under Licensing.

<https://www.veritas.com/support>

Downloading 9.5 Software

Note: Previous links and website portals (FileConnect/FlexNet) for downloading product software, licensing and support have changed.

- 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

Obtaining Product and Compatibility Information

Make sure that you have the current version of the documentation. The latest documentation is available from:

- Documentation link at the bottom of any page in the eDiscovery Platform landing page.
- Veritas Support Portal
 - [Release Documentation](#)
 - [Compatibility Charts](#)
- Veritas Products Web site: <https://www.veritas.com/product/a-to-z>