

# Veritas eDiscovery Platform™

Release Notes

8.2 Cumulative Hotfix 7

# Veritas eDiscovery Platform™ : *Release Notes 8.2 CHF7*

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## Overview

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

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

## 8.2 CHF7 Installation & Upgrade Requirements

This section provides critical information necessary before installing or upgrading your system to Veritas eDiscovery Platform 8.2 CHF7.

### What Files to Download?

Please sign in and use the [MyVeritas portal](#) for downloading product software, licensing, and support:

- For cumulative hotfix information and downloads, visit the eDiscovery Platform support site:  
[https://www.veritas.com/content/support/en\\_US/DocumentBrowsing.html?product=eDiscovery%20Platform](https://www.veritas.com/content/support/en_US/DocumentBrowsing.html?product=eDiscovery%20Platform)
- For information on how to obtain license key and installation download:  
[https://www.veritas.com/support/en\\_US/article.000100418](https://www.veritas.com/support/en_US/article.000100418)

A number of Veritas eDiscovery Platform installation files are available from the MyVeritas Licensing Portal. Use the information below to help you choose the appropriate set of files to download for your license and deployment.

If you are upgrading to 8.2 CHF7, use the following incremental installer (for the Master node and all nodes in the cluster and the Utility Node):

- Veritas\_eDiscovery\_Platform\_v82\_CHF7\_Win\_EN\_Fix1.zip

If you are upgrading from a previous version, run the full product installer.

- Full Product Installer  
Veritas\_eDiscovery\_Platform\_Installer\_8.2\_R1\_Win\_EN.zip
- Legal Hold Installer (only applicable if you are licensed for the Legal Hold module):  
Veritas\_eDiscovery\_Platform\_ConfServer\_Installer\_8.2\_Win\_EN.zip
- Utility Node Installer (only applicable if you are licensed for the Review, Redaction and Production module)  
Veritas\_eDiscovery\_Platform\_UtilityNode\_Installer\_8.2\_Win\_EN.zip

**IMPORTANT!** Veritas eDiscovery Platform 8.2 CHF7 also requires a critical patch for ETrack-3896950/ESA-45997 installed afterward. For more background, see [www.veritas.com/docs/000125017](http://www.veritas.com/docs/000125017).

## Install/Upgrade Instructions

Veritas eDiscovery Platform 8.2 CHF7 supports the following upgrade path:

- Veritas eDiscovery Platform Release 8.2
- Veritas eDiscovery Platform CHF1
- Veritas eDiscovery Platform CHF2
- Veritas eDiscovery Platform CHF3
- Veritas eDiscovery Platform CHF4
- Veritas eDiscovery Platform CHF5
- Veritas eDiscovery Platform CHF6

If you are running above listed version, you must run the incremental installer to install 8.2 CHF7 on the following:

- Master Node and all other Nodes in the cluster
- Confirmation Server  
**Note:** If you are using a dedicated Confirmation Server, then you must run the 8.2 CHF7 incremental installer on the Confirmation Server.
- Utility Node

eDiscovery Platform does not support release upgrades that extend past a previous version release (for example, you cannot perform a direct upgrade from 8.1.1 to 8.2 CHF7). Instead, eDiscovery Platform requires intermediary upgrades to update the product to the latest version. In the case of 8.2 CHF7, your system must be running 8.2, 8.2 CHF1, 8.2 CHF2, 8.2 CHF3, 8.2 CHF4, 8.2 CHF5, or 8.2 CHF6 before running and applying the 8.2 CHF7 incremental install.

**IMPORTANT!** You may need to restart your system after upgrading to 8.2 CHF7, if prompted.

For more information about upgrade and associated best practices, refer to the 8.2 *Installation Guide* and the *Upgrade Guide*.

## Distributed Architecture Deployment Updates

If you are using a distributed architecture deployment:

The 8.2 CHF7 installation retains the product version as 8.2.0.30.0.

All nodes in a cluster must be upgraded to the same version; otherwise nodes will not be available. To do this:

1. Stop all services on all nodes.
2. Install 8.2 CHF7 on the Master node first.
3. Continue to install 8.2 CHF7 on all other nodes in the cluster.

For more information about distributed architecture system requirements, refer to the *Distributed Architecture Deployment Guide*.

## Product Documentation

For more information on supported upgrade paths, refer to:

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

For more information on the supported operating systems and third party applications, refer to: [Veritas eDiscovery Platform Compatibility Charts](#)

8.2 Release Notes and product documentation:

[https://www.veritas.com/support/en\\_US/article.000114478](https://www.veritas.com/support/en_US/article.000114478)

Late Breaking News for eDiscovery Platform 8.2: <http://www.veritas.com/docs/000114974>

Hotfixes being cumulative in nature, all fixes made in earlier CHF7s for V8.2 are carried forward in V8.2 CHF7.

For eDiscovery Platform 8.2 Cumulative Hotfix 1: <http://www.veritas.com/docs/000115827>

For eDiscovery Platform 8.2 Cumulative Hotfix 2: <http://www.veritas.com/docs/000116248>

For eDiscovery Platform 8.2 Cumulative Hotfix 3: <http://www.veritas.com/docs/000125047>

For eDiscovery Platform 8.2 Cumulative Hotfix 4: <http://www.veritas.com/docs/000125899>

For eDiscovery Platform 8.2 Cumulative Hotfix 5:

[https://www.veritas.com/support/en\\_US/article.000126980](https://www.veritas.com/support/en_US/article.000126980)

For eDiscovery Platform 8.2 Cumulative Hotfix 6:

[https://www.veritas.com/support/en\\_US/article.100034410.html](https://www.veritas.com/support/en_US/article.100034410.html)

## Need Help?

Customer Support Portal: <https://my.veritas.com/>

Contact Numbers: [https://www.veritas.com/content/support/en\\_US/contact-us.html](https://www.veritas.com/content/support/en_US/contact-us.html)

**Note:** Access to the MyVeritas Technical Support Portal requires a Veritas Account. If you do not already have one, register for a new Veritas Account from the MyVeritas Technical Support Portal.

## New in Version 8.2 CHF7

### Office® 365 connection using MAPI/HTTP

Microsoft will be deprecating support for RPC over HTTP starting October 31, 2017. Accordingly, Veritas eDiscovery Platform requires Microsoft Outlook 2013 to use MAPI/HTTP to connect to Office 365.

After the 8.2 Cumulative Hotfix 7 is installed, Administrators who want to collect data from Office® 365 mailboxes must also download and install the KB3114941 updates for Outlook 2013 32-Bit Edition that enables Office® 365 connection using MAPI/HTTP to the eDiscovery Platform servers connecting to Office 365.

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

See technical article for details and troubleshooting steps: [https://www.veritas.com/support/en\\_US/article.000128048](https://www.veritas.com/support/en_US/article.000128048)

## Operational Notes

**Cannot add new worker node to DA after MySQL password is changed (ESA-45191):** This is an issue encountered when the user changes database passwords on the master and tries to update the worker node. The user needs to do the following:

- Stop ESA services on the worker
- Use Password Manager to change passwords on worker to match the passwords on master
- Start ESA services on the worker
- Restart ESA services on the worker
- Add the worker on the master on the Appliances screen

For instructions, see [https://www.veritas.com/support/en\\_US/article.000116715](https://www.veritas.com/support/en_US/article.000116715)

**User cannot restore node backup to 8.2 (ETrack-3896950/ESA-45577/45997):** Node backup fails to restore, generating the error code -6060. This issue was solved by the critical patch that needs to be installed on top of 8.2 CHF7. For more information, see [www.veritas.com/docs/000125017](http://www.veritas.com/docs/000125017).

**IMPORTANT!** 8.2 CHF7 requires this patch installed. The patch was first made available with 8.2 CHF3. If you installed the patch previously, you will not need to install it again after CHF7.

**Case upgrade fails in legacy cluster after restoring node backup on worker node (ESA-45830):** This issue occurs when the case on the restored worker node is not detected and the case does not appear in the UI. The workaround is to go to the **All Processing** tab > **Backups**, select the case that does not show up in the Cases list box next to All Cases, and click **Restore**. For more information, reference this article in the knowledge base: <http://www.veritas.com/docs/000122718>

## Known Issues in 8.2 CHF7

**Installation wizard incorrectly shows old prompts (ESA-47507):** When the 8.2 CHF build is installed successfully, the installer continues to display the message "Computing space requirements". Users can however continue to start the eDiscovery Platform services.

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

## Fixed in Version 8.2 CHF7

### Infrastructure

**Case restore operation fails due to invalid type manager ID (CFT-412):** This fix resolved an issue where restoring a v7.1.5 case backup in v8.2 failed in certain situations. With this fix, the case restore works as expected.

### Legal Hold

**Custodian list in a Legal Hold notice is not displayed properly (CFT-560):** This fix resolved an issue where the custodian list in a Legal Hold notice was not displayed properly when the custodians were released from another notice within the same Legal Hold. With this fix, the custodian list is displayed properly.

**Actual custodian name is not populated in the Legal Hold Release Notice email (CFT-573):** This fix resolves an issue where actual custodian name was not getting populated in the message body of the Legal Hold Release Notice email that was sent to the intended custodian. This customization can be made using the **Legal Hold > Settings** tab.

### Identification and Collection

**Collection from On-premise Exchange 2013 fails due to Active Directory issues (CFT-455):** This fix resolved an issue where the collection from Exchange 2013 server was failing in certain situations because of missing "ServiceBindingInformation" in the Active Directory. With this fix, collection from Exchange 2013 server works as expected.

**Collection from Office® 365 sources intermittently results in over collecting items (CFT-617):** This fix resolved an issue where collection tasks for Office® 365 sources were over collecting items, displaying the incorrect total collected data size. With this fix, the accurate size is shown.

**Unable to search for a list of Enterprise Vault Mailbox Archives using "Filter: All Fields" (CFT-493):** This fix resolved an issue where users were unable to search for a list of Enterprise Vault Mailbox Archives by entering data using "Filter: All Fields" within the archive picker. With this fix, all matching mailbox archive names are displayed for the inserted text.

**Enterprise Vault collection tasks targeting EV archives with index volumes spanned across multiple index servers shows incorrect status due to internal timeouts during the collection process (CFT-547):** This fix resolved an issue where EV collection task was showing incorrect status at the end of run in an environment where index volumes for an archive are spanned across multiple index servers.

## Case Administration

**Restoring a v6.6 case backup fails with “UpgradeException” (CFT-602):** This fix resolved an issue where certain case backups from release 6.6 failed to get restored with an error: *“com.teneo.esa.cluster.upgrade.UpgradeException”*. With this fix, case restore operation completes successfully.

## Processing

**Native export from Processing > Exceptions page ignores user-selected locations (CFT-496):** This fix resolved an issue where the native export from the **Processing > Exceptions** page ignored user-selected locations. With this fix, the user-selected locations are used.

## Search

**Advanced search for tags provides incorrect results (CFT-420):** This fix resolves an issue where a tag search returns incorrect results. With the fix, the search on tags returns correct results.

## Production/Export

**Printing item details in PDF using the “Print” option from Analysis & Review screen does not list documents in the correct order (CFT-548):** This fix resolved an issue where printing items details in PDF did not list items in the correct order when the items on the eDiscovery Platform UI were sorted based on the “Date” column. With the fix, items details in the PDF are maintained in the correct order.