

Veritas eDiscovery Platform™

Release Notes v1

8.3 Cumulative Hotfix 3

Veritas eDiscovery Platform™ : *Release Notes 8.3 CHF3*

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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.

8.3 CHF3 Installation & Upgrade Requirements

This section provides critical information necessary before installing or upgrading your system to Veritas eDiscovery Platform 8.3 CHF3.

What Files to Download?

Please sign in and use the Veritas Support portal for downloading product software, licensing, and support: https://www.veritas.com/content/support/en_US/eDiscoveryPlatform.html

- For cumulative hotfix information and downloads, visit the eDiscovery Platform support site: https://www.veritas.com/support/en_US/article.100039146
- For information on how to obtain license key and installation download: https://www.veritas.com/support/en_US/article.000100418

A number of Veritas eDiscovery Platform installation files are available from the Veritas Support Portal Downloads area. 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 8.3 CHF3, use the following incremental installer (for the Master node and all nodes in the cluster, the Confirmation Server and the Utility Node):

- Veritas_eDiscovery_Platform_v83_CHF3_Win_EN_Fix1.zip

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

- Full Product Installer
Veritas_eDiscovery_Platform_Installer_8.3_Win_EN.zip
- Legal Hold Installer (only applicable if you are licensed for the Legal Hold module):
Veritas_eDiscovery_Platform_ConfServer_Installer_8.3_Win_EN.zip
- Utility Node Installer (only applicable if you are licensed for the Review, Redaction and Production module)
Veritas_eDiscovery_Platform_UtilityNode_Installer_8.3_Win_EN.zip

Install/Upgrade Instructions

Veritas eDiscovery Platform 8.3 CHF3 supports the following upgrade path:

- Veritas eDiscovery Platform Release 8.3
- Veritas eDiscovery Platform Release 8.3 CHF1
- Veritas eDiscovery Platform Release 8.3 CHF2

If you are running above listed version, you must run the incremental installer to install 8.3 CHF3 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 8.3 CHF3 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 8.2 to 8.3 CHF3). Instead, eDiscovery Platform requires intermediary upgrades to update the product to the latest version. In the case of 8.3 CHF3, your system must be running 8.3 before running and applying the 8.3 CHF3 incremental install.

IMPORTANT! You may need to restart your system after upgrading to 8.3 CHF3, if prompted.

Distributed Architecture Deployment Updates

If you are using a distributed architecture deployment:

The 8.3 CHF3 installation retains the product version as 8.3.0.5.0.

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 8.3 CHF3 on the Master node first.
3. Continue to install 8.3 CHF3 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:

https://www.veritas.com/support/en_US/article.000095769

For more information on the supported operating systems and third-party applications, refer to: https://www.veritas.com/support/en_US/article.000019811

8.3 Release Notes and product documentation:

https://www.veritas.com/support/en_US/article.000126695

Hotfixes being cumulative in nature, all fixes made in earlier CHF3 for V8.3 are carried forward in V8.3 CHF3.

For eDiscovery Platform 8.3 Cumulative Hotfix 1:

https://www.veritas.com/support/en_US/article.000127340

For eDiscovery Platform 8.3 Cumulative Hotfix 2: <https://www.veritas.com/docs/000128033>

Need Help?

Customer Support Portal: https://www.veritas.com/support/en_US.html

Contact Numbers: https://www.veritas.com/content/support/en_US/contact-us.html

Note: Access to some areas of the Support Portal may require a Veritas Account. If you do not already have one, register for a new Veritas Account from the Support Portal Licensing area.

New in Version 8.3 CHF3

Users may now download a zip file in DA environment

Previously users in a Distributed Architecture environment were not able to download requested export packages, such as production, metadata, and native exports. The user was given an info bubble with a location for the zipped file. In a DA environment, not all users will have permissions allowing them access to the designated location on the specified appliance.

In this fix users will have a choice. Selecting the Create downloadable (zip) file radio button gives the user the option to download the export package, instead of accessing it from the specified appliance location.

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:

1. Stop ESA services on the worker.
2. Use Password Manager to change passwords on worker to match the passwords on master.
3. Start ESA services on the worker.
4. Restart ESA services on the worker.
5. Add the worker on the master on the Appliances screen.

For instructions, see https://www.veritas.com/support/en_US/article.000116715.

Known Issues in 8.3 CHF3

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, 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 on Windows 7 with any version of Internet Explorer.

No longer supported in 8.3 CHF3

Veritas Product Improvement Plan

Users will no longer be prompted to participate in the product improvement plan.

Fixed in Version 8.3 CHF3

Infrastructure

Running the MySQL Upgrader tool and upgrading to the 8.3 CHF2 release results in failure of child CWJava processes (CFT-730): This fix resolved an issue where child CWJava processes failed to be launched after running the MySQL Upgrader tool and upgrading to 8.3 CHF2 Release.

System Administration

Prevent IWA login failures (ESA-48760): Increased default value for maxHTTPHeader to prevent rare IWA login failures for customers with large AD implementations.

Legal Hold

Custodian list in a Legal Hold notice is not displayed properly (CFT-607): 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-593): This fix resolved 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

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-609): 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.

Unable to search for a list of Enterprise Vault Mailbox Archives using "Filter: All Fields" (CFT-629): 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.

Office® 365 collection fails with an error (ESA-49571): This fix resolved an issue where Office® 365 collection tasks failed with an error: *"Invalid parameters passed to CreateStoreEntryID2."* To troubleshoot this issue, users were required to delete the existing profile *"eDP-O365-MapiHttp-TemplateProfile-Do not Delete"* and then manually create a new profile. With this fix, manual steps are not required, and the new outlook profile is created correctly, resulting in the successful collection of the Office® 365 data.

Collection tasks for Office® 365 source fail randomly (ESA-48838): This fix resolved an issue where collection tasks for an Office® 365 source failed randomly when more than four collection tasks were run simultaneously. Some of these tasks were completed successfully while some of them failed. With this fix, collection tasks complete successfully.

Case Administration

Processing job fails when the case is created from a Case Template having modified language settings (CFT-597): This fix resolved an issue where the processing job resulted in failure when the case was created from a Case Template having modified Language Settings. With this fix, the processing job in such cases is completed successfully.

Restoring a v6.6 case backup fails with “UpgradeException” (CFT-637): 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-624): 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.

Attachments in the attCacheDir directory remain unprocessed in certain situations in DA environment (CFT-708): This fix resolved an issue where if the default location of the attCacheDir directory was changed using the **esa.altAttachmentsDir** property to a local directory, then some of the attachments in that directory were not processed. With this fix, all attachments from the attCacheDir directory are processed as desired.

Print/Export

“Print” option on the Analysis & Review page does not generate a PDF file for LFI source data (CFT-664): This fix resolved an issue where the “Print” option on the Analysis and Review page failed to generate PDF files for specific documents ingested via LFI source. With this fix, PDF files are generated properly for such documents.

Export transform shows an incorrect status for folder membership when the folder name contains a Tab character (CFT-688): This fix resolved an issue where for the folders having a tab character in its name, the Export transform functionality showed the documents that were members of a folder incorrectly as non-members of the folder in the generated DAT/CSV file. With this fix, a validation is done to disallow a tab character while creating a folder name.