

Veritas eDiscovery Platform™

Release Notes v1

9.0

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 particular feature or enhancement. Each manual has a guide to the documentation in the Product Documentation section.

Upgrade Paths, Compatibility, and Notes

9.0 Upgrade Paths

From Release	To Release
8.1.1 GA and all Cumulative Hotfixes	9.0
8.1.1 R1	9.0
8.2 GA and all CHF's	9.0
8.3 GA and all CHF's	9.0

For more information on supported upgrade paths, refer to:
<http://www.veritas.com/docs/000095769>

If you are on a previous version, upgrade to 8.1.1 (GA or all CHF's) before performing the 9.0 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 9.0* 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 previous versions, Windows Time Sync was disabled during installation. Starting with version 9.0, Windows Time Sync is not altered during installation.

Microsoft Rights Management Services (RMS) and eDiscovery Platform Support

RMS support was introduced back in version 7.1.5 to securely decrypt and collect documents (MSG/PST and loose files). Currently, it is only supported for upgraded systems.

IMPORTANT: Starting with version 8.0 and beyond, all new or clean eDiscovery platform installs do not support RMS.

Operational Notes

This section covers important operational notes for version 9.0.

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 8.3. If you haven't upgraded to 8.3, read the 8.3 release notes for information about Access Groups and other changes before upgrading.

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 is certified to work with the following versions of Microsoft® Internet Explorer® (IE): IE 10 and IE 11. For more information on the supported versions of browsers, see the *Veritas eDiscovery Platform™ Compatibility Matrix* linked in [Upgrade Paths, Compatibility, and Notes](#).

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, if 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**.

If the appliance is running Internet Explorer 10, verify that the **Use TLS 1.2** check box is enabled.

Veritas eDiscovery Platform does not currently support non-Microsoft browsers such as Chrome, Firefox, or Safari. 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 users, OST files are recognized and automatically converted into PSTs and stored in the application's managed email conversion area prior to processing. See *What's New, Automatically convert OST to PST Data Files for 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 as long as 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, Office 365, Lync 2013 with Exchange 2013

SharePoint 2007, 2010, 2013, SharePoint Online

Lotus Domino Server 8.x, 9.0

Veritas Enterprise Vault 10.0.4, 11.0, 11.0.1, 12.x: 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 9.0*.

New in Version 9.0

Information Classification

Starting with version 9.0, the eDiscovery Platform lets you automatically classify sensitive and critical case data based on a set of built-in and custom policies.

Note: The Information Classification feature can only be enabled for cases created in version 9.0 and later. Cases created before version 9.0 are not supported.

The platform integrates with Veritas Information Classifier (VIC) to analyze and classify eDiscovery data. VIC uses both predefined and user-defined policies to assign classification tags to your eDiscovery data during the processing phase. Once these tags have been applied, users can view pre-selected classification filters (system tags) in the Analysis and Review mode to quickly identify documents that match the VIC tags.

Bulk Redaction and Delete Bulk Redaction

Bulk redaction provides the ability to redact multiple documents in a Redaction Set without having to individually open and review each and every document in the Native Viewer. You can easily specify the redaction text along with the reason code that needs to be applied on the redacted text to all selected documents. Bulk redaction works on redaction sets with preset reason codes and with free-text reason codes. The delete bulk redaction option makes it easy to delete all redactions and annotations for a set of documents in a redaction set.

Redaction sets with preset reason codes

Currently, case reviewers can add free text as a reason for redaction while redacting a document. New functionality is available so the Case Administrator can define preset reason codes. Reviewers will then be able to redact documents by applying reason codes consistently.

- The Case Administrator can create redaction sets with either predefined reason codes or free text reason codes.
- Case reviewers can apply the preset reason codes to redaction markups.
- Case reviewers can search, filter, or export documents based on the preset reason codes.

Annotations in review mode

In addition to the existing capability to redact a document, this release adds the ability to annotate a document in review mode.

- Case reviewers can annotate a document by adding comments or graphical stamps, or strike out some text.
- Case reviewers are also allowed to delete annotations.
- Case reviewers can also search the document for the Redacted Tag.
- Once annotated, the document can be reviewed by another reviewer, who can also add annotations.

Case Backup Integrity

During an eDiscovery Platform backup, empty directories may be created in the backup structure. If a case backup directory is then moved and empty directories are not copied, a restore job will subsequently fail. With this release, restore job for a case backup with empty directories does not fail. With the Case Backup Integrity feature, a checksum of the case backup directory is created during both the backup and the restore job. The checksum file created during the restore job is compared with the checksum file created during the backup job. If any empty directory is identified, then these empty directories are created at their specific paths during restore. This results in the success of the restore jobs.

Automatically convert OST to PST Data Files for processing

The eDiscovery Platform can now seamlessly convert OST files to PST files for processing.

OST data files are converted to PST data files during the discovery phase. Upon successful completion of this operation, normal PST processing is applied to the files for easy access, review, and analysis. See technical article for details:

https://www.veritas.com/support/en_US/article.000128050

Integrated Windows Authentication Single Sign-On for Legal Hold

Veritas eDiscovery Platform supports Integrated Windows Authentication (IWA) Single Sign-On (SSO) for Legal Hold authentication. When IWA SSO is configured, the logged-in Windows credentials of the custodian are used for authentication, and the custodian is subsequently directed to the Legal Hold Confirmation page without the need to enter login credentials. To use the SSO option, LDAP must be configured and enabled against the Active Directory domain from which Windows users will be authenticating. See technical article for details:

https://www.veritas.com/support/en_US/article.000128049

Office® 365 connection using MAPI/HTTP

Microsoft deprecated support for RPC over HTTP on October 31st 2017. With this release, the Veritas eDiscovery Platform will now use MAPI/HTTP to connect to Office 365 in support of this change.

The eDiscovery Platform 9.0 installer automatically installs the KB3114941 updates for Outlook 2013 32-Bit Edition that enables the MAPI/HTTP protocol required to collect data from Office® 365 mailboxes. See the 9.0 *Identification and Collection Guide* for details and troubleshooting steps.

Known Issues

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

Legal Hold Issues

Legal Hold Activity Report and Defensibility Report are not generated correctly for i18n characters (ESA-47358): When a Legal Hold name contains i18n characters, the Activity Report and the Defensibility Report is generated without any extension. Such reports cannot be opened by clicking the download report link in the Jobs window. As a workaround, users should click on the report link in the Jobs window and choose the option to save the report. Users can add extension ".xlsx" while saving the report file so that they can open the report. Alternatively, users can find the correct report at the location mentioned in the log file available in the Jobs link.

Identification and Collection Issues

Direct Domino collection fails when Keywords are specified as criteria (ESA-36938): For direct collection from Domino sources, a collection task fails when keywords are specified as criteria. However, when keywords are not specified, the collection tasks are completed successfully. To avoid this situation, it is recommended to keep the retry counts more than zero.

Load File Import Issues

For some LFI cases, user cannot sort by imported number (ESA-32763): There should be at least one custom attribute mapping for the user to sort by imported bates number in search UI. As a workaround, the user can add a dummy custom attribute mapping, and we should be able to sort an additional column by Imported Bates number on the search UI. See this knowledge base article:

<http://www.veritas.com/business/support/index?page=content&id=TECH217228>

System Administration Issues

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.

Fixed in Version 9.0

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

Infrastructure

Cases cannot be recovered in Distributed Architecture environment (CFT-381): This fix resolves an issue where in Distributed Architecture environment, when the worker node is removed and then added back, the cases with the Case Home on that worker node failed to be recovered.

Exceeding the datastore limit prevents creation of new cases and processing of data into existing cases (CFT-486): This fix resolved an issue where creation of new cases and processing data into existing cases was failing when the datastore limit of 64,535 was exceeded. With this fix, creation of new cases and processing data into existing cases works as desired.

Case restore operation fails due to invalid type manager ID (CFT-542): 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.

System Administration

Users with the "Allow Legal Hold access" access rights were erroneously allowed to update Settings under the All Cases tab (CFT-230): This fix resolves an issue where users with "Allow Legal Hold access" access rights could update **Settings** under the **All Cases** tab. With this fix, an appropriate error message is shown to the user.

A wrong access profile is selected and shown when user details in the case are edited (CFT-291): This fix resolves an issue where the access profile was defaulting to an incorrect one for the user, once edited.

User with "No case admin rights" in their role for a case is misassigned full Case Admin rights by their access profile (CFT-308): This fix ensures that the role assigned to users for a case correctly takes precedence over their access profile, even for cases they create themselves.

Case archives are not displayed under the Show drop-down list on the All Processing > Archives screen (CFT-425): This fix resolves an issue where the case archives were not displayed under the **Show** drop-down list on the **All Processing > Processing > Archives** tab. It only displayed the **"All Case Archives"** option.

“All Processing” page displays an error on the UI during page load (CFT-419): This fix resolved an issue where the “All Processing” page displays an error on the UI during page load when the case backup name contained certain special characters. With this fix, the error is no longer displayed.

Case Administration

In a Distributed Architecture environment, errors occur when navigating from the Processing tab to the Collection tab (CFT-400): This fix resolves an UI navigation error in a Distributed Architecture environment where navigating from the Processing tab to the Collection tab produced an *“Unknown menu”* error when Collection Tasks are associated with the case.

Custom Employee Attribute data is not displayed properly for custodians associated with a case (CFT-439): This fix resolved an issue where the custom employee attribute data is not displayed properly when the custodian is associated with a case. With this fix, custom attribute data is displayed correctly.

Identification and Collection

Archive Picker fails to search for or correctly display the German character "Eszett" (ß) (CFT-222): This fix resolves an issue where the Archive Picker fails to search for or correctly display the German character "Eszett" (ß). With this fix, the “ß” character is displayed properly, and can be searched in the Archive Picker.

Collection Set document count preview does not update when the Date filter is applied (CFT- 221): This fix resolves an issue where in the Windows 2012 environment, the preview count of email documents to be included in the Collection Set does not change when the Date filter is applied. With this fix, the preview count is updated as expected.

For Enterprise Vault collection, re-collection of previously errored items fails (CFT-364): This fix resolves an issue where for Enterprise Vault collection, re-collection of previously errored items fails with an *“Items was not specified for retrieval”* error. With this fix, re-collection for errored item works as intended.

Collections from Office 365 halts when keyword filter is used (CFT-239): This fix resolves an issue where Office 365 collection halts frequently and randomly when keywords were used in filter criteria. With this fix, environmental issues are handled efficiently.

Collection from Office 365 sources fails with a Null Reference exception (CFT-350): This fix resolves an issue where Office 365 collection failed during the Auto Discovery phase with a Null Reference exception. With the fix, collection from Office 365 sources runs as expected.

Collection from SharePoint sources fails to collect from subsites due to an unmarshalling exception (CFT-388): This fix resolves an issue where collection from SharePoint sources failed to collect from subsites for a specific SharePoint site when trying to enumerate child elements. With this fix, collections run successfully for subsites as well.

Enterprise Vault collections fail when the Author value is more than 255 Characters (CFT-396): This fix resolves an issue where collection from Enterprise Vault failed when the author name of any message was longer than 255 characters.

Enterprise Vault collections fail when the source account password contains system reserved characters (CFT-341): This fix resolved an issue where the source account having system reserved characters in its password were causing failures of Enterprise Vault collections. With this fix, collection for these sources completes successfully.

Analysis view of an Enterprise Vault search task shows a blank Email Address column (CFT-461): This fix resolved an issue where email addresses were not getting populated in the Analysis view for an Enterprise Vault search task that targeted Enterprise Vault Journal type archives.

“Browse and Add” feature does not work for the SharePoint collections (CFT-480): This fix resolved an issue where the “Browse and Add” feature did not work as desired for the SharePoint collection. With this fix, this feature works as expected.

Improvements to the defensibility report of Enterprise Vault search and hold tasks (CFT-492): This fix provides enhancements to the existing defensibility report of Enterprise Vault search and Enterprise Vault hold tasks. Now the defensibility report for these tasks provides a list of custodians provided in the **Filters** option while creating the task.

Collection from On-premise Exchange 2013 fails due to Active Directory issues (CFT-546): 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.

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-610): 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.

Legal Hold

Export of Legal Hold Survey Report fails when Custodian ID is not present in the database (CFT-310): This fix resolves an issue where the Legal Hold Survey Report cannot be exported when some custodians are missing from the database.

The Legal Hold Activity tab shows an error in certain circumstances (CFT-371): This fix resolves an issue where the **Legal Hold Activity** tab displays the "*Comparison method violates its general contract*" error when an attempt was made to display the legal hold activity of an employee who is associated with a large number of Legal Holds.

Actual custodian name is not populated in the Legal Hold Release Notice email (CFT-594): 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.

Custodian list in a Legal Hold notice is not displayed properly (CFT-608): 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.

Processing and Post Processing

PST files having corrupt messages are left unprocessed due to indexing errors (CFT-367): This fix increases Processing module resilience when handling corrupt messages that are part of PST files.

Wildcard search under the Processing > Participants tab does not show expected results (CFT-410): This fix resolves an issue where a wildcard search under the **Processing > Participants** tab did not yield the expected results.

Search and Review

Advanced search for tags provides incorrect results (CFT-527): This fix resolves an issue where a tag search returns incorrect results. With the fix, the search on tags returns correct results.

"Text" view for a loose file does not work properly (CFT-448): This fix resolved an issue where "Text" view for a loose file in a specific scenario resulted in an "*Unable to retrieve content, the source cannot be found*" error on the Review page. With this fix, the "Text" view works as desired for loose files.

Keyword section of Search Report shows incorrect total count for attachments and loose files (CFT-288): This fix resolves an issue where the keywords section showed inconsistent total counts.

Advanced search using the "Import Number" option with "List" operator does not produce correct results for different combination of inputs (CFT-259): This fix resolves an issue where advanced search using the "Import Number" option with "List" operator did not yield correct results for the different combination of inputs.

Advanced search using the "Import Number" option with "List" operator fails when the input is provided in Number-Suffix format (CFT-248): This fix resolves an issue where advanced search using the "Import Number" option with "List" operator failed when the input is in Number-Suffix format. An example of Number-Suffix format is "123-ABC"

Advanced search using the "Import Number" option with "Number Between" operator fails when input is provided in non-digit characters (CFT-243): This fix resolves an issue where advanced search using the "Import Number" with "Number Between" operator did not produce results when the input contained non-digit characters.

Tagging documents produces an error: "Failed to Retrieve tags:null" (CFT-220): This fix resolves an issue where an error occurred when certain documents were tagged. With this fix, tagging for such documents works as expected.

Production and Export

Native Export job runs slowly due to corrupt messages in the batch (CFT-294): This fix enhances the overall resiliency of a Native Export job while dealing with corrupt items.

"Print to PDF" for attachment header results in missing information (CFT-320): This fix resolves an issue where "Print to PDF" was causing incorrect values in attachment headers.

Printing item details in PDF using the "Print" option from Analysis & Review screen does not list documents in the correct order (CFT-549): 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.

LFI/EDRM

Records with special ASCII characters do not get ingested during Load File import (CFT-483): This fix resolved an issue where records having certain special ASCII characters skipped ingestion during Load File import. With this fix, such records are successfully ingested.

Deprecated Features

This section lists features and options that Veritas eDiscovery Platform is deprecating. To assist customers with planning, the section includes features targeted for deprecation in the future.

Veritas Product Improvement Plan

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

Under consideration to be deprecated in a future release

- Windows Server 2008 R2
- Data source options for Processing
 - Exchange
Direct processing from Exchange is being deprecated. Users must collect data from Exchange for processing.
 - EV
Direct processing from Enterprise Vault is being deprecated. Users must collect data from EV for processing.
 - HP IAP
- EDRM XML Import
- Smart Tagging
- Topics

Note: This deprecation list is subject to change pending product direction.

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 9.0 Software

Note: Previous links and website portals (FileConnect/FlexNet and all Symantec specific sites) 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>